



Basic Troubleshooting For Chromebooks

Screen frozen/ black or won't turn on?

- **Plug in** your Chromebook and check to see if there is a **Charging Light**
- Hold the  **Power** and  **Refresh** count to **Five** & press  **Power** again

Headphones not working?

- Click on your **profile picture** in the bottom right corner and then click on  
- Under **Output**, make sure that **Headphones** is selected

Glitchy, slow, not working right?

- In Chrome, go to **chrome://help**
- If updates are available then follow the directions to **update** and **restart** your Chromebook

Still acting weird?

- Click on your **profile picture** in the bottom right corner and **Sign Out**
- Click on the **drop-down** next to your username and click **Remove this user**
- **Sign in** again starting with your **student ID@guhsd.net**

Get Help!

- **WiFi issues** bring it to the **Library**
- Keys **not typing** bring it to the **Library**
- If your Chromebook needs **repair** bring it to the **Library**

