

Student Chromebook Troubleshooting Steps

If you're experiencing any issues with your chromebook, we've listed a few things you can try to get things to work better.

Update and restart your Chromebook

Follow the directions in [this video](#).

Shut down your chromebook at least every other day

To shut down your chromebook, do the following: Log off your chromebook. On the window that you use to sign in, click on the Shut Down button in the lower left hand corner.

Sign in to Clever

When you first sign in to your chromebook, a window automatically opens asking you to sign in to Clever. Make sure you click "**Log in with your BHBL CSD Google Account**". Sometimes, it shows your name and you have to click on your name too. You may have to log off and then log back on to get the window to come up.

****Good practice is to sign out of your chromebook at the end of every day so that when you sign in, in the morning, the Clever window automatically opens and you Log in. Also, if you go away from your chromebook for a period of time, (like lunch) sign out and sign back in fresh so that the Clever window appears.**

****Please do not just close the Clever window. Logging in to Clever helps you to connect to all of the apps that are available to you and it makes your connection to the meets stronger.**

Clear your browsing data

See [this tutorial](#)

How to take a screenshot

Use this keyboard shortcut:

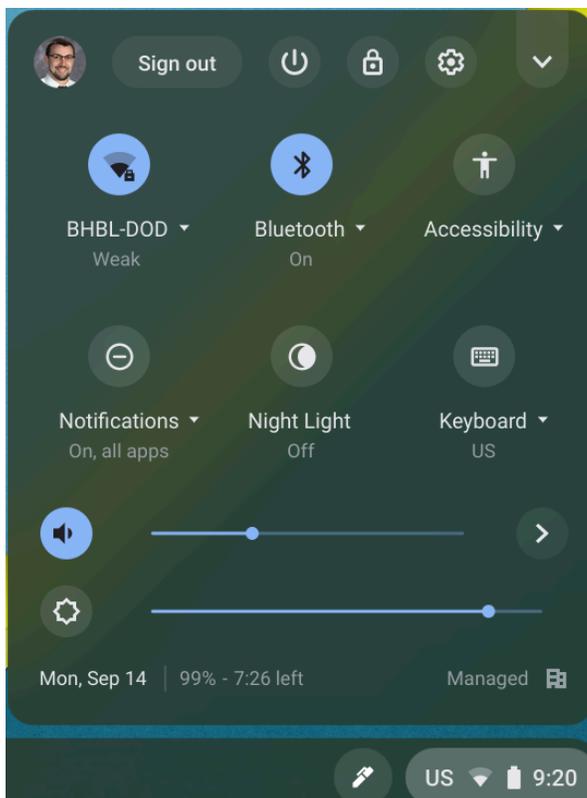


After you take a screenshot, the picture file will be in your **Downloads** folder on your Chromebook.

Check audio settings

If you don't hear sound or others in your Meet cannot hear you, it's a good idea to check your audio input and output settings:

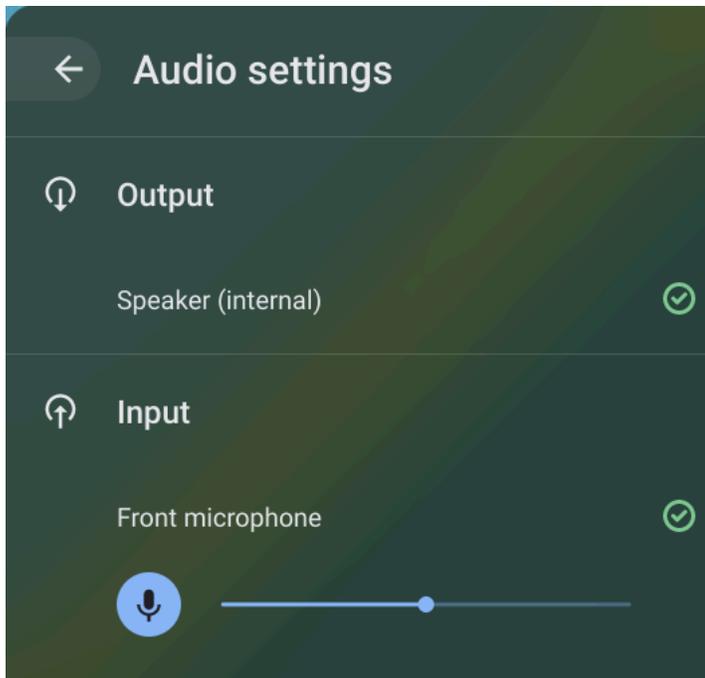
1. Click on the time in the bottom right corner of your screen:



2. Click on the arrow (>) next to the sound icon



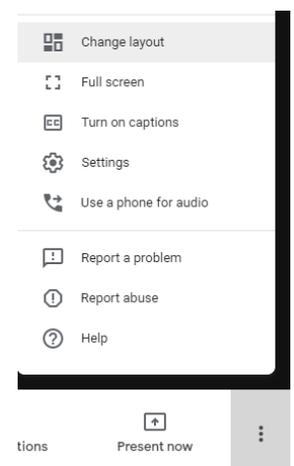
3. Make sure your audio is set to the desired input and output for audio. This may change based on the devices you have connected to your Chromebook (e.g. speakers, a microphone, etc.):



Meet is very slow and/or the quality is poor

Unfortunately, the capabilities of the hardware in many of our Chromebooks is not optimized for use with Google Meet. If you have trouble with poor audio/video quality in Google Meet on your device, try these steps:

- Keep the number of tabs that you have open to a minimum. Ideally you would want one tab open to Google Meet and just one tab open to the assignment or presentation that you are working on.
- Avoid using tiled view when possible.
 - Click on the **Options** (three vertical dots) button in the bottom right of your Google Meet and select **Change layout**.
 - Choose Spotlight or Sidebar as the view instead of tiled view. Fewer video feeds will reduce CPU usage for the Chromebook.
 - You may also hover over the teacher's video feed or the teacher's presentation and click on the thumbtack to pin them to the screen.



Change the camera being used for Google Meet

1. From within a Google Meet, click the button on the bottom right that shows three vertically stacked dots.

2. Click on **Settings**

3. On the left side, click **Video**. You will see a dropdown menu under **Camera**. Click on this dropdown menu to switch to a different camera. *NOTE: If you only see one option, then your device either has only one camera or you may have a hardware issue that is causing the second camera to not be detected. In this case, your school-issued device will need to be repaired or replaced by your school building's computer technician.*

