Achievement First

AF Chromebook Troubleshooting Guide

The guide will help you resolve those issues that commonly happen on Chromebook devices.

The Chromebook won't turn on!   **A key on the keyboard isn't working!**

I can't connect to the internet!   **The screen is flipped sideways!**

I can't sign in!   **The screen is frozen!**

The sound isn't working!   **My Chromebook is broken and cannot be used**

The microphone isn't working!

If you are still experiencing issues with your Chromebook that is not listed or still continuing after trying the solution steps below, place a support ticket with our Achievement First Technology Teams: remotelearning.achievementfirst.org/tech

The Chromebook won't turn on!

1) Make sure it's plugged in and charging (you should see a light turn on next to the charging port), then try turning it on again

I can't connect to the internet!

1) Make sure you're trying to connect to the correct wifi network and make sure the password is correct

2) See if other devices (phone or tablet, or another computer) will connect to the same network. Try connecting the Chromebook to another network if one is available

3) Restart the Chromebook and try connecting again

I can't sign in!

1) Make sure you're using the correct email and password. Emails should end in "@afscholars.org," and passwords can be verified with a school's Ops team!

2) Make sure you're connected to the internet first (instructions are above)

The sound isn't working!

1) Make sure the volume is up

2) Make sure the headphones are plugged in all the way. If they are, try using a different set of headphones

3) If this doesn't work, unplug the headphones and then close the Chromebook's lid. Wait 10 seconds, and then plug the headphones back in and open the Chromebook again

The microphone isn't working!

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1) Make sure that nothing is blocking the camera and mic: some new chromebooks may have a piece of plastic film blocking cameras/mics, but otherwise make sure there's no tape over the camera/mic for privacy purposes (or install those camera covers that could sometimes cover the mic)

2) If you are using headsets with microphones, ensure that they are not "double muted": some headsets have mute/unmute/volume controls on them and even if you unmute yourself on Zoom, the headset itself might still be muted.

3) Visit https://www.onlinemictest.com/ to make sure your microphone is responding

4) Click here to test the audio inputs and outputs on your Chromebook

A key on the keyboard isn't working!

1) Please restart the computer first and see if the keyboard still doesn't work after that

2) In the short term, you can use the on-screen keyboard: click the time on the bottom-right corner of the screen, click Settings, and then click Advanced at the bottom of the screen. From there, click "Manage accessibility features" and then click "Enable on-screen keyboard"

The screen is flipped sideways!

1) To rotate your screen, use the keyboard shortcut **CTRL + SHIFT +**

2) Do this until the screen is correct

The screen is frozen!

1) Hold down the power button to shut the computer down

2) Wait ten seconds, and press the power button again to turn the Chromebook on again

My Chromebook is broken and cannot be used

1) If you are unable to operate your Chromebook and it is fully charged, you may need to have it sent out for maintenance. Fill out this Chromebook request form to request another Chromebook and report your old one as broken.