

Tips and Tricks to Keep Your Chromebook Operating

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Device will not turn on: Occasionally you might encounter a situation where your Chromebook will not turn on. First, press and hold the power button for 30 seconds (until the blue light turns off). Let go, and proceed to press the power button again. In about 10-15 seconds you will see the device begin to boot. Occasionally your device must be plugged in for this to work. The power button is on the right side of your Chromebook.

Screen is upside down: If the orientation is off (your screen is upside down) there are a couple of steps you can take. First, fold your screen fully into tablet

mode *see image below* wait a moment and fold it back into a normal laptop.... this may flip the screen. If that does not work, you will need to go into the computer settings. Click on the lower right corner of your screen (where the battery level is) and click on the gear at the top of the screen. You are now in settings. Click on 'Devices' on the left side and then click on 'Displays'. Look for the option titled 'orientation' and click 0 degrees or normal depending on the device. That will resolve the issue



Cannot access certain websites: Using your device outside of school will present the same security settings and restrictions as you will have using your device in school. However, try clearing your browsing data. You will have the option to clear cookies and cached files.... click 'Clear Data'. This should resolve your problem.

My keyboard or trackpad is suddenly not working: Do a hard reboot of your computer. Press and hold the power button for 30 seconds. Let go, and press the power button again. When your computer reboots it should be working properly.

Wifi Connection: to successfully use your Chromebook on the internet outside of school, you will need to make sure you are connected to the

internet. The wifi options are on the lower right corner of your main screen. Click on wifi, and select the wifi network you wish to connect to. If you are not seeing the correct network, please reboot your device and look again.

Chromebook does not seem to be charging: Double check that all parts of your charger are plugged in. Sometimes the wire that attaches to the block gets loose. Make sure the charger is firmly plugged into the Chromebook. Make sure the charging light is orange or blue to show it is charging. If it is completely dead it may take up to ten minutes to power up again and it may take hours to completely charge.

Chromebook is running slow: Occasionally your Chromebook may run slow. Be aware of how many files you have saved to the desktop. We always recommend that you save as much as possible to your Osseo Apps account. Having loads of files on your computer will slow it down. Close some of your tabs in Google.... having a ton open will slow your computer down. Reboot: hold the power button for 30 seconds. Let go, then press it again. These steps should help your device work a little quicker.

Unintended Settings: Occasionally a Chromebook gets turned in with a keyboard not in English or voice turned on or some other odd setting. The place you want to look is the 'Ease of Access' settings. Go to 'settings' and click ease of access. Check or uncheck any box for a setting that you do or do not want.

Devices Not Fully Connected: If you are using headphones or external speakers to play the sound, check that they are fully connected. An icon in the Status Panel, on the lower right corner of the screen, will indicate where the Chromebook is attempting to play sound from, either its own speakers, headphones (or any device connected via the headphone jack), or Bluetooth. If your device is not connected, be sure that it is plugged in all the way. If it is a Bluetooth device, try reconnecting it.

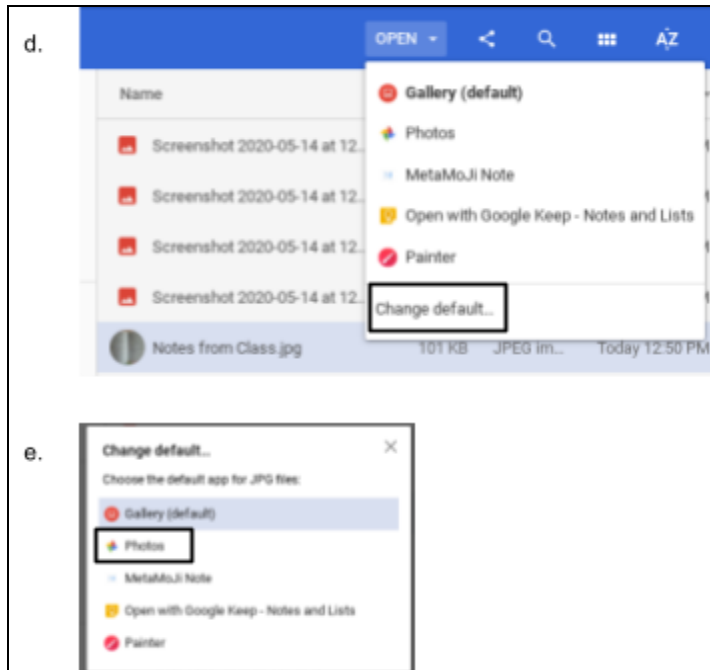
Wrong Camera in Meet: Try a hard reset. These steps WILL WIPE local data off the Chromebook, so if there is something a student/teacher is working on, make sure everything is saved to Google Drive before doing this.

- 1). Press and hold the refresh key (looks like a circular arrow on the top row of the keyboard), plus the escape key (top left corner of the keyboard) and the power button (left side of the device) at the same time for a second or 2.
- 2). This will restart your device and bring you to a screen that says something like "please insert recovery tool". On this screen press CTRL and D (CTRL is in the lower left of the keyboard).
- 3). After this, follow any on-screen prompts (usually involves pressing SPACE or ENTER).

Your device should restart again and reinstall all programs and hardware.

Change photo/video file to save to Google Photos by default:

1. Tap/click the Files app.
2. Tap/click Recent. Tap/click the photo.
3. Tap/click Open at the top of the file menu.



4. Tap/click change default ...
5. Tap/click Photos. Photos taken on the Chromebook will now save to Google Photos.

Connection Issues

1. Fully sign out of the Chromebook.
2. On the login screen next to where the students name is displayed, click the white down arrow. If you do not see an arrow then you are not fully signed out. Look in the lower left corner of the screen for a sign out button if that is the case.

3. Click "Remove account"
4. Sign back into the Chromebook and all your apps will be reinstalled, and Gmail should work again.

Microphone and/or camera not working

If you've made sure your chromebook OS is up to date and have tried a hard reboot the next thing to try are these steps. It is possible you declined permission for the website to access the camera and microphone.

1. With the Google Meet webpage open, click on the lock icon to the left of the website address. This will bring up a dropdown menu.
2. Make sure the Camera and Microphone are turned on. The slider icon will turn blue and the dot will move to the right when they are enabled.
3. After turning them on, reload the webpage and see if they work again.
4. If this does not work, click on the lock icon again, and select Reset permissions from the dropdown menu. Reload the page again, and it will prompt you with a small pop-up window that says "meets.google.com wants to use your microphone / use your camera. Click Allow.

If you are still having trouble, please call or email the helpdesk:

helpdesk@district279.org

763.391.7180