

Muskego-Norway School District
Muskego Lakes Middle School
Chromebook Care Guidelines & Quick Troubleshooting Guide

Questions / Contact Information

- Contact your teacher.
- Visit the Library.
- Send an email to tsa_mlms@muskegonorway.org
- Call 262-971-1860 x5114.



How to access my files from a home computer/tablet/phone?

All Google Apps for Education tools are accessible from any computer with an Internet connection.

- Navigate to **www.google.com**
- Use the email and password combination you use at school.
- All documents, email, and information stored in their Google Drive and online accounts are still available at home, even without their issued device.

Quick Reminders

- **Please take good care of it and it will work well for you.**
 - Keep food and drink AWAY from your Chromebook.
 - Avoid keeping your charger on top of the Chromebook or in your case. (This could cause screen breakage.)
 - Keep your Chromebook inside the district issued case/shell (if applicable) at all times.
 - Avoid putting your Chromebook on the floor.
- **Recharge your Chromebook**
 - Overnight or after school work is completed, so it is FULLY CHARGED for the next day of school.
 - It only takes about 1 hour to give your device a decent charge.

Quick Reminders (Continued)

- **Shut down & Restart your Chromebook each day.**
 - This ensures the proper Chrome updates are made which will prevent issues. It also clears out local memory. Click on the clock on the lower right. Click on the "Shut down" power symbol. Wait 10 seconds. Press the power button to turn back on. Log back in.

Troubleshooting

- **Will your Chromebook turn on?**
 - **YES:** - Continue to the next question.
 - **NO:** Plug in the device to ensure it is charged.
 - **Two things to try:**
 - Hold down the Power button for 10 seconds. Then, wait 10 seconds. Press the power button to turn on the device.
 - If that does not work, try:
 - Plug in the charger and connect to the device, see the LED light turn on, open the lid and wait 30 seconds to a minute. When the screen turns on, you may disconnect the charger.
 - If it still does not work, please reach out to support under **"Questions / Contact Information"**
- **Can you login to Google okay?**
 - **YES:** - You are able to login to Google okay. Continue to the next question.
 - **NO:** - Are other people at your location having the same issue?
 - **YES:** - Possible network issue.
 - School: Teacher should submit a HELPDESK request.
 - Home: Your caregiver may need to contact their Internet Service Provider for support.
 - **NO:** - Are you the only one unable to login?
 - **YES:** - See the "Chromebook Login Reminder" information on the back side.

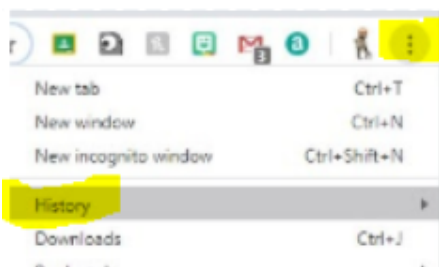
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Troubleshooting (Continued)

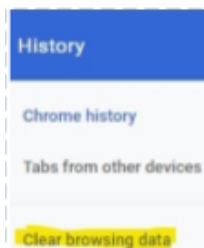
- Does your device take longer than 10 seconds to login?
 - **YES:** Limit the apps on your taskbar to ones you need each day. You can always access apps from Chromebook App Launcher (“waffle grid”).
- Are you having a problem running a program/ website on the Chromebook?
 - **YES:** – Did you Shut Down & log back in today?
 - **NO:** – Shut Down & restart Chromebook.
 - Click on clock:



- Click on the “Shut down” power symbol. Wait 10 seconds.
 - Press the power button to turn back on. Log back in.
- If you still are having problems, try clearing your cache and cookies.
 - 1. In the top right, click the Menu.
 - 2. Click “History” (Ctrl + H shortcut)

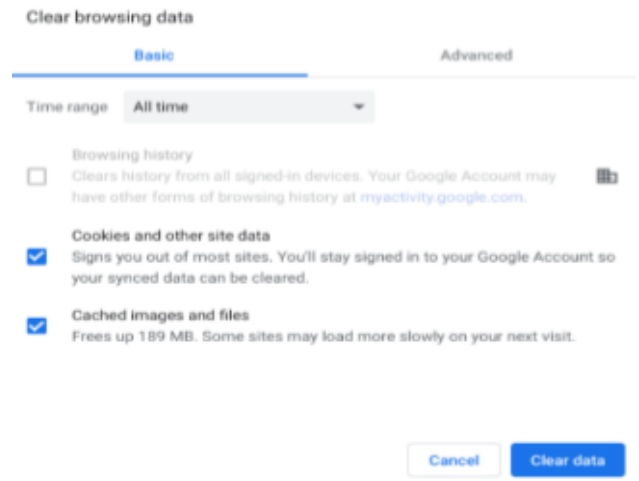


- 3. Click “Clear browsing data”



- 4. In the dialog that appears, select the following:
 - Change the “Time Range” to “All time”.

- Check the boxes to the left of “Cookies and other site data” AND “Cached images and files”.



- 5. Log off and Restart your Chromebook once the deletion is completed.

- For all other issues, please reach out to support under “**Questions / Contact Information**”
A loaner Chromebook may be needed.

Chromebook Login Reminder

Google Login

_____@muskegonorwayschools.org
(Fill in the blank with the three components below:)

1. Two digit Graduation Year
2. Last name in LOWERCASE letters
3. First 2 letters of first name in LOWERCASE letters

Example:

Mike Smith graduating in 2026 should be:
26smithmi@muskegonorwayschools.org

Forgot your Google password?

- No worries.
- Please contact
 - Homeroom teacher
 - MLMS Library Aide
 - Student Services
 - Main Office
 - Send an email to tsa_mlms@muskegonorway.org
 - Call 262-971-1860 x5114.