



Chromebook Troubleshooting Guide

Click on the link below regarding your issue. If you do not see your issue, please submit a ticket.

Does the Chromebook have...(click on the link below)...

[How to Powerwash a Chromebook](#)

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How to Powerwash a Chromebook

- Press Esc + Refresh + Power. ...
 - 2018 brand new device: even if it asks for a USB stick, keep going with the same process
- Press Ctrl + D. The Chromebook deletes its local data, returning to its initial state.
- Then press Enter...
- When the transition completes, press the spacebar, then press Enter to return verified mode.
- Click the blue “let’s go button”
- Click on the select a network drop down and select No Network and then OhLsD-Google
- Type in the password - welovegoogle





- Connect
- Continue
- Accept and continue
- Student enter OHLSD google username and password (may need to do this 2 times)

Resolution Issue (screen image is small)

- To the right of the address bar, click the button that looks like three stacked horizontal lines.
- Click “Settings”
- Scroll to Device
- Click “Display Settings”
- Resolution should be on 1366x768 (best)
- Problem should be solved.

College Board Access Denied

- Clear the cookies & the cache
 - Use this fix if students get an “access denied” error message when trying to login to the College Board website. Or, the website won’t load.
- When the student is logged into the Chromebook, go to the “hamburger” (the 3 vertically stacked dots) on the far right side of the browser toolbar
- In the dropdown menu select “more tools”
- In the additional dropdown menu select “clear browsing data”
- Make sure both “cookies” and “cached images and files” are checked & the time period at the top of the box says “all time”
- If this process doesn’t solve the problem, move on to the steps for Power Washing below.

Connectivity Issues

- Shut the Chromebook down completely by pushing and holding the power button until there is a black screen. Wait about 10 seconds and start it up again (this has fixed most issues).
- Click the WiFi button in the bottom right corner of the screen and check to see that it is connected to OhLsD-Google. Also try turning on and off the WiFi by pushing the WiFi button on that menu screen.
- If the problem persists, submit a ticket

“Orangish/Yellow” Box on Anything you Click

- To the right of the address bar, click the hamburger button (three stacked horizontal lines)





- Click Settings
- Scroll to bottom of the Settings window and click “Show Advanced Settings”
- Scroll down to Accessibility
- About half way down under Accessibility, “**enable ChromeVox Spoken feedback**” will be checked. UNCHECK this.

Super Huge Mouse Cursor

- To the right of the address bar, click the hamburger button (three stacked horizontal lines)
- Click Settings
- Scroll to the bottom of the Settings window and click “Show Advanced Settings”
- Scroll down to Accessibility
- About half way down under Accessibility, “**show large mouse cursor**” will be checked. UNCHECK this.

Screen is High Contrast (opposite colors, screen is black/neon)

- To the right of the address bar, click the hamburger button (three stacked horizontal lines)
- Click Settings
- Scroll to the bottom of the Settings window and click “Show Advanced Settings”
- Scroll down to Accessibility
- About half way down under Accessibility, “**High Contrast Mode**” will be checked. UNCHECK this.

Pop Up Issues/Computer Working Slowly

- In the URL search bar on a fresh tab, enter chrome://extensions
- Review extensions that are installed and remove any that are un-needed.
- Selectively disable them with the slider shown in each Extension to determine if one is particularly causing the issues.

Sign In Issues

- Check for WiFi connectivity (see above)
- Check for caps lock being on and that the username/password are being typed in correctly

Microphone Won't Work

- In the address bar, to the far right there will be a grey camera with a red X through it
- Click the camera with the red X
- Click the option to always allow access to the microphone for this website





- Have student refresh screen

Computer Acting Wonky (resetting Chromebook to default)

- To the right of the address bar, click the hamburger button (three stacked horizontal lines)
- Click Settings
- Scroll to the bottom of Settings and click “**Show Advanced Settings**”
- Scroll to the bottom of the page, the last section is called “Reset Settings”
- Click “Reset Settings”
- In the pop up window, click “Reset”
- **This will change everything back to default for the Chromebook (be sure to read warnings)**

Chromebook with a Flipped Screen

- To return back to a normal screen, press ctrl + shift + refresh button 

Unable to take AIR test?

- If your Chromebook isn't allowing you to take the AIR test - on the bottom right to the left of the wireless symbol look for a ribbon with an up arrow in it. Click the ribbon then click "restart to update"

Headphones don't work?

- If your Chromebook isn't allowing headphones to work, follow the steps below:
 - Make sure headphones are plugged into the headphone jack
 - Click on the picture in the bottom right hand corner
 - Click on the arrow to the right of the volume slider button
 - Make sure there is a checkmark by the word headphone

Fix Touchpad Problems

- If your Chromebook touchpad stops working, try these steps:
 - Make sure there is no dust or dirt on the touchpad.
 - Press the **Esc** key several times.
 - Drumroll your fingers on the touchpad for ten seconds.
 - Turn your Chromebook off, then back on again.
 - Perform a [hard reset](#).
 - If you have more than one account on your Chromebook, delete the account that has problems with the touchpad, then re-add the account.





Audio Not Working on your Chromebook?

- **Step 1:** Unplug all connected devices from your Chromebook (this includes USB drives, SD cards, and any connected earbuds or headphones.)
- **Step 2:** Turn off your Chromebook and shut it.
- **Step 3:** Plug in just your audio device (headphones)
- **Step 4:** Power on your Chromebook
 - This will force your laptop to scan for any connected devices during the boot sequence.

