

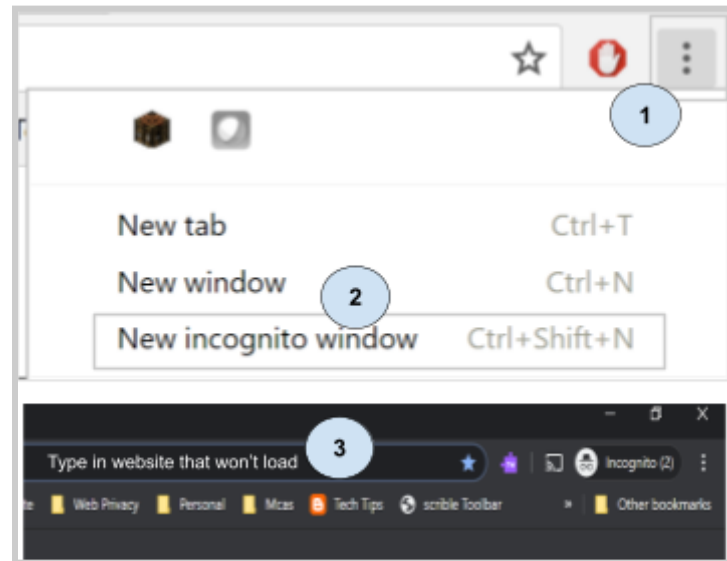
Troubleshoot Google Chrome/Chromebooks

Step 1: Check your internet connection

- Make sure your computer's connected to Wi-Fi or a wired network.
- Try reloading the tab with the error.

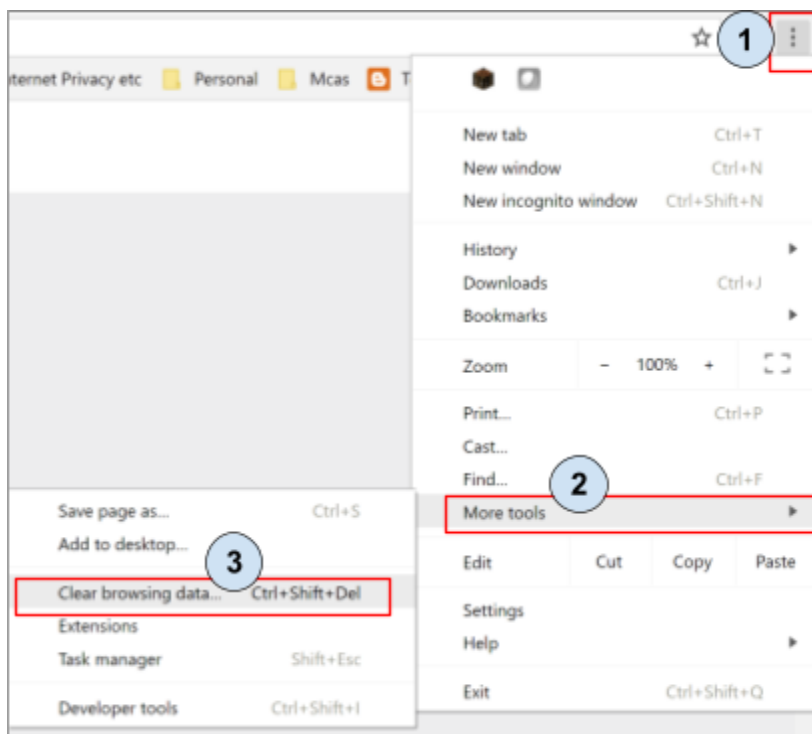
Step 2: Try it in an incognito window - to see if something in YOUR account is the issue

1. While in Chrome, go to the 3 dots on the top right
2. Choose New incognito window
3. When the incognito window opens, type in the website that won't load.
4. If it opens without issue, then something in your gmail account is causing the problem and proceed to Step 3.

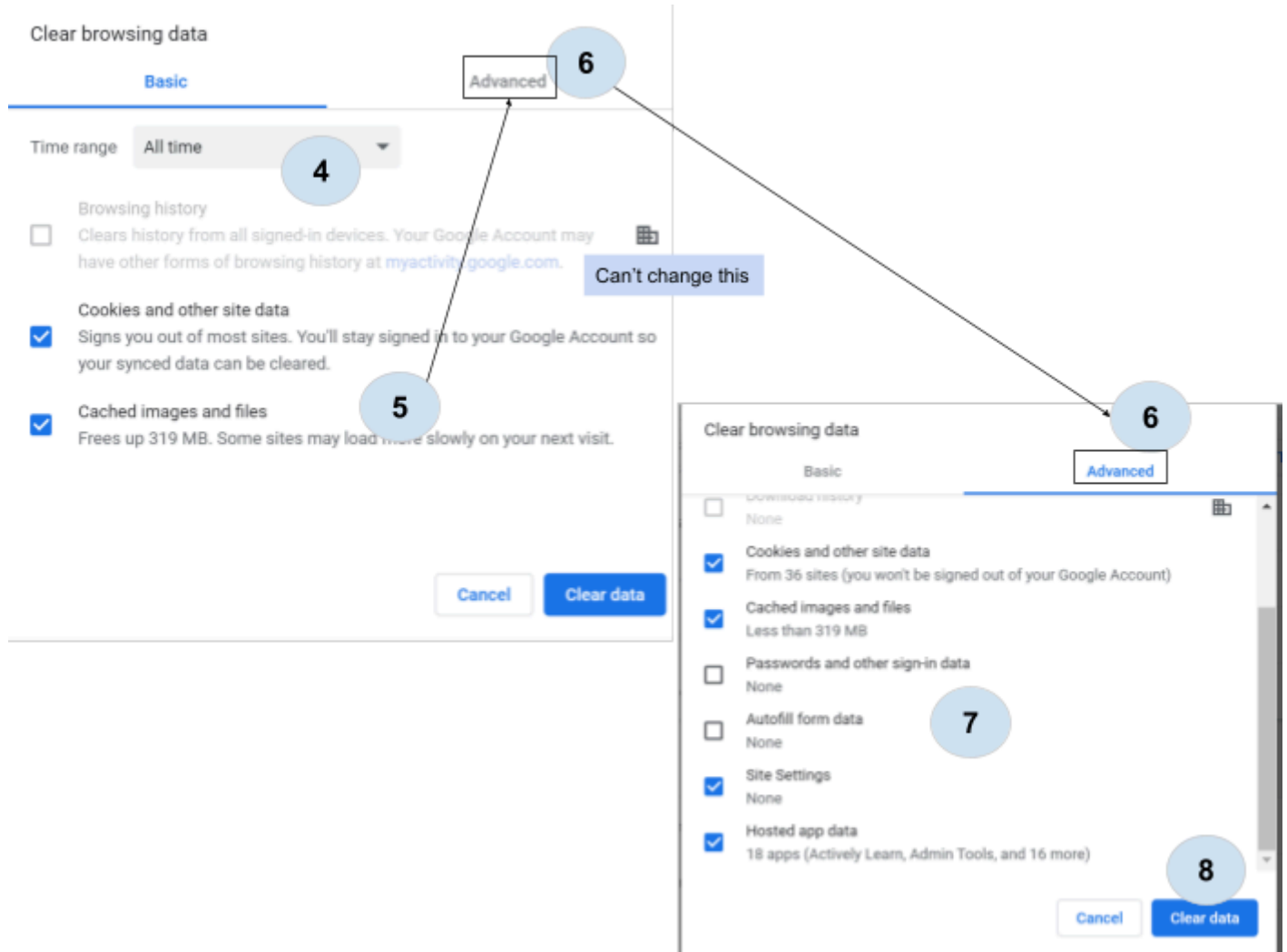


Step 3: Clear your cache & cookies

1. At the top right, click 3 dots
2. More tools
3. Clear browsing data. Then choose "All Time"



4. Choose "All Time" in Time range
5. Check "Cookies" and "Cached Images"
6. Go to Advanced Tab
7. Uncheck Passwords and Autofill
8. Click Clear Data



Step 4: Close other tabs & apps

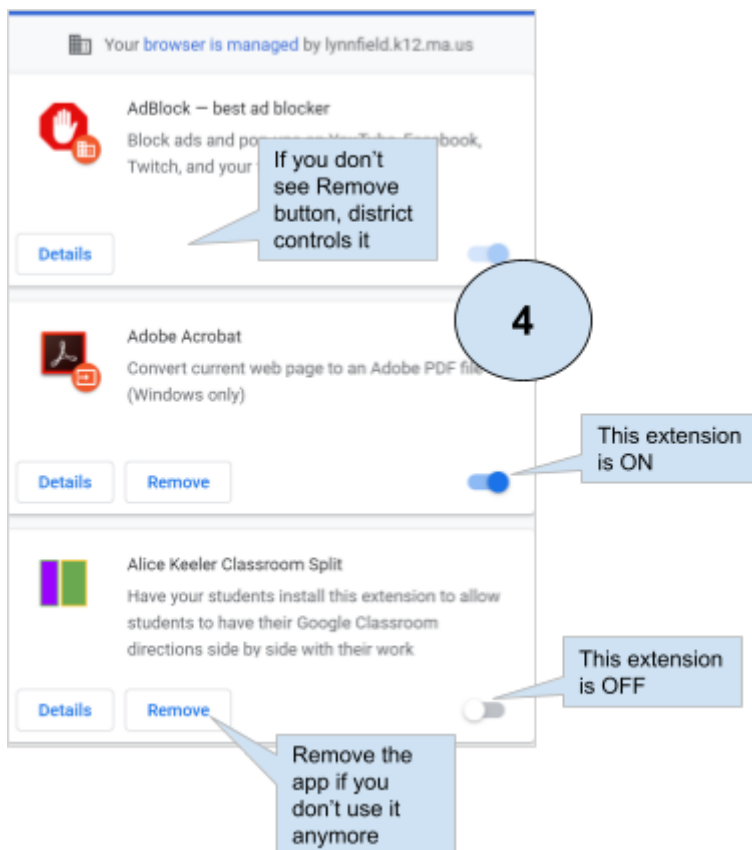
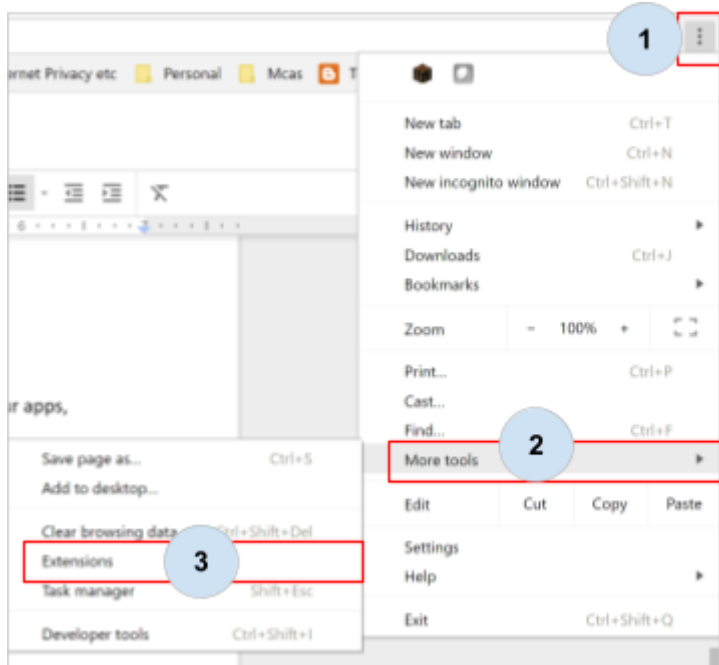
Your device may have run out of memory, and can't load the site while also running your apps, extensions, and programs.

Free up memory:

- Close every tab except for the one that's showing the error message.
- Quit other apps or programs that are running, and pause any app or file downloads.

Step 5: Uninstall unnecessary extensions from Chrome.

1. At the top right, click 3 dots
2. More tools
3. Extensions
4. Turn off all the extensions you can. Remove any extensions you don't recognize.



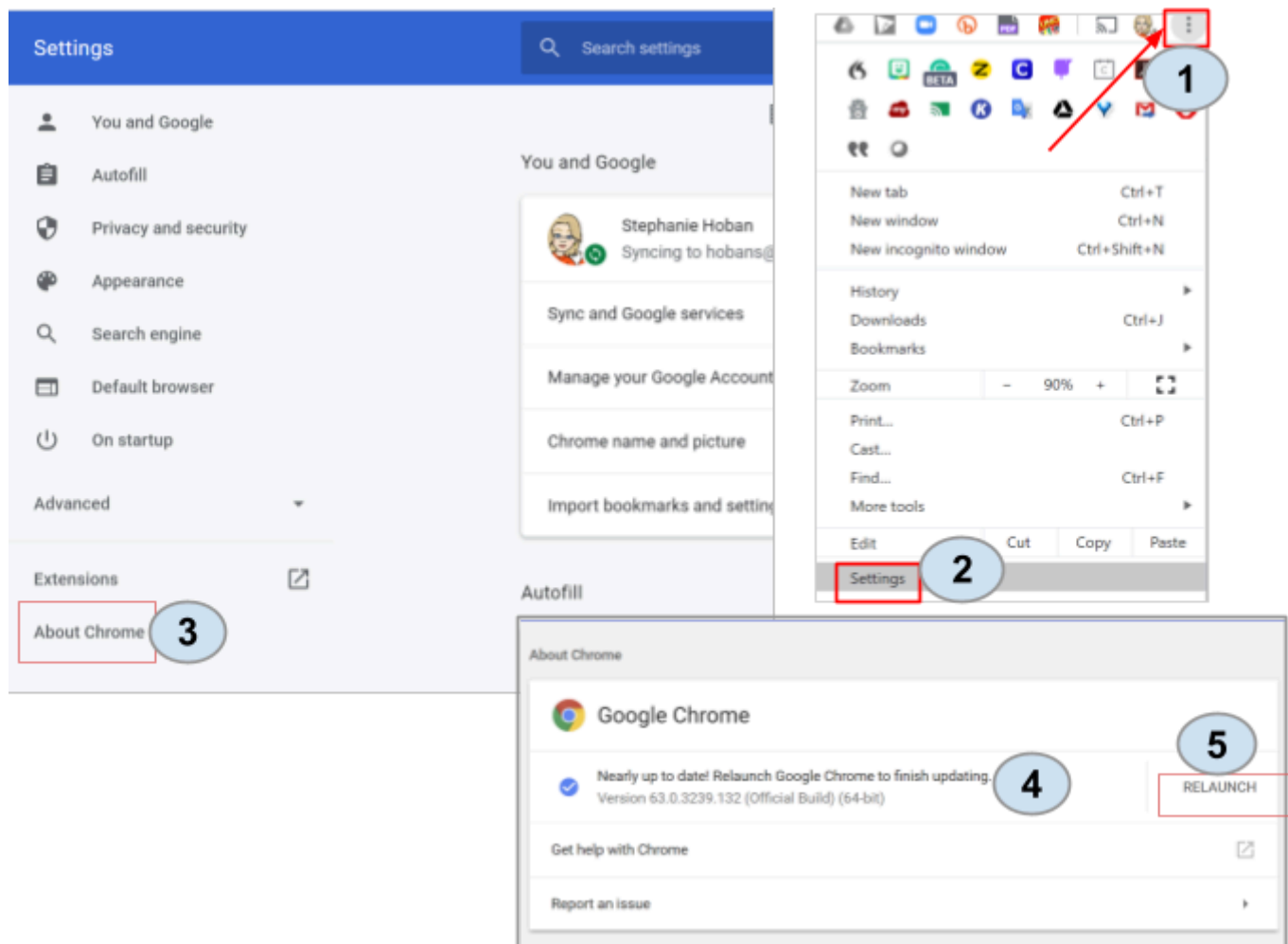
Step 5: Restart your computer

Programs or apps sometimes stop a page from loading.

1. Restart your computer.
2. Try loading the page again.

Step 6: Update Chrome

1. While in Chrome at the top right, click 3 dots
2. Go to Settings.
3. On the left, click About Chrome. You may need to click Menu  first.
4. Chrome will check if there's an update available. You might have to wait a few seconds to see it.
5. If there's an update, you'll see an option to click Relaunch. After relaunching, try reloading the tab with the error. If there are no instructions, your version of Chrome is up-to-date.



Step 7: Check for unwanted software

- If you're on Windows, use the [Chrome Cleanup Tool](#) to find and remove unwanted software. You may need to put in a tech ticket to download and use this tool.
- After removing unwanted software, try reloading the tab with the error.

Got Camera Issues?

1. Open the chrome web browser
2. Open Chrome web browser and type in "chrome://flags/#disable-webrtc-hw-encoding"
3. On the WebRTC option please make sure you choose "disabled".
4. *Press "restart" on bottom right.*