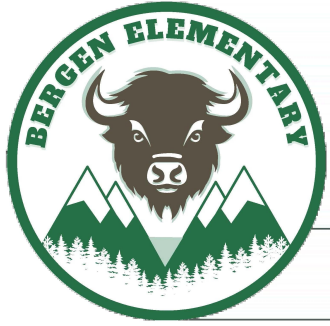




Bergen Elementary

Chromebook Help

Come to the library for help. You can also try these tips and tricks if you're having problems.

<u>Clearing Cookies</u> If you have trouble opening websites or apps you generally run, try clearing your cookies. When in Google press <i>Control and H- Clear Data from all time.</i> Video	<u>Restart Your Device</u> Make sure you completely restart your machine at least once a week. This ensures all updates are loaded. To shut down do a complete shut down from the taskbar. <i>(Jeffco Chromebooks will auto restart at 2 am every Sunday morning)</i>	<u>Removing Extensions</u> Unapproved extensions slow down your device and can pose a security issue. Please do not add wallpapers, themes, or games) Video
<u>Device Running Slowly?</u> Chromebooks have very little storage space. Deleting downloads might speed up your machine. Video	<u>Resetting your Device</u> If your device is not responding, will not power on, or is stuck on a screen, try resetting your device. Video	<u>Device Won't Turn On</u> You may want to unplug your device for 10 seconds and then try to turn it on again. Another solution is to hold down the power button for 10 seconds (or a little more).
<u>Still need help?</u> Have your student stop by the library during school hours.	<u>Check out the district's help page:</u> Jeffco Family Tech Support 	<u>Final Word:</u> Accidents happen and sometimes technology just stops working. If your Chromebook has any kind of damage or none of these tips fix your problem, come to the Bergen Library and we will take care of you!