

## **Common Chromebook Problems & Solutions**

1. **Frozen Chromebook screen** – **Hold the power button down** until Chromebook turns off. (this could take 10-20 seconds) Leave Chromebook off for 10 seconds, then power it back on.
2. **Password not working** – Please notify your teacher. Your teacher has a reset tool that can reset your password. Please allow up to 1 min for the change to take effect.
3. **Chromebook asking to verify old password** – Click forgot password and select Next or continue to bypass this security check.
4. **Computer not turning on** – Check the charger by trying different power outlets. If you have a sibling with a Chromebook, please try their charger to see if Chromebook will charge. If you still cannot get it to work, please notify your teacher for a ticket to be submitted on this issue.
5. **Chromebook screens enlarged** – **Press Ctrl + Shift and )** to Reset the screen scale to the default setting.
6. **Rotate your screen 90 degrees** - **Ctrl + Shift + Refresh/F3** The Refresh key is located where the F3 key would be located on typical keyboards. Looks like an arrow going in a circle.
7. **Chromebook typing wrong letters** - **HOLD CTRL + SPACEBAR** or Click on the clock in the bottom right-hand corner of your Chromebook screen and click keyboards." Under the options here, switch back to the US keyboard". [\*\*OR USE METHOD 2\(CLICK HERE\)\*\*](#)
8. **Clear Cache on Chromebook** - On the Chromebook keyboard, hold down the **ctrl** and **shift** keys and then press the **backspace** key. This will bring up the Clear browsing data window. Then simply change the **Time range** drop-down menu to **'All time'**. Click the **Clear Data** at the bottom of the window.
9. [\*\*SCREEN SHOT - HOW TO Click here\*\*](#)
10. [\*\*How to UPDATE Chromebook\*\*](#)