

Chromebook Troubleshooting Guide

BEFORE ANYTHING ELSE, REBOOT USING POWER + REFRESH



Issue	Solution / Steps
Trouble Accessing Google Drive	1. ik
Make sure your chromebook is up-to-date	1. Open chrome 2. click the 3 dots on the top right of the screen 3. go to help, about chrome os 4. click check for any updates 5. let the device update and it will prompt you to restart
Webcam	1. Turn off your Chromebook, then turn it back on 2. Try using the camera in another app, like "Camera" 3. Copy "chrome://settings/content/camera" into the URL bar and ensure the camera is enabled
Webcam not working but you still need to upload a photo using your phone	Watch this video on how to take a picture on your phone and save it in google drive
Microphone/Sound	1. Make sure sound isn't muted: a. At the bottom right, select the time. b. Adjust the volume using the slider. 2. Change the sound input or output: a. At the bottom right, select the time. b. Next to the volume slider, select the Right arrow. c. Change where sound comes from (output) or where you speak into (input).
Keyboard	1. Ensure your device is set to "US Keyboard" 2. If keys are not working, please refer to the "Hardware Damaged" portion of this guide.
Connecting Bluetooth Headphones	1. Click the set of icons in the bottom right. 2. Click "Bluetooth" (note: the word, not the icon). 3. Ensure that the toggle switch at the top right of the menu is blue. If it is not, click it. 4. If you have AirPods: a. Hold down the button on the back of the AirPods charging case until you see "AirPods" in the "Unpaired Devices" list. 5. If you have other wireless listening devices

	a. Turn your device into pairing mode, usually by holding the bluetooth icon for a full count to 10. 6. Click the name of your Bluetooth device under the “Unpaired Devices” section and test it in Zoom
Connecting To Wifi	1. Click the set of icons in the bottom right 2. Click “Not Connected” 3. Ensure that the toggle switch at the top right of the menu is blue. If it is not, click it 4. Click on the name of the network you want to join. 5. Type the password in the popup. To make sure you typed it in correctly, you can click the eye icon on the right of the password field to ensure it’s correct 6. Click “Connect” at the bottom right of the popup 7. Watch this video
Connection Is Slow	1. Make sure devices not in use are disconnected from your network 2. See “Chromebook Is Slow” below 3. If you are experiencing slow internet speeds this is expected with such high volume usage, we are unable to give out loaners for this reason as it will most likely not solve the issue. We must reserve loaners for hardware issues.
Content Keeper Login Box	1. Click a new tab open and go to a non-HTTPS site first (ex. projo.com) and the Content Keeper icon in the top right corner will change from red to green
Device Not Turning On/Charging	1. Plug in the device 2. Check that: a. The charger or adapter cables are completely plugged in, both to your Chromebook and the wall. b. The power outlet is working. 3. If the battery icon doesn’t appear: a. First, give it 10 or so minutes to charge. When Chromebooks are incredibly low on battery (< 5%) they do not show the battery icon. b. If the battery icon still does not appear, refer to the “Hardware Damaged” section of this guide 4. If the battery icon appears, but the Chromebook is still not charging: a. Refer to the “Hardware Damaged” section of this guide

Chromebook Is Slow	1. Check for system updates by visiting “chrome://settings/help”. If any updates are available, install them and restart your device 2. Make sure you don’t have too many tabs open. More than 10 and your Chromebook will experience slower performance 3. Make sure you don’t have multiple windows of Chrome open a. To check, click the Chrome icon at the bottom of the screen b. If a popup appears with multiple rows, click through them and close some. You should only need one Chrome window open at a time 4. Run an internet speed test to see if it’s because of your WiFi 5. Watch this video
Can I connect a printer to my chromebook?	<u>Google will no longer support Cloud printing after December 31, 2020</u> <u>These are current compatible printers:</u> https://www.google.com/cloudprint/learn/printers/ <u>Here are the instructions to connect to a printer:</u> https://support.google.com/chromebook/answer/7225252?hl=en
Logging In/Passwords	To have your password reset, please email: Sowams: greeney@barringtonschools.org Primrose: o'kanek@barringtonschools.org Nayatt: bertoncinic@barringtonschools.org HMS: maclaughlinl@barringtonschools.org BMS: trahanr@barringtonschools.org BHS: resendesm@barringtonschools.org
Aspen	Please email x2help@barringtonschools.org
Using Zoom	How-To Document Video Tutorials for Windows/Mac/iPad/Chrome
Hardware Damaged (ex. Broken screen)	Help Desk
Connect a personal macbook to BPS wifi	Connect mac to BPS-GUEST wifi password is eagles2021 You must go to https://www.barringtonschools.org/o/Barrington%20Schools/page/contentkeper-certificate and follow the instructions to connect your mac.

	You may need to do this at home using your home wifi.
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If your question wasn't answered by this guide:

[Help Desk](#)