

Chromebook Troubleshooting

We have received emails from some parents explaining that students experience problems with slow performance on their Chromebooks, especially while the devices are being used for Google Meet.

Here are some suggestions you can try to improve performance on your child's Chromebook

- Place the Chromebook on a hard surface and especially not on something like a blanket. Keep all air-vents (side and underside) from being blocked. You can raise the Chromebook up a bit using a book to allow it to vent more heat out of the bottom.
- Close all Chrome browser tabs and open up a fresh tab when starting a Google Meet. Chrome is well known for munching up RAM as time goes on.
- IT will reduce the number of extensions forcibly being pushed out (leaving those installs optional) as that may be part of the problem re: CPU and RAM usage.

Here are some additional basic steps for troubleshooting Chromebooks.


1) Does the Chromebook turn on?

Often, a Chromebook will go to sleep when its battery is low but will have enough battery power reserve to display a red Low Battery icon on screen when you press the power button. If users see that red Low Battery icon, please have them plug the Chromebook power adapter into a working power source.

After charging, if the Chromebook still does not turn on, please go to Step 4.

2) Does the Chromebook connect to the Internet?

If a user experiences problems with logging in to a Chromebook (i.e., the user is unable to get to the login screen), please ask the user to verify that the device is connected to WiFi network.

1. At the bottom right corner of the screen, select the time.
2. Select Not Connected .
Note: If you see your WiFi network name and a signal strength, your Chromebook is already connected to WiFi.
3. Turn on WiFi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.
5. Select the WiFi network you typically use, enter the WiFi password

If you have signed into this WiFi network previously, the device will auto-connect next time. Once connected the sign-in screen should appear automatically.

3) Does the Chromebook accept the login username and password?

An RUSD Chromebook must be used with an RUSD email address and password. It will not allow access by non-RUSD users. If the user has an RUSD email account, but cannot remember the email password, you will need to email IT at ITHELPDESK@riverbank.k12.ca.us, call the help desk at (209)869-4200 or ask your teacher to send in a ticket on your behalf and explain the problem. The IT Dept will reset the password and assign a temporary one.

4) Is the Chromebook acting oddly?

Sometimes a software hiccup may occur during use. If the device begins to act strangely, follow these steps:

1. Please press the Chromebook's Refresh button and Power button at the same time, and the Chromebook will restart.



2. “My Chromebook won’t turn on”

Perform a hard reset by holding down the power and refresh keys for 10 seconds. Then check to see if the charging indicator light **turns on** when you plug in the charger. If not, try another hard reset and check back.

3. If after a restart, the device still acts oddly, please create a trouble ticket describing the problem. Include the Serial Number of the device and the user's name in the ticket. The IT Department will assist.

5) Is the Chromebook broken?



If the user reports damage to the Chromebook screen, keyboard, or body of the device, please call IT immediately so that we can fix it, or set you up with a replacement.

Click here to email IT HELP Desk

Call IT Directly at (209)869-4200

6) When I boot up my Chromebook, it says my device has no Operating System

Try performing a hard or forced reset to erase all information in the Chromebook's memory. This forces the Chromebook to clear and reestablish the necessary software connections. A hard reset does not remove any local files or settings.

Press the power button  and refresh  button for five seconds. The device will turn off, and then turn on again.

If necessary, press the Power button again to turn on the device.

If the issue persists, please let the classroom teacher know. The teacher will communicate the problem to the IT Department.

7) The letters aren't matching what the user is typing

This could be a keyboard setting issue. To reset the keyboard follow these steps:

1. At the sign-in screen, click in the status area in the lower right corner of the screen
2. The Settings menu will pop up.
3. Select **Settings**.

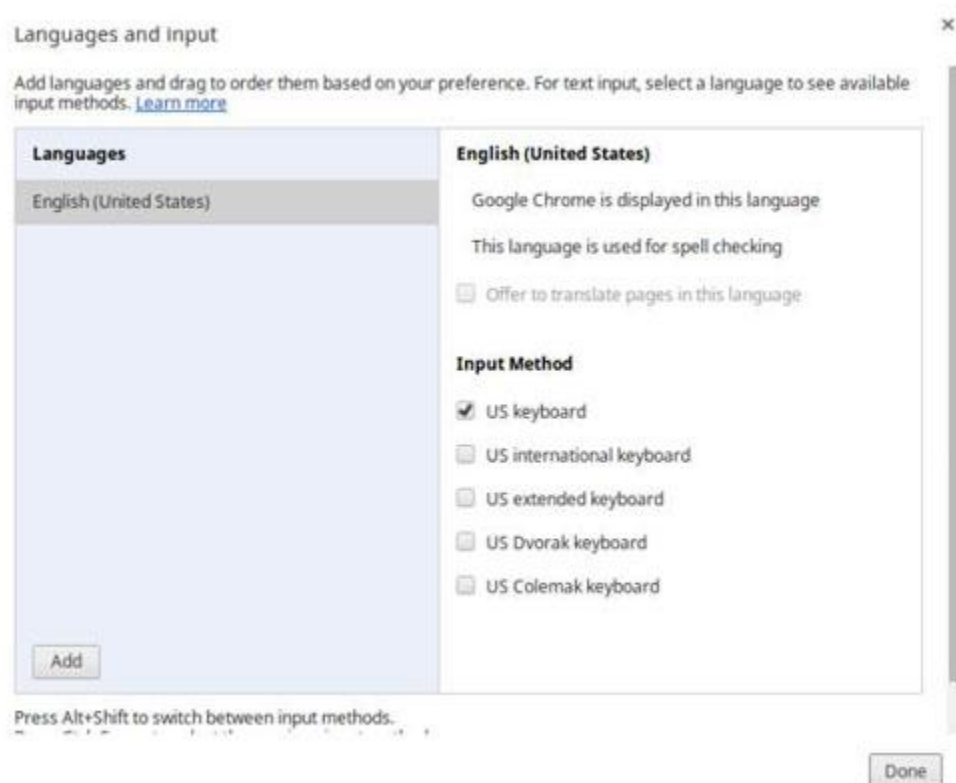
Your Chromebook Settings page loads in the Chrome browser.

4. Scroll down to the **Device** section and click **Keyboard Settings**.

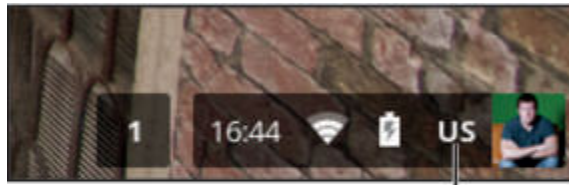
The Keyboard Settings dialog box appears.

5. Click the **Change Language and Input Settings** link at the bottom of the dialog box.

The Languages and Input dialog box appears, as shown in this figure. The language you selected when setting up your device appears in the Languages pane on the left side of the dialog box.



6. Select the **Keyboard Layout** setting. Click whatever has been set for the keyboard layout, and you will see a list of options. Click over to **US Keyboard** and then click away from the menu.
7. Once the US keyboard is selected, the letters you type will appear on screen.



Keyboard language
indicator

8) How to reboot a Chromebook

To restart or reboot a Chromebook, press the Refresh and Power buttons at the same time;



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