



# **Common Fixes to Common Problems**

A guide for students and parents

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# Chromebook Issues

## Touchpad or screen not working

- Power it down with the power button on the side and turn it back on.
- Turn in Chromebook to your campus library

## Keys missing/battery won't stay charged

- Turn in Chromebook to your campus library

## Slow/Sluggish

- Restart with power button
- Close all tabs except necessary ones
- Check the extensions and delete anything you don't recognize or that isn't being pushed out by the school
- Turn in Chromebook to your campus library

Restart your Chromebook on a regular basis. This is how it receives updates.

# Wifi Issues at Home

We do not troubleshoot wifi connection at home, but here are things you can try:

1. Make sure there aren't too many devices connected and streaming (ex - take phones off)
2. Do an internet speed test (ex - [speedtest.net](https://speedtest.net))
3. Check the wifi signal on the Chromebook
4. Call your internet service provider for more troubleshooting

# Password Issues/Accounts

If you can not remember your login or password, or you are unable to login, go to your campus library and ask for help.

# Google Classroom

## Log in

- You must be logged into your AISD account to access Google Classroom

Cannot edit a Classroom assignment that has already been turned in

- Once an assignment is turned in, the student loses editing access. You can unsubmit your assignment to regain editing rights.