

Students...Having trouble with your Chromebook?

Find this tutorial with links at <http://tiny.cc/cv-student-help>

Try these fixes:

PROBLEM	POSSIBLE SOLUTION	TUTORIAL	VIDEO	NOTE
General - try this for any problem	Re-Start the Chromebook - When logged on, click on the WiFi symbol in the lower right corner of the screen, then click on the power button  - OR hold down the power button on the keyboard until the screen goes black and wait 30 seconds to turn it back on	N/A	N/A	Closing the lid does not re-start the Chromebook!
	Try another Chromebook/Computer. This will help identify whether the problem exists on the Chromebook or with the student's account	N/A	N/A	
	Manually Update the Chromebook	TUTORIAL		
WiFi problems	Re-set your WiFi connection	TUTORIAL	VIDEO	
You can't access something online or something isn't displaying properly	Clear the browser history		VIDEO	
	Enable 3rd Party Cookies		VIDEO	
	Enable Pop-Ups		VIDEO	
	Enable Flash Player		VIDEO	
Can't access Google content inside of Canvas	Re-set Google Authorization within Canvas AND remove Canvas tokens from Google	TUTORIAL	VIDEO	

Still having trouble? Contact your teacher for further assistance!