Below are some notes, tips, and recommendations to CUSD 201 Families that may help resolve some basic technical questions or problems. Please try some of these basic troubleshooting steps first as you run into technical problems at home. If these don't work, feel free to reach out to your teacher or contact the District Help Hotline. CUSD 201 Teachers and Staff want to assist our students as best we can.

1. **When in Doubt, Reboot**

Many glitchy, intermittent, wonky problems can be solved with a simple reboot. Use the System Tray > Shutdown button or hold down the Power key to shut down. Pause for a moment before turning the Chromebook back on. This is the first step for almost every troubleshooting scenario.

2. **Keep your Chromebook Charged**

Charge your Chromebook overnight. Don't let it fall below a 10% charge. If you forget to charge it over a number of days, it may not turn on. Plug it in immediately and allow it to charge. It may take 24 hours or more to refresh the battery to normal working order.

3. **Clearing the Browser Cache**

Sometimes browser cache and cookies need to be cleared or reset. This can help in many situations such as failed logins to websites.

   a. In Chrome, click More (3 dots at upper-right corner) > More Tools > Clear Browsing Data
   b. Select Time Range ("Last hour" to "All Time") to delete history
   c. Select "Cookies and other site data" and "Cached images and files"
   d. Click "Clear Data"

4. **Reset Wi-Fi Connection**

If websites on the District Chromebook are not coming up, but other devices at Home are able to reach the Internet, try resetting the Wi-Fi connection by using the "Forget Network" command and to reset your Wi-Fi settings.

   a. Click they System Tray (the clock at lower-right)
   b. Click the Menu below the Wi-Fi icon to open Network Preferences
   c. Click the Wi-Fi network listing that says "Connected" to open details of the network connection
   d. Click the "Forget" button (upper-right)
   e. Return to the System Tray > Click Menu below the Wi-Fi icon > Select Home network
   f. Enter Wi-Fi password > Click Connect

5. **Options for Printing**

District Chromebooks do not have a Printing system installed. Students can sign into a personal device or computer to print files in Google Drive to their home computer.

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6. **Disable/Remove Unwanted Extensions**

If there is an extension that you think may be causing a conflict or is malfunctioning, try disabling or removing it. If it is an essential Extension or you are unable to disable or remove it, contact your teacher for options.

    a. In Chrome, click More (3 dots at upper-right corner) > More Tools > Extensions
    b. Find the extension that could be a problem
    c. To Disable, click the Switch to the left
    d. To Remove, click the Remove button

7. **Cleaning the Chromebook LCD Screen[12]**

In general, liquids are bad for computers, especially for screens. But the use of a soft, lint-free cloth such as microfiber, can work well to buff away any smudge marks. If something more needs to be cleaned off, you can dampen the cloth with **water**. Wring out excess moisture first and don't let any liquid get inside the monitor. Allow to dry before closing the lid. Note: **Do not** use alcohol or ammonia-based cleaners because they can damage the LCD screen.

8. **Cleaning the Keyboard and Plastic Case[3]**

The plastics of the Chromebook keyboard and top and bottom covers are more resilient than the screen, but principles are the same. You could use a soft, lint-free cloth such as microfiber with **water** or something stronger such as **isopropyl alcohol** to rub clean the plastics. Again, wring out excess moisture first and don't let any liquid seep through the keys or computer vents.

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[1] https://www.dummies.com/computers/pcs/how-to-clean-the-laptop-lcd-screen/
[2] https://store.hp.com/us/en/tech-takes/how-to-clean-laptop-screen
[3] https://www.digitaltrends.com/computing/how-to-clean-a-laptop-keyboard/