

Hello Students,

Managed chromebooks have historically had issues talking the SAT at other sites. This is because of the bluebook app that is used for the SAT. The testing site you go to should have someone from IT available to help you, here is some information that you can help with some questions. Please make sure the CRSD IT department is aware you are taking a test at another location, we have to apply settings to it so that it will work off campus for Bluebook.

- Your chromebook does not have any network settings.
- Does not clear local data .
- Is updated to the latest ChromeOS and Bluebook Version.

Please note: while you have these settings on, you will not automatically connect to the Wifi at Central and must select CRSD_Open to connect to the school's Wifi whenever you open or turn on your device.

After your settings have been updated, try to open the Bluebook app anywhere other than Central Regional. If you have no issues at home you will have no issues at the testing site.

If your chromebook is still having an issue, such as not loading into bluebook and just keep spinning, you can follow the steps below. If you see other CR students at your testing locations that did not inform us that they are there, be a friend and help them out by sharing these steps with them.

Reset (Powerwash) your Chromebook for Bluebook Internet Issues

1. Sign out of your Chromebook.
2. Press and hold Ctrl + Alt + Shift + R on the login screen.
3. Select Restart.
4. In the box that appears, select Powerwash Continue.
5. Once you've reset your Chromebook, the screen will have a button that says 'Get started', click this.
6. Connect to the wifi that the test proctor instructions you to.
7. Then open Bluebook from the Apps tray in the bottom left corner.

If this does not work and you are still experiencing issues. Repeat steps 1-6 again and Replace step 7 with the following 4 steps:

7. Login into the chromebook so you can access settings.
8. Open and confirm wifi settings are what the proctor instructed
9. Restart device by pressing spiral button (4 from the right on top row) and power at the same time.
10. Sign out and open Bluebook from the Apps tray.

Good Luck with your SAT,

CRSD IT Dept