


# Chromebook Troubleshooting

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## Restart the Chromebook

Many Chromebook issues are resolved by restarting the device.

1. Sign out of your account, in the lower right hand portion of the screen.
2. Select the Power Symbol  along the bottom left of the shelf to shut down the device.
3. Hold down the **Power Button** to turn the Chromebook back on.

## Force Reboot the Device

Sometimes your Chromebook is running, but the screen is black and the touchpad does not respond. This can give the impression that it won't turn on. Other times, the Chromebook is on, but is unresponsive or frozen. In either case, this keyboard shortcut will often force your Chromebook to reboot allowing you to logon again. This is essentially the software equivalent of removing the battery and power cord.




Press and hold the **Power Button**. Then press the **Reload Button** at the same time. Release both buttons quickly. Your Chromebook should turn off and turn back on within 5 – 10 seconds. (Note: some devices have a power button located on the side).

## Keyboard Settings Issue

1. If someone has changed the keyboard settings, Click **SHIFT+ALT** to set it back to US keyboard

## Enable Camera or Microphone in Chrome

1. Open Chrome.
2. Select **More**  , then **Settings**.
3. Select **Privacy and Security**, then **Site Settings**.
4. Click **Camera/Microphone**.
5. Switch on **Ask before accessing** toggle.
6. Under the **Block** section, if there are any sites listed, click the trash can to remove them (as applicable).


## Perform a Camera/microphone and Accessibility Check

1. [Here](#) are the directions.

### **No Sound on Headphones**

1. Make sure headphones are plugged in properly and that there is no obstruction (dirt, object, etc) in the headphone plug.
2. Make sure the mute button is not pressed.

### **Remove Extension in Chrome Browser**

1. Open Chrome.
2. Select More  , then More tools, then Extensions.
3. Next to the extension you want to remove, select Remove.
4. To confirm, select Remove.