

Chromebook Troubleshooting Tips & Tricks

If a student is having Chromebook issues and it is not physically broken, please try the following steps before having the student file a ticket and turn their malfunctioning device into the Library.

If the Chromebook will not turn on, even though you know that it is charged:

1. Close the lid of the Chromebook
2. Plug the Chromebook into a charger
3. Open the lid of your Chromebook without pressing any keys

If the Chromebook Charging Light does not come on when plugged in:

1. Try plugging the Chromebook in on both sides of the device, and see if the light illuminates when plugged in to either side.
2. If the light does not illuminate when plugged in to either side, proceed to the Powerwash Instructions below.

To Powerwash a Chromebook: (This solves many weird issues):

1. The Chromebook has to be powered on. If the Chromebook cannot power on, then you cannot Powerwash it.
2. Make sure there is no profile signed in to the Chromebook. Sign it out if there is.
3. Hold the Ctrl + Alt + Shift + R keys all at the same time.
4. Follow the prompts to Powerwash the Chromebook.
5. Be sure to reconnect the Chromebook to the Student WiFi. - Contact your Building Tech or the Technology Department for assistance.

If the above steps do not solve your problem, then try doing a hard reset on the Chromebook.

1. Open the Chromebook, and wait 5 seconds.
2. Press and hold the Power Button
3. Press and hold the Reload Button at the same time, without letting go of the Power Button.
4. Hold both buttons for 5 seconds, and then release them at the same time.
5. Try this again if it does not work the first time

If none of the above steps helped solve your problem, then please have your student go through the process of putting in a ticket (they can use your Classroom Spare) and getting a loaner Chromebook from the Library.