



Chromebook Troubleshooting

Wireless not working	<ol style="list-style-type: none"> 1. Fully shutdown device. PRESS and HOLD power button until device is OFF. Turn device back on. 2. Click on the WiFi icon in the lower right corner and try to manually connect to your internet.
Keyboard is typing incorrect characters	<ol style="list-style-type: none"> 1. Make sure that the keyboard is set to US LAYOUT. When a user is logged in, in the lower right corner of the screen you should see an abbreviation for the current layout (US, INTL, etc). If a user has changed this, change it back to US.
Unwanted settings or features have been enabled (Large print; keyboard showing on screen; circle around cursor...)	<ol style="list-style-type: none"> 1. Make sure ACCESSIBILITY OPTIONS have not been changed. When a user is logged in, In the lower right corner of the screen you should see an icon of a person. Click to show all features and toggle them on and off accordingly. 2. Check for Chrome Extensions that have been installed. Open Chrome. Go to Settings. Click on Extensions. <p>**Students have been asked to NOT change the accessibility options.</p>
LCD is extremely dim	<ol style="list-style-type: none"> 1. Check for physical or water damage. 2. Slowly open and close the LCD lid a few times. This can sometimes detect a loose display cable. This will require repair.
Will not charge	<ol style="list-style-type: none"> 1. Make sure CORRECT AC adapter is plugged in and working. 2. If Chromebook turns on while plugged in, hover over the battery icon in the lower right corner. If it displays 1% and is NOT CHARGING, this could be an indication of a bad battery or system board.
Upside Down Screen	Control + shift + refresh
Getting "Blocked" messages from external sites	<p>Can try:</p> <ul style="list-style-type: none"> · On your computer, open Chrome. · At the top right, click More  > Settings. · At the bottom, click Advanced. · Under "Reset and cleanup," click Reset Settings  Reset Settings. <p>Also:</p>

	<p>Log into your Chromebook.</p> <p>Click in the area near the clock to open that</p> <p>Click on the gear icon to open "Settings"</p> <p>On the left hand side, click on "About Chrome OS"</p> <p>Then on the right click on "Check for updates"</p> <p>Update if possible</p> <p>You will get a message to restart your Chromebook. Restart.</p> <p>Don't forget to authenticate.</p>
Authenticating Your Chromebook	<p>Click on the link for a video showing how to authenticate your Chromebook.</p>