CHROMEBOOK SELF HELP

POWER ISSUES

NOTE: When a new Chromebook is used for the first time, the battery is still in shipping mode. To resolve this issue, turn off the Chromebook and plug in the AC adapter and turn on the Chromebook again.

☐ Plug the Chromebook into the AC adapter and let it charge and try turning it on again.

☐ Use a different AC adapter with the same power voltage. Check both ports!

☐ If you have let the Chromebook charge and the light is still not coming on, perform a hard reset by pressing Refresh + Power buttons.

DISPLAY ISSUES

☐ If you are using the battery, plug the Chromebook in and press the Refresh + Power buttons.

☐ Restart the Chromebook by holding the power button down until the device turns off, then turn it back on again (close lid and open and it will wake up).

☐ Screen Rotated? Just press Ctrl + Shift + Refresh

TOUCHPAD/HOTKEY ISSUES

☐ Tap the Esc key several times.

☐ Drumroll the fingers across the touch pad for a few seconds.

☐ Restart by holding down the power button until the device turns off, and then turn it back on again.

☐ If none of the above steps work, try to Powerwash the device (RECOVER). Directions are below.

UPDATING YOUR CHROMEBOOK

This is important because students never fully power down. It causes a lot of issues that are easily resolved when the chromebook is updated.

1. Log into the Chromebook

   ➔ Click the 3 dots in top right corner of the Chrome browser
   ➔ Choose Help
   ➔ Choose About Google Chrome.

   ◆ If this doesn't work, try clicking the settings gear in the bottom right corner with the time/date.

2. Search for "Updates" and click "Check for updates" to start the update.

3. Once it finishes, restart your Chromebook.

Recover the Chromebook

NOTE: All account information and data stored on your Chromebook, such as photos, downloaded files, and saved networks, will be deleted. Owner privileges for your primary account will also be reset. However, the actual Google Accounts and any data synced to these accounts are not affected by the recovery process. After the recovery process is complete, you will be guided through the initial setup again.

Install a new version of the Chrome operating system on your Chromebook by going through the recovery process. You may want to go through this process if you are having problems updating your Chromebook or if it stops working.

1. Press ESC + Chromebook Refresh key + POWER. The screen displays will turn white with an "insert media graphic" – go to the next step.

2. Press CTRL + D to turn off OS verification then press ENTER.

3. The screen displays a red exclamation point. Press Enter again – to restart.

4. You will see a welcome screen, click "Get Started."

5. Choose your WiFi network "GCSGuest."

6. Click Continue - and Accept and continue. Device will check for updates and then start enrolling your device.

7. Click Done – Click Next – Sign In.