

CHROMEBOOK SELF HELP

POWER ISSUES

NOTE: Most issues will resolve if you power down your device and close the lid, then open it again and wait until you see the chrome symbol.

- ☐ Plug the Chromebook into the AC adapter and let it charge for at least an hour and try turning it on again. Be sure it is actually charging (*only the left side will show you a light that it is charging*)
- ☐ Use a different power cord with the same power voltage
- ☐ Hold down the power button for 10 seconds
- ☐ If you have let the Chromebook charge and the light is still not coming on, perform a hard reset by holding down the Refresh button and pressing the Power button once, then keep holding the refresh button until the screen comes on.

DISPLAY ISSUES

- ☐ If you are using the battery, plug the Chromebook in and hold the Refresh + tap Power button.
- ☐ Restart the Chromebook by holding the power button down until the device turns off, then turn it back on again.
- ☐ Screen Rotated? Just press Ctrl + Shift + Refresh until it's back to the original rotation.

TOUCHPAD/HOTKEY ISSUES

- ☐ Tap the Esc key several times.
- ☐ Drumroll the fingers across the touch pad for a few seconds.
- ☐ Restart the Chrome OS 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 Recover the Chromebook (see last page).

Recover the Chromebook

NOTE: This is called a "Power Wash" and 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 and hold until the screen turns white. The screen displays a "Please insert a recovery USB stick or SD card" statement.
2. Press CTRL + D to turn off OS verification then press ENTER.
3. The screen displays a red exclamation point and a "OS verification is OFF" statement.
4. Press Enter again – to restart - Let the screen go black and run in a Developer mode
5. On the Welcome Screen click **Get started**.
6. Choose your WiFi network (GCS Guest if at school)
7. **Accept and continue** Google Chrome OS Terms and Conditions. Device will check for updates and then start enrolling your device.
8. Click **Done** – Click Next – Sign In

UPDATING YOUR CHROMEBOOK

This is important because chromebooks are rarely fully powered 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.
2. If the version is up-to-date, it will say Google Chrome is up-to-date.
3. If the version is not up-to-date, click on Chrome OS Settings.
4. Click Check for Updates.
5. Once Chrome starts updating, it will say at 100%, wait a few minutes because it is actually still updating.
6. Once it finishes, click restart to log into your Chromebook.