Troubleshooting Personal Chromebooks

If you are having trouble on a personal chromebook, most likely you have conflicting Google accounts. Use the solutions below to resolve these issues.

1. Browse as a guest

- If signed into your chromebook, sign out.
  - Click on the time in the bottom right corner.
  - Click **Sign out**.
- At the bottom, click **Browse as Guest**.

2. Add the student GCPS student account as a separate profile on your chromebook

- If signed into your chromebook, sign out.
  - Click on the time in the bottom right corner.
  - Click **Sign out**.
- Click **Add person** at the bottom of the screen
- Sign into your chromebook with the owner account.
- Enter the GCPS Google account (firstname.lastname1234@g.gcpsk12.org) *Numbers are the last four digits of the student number.
- Click **Next**.
- Enter student number and password on the student portal login screen that appears.
- In the future, click on this profile and enter the student's password to log on.

3. Add the GCPS student account to your current chromebook profile

- Sign into your chromebook with the owner account.
  - If you are unsure of the owner account, [follow these instructions.](#)
- On the bottom right, click on the time.
- Select Settings ⚙
- In the "People" section, select **Google Accounts**.
- Select **Add account**.
- Enter the GCPS Google account (firstname.lastname1234@g.gcpsk12.org) *Numbers are the last four digits of the student number.
- Click **Next** and then follow the steps that appear.