Chromebook Troubleshooting
Can't Log In?

HAVE YOUR PASSWORD RESET

- Ask any teacher to reset your password.
- The next time you log in, remember to use your birthday in the MMDDYYYY format and then reset your password. (Ex: For February 5, 1998, you would enter 02051998).

Website Not Working or Keeps Freezing?

CLEAR YOUR BROWSER CACHE

- Clear your Chrome cache (Open Chrome > click More (three dots) in top right corner > hover over More Tools > Select Clear browsing data > Set the time frame > Check the boxes next to Browsing History, Cookies, and Cached Images and Files > Click Clear data).

Network Issue/ No Connection?

TRY RESTARTING IN A DIFFERENT LOCATION

- Turn your chromebook off (hold power button > shut down).
- Go to a different location and then turn your chromebook back on.

Screen Rotated?

RESET SCREEN ROTATION

- Press Ctrl + Shift + Refresh to begin rotating. The screen will rotate 90 degrees each time.

Won't Turn On or Not Charging?

TRY FIRST: CHECK THAT IT IS CHARGING PROPERLY

- Always check to make sure the charging light comes on when you plug your chromebook in.
- If the light does not come on, check the following:
  - Check the AC power adapter for any physical damage and be sure that the power cable is firmly attached to the adapter brick and into the chromebook.
  - Remove the AC power adapter from any power strips or surge protectors. Plug the AC power adapter directly into a wall outlet.
  - Verify the wall outlet is working by plugging something else into it, like a lamp or fan.

TRY SECOND: PERFORM A HARDWARE RESET

- On the keyboard, press and hold the Refresh key while you tap the Power key once.
- When your chromebook starts back up, release the Refresh key.

Mouse/ Keyboard/ Ports Broken, Other Problem, or Issue Not Solved by the Steps Above?

VISIT THE MEDIA CENTER

- Bring your chromebook to the Media Center for further assistance.