




## Troubleshooting Guide for Chromebooks



### ***“How do I connect to my wifi on the Chromebook? /The Chromebook states the WiFi is turned off.”***

- After turning the device on, at the bottom right, select the time.
- Select Not Connected  .
  - **Note:** If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
- Turn on Wi-Fi.
- Your Chromebook will automatically look for available networks and show them to you in a list.
- If you notice that your network name is selected but you are not getting any connection, you might have entered the password incorrectly and need to re-enter the password.
  - Click on your network and the window to enter your password should reopen.

### ***“My device keeps getting knocked off of Zoom.”***

- On your computer, open Chrome.
- At the top right, click More  .
- Click More tools  Clear browsing data.
- At the top, choose the time range to delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.
- Shut down the device completely for a few moments (about 20-30 seconds).
- Restart the device and attempt to attend a Zoom meeting by clicking on the link-- this should be done when there is a meeting happening or if the teacher would like to start a test meeting with the family.

### ***“It says Chrome doesn’t have enough memory.”***

- On your computer, open Chrome.
- At the top right, click More  .
- Click More tools  Clear browsing data.
- At the top, choose the time range to delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.
- Shut down the device completely for a few moments (about 20-30 seconds).
- Restart the device and attempt to attend a Zoom meeting by clicking on the link-- this should be done when there is a meeting happening or if the teacher would like to start a test meeting with the family.
  - “It won’t allow me to clear the cache or history—it’s greyed out.” ☐ Please speak with your student’s advisor and a ticket with IT will be created.

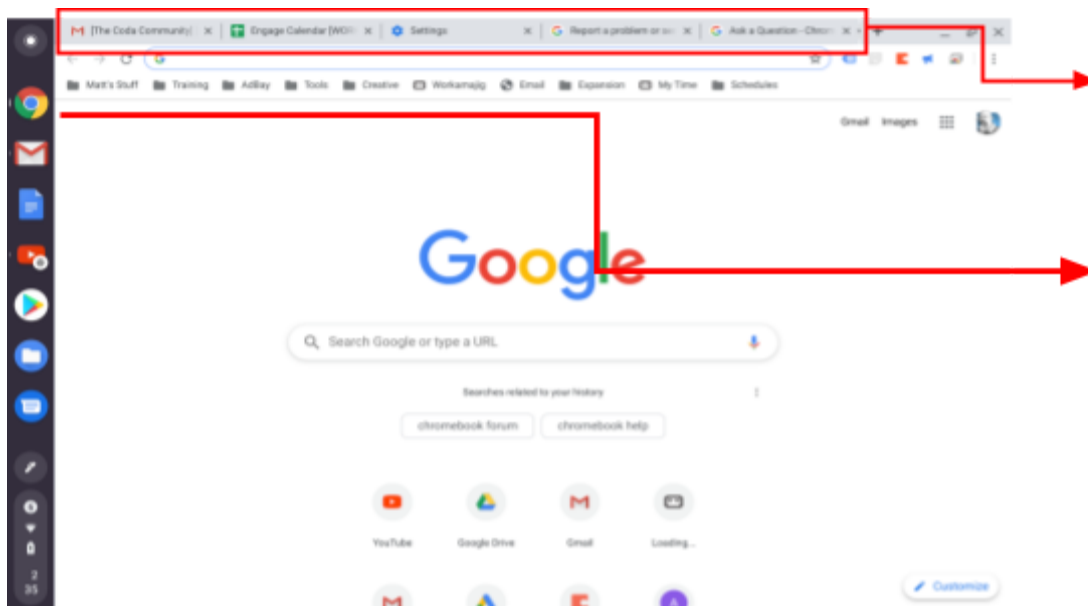
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### ***“My child can’t login for some reason.”***

- Please make sure the username (email address) and password are spelled correctly.
- If the student is **still** unable to sign in, please contact the student’s advisor and a ticket will be created with IT to reset the student’s password.

### ***“My Chromebook is really slow while I’m on [insert application being used].”***

- Please close out of any other applications that do not need to be opened. For an example, if I have three Google Chrome windows open, but I’m only using one, I would close out the other two windows.
  - *“But what’s the difference between a Chrome window and a Chrome tab?”*



A Chrome **tab** is within a window and are opened at the very top of the window.

A Chrome **window** is the entire web browser. Best to keep the number of windows only to 1, if you need more, keep track of how many tabs are open in each window.

**Note:** It is best that you don’t have many tabs or windows open because it can cause your computer to lag.

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***“The Chromebook says that the ChromeOS is missing or damaged.”***

- With the error message displayed, select control + D— click do not hold.
- Another message will display on the screen (shown below to the right) and you will hit the ENTER key and the Chromebook will display “OS Verification is off, Press SPACE to re-enable”—**DO NOT HIT THE SPACE BAR KEY.**
- Wait between 2-5 minutes and the Chromebook will beep three times and restart itself. Another message will come up again and **do nothing**—it’s still rebooting.
- Once you see the “Welcome” message, follow the instructions on the screen and it will take you to the place to sign in.
  - *“It’s asking to join the Chromebook to the Enterprise account.”* □ Please contact your student’s advisor and a ticket will be created with IT to discuss further steps.
  - *“I’m still getting the error message that the ChromeOS is missing.”* □ Please shut down the device, wait 15-30 minutes, and attempt the process again. If you end up with the same message again, please contact your student’s advisor and a ticket with IT will be created.

