Chromebook Troubleshooting

Common Chromebook Issues:

Many Chromebook Issues are Resolved by Restarting the Device
- Use the 'Shut down' icon
  - Click the user panel in the bottom right corner of the screen (unless you have moved it elsewhere)
  - There is a power symbol power along the bottom of the user panel. Click it to shut the laptop down.
  - Click the power button on the keyboard to turn the Chromebook back on.
- Use the power button
  - Hold the Chromebook’s power button for three seconds

Remove then Re-add the User Account
If restarting the Chromebook does not resolve the issue, there is a good chance that removing the account and re-adding it might.
  - Directions for removing an account
  - Directions for adding an account

For computers that won’t TURN ON:
- Ensure your charger is securely plugged in to the computer, the charging block, and the outlet.
- Plug the charger directly into an outlet instead of a surge protector or extension cord.
- If the charging light does not come on, try a different outlet in the house.
- If the charging light comes on but the computer is still not charging, you will perform a soft reset.
  - To perform a soft reset, hold the Refresh + Power keys for 3-10 seconds.
  - Release the keys when the device powers on.

Webpages Are Frozen
- Hit the Refresh key
- Close the tab/exit Chrome
- Restart the computer

**Chrome is Running Slow**
- Clear Webpage Cache
  - Click the Chrome menu on the browser toolbar.
  - Select Tools.
  - Select Clear browsing data.
  - In the dialog that appears, select the checkboxes for the types of information that you want to remove. (do all)
  - Use the menu at the top to select the amount of data that you want to Delete.
  - Click Clear browsing data.

**Image on the Screen is Rotated**
- Press the keys at the same time
  - will rotate the entire screen by 90 degrees each time it is pressed

**Keyboard Is Typing the Wrong Characters**
- Press the keys
  - This will set the keyboard back to the US keyboard

**Google Chromebook Help Page**
Google offers support pages that can address most common Chromebook issues. You can access [Google’s Chromebook Help Pages here](#).