Chromebook Troubleshooting

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 Ctrl + Shift + ⬙ 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 Shift + Alt
- 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.