



Tips for Chromebook Issues:

Remember, these devices have a warranty, but the warranty can be voided if certain operations are performed. DO NOT remove the plastic case or take it to a computer repair shop. You cannot reinstall an OS or completely power wash the computer because they are enrolled through TCBOE. If one was to try to do that, the device would get locked out.

Also, if you are having trouble accessing an app or website, remember to go through the CLEVER site or app first!

For sites that seem frozen :

1. Hit refresh
2. Exit the site and try again.
3. Restart or shut down the computer

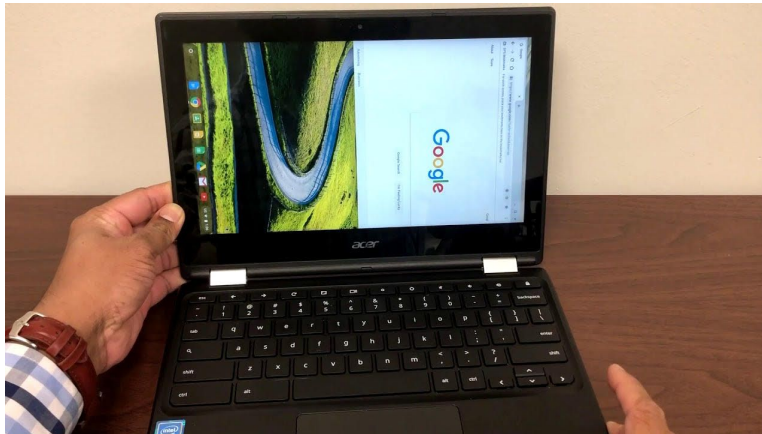
REFRESH BUTTON:



For computers that won't TURN ON:

1. Be sure your charger is plugged in all the way at the computer, cord attachments, and the outlet.
 - a. Plug directly into an outlet instead of a drop cord or extension cord.
2. If the charging light does not come on, try a different outlet in the house.
3. If the charging light comes on but the computer is still not charging, you will perform a soft reset.
 - a. To do this, look at the top row of keys on the Chromebook. Press and hold the refresh and power buttons for 3 - 10 seconds. The device should power on.
 - b. If this does not work, send a message on LES Facebook or contact your child's teacher for next steps.





Screen Rotation - Press CTRL + SHIFT + REFRESH at the same time to rotate the screen 90 degrees. You can do this multiple times to get it back to the normal position.

Keyboard - If the keyboard starts typing inappropriate letters/symbols, go to settings in the bottom right corner. You can also change many of the keyboard settings by clicking on the gear and searching keyboard.

