

# 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 + 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 +
- 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](#).