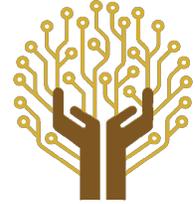




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## Chromebook Troubleshooting Guide

### Power Issues

Is the Chromebook's battery charged?

When plugged into power, what is the indicator light next to the charging port?

#### White = Fully Charged



#### Orange = Charging



*Note - If the light stays Orange/Red after charging for over 24 hours then the battery is defective, open a repair request.*

#### No Light = Charging Issue



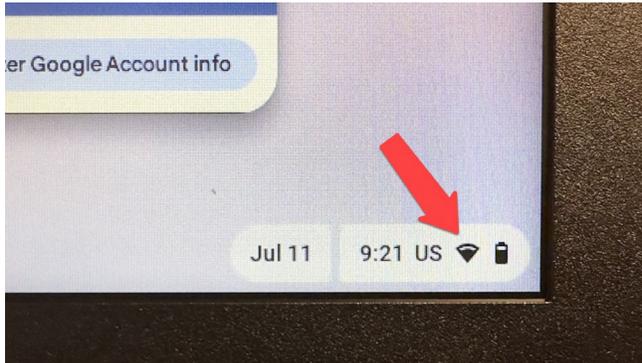
Try a different Chromebook charger or try plugging the charger into another wall outlet in room. Depending on which troubleshooting step resolves the issue, replace the broken charger or notify the Plant Operations Manager at the site to have Maintenance repair the wall outlet.

If none of the troubleshooting steps resolves the issue, the charging port on the Chromebook may be damaged.

## Chromebook Login Issues

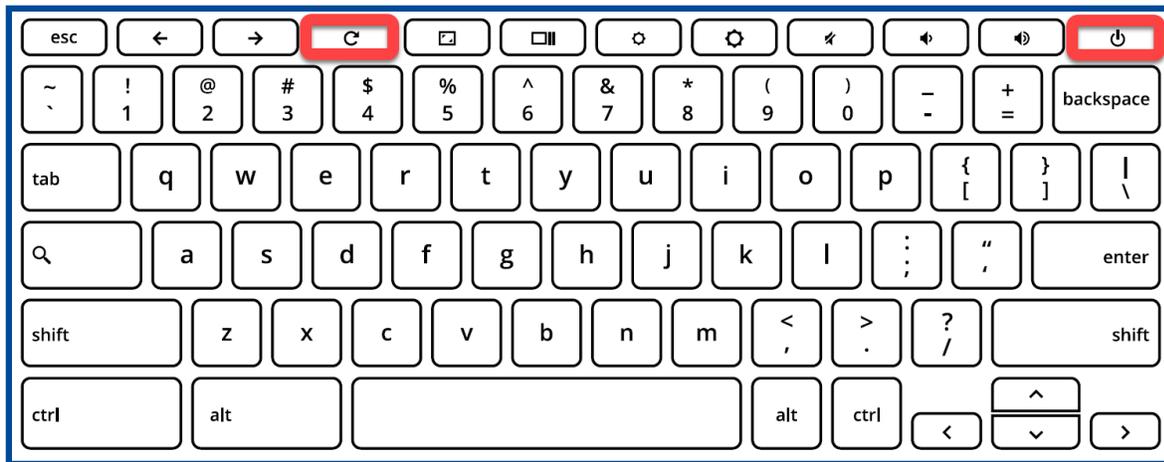
Make sure that you are using the LBUSD email address as the username – e.g., bfranklin@lbschools.net

Check and make sure that the Chromebook is connecting to the correct Wireless Network (LBUSD-MOBILE) by clicking the icon at the lower-right hand of the dock.



If a Chromebook is still having issues, often this can be resolved by performing a "hard reset". For most Chromebooks, follow the steps below:

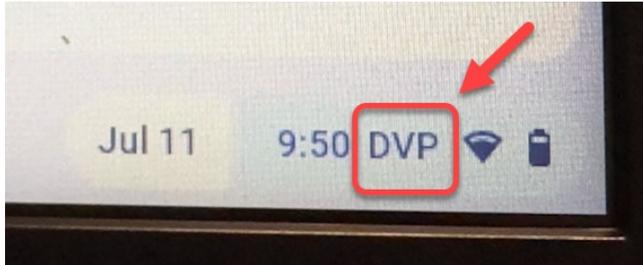
1. Turn off your Chromebook.
2. Press and hold **Refresh**  + tap **Power** .
3. When your Chromebook starts up, release **Refresh** .



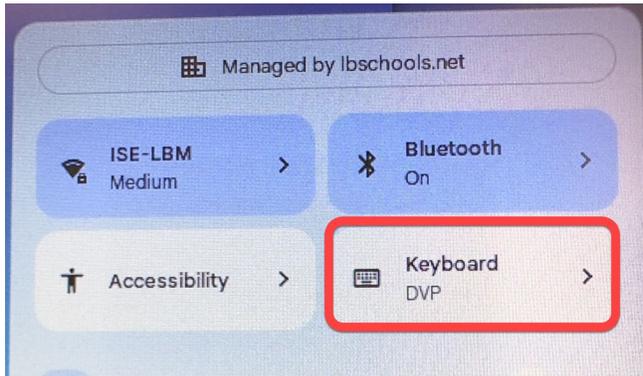
### Incorrect or Strange Characters Appear When Typing?

In some cases, someone has changed the keyboard settings resulting in odd characters. Click **SHIFTALT** to set it back to US keyboard.

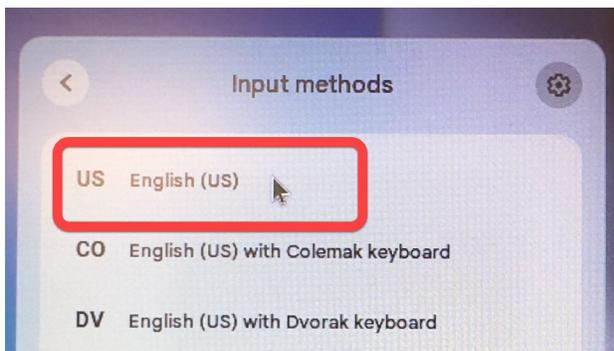
The default keyboard language may have been changed by another student. Click the keyboard language selector in the dock. The below language was changed from US to DVP



Click on Keyboard



Then change the language selection to **US English (US)**.



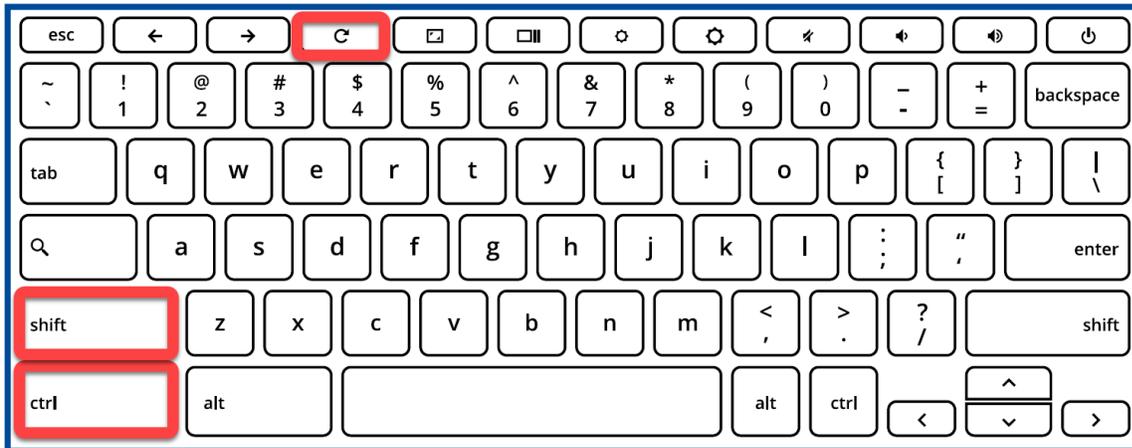
If this does not resolve the issue, check to make sure the language wasn't changed

<https://support.google.com/chromebook/answer/1059490?hl=en>

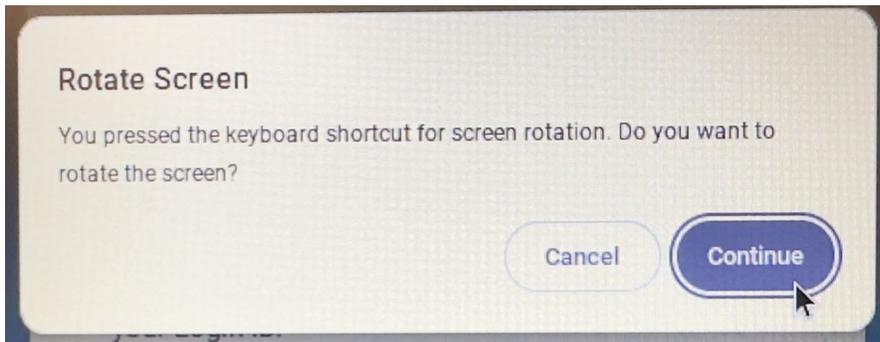
### Screen rotated?

If the image on the home screen is rotated:

Press the Ctrl+shift+ reload/refresh at the same time



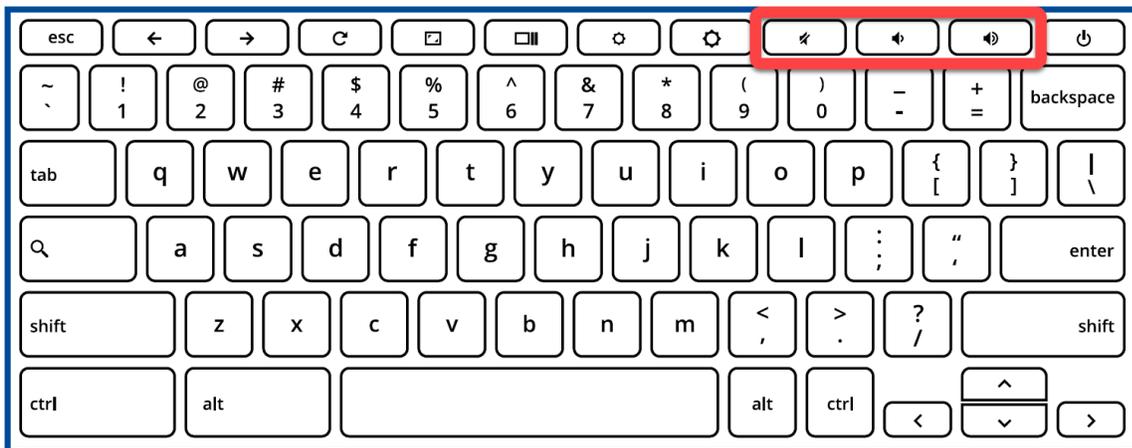
A prompt will request confirmation of the screen rotation by 90 degrees.



### No sound on headphones?

Make sure headphones are plugged in properly

Make sure the mute button  isn't pushed



## Problems with webcam, microphone or speakers?

Visit this URL to test - <https://webcammictest.com/>

## Further Troubleshooting of Webcam & Microphone

If you are having issues with the webcam or microphone during the above test, open the chrome browser while using the Chromebook, then enter the following URL (or click it from this document):

<chrome://settings/content/camera> and remove any sites from the “**Block**” section that you would like to use the camera.

<chrome://settings/content/microphone> and remove any sites from the “**Block**” section that you would like to use the microphone.

## Chromebook stuck on the “Checking for Updates” screen?

1. Click your account photo (lower right corner)
2. Click **Settings** Click Menu. Find **About Chrome OS**
3. Under "Google Chrome OS," click **Check for Updates**
4. If your Chromebook finds a software update, it will start to download automatically

## Errors when accessing a specific webpage?

Clear cached images and files and cookies and other site data:

1. Open Google Chrome
2. At the top-right, find the **More** icon
3. Click More tools > **Clear browsing data**
4. At the top, select **All time**
5. Next, check Cookies and other site data and Cached images and files, leave the other options unchecked
6. Click **Clear data**