

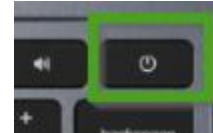
Chromebook Troubleshooting Quick Guide

Many Chromebook issues can be resolved simply and quickly. The steps summarized below may resolve the most common Chromebook issues.

1. If Web pages are loading slowly. Press the refresh button.



2. Power off and sign in again. Many issues are resolved this way.



3. Delete Files in My Downloads (Located in your Google Drive.)
4. Charge the Chromebook nightly. Make sure the charging indicator light is on.
5. Power off your Chromebook between classes or extended periods of time it will not be used.
6. Chromebook running slow in the Chrome Browser?
 - a. Make sure you close tabs that you don't need to have open.
 - b. Clear the cache and then reboot
[Click here for instructions on clearing browser cache.](#)
 - c. Delete all browsing history (clears cache and cookies - great for fixing errors with websites.)
 - 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.
7. No sound?
 - a. Make sure that the mute button is not pressed.
 - b. If using headphones, make sure that the headphones are plugged in and that there is no dust in the headphone port.

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8. Keyboard setting changed? Press Shift-Alt to reset it back to US keyboard. To manage your Chromebook's languages, at <https://support.google.com/chromebook/answer/1059490?hl=en>
9. Need to free up space on your Chromebook? <https://support.google.com/chromebook/answer/1061547?hl=en>
10. Some Chromebook issues are because the Chromebook is not running the latest version of the Chrome Operating System (Chrome OS). Find directions on updating the Chromebook to the latest version at <https://support.google.com/chromebook/answer/177889?hl=en>.
11. Delete any unneeded apps and extensions: <https://support.google.com/chromebook/answer/2589434?hl=en>
12. Delete all old bookmarks: <https://support.google.com/chrome/answer/188842?co=GENIE.Platform%3DDesktop&hl=en>

If the steps above have not resolved the issue, please contact your school. More advanced troubleshooting techniques should only be done by the school's Site-Based Technician.