Student Chromebook Troubleshooting Guide

For just about any problem first, try a full reboot.

Hold the refresh and power buttons at the same time. *(Remember: Just closing the lid of the Chromebook does not shut it down or reboot it, it just makes it go to sleep.)*

You can also just hold the power button until the Chromebook powers down, wait a second then hit the power button again.

If Chromebook Screen is rotated or upside down

Hold CTRL SHIFT and

Check and make sure your Chromebook is currently running the newest version of ChromeOS. To do this..

1. Click the clock in the bottom right corner
2. Click the gear shaped icon to access settings
3. Click on "About Chrome OS" at the bottom right of the window that opens.
4. Click "Check for updates"
5. If it says "Your Chromebook is up to date" then you are all set.
6. If there is an update available, wait for the system to download and install the update then a "restart" button will appear, click that button and you are done.

If your chromebook is not charging, try using a classmate's charger, if that works, bring your charger to the tech office to have it replaced.

Screen text too large or too small

Hit CTRL and the minus key to decrease zoom or ctrl and the plus key to increase zoom

Touchpad is not working.

Try hitting SEARCH *(The magnifying glass key below TAB)* + SHIFT + P

Chromebook won't turn on

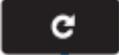Close your chromebook, plug in your charger, wait a few seconds and try to power it on again.

The screen displays a yellow exclamation point and the message "Chrome OS system is missing or damaged."

First try rebooting the system and if you continue to get this message, contact the Technology Office.

Chromebook keyboard features

←	Go to the previous page in your browsing history
→	Go to the next page in your browsing history
C	Reload/Refresh your current page
▢	Open your page in full-screen (immersive) mode. In immersive mode you will still be able to access the omnibar and tabs when you move your pointer to the top of the screen.
▭▯	Switch to your next window with the Window key
☀	Decrease screen brightness
☀	Increase screen brightness
◀×	Mute
◀−	Decrease the volume
◀+	Increase the volume
◌	Search the web from the address bar. Note: This key is located on the side, where you'd normally find the Caps Lock key.