



Chromebook Troubleshooting Tips

1. If your Chromebook isn't charging, or not turning on:
 - a. Check to see if the battery is charging.
 - i. Plug Chromebook into power outlet.
Red light – charging
White light – fully charged
 - ii. Charge for at least 30 minutes.
 - b. Check all power connections. Try plugging the charger directly into the power outlet.
 - c. Inspect the charger. Check for any physical damage, and make sure the power cable is firmly attached to the adapter brick and to the Chromebook.
 - d. Verify the outlet is working by plugging something else into the outlet.
2. If your Chromebook is slow, check for the newest version of the Chrome operation system.
 - a. Click on the time on the bottom right of the taskbar.
 - b. Click on the Settings gear.
 - c. On the left side, click on About Chrome OS.
 - d. Under Google Chrome OS, click Check for Updates.
 - e. If your Chromebook finds a software update, it will start to download automatically.
3. If your Chromebook displays an error when accessing a specific webpage (such as: "Aw, Snap!" and "This webpage is unavailable")
 - a. Check your Internet connection.
 - b. Clear cached images, files, cookies, and other site data.
 - c. Close other tabs, apps, and extensions.

How to clear cache and cookies:

1. Open Google Chrome.
 2. At the top-right, find the 3 dots.
 3. Click More tools > Clear browsing data.
 4. At the top, select All time,
 5. Next, check the Cookies and other site data and Cached images and files, leave the other options unchecked.
 6. Click Clear data.
4. If your Chromebook crashes or freezes:
 - a. Turn off the Chromebook using the power button.
 - b. Turn it back on.
 - c. Close all apps and browser windows.
 - d. If a specific tab causes it to freeze, hard refresh the page: Ctrl + Shift + r
 5. If the previous tips do not fix your Chromebook, perform a hard reset of your Chromebook.
 - a. Turn off your Chromebook.
 - b. Press and hold the refresh () key + tap the power () button.
 - c. When the Chromebook starts up, release the refresh key.