Troubleshooting Your Chromebook

Try these first before asking for help.

Step 1 - Shut Down

All devices need to be shut down occasionally. Always try this first if you are having any issues with your Chromebook.

- Click in the bottom right corner of your Chromebook.
- Click the icon for Power.
- Wait at least 30 seconds and turn back on.

Step 2 - Check for Updates

If you are having issues with your Chromebook, you can manually check for updates that may fix what's wrong.

- Sign in to the Chromebook.
- Click in the lower right corner.
- Click the gear icon to access Settings or click on the 3 dots in the upper right corner of Chrome browser.
- Click the 3 horizontal lines in the top left corner next to the word Settings in the blue bar.
- Scroll to the bottom of the pop up window.
- Click on *About Chrome OS*.
- On the right side of the window, click on *Check For Updates*.
- Allow updates to run. You can close the Chromebook, but do not power down until it has finished.

Step 3 - Reset Browser Settings

If you cannot connect to certain sites, or are having display issues, you should reset your browser settings back to default.

- Sign in to the Chromebook.
- Click in the lower right corner.
- Click the gear icon to access Settings.
- Scroll all the way to the bottom of the page.
- Click once on *Advanced*.
- Scroll all the way to the bottom of the page.
- Click the bar that is titled *Reset*.
- In the pop up window, click the blue *Reset* button.

Step 4- Test your home Internet connection.

- Please run a speedtest on your Internet connection at home from the site on the next line.
- https://www.speedtest.net/
- Click on the GO button in the circle and let it run Upload and download speed tests
- Report the Upload and Download speeds to the teacher you are working with via email. (teacher can forward your results to the IT Dept).

Keyboard is not working properly

If you are pressing certain keys on the keyboard, but other letters, numbers or symbols are appearing on the screen, you may have a different keyboard activated.

- Click in the lower right corner of the Chromebook.
- Click on *Keyboard*.
- Make sure US keyboard has a green checkmark to the right.

Sound Not Working with Headphones

If your sound is working out of the Chromebook speakers, but not through your headphones, you can change the setting to access the headphones.

- Plug your headphones into the port on the Chromebook.
- Click in the lower right corner.
- Click on the small arrow to the right of the volume bar.
- Click on *Headphones (external)* to checkmark it in green.

Repair Process for Chromebooks during VL Learning environment

During this time of Virtual Learning the process for getting repairs done to your chromebook are as follows:

- Contact your building - details on next slide
- Plan for drop off of chromebook at your building by noon
- IT Dept will diagnose issue and repair CB and have it available the following day for pickup or delivery
- Depending on model it will be repaired in-house or sent in to a repair service (if sent in there will be a 1 week turn around depending on drop off time. They are picked up on Fridays and only affects RVMS)
- Please fill out the form at the link below so that we know what the problem is and can identify who the CB belongs to.

https://docs.google.com/forms/d/1ZROvlQGkb9CTizBUel1M0uKp1hQRFx0CZ1CCIdofgKk/edit?usp=sharing

Contact info for repairs

- RVHS - 608-588-2554
- RVMS - 608-588-2556
- RVELEM - 608-588-2559