

Is the Chromebook's battery charged?

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

- Orange = Charging
- White = Fully Charged
- No Light = Charging Issue

If the Chromebook has no light, try a different power outlet to see if that resolves the issue. Check to make sure the two pieces of the charging cord are fully connected to each other. If the light stays Orange/Red after charging for over 24 hours then the battery is defective, open a repair request.

Problems logging into the Chromebook?

If a Chromebook is having issues, often this can be resolved by performing a "hard reset".

For most Chromebooks, follow the steps below:

- Turn off your Chromebook.
- Press and hold **Refresh**  + tap **Power** .
- 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 **SHIFT-ALT** to set it back to US keyboard. Also 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:

- **Ctrl-shift-reload/refresh** will rotate the entire screen by 90 degrees each time it is pressed.

No sound on headphones?

- Make sure headphones are plugged in properly
- Make sure the mute button isn't pushed



Errors when accessing a specific webpage?

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

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

Problems with webcam, microphone, or speakers?

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

Chromebook stuck on the "Checking for Updates" screen?

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