

## If the issue is... Try this solution...



Cannot connect to home **wifi**

- Check Network Security Settings on your home router/modem. If you need assistance with this, please contact your Internet Service Provider.



Cannot **log in**

- Make sure you are connected to your home Wifi or hotspot.
- Verify student's log in credentials with your school.
- If issue persists, contact your school's principal.



**Screen or Display** is not working

- *Restart your Chromebook* by holding down the power button.
- If issue persists, contact your school's principal for a replacement.



**Keyboard** not working

- *Restart your Chromebook* by holding down the power button.
- If issue persists, contact your school's principal for a replacement.



Chromebook not **Charging**

- Verify that power cable is properly plugged into the power brick and the wall.
- Verify that the charging port is properly plugged into the Chromebook.
- If issue persists, contact your school's principal for a replacement Chromebook AND replacement charger.



**Damaged or Broken**  
**Chromebook**

*This includes, but is not limited to missing keys, cracked screens, cracked casing, damaged USB ports, damaged headphone ports, damaged charging ports.*  
Schools have policies and procedures to handle this issue. Please contact your school's principal.

## Additional Resources



How to **Reset your Chromebook**

1. Sign out of your Chromebook.
2. Press and hold Ctrl + Alt + Shift + r.
3. Select Restart.
4. In the box that appears, select Powerwash, then Continue.
5. Follow the steps that appear and sign in with your Google Account.
6. Once you've reset your Chromebook:
7. Follow the onscreen instructions to set up your Chromebook
8. Check if the problem is fixed



Chromebook Support at Google

<Http://Support.Google.com/Chromebook>