Chrome Book Troubleshooting

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Remove High Contrast Desktop or Screen Magnifier

> Click on either the date, time, or battery icon to go to **"Accessibility">** Uncheck High Contrast or screen magnifier

Punctuation Not Working

From the login page >Click the battery or wireless button for the menu screen > Change the keyboard to "US Keyboard"

To Exit Login

>Hold the Control and Shift key > Then press **"Q"** twice and click the "Shut Down" tab

Frozen Screen

>Hold power button down until the device shuts down (Could take 30 seconds or longer)

Connect to home WiFi

Click the WiFi button in the lower right corner of the screen and select your home internet source

Update the Device

>login to the device>click around the date and time area >click the little Gear icon near your login name> Click the "**About OS**" in the lower left of the screen> Click "**Check for update**" button near top center of the screen> Allow it to update and restart upon completion

Chromebook Screen Size

>Click and hold **Ctrl** & S**hift button** and click **+** or **-** to resize Screen

To flip the screen

Click and hold the **Shift** and **Control** button and click the refresh key once until the screen is correct

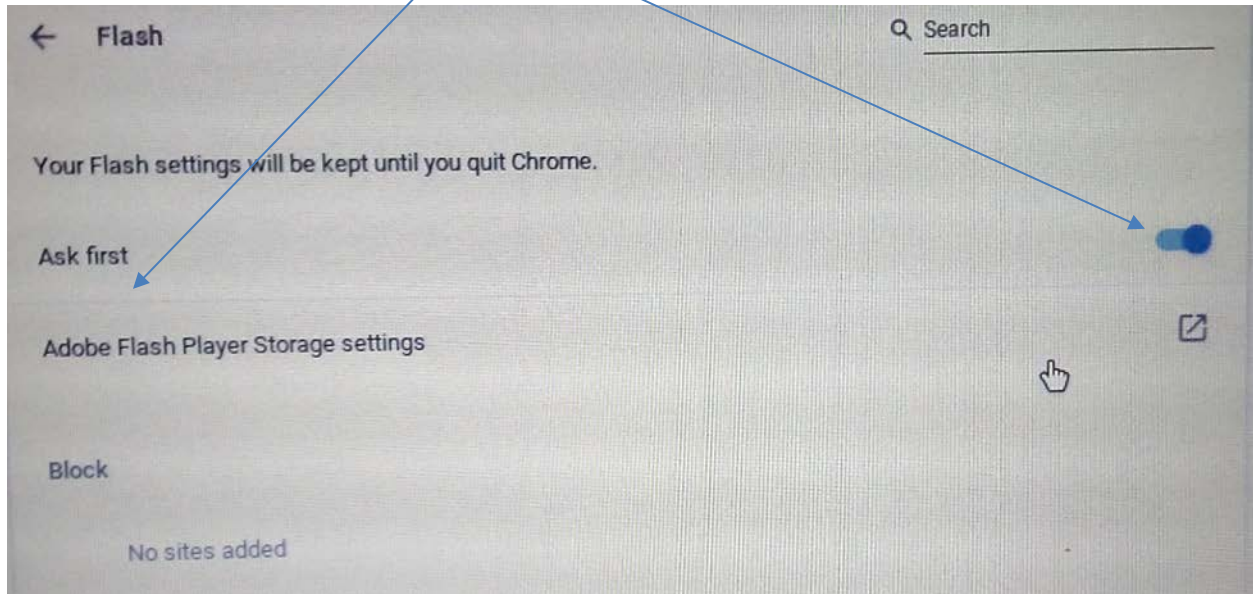## Cannot Login into Chromebook

Computer says "Use old Password"

>Click the "**Forgot Password**" button and Click the "**Proceed Anyway**" button

Google Classroom Assignments

Make sure you are on the "Classwork Tab" not the "Streaming Tab"

Chromebook and Flash Not working

• In the URL bar type in- Chrome://settings/content/flash

• Click the "ENTER" button on the keyboard

•Click on the button beside the "Ask First" to allow Flash

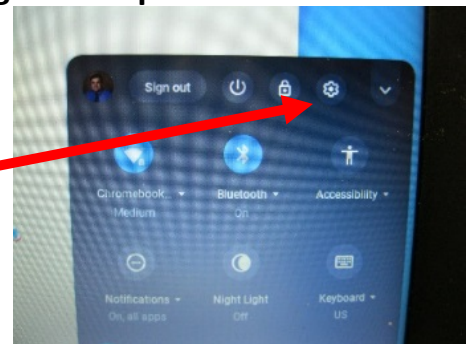•Refresh the web page you are having problems with and it should work

← Flash   Q Search
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Your Flash settings will be kept until you quit Chrome.

Ask first

Adobe Flash Player Storage settings

Block

No sites added

Chrome Book care and Handling

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- **Shutdown the Chromebook at least once a day. Closing the lid puts the device to sleep and is not the same as shutting down the device.**

- **Carry and transport your Chromebook closed like a book**

- **Do not squeeze the screen with your thumb or fingers. It will break the LCD screen.**

- **Once a month, at the end of the day, attach the charger and update the Chromebook:**

  1) Login and click around the clock area

  2) Click the gear icon

  3) Click on "About Chrome OS"

  4) Click on "Check for updates"
     (This could take several Minutes)