**Turn Caps Lock on or off**

* Press **Search**  **+** **Alt**

Take a Screenshot

* Press Ctrl + Show Windows 

Clear Cache/Cookies

Example: If you’re having problems with a website or something visually on a site isn’t fully working you would want to go **clear your cache/cookies** and see if it resolves the issue.

1. Go to a website (google.com)

2. Hold down keys **Ctrl, Shift, Backspace**

3. Select time range (default is **all time**)

3. Click **Clear Data**

Hard Reset Chromebook

Example: If your chromebook won’t turn on at all or has a white or amber light (light located on top left side of chromebook) with nothing showing on the screen.

1. Press and hold the **Power**key until the Chromebook shuts down.
2. Locate the **Refresh** key. It looks like a circular arrow and should appear in the top row of the device's keyboard, next to the back and forward arrow keys.
3. Simultaneously press and hold the **Refresh**key and **Power**button for about 5 seconds.
4. Release all keys and press the **Power** button

Update Chromebook

Example: If your chromebook is having random glitches or is asking for security patches it is possible there may be an update available.

1. At the bottom right, select the **time**.
2. Select Settings.
3. At the bottom of the left panel, select **About Chrome OS**.
4. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
5. If an update is available, it will start to download automatically.
6. After your download is done, select **restart** to finish the update.