# How to Troubleshoot a Chromebook Power Issue

1. **Check the charger:** Make sure that your charger is connected to a working outlet. Also confirm that the three-pronged power cable is firmly connected to the power brick (shown below).

2. Connect the charger to the Chromebook. Open the lid of the Chromebook, tap the **power button**, and wait up to 20 seconds for the Chromebook to power on.
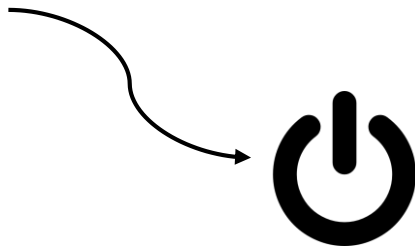
3. If the Chromebook has not powered on after 20 seconds, hold the refresh key (circular arrow) for at least two seconds, then **without releasing the refresh key**, tap the power button and release both keys simultaneously. This should reset the Chromebook.
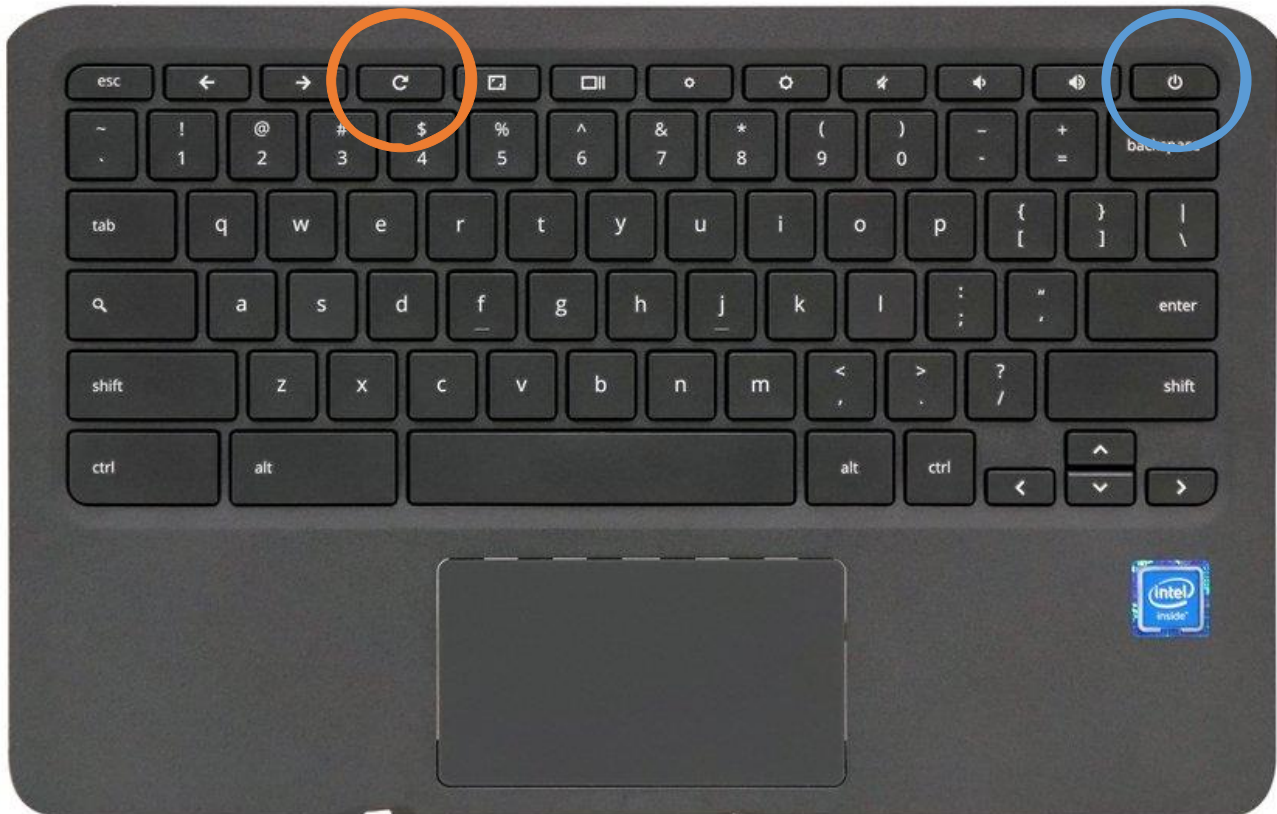
4. If the Chromebook is still not powering on, close the lid, and allow the Chromebook to charge for at least 30 minutes. Then, repeat steps 1-3.

5. If Step 4 does not yield any results, please contact the school that your child attends (Elementary School: (989) 465-6179 or High School: (989) 465-6171) and request a replacement Chromebook. You will need to drop the non-working Chromebook off at the appropriate office in order to receive a new one.

   If you have any other questions, please contact us at help@colemanschools.net