General Troubleshooting Tips for Chromebook Issues

For issues with sites or web apps such as Google Classroom, IXL, Kami, Schoology, Drive, Seesaw, etc. please contact your teacher.

For issues with your Chromebook please view the topics & solutions below.

Chromebook is slow in general and not working/responding as it should

- **Reboot your Chromebook**
  - *Click sign out - click shut down - turn Chromebook on*
- **VIP Close tabs that are not currently in use**
  - *Click the x on tabs to close them*
- **Verify WiFi is on and connected**
  - *Select the WiFi icon on the lower right of your screen - verify it is on and there is a strong signal*
- **Check out this video on Fixing Wi-Fi Connectivity**
  - *View on another device if need be: youtube.com/watch?v=A7Y9DWkfDw4*
- **Clear Cache/Cookies** - instructions below
- **Update the Chromebook Operating System** - instructions below
- **Run the Getting Online Wizard** - instructions below
- **Test your Internet Speed** - instructions below

Clear Cache/Cookies

- With Chrome open select the three vertical dots in the upper right hand corner of the browser window
- Hover over *More tools* and select *Clear browsing data*.
- Select the boxes next to *Cookies and Other Data* and *Cached images and files.*
- Select *Clear Data.*
- Sign out, Shut down, then power on your Chromebook

Update the Chromebook Operating System

- Log into your Chromebook
- Click in the lower right hand corner to open the control panel
- Select the **gear icon** in the upper right area of this window
- Select **About Chrome OS** on the left side bottom of the window
- Select **Check for Updates**

Updates may take several minutes to complete and will require you to restart the Chromebook. If there are NO updates you should see a blue checkmark and the message "Your Chromebook is up to date".

Run the Getting Online Wizard
- Select the Launcher button (lower left corner of your Chromebook screen)
- Search for then select the *Get Help* icon
- Select *Getting online*
- Select *Troubleshoot*

Test Your Internet Speed

- Open Chrome and go to speedtest.net
- Select *Go* and wait for the test to run
- Chromebooks need a minimum of 10 Mbps download speed to function optimally

Take a screenshot of your screen

- Press the ctrl and switch keys (switch key is the 6th key from the left top row of keys)
- Select copy to clipboard in the screenshot window that appears
- Paste to an email or document

Chromebook will not turn on, but blue light on the front of the device is on

- Hold the power button long enough for the blue light to turn off
- Wait a few seconds (count to 10)
- Turn on the Chromebook

Chromebook comes up with "enter old password" message

- Select *forgot old password*
- Select *proceed anyway*

WiFi shows that it is turned off and will not turn on

- Sign out then shut down your Chromebook
- Wait 30 seconds
- Turn on the Chromebook
- Verify WiFi has turned on

Fix Common Chromebook Issues - Google's Website

Schoology Status Page

Kami Status Page

If you are still having an issue with your Chromebook please send an email to our ticketing system @ tsupport@osakis.k12.mn.us Someone from the tech team will reply from 8:00 am - 4:00 pm Monday-Friday.