CHROMEBOOK TROUBLESHOOTING

We are providing a few simple Chromebook troubleshooting tips for students and parents during this time off.   We will give you steps on how to get your device to power back on if it's not responding as well as how to clear your browsing history, cache, and cookies to better suit your time and resources on your device.

The following steps will be for all Chromebooks types that include; ASUS, Lenovo lle Chromebooks, and Lenovo lle Chromebooks 3rd Generation.

Chromebook will not turn on/Dark screen:
- ❏ Plug in Chromebook charger into your device
- ❏ Hold down the **Refresh** key and **Power** key at the same time for 10 seconds > release keys at the same time (example below)

- ❏ Some Lenovo 11e Chromebooks have the Power button located on the side of the device (example below)
- ❏ Hold down **Refresh** button on keyboard and **Power** button on the side at the same time for 10 seconds>release keys at the same time

❏ After you let go of refresh and power button, **press the power button once (do not hold down)** and wait for the device to turn on (this may take a few minutes longer than usual because you are rebooting your device) **You can also close the lid shut and wait a few seconds, open chromebook and press the power button once (again don't hold the power key down)**

❏ If that does not work, don't be afraid to try it again

Clear browsing history, Cache, and Cookies

If you're having a tough time logging into any Google platforms (Sheets, Docs, and Slides), your account isn't loading correctly, or you're experiencing errors, you will want to clear your browsing history, cache and cookies.
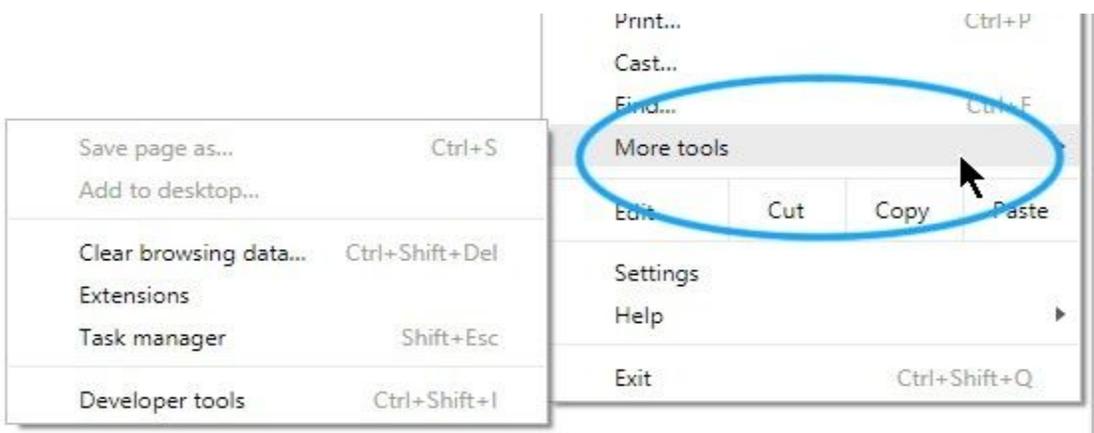Your browser tends to hold onto information, and over time it could cause problems with logging in or bringing up websites. It's always a good idea to clear out the cache, or browser history, and clear cookies on a regular basis. The drawback to this is that your saved usernames and passwords will be deleted and you'll need to re-enter them. But on the plus side, your privacy is more secure and your device will work better.
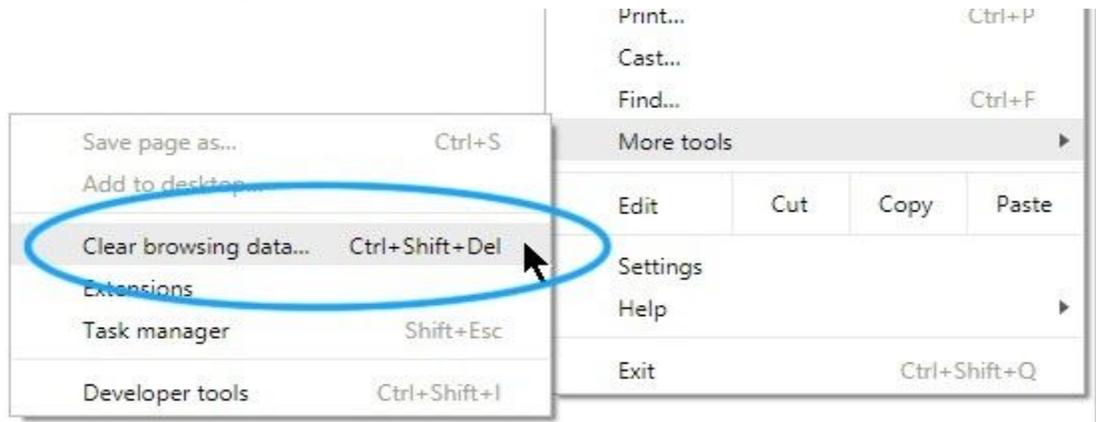
Click on the Chrome menu button
❏ In the top-right corner of the Chrome window you'll see the Customise menu icon - it looks like three little black dots on top of each other - click it.

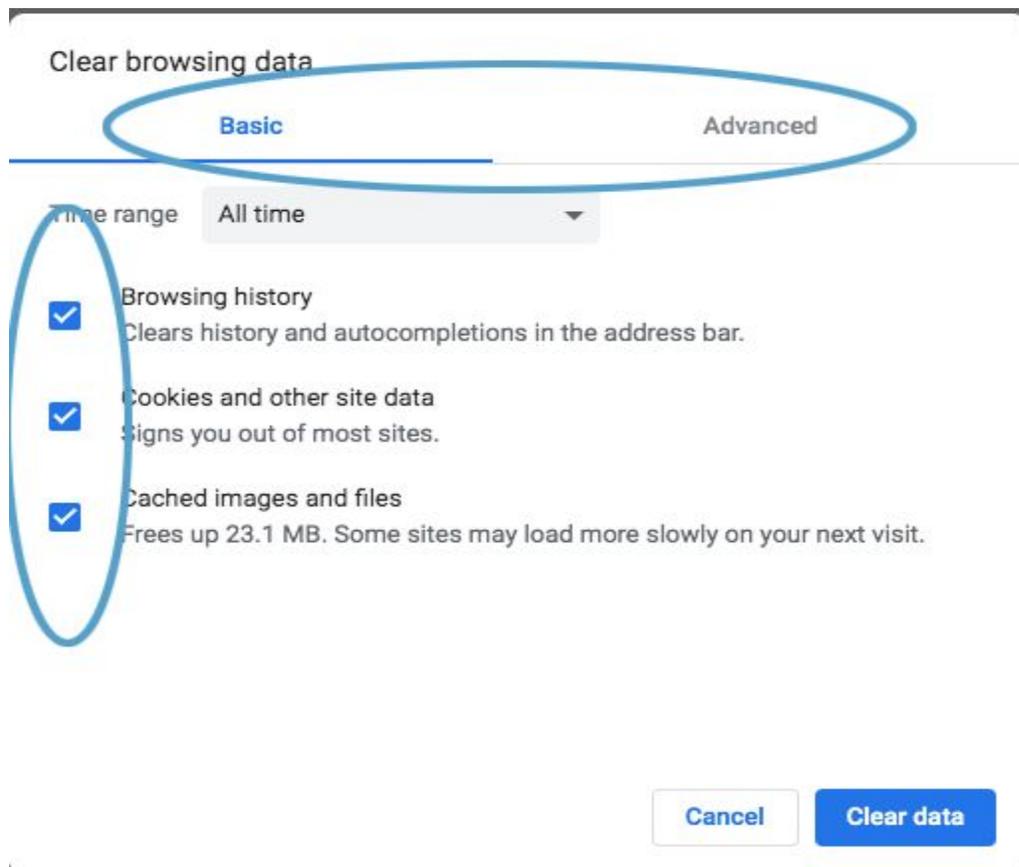**Hover your mouse over the "more tools" menu item**

Click "Clear browsing data..."

Print...	Ctrl+P
Cast...	
Find...	Ctrl+F
More tools	▶

Edit	Cut	Copy	Paste

Save page as...   Ctrl+S

Add to desktop...

Clear browsing data...   Ctrl+Shift+Del

Extensions

Task manager   Shift+Esc

Developer tools   Ctrl+Shift+I

Settings

Help   ▶

Exit   Ctrl+Shift+Q

Choose what to clear

- ❏ In "Basic" click on Browsing history, Cookies and other site data, and Cached images and files
- ❏ Make sure your time range is "All time"
- ❏ Click on "Clear Data"

Clear browsing data

Basic   Advanced

Time range   All time   ▼

☑ Browsing history
Clears history and autocompletions in the address bar.

☑ Cookies and other site data
Signs you out of most sites.

☑ Cached images and files
Frees up 23.1 MB. Some sites may load more slowly on your next visit.

Cancel   **Clear data**

If you have any questions or concerns please feel free to email Mrs. Steltenpohl at steltenpohla@tomahawk.k12.wi.us or Mrs. Norman at normanp@tomahawk.k12.wi.us