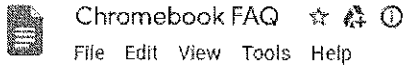


Chromebook Frequently Asked Questions



Click the Icon pictured to view document shortcuts

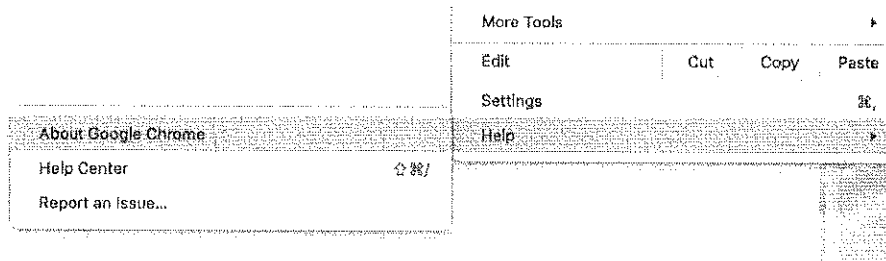
Updating the Chrome browser

There are instances when chrome will stop functioning as it should. Pages may not load correctly, audio may cut out, or videos will not play. In these instances, it's important to check whether chrome is updated.

If Chrome needs to be updated you may see an update icon in the top right hand part of the screen. This icon may be an orange exclamation (❗) point, a green up (⬆️) arrow, or the word **UPDATE**. Clicking on any of these will start the update process.

If none of these icons is showing, but you are still having an issue do the following:

1. Click the 3 dots ⋮
2. Go to Help > About Google Chrome



3. This will force Chrome to check for an update.

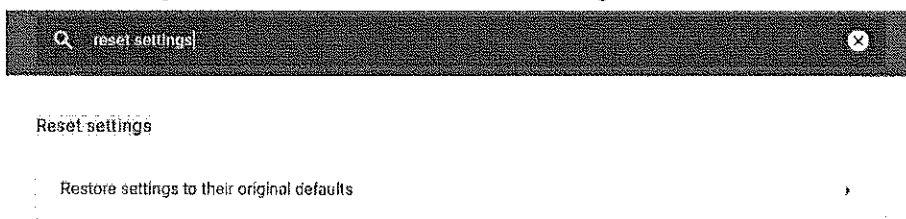
If Chrome does not need an update and you still are having issues, contact your teacher so they can submit a tech request

Chromebook Frequently Asked Questions

Reset Chrome to its Default Settings

Sometimes, cookies from sites or cached pages cause conflicts with new Chrome updates or sites that you use frequently. Occasionally, it helps to reset Chrome settings to its default settings.

1. Click the 3 dots ⋮
2. Click Settings
3. In the Settings Search box enter "Reset Settings"



4. Click Restore Settings to their Original Defaults and follow the prompts.

Can I print at home from a student Chromebook?

Answer: Unfortunately, we do not support printing from home with Chromebooks. This would simply be too much for our Tech Department to manage, as there are thousands of different options for printers and software applications available for families. We would not be able to monitor, approve and support all that would be required.

If printing at home is an absolute must, our recommendation is to login to your Gateway Google Drive/Google Classroom from a personal/home device that is already connected to your printer. Student email can also be used to transfer files to a device that is already capable of printing.

If a student has been assigned work that requires printing, please reach out to the teacher directly. All lessons posted for Distance Learning work on the Chromebook should be available for electronic submission.

Chromebook Frequently Asked Questions

Chromebook freezes or does not turn on, what can I do?

Answer: The first thing to try is a forced restart. If a forced restart does not resolve the issue please contact a teacher so that they can submit a Chromebook Tech Request.

Issues with an assignment, who can I contact?

Answer: Students should contact their teachers with any issues regarding assignments

No Internet at home, how can my student work?

Answer: Visit the <https://wifi.xfinity.com/> and enter your address to find the closest xfinity wifi hotspot. If you have trouble accessing an xfinity wifi hotspot, many local libraries offer free wifi access. Even when they are closed, you may be able to access the wifi from the parking lot.

Keyboard or touchpad stops working, what can I do?

Answer: If you find you cannot type, we suggest performing the forced restart described above. If a forced restart does not resolve the issue please contact a teacher so that they can submit a Chromebook Tech Request.


Charger/Power Adapter is missing or broken, what can I do?

Answer: Please contact a teacher so that they can submit a Chromebook Tech Request and someone will get back to you to arrange for pickup of a new charger. **A fine may be issued for a lost/missing charger (\$20-\$25 depending on chromebook model)**. We want to ensure your student can learn and do their work, so please do not hesitate to contact a teacher and submit the tech request for a charger.

Chromebook Frequently Asked Questions

Camera and/or Microphone does not appear to be working

Answer 1: Sometimes students block the camera from working on specific sites. To check whether a site has been blocked please follow the steps below:

- For Camera Issues paste the following in the URL/Address bar:
chrome://settings/content/camera?search=camera
- For Microphone Issues paste the following in the URL/Address bar:
chrome://settings/content/microphone?search=microphone
- If there are any blocked sites that should not be blocked click the trash can icon  to remove them.

Answer 2: Many issues can be resolved by removing the user profile from the chromebook a logging back in. This resets all the default settings for the user and fixes issues with the camera as well. The steps are below.

Remove a person or profile from a Chromebook

- Sign out of your device
- On the sign-in screen, click on your profile.
- In the lower-right corner of the profile picture, click the Down arrow .
- Click **Remove** this user.
- In the box that appears, click **Remove** this user.
- Next sign in again and your profile will be put back.

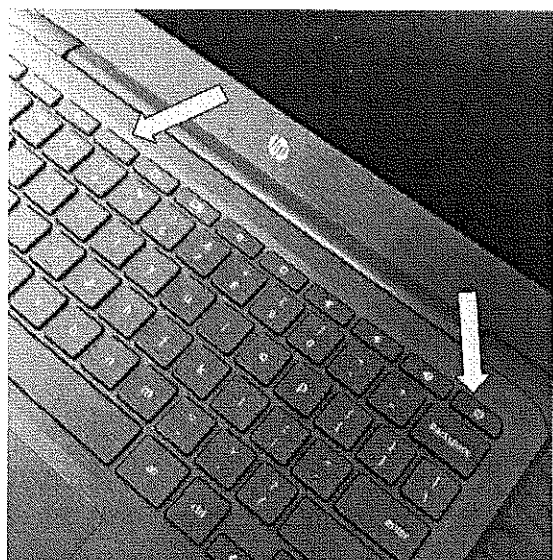
Chromebook Frequently Asked Questions

None of the above suggestions above work, what do I do now?

Answer: If this does not resolve the issue please contact a teacher so that they can submit a Chromebook Tech Request.

Forced Reset Instructions

To perform a forced restart, plug the Chromebook into its power supply. Press the "Power" and "Refresh" buttons simultaneously for approximately one second. This should cause the Chromebook to reboot and hopefully resolve your issue.



WiFi Issues During In-School Instruction

IF your chromebook fails to connect to the student network while you are in school, please follow the instructions below:

Step 1: Completely reboot the device. Hold the power button until it turns off and then turn it back on. Just closing the lid is not turning it off. If that doesn't work try below.

1. Click on the WIFI symbol on the bottom right of the Chromebook screen.
2. Select the Student Network.

Chromebook Frequently Asked Questions

3. When the Configuration window opens enter the following:

EAP METHOD: PEAP

Phase 2 Authentication: MSCHAPv2

SERVER CA Certificate: Do not Check

Identity: [Student's USERNAME only, NOT FULL EMAIL ADDRESS]

Password: Password they use to access their email...Case sensitive.

4. Make sure **NOTHING** is entered into the ANONYMOUS IDENTITY box. If anything is in that box, the chromebook will not connect to wifi.

Chromebook Technology Support Request

Procedures

Please Check all of the questions above before attempting to have a Chromebook Tech Request created. If nothing in this document helps, please contact any teacher and describe the issue. The teacher will then submit a chromebook tech request and we will begin the process of getting you a working device.

Please understand that while some repairs are done within the district, many are shipped out for repair. Due to the current situation there have been frequent disruptions in the supply chains for replacement parts and repairs are taking longer than normal. Rest assured that when the device is repaired we will get it back to you as quickly as possible. That may require you to come to the school to pick it up.