Troubleshooting Chromebook Issues From Home

To help resolve common Chromebook issues, please find the following directions to help you troubleshoot your Chromebook from home:

1) **Verify the latest version of ChromeOS is installed**:
https://support.google.com/chromebook/answer/177889?hl=en

1. Turn on your Chromebook.
2. Connect your Chromebook to Wi-Fi.
3. At the bottom right, select the time.
4. Select Settings ⚙.
5. At the bottom of the left panel, select **About Chrome OS**.
6. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
7. Select **Check for updates**.
8. If your Chromebook finds a software update, it will start to download automatically.

2) **Power wash the Chromebook**:
https://support.google.com/chromebook/answer/183084?hl=en

1. Sign out of your Chromebook.
2. Press and hold Ctrl + Alt + Shift + r.
3. Select Restart.
4. In the box that appears, select Powerwash ⟩ Continue.
5. After the device is finished power washing, enter your WiFi information and proceed through the prompts.
6. Sign back in and verify the issue is resolved