

CHROMEBOOK QUICK FIXES

Perform these steps in the order listed. If the issue is not resolved, bring the Chromebook to the library media center.

1

UPDATE THE CHROME OS

At the bottom or side of the screen is a row of apps called the shelf, which contains the date/time and other setting options. Select the time box and then click on the setting icon (). On the left hand side of the settings menu, select **About Chrome OS**. This will open up a Chrome OS window that will indicate the version of Chrome running. To see if the device is up to date, click on the **Chrome OS settings** link OR click on the **Check for updates** button. Restart the device to finish the update.

2

CLEAR COOKIES AND CACHE

Open a new tab and type CTRL + H into the URL box. On the left hand side, click on the **Clear browsing data** link. Check all the boxes possible, set the time range to **ALL TIME**, and click the blue **clear data** button. This little fix takes care of a variety of issues.

3

PERFORM A HARD RESET

Perform a hard restart by holding the **REFRESH KEY** and pressing the **POWER BUTTON** at the same time until the device **shuts down and restarts**. (Note: the refresh key is the circle arrow key in the top row and the power button is on the side of the device.)

4

REMOVE EXTRA EXTENSIONS AND APPS

In Chrome, type **Chrome://extensions** in the URL bar. This will provide a list of all the extensions enabled on a Chrome account. If the slide bar on an extension is blue, that means it is enabled. Each extension allows you to check its details or remove it entirely by clicking the corresponding button. Check to see if there are any apps or extensions not school or class work related. The fewer extensions running in the background, the faster the device will run, so disable unused extensions by clicking the blue bar to off.

For additional Chromebook tips, visit your school library media center website.