


Basic Chromebook Troubleshooting

Steps to Take to resolve Most Chromebook Issues:

Restart the Chromebook

- Sign out of your account, lower right bottom of the screen (the Shelf).
- Then look for the power symbol  in the upper right corner to shutdown.
 - Hold the button down for approx. 10 seconds.
- Wait approx. 10 seconds before turning it back on.
- Turn the Chromebook back on - Hold down the power button on the keyboard.
 - **Closing the CB does NOT shut it down.**

Touchpad/Pointer Problems:

- Restart the Chromebook (see steps above).

Chromebook won't turn on:

- Plug in the Chromebook,
- close the Chromebook,
- allow it to charge for at least an hour.

If the Chromebook doesn't come on when you open it, push & release the power button.

Make sure there is a charging light & check the color of the charging light.

Chromebook Charging Issues:

- Make sure you get a charging light when the Chromebook is plugged in.
 - Green charging light usually means the Chromebook is fully charged.
 - Orange charging light means the Chromebook is charging.
 - Red charging light means the battery was very dead & may require extended time to charge.
 - Blinking charging light indicates an issue with the Chromebook.
 - No charging light could indicate an issue with the charger (try another charger if available), power supply (try a different plug-in) or Chromebook.
- If the battery level stays at 1% after being charged for several hours, there is an issue with the Chromebook battery.

Chromebook turns off, then back on, over and over again:

- There is an issue with the Chromebook. Call the IT Helpdesk, (918)216-5000.