

# Top 10 Quick Fixes for Chromebooks

Having trouble with your Chromebook? Check out our most common fixes!

1. [Restart](#)
2. [Hard restart](#)
3. [Check the spelling on your email address!](#)
4. [Remove yourself as a user and add yourself again](#)
5. [Remove an unwanted or non-educational app or extension](#)
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7. [Reset your Chromebook to the original settings](#)
8. [Check your charger](#)
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10. [Google your problem](#)

**\*\* BONUS! [Can't access internet from home? Try these hints!\\*\\*](#)**


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## 1. Restart

### When should I try this?

*If something's just a little bit off with your Chromebook--display issues, glitchiness, slow, freezing, etc.*

### How?

- Press the power button  to shut it down.
- Then press it again to turn it back on.

- Wait at least 5 seconds to let it turn on! (We've seen some people press it repeatedly, and then you can't tell if it's on--but not awake yet--or off.)



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## 2. Hard restart

### When should I try this?

*If you've tried #1 and it's still not working right*

### How?

- Hold the refresh key  and the power button  at the same time for about 10 seconds.
- Then press the power button again to turn it back on.
- Wait at least 5 seconds to let it turn on.

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## 3. Check the spelling on your email address!

### When should I try this?

*If you're having trouble logging in*

### How?

- Make sure you're typing [schoolID@students.ankenyschools.org](mailto:schoolID@students.ankenyschools.org)
  - common issues are misspelling students or ankeny :)
- Still not working? Have someone else look it over.
- Still not working? Type your password VERY carefully.
- Still not working? Move on to #4



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## 4. Remove yourself as a user and add yourself again

### When should I try this?

*If you're getting error messages about your password or verifying your account*

## How?

- Click on the rectangle in the bottom right hand corner 
- Click sign out. 
- When you see your profile picture, click the arrow in the upper right hand corner (of your picture not your screen)
- When you click on the arrow a box should come up and at the bottom it says remove person
- Then click “Add a person” in the lower left corner.
- Log in again.

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## 5. Remove an unwanted or non-educational app or extension

### When should I try this?






*If you've downloaded something you shouldn't have or if you're seeing a strange screen or tab that you can't get rid of*

### How?

*For extensions*

- Type in the address bar **Chrome://Extensions**  (You can get here from the settings menu, too.)
- Find the extension that you wanted to delete.
- Click the trash can 

*For apps*

- In the lower left corner of your screen, click the grid  or search icon  & then “All apps” 
- *BTW, if you want to change your icon from the  to the grid, open a Chrome browser and type chrome://flags/#enable-experimental-app-list . In the first setting, change it to “disabled.”*
- Right click (two-finger click) and click “Remove from Chrome” 



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## 6. Explore possible issues in your settings

### When should I try this?

*If there are issues with your cursor, display, trackpad, or other basic features*

### How?

- Click on the rectangle in the bottom right hand corner 
- Click Settings 
- Then look at the different headings to explore possible areas that relate to your problems. Examples:
  - Check "Device" for issues with touchpad, keyboard, and display

#### Device

Change settings specific to your device and peripherals.

Battery...

Stored data...

Touchpad speed:



Touchpad settings

Keyboard settings

Display settings

- Scroll down and click [Show advanced settings...](#) to see more options.
- Check **Accessibility** for magnification or other issues.
- Read all the settings areas to find something that could relate to your problem!



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## 7. Reset your Chromebook to the original settings

### When should I try this?

*If you've tried the other steps above and there's still something strange going on.*

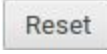
### How?

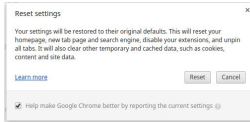
- Click on the rectangle in the bottom right hand corner 
- Click on settings, then click show advanced settings 
- Scroll down and click [Show advanced settings...](#)
- Scroll all the way down to the bottom and find reset settings click on reset



## Reset settings

Restore settings to their original defaults.

Reset settings

- 
- Click reset  and When you get the message below, READ IT and click Reset again.



- Your extensions will have been disabled, so in order to enable them, type in the address bar  and enable only the extensions that you KNOW are reliable. (It could have been an extension that caused the problem, so this is a good chance to get rid of the junk!)
- If you had apps pinned to the shelf  (the bottom of your screen), you'll have to re-pin them.

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## 8. Check your charger

### When should I try this?

*If you think your charger isn't working, try these things before you come to the library to report a problem.*

### How?

*Take these steps:*

- Check to see if the two pieces of the charger are connected tightly.
- Make sure the light on the right side of the keyboard turns on when you've plugged it in
- Make sure the icon in the menu area shows that it's connected to a power source
- If you check back in 5 minutes, make sure the percentage charged increases
- If these things are NOT happening, try a different outlet.
  - Some outlets in homes can be controlled by light switches. If this is the case, make sure it's switched on.
- Has a parent or responsible adult at home verified the problem?
- If you have tried everything that you possibly can, **BRING YOUR CHARGER** and your Chromebook to the library and we'll check it out with you. *You'll have to leave your device in the library for one class period for us to test it.*

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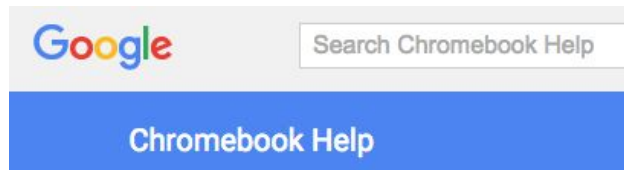
## 9. Search the [Chromebooks Help](#) page

### When should I try this?

If the fixes above don't relate to your problem, [search the entire help page](#).

### How?

- Click this link: [Chromebook Help](#) (or just Google "Chromebook Help")
- Search in the search box and read the instructions!



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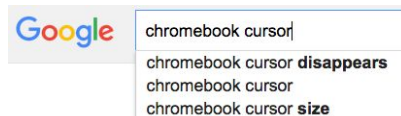
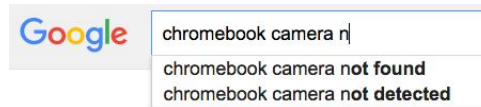
## 10. Google your problem

### When should I try this?

If this page doesn't help and you can't find it in Google's official Chromebook Help page

### How?

- Go to Google.com (or your Chrome search bar) and search for your problem.
  - Use only a few keywords, including "Chromebook" as your search terms. Examples:



- Watch the smart text and select keywords or keep typing your own keywords. Click enter.
- Then read a few different forums, Q&A sites, etc. to try to find strategies and solutions. Try them out!  
*Give it a try before you come to the library for help--this is probably what we would do anyway!*

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