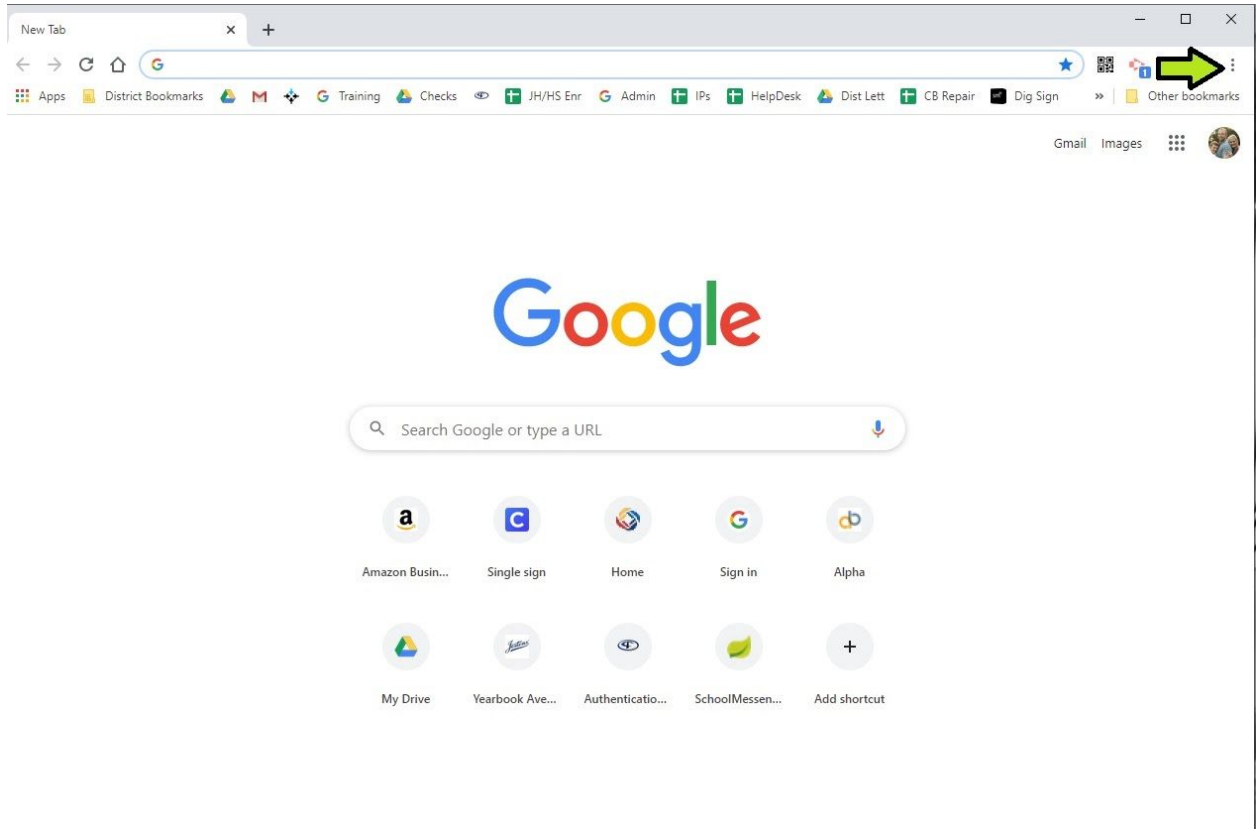


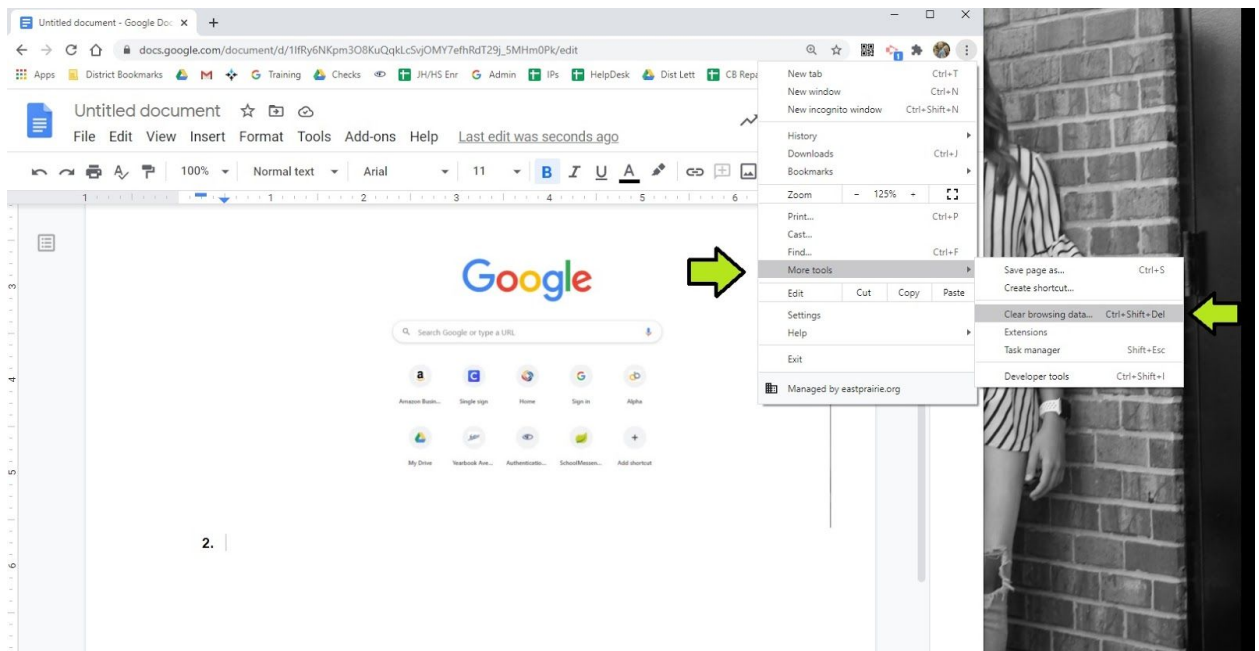
Many “internet” issues can be solved in a few simple steps. If you are having trouble with certain websites not loading, spinning, etc., try these steps first before contacting the Tech Department:

Clear Cache

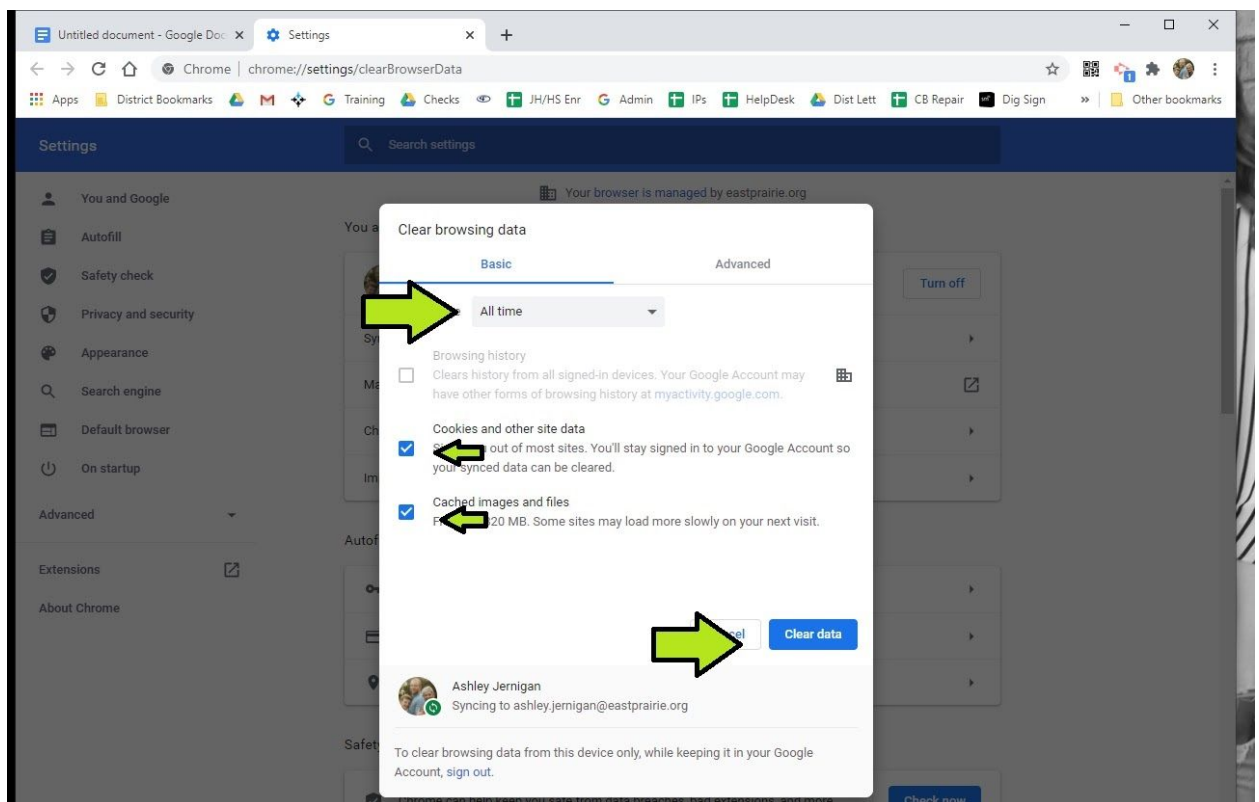
1. Click the “three dots” in the top right corner of your browser



2. Go down to “More Tools”, then over to “Clear browsing data”

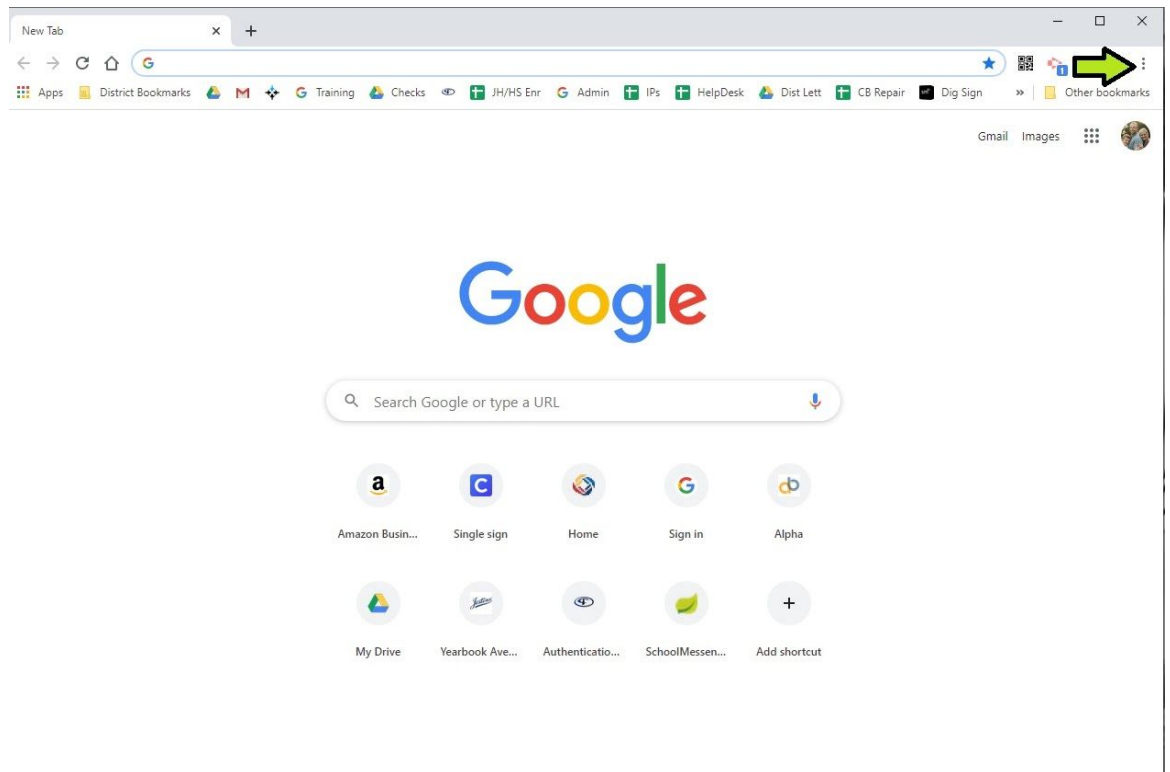


3. Make sure the time range says ALL TIME (or use the arrow to drop down and change it, if it doesn't already say that); make sure the bottom two boxes are checked, then click CLEAR DATA.

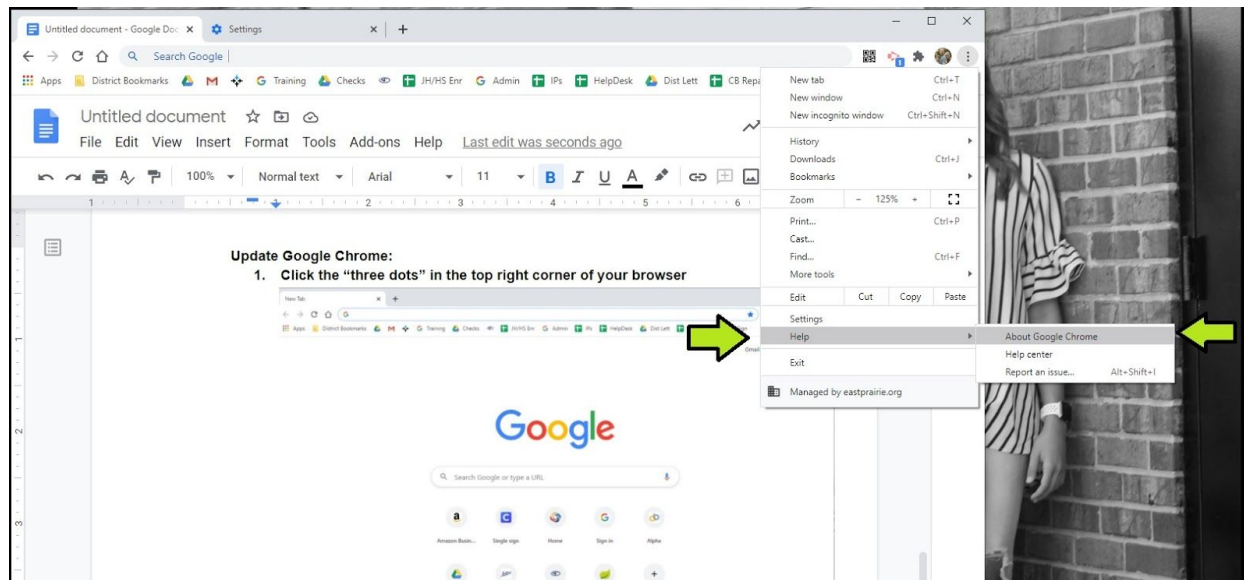


Update Google Chrome:

1. Click the “three dots” in the top right corner of your browser

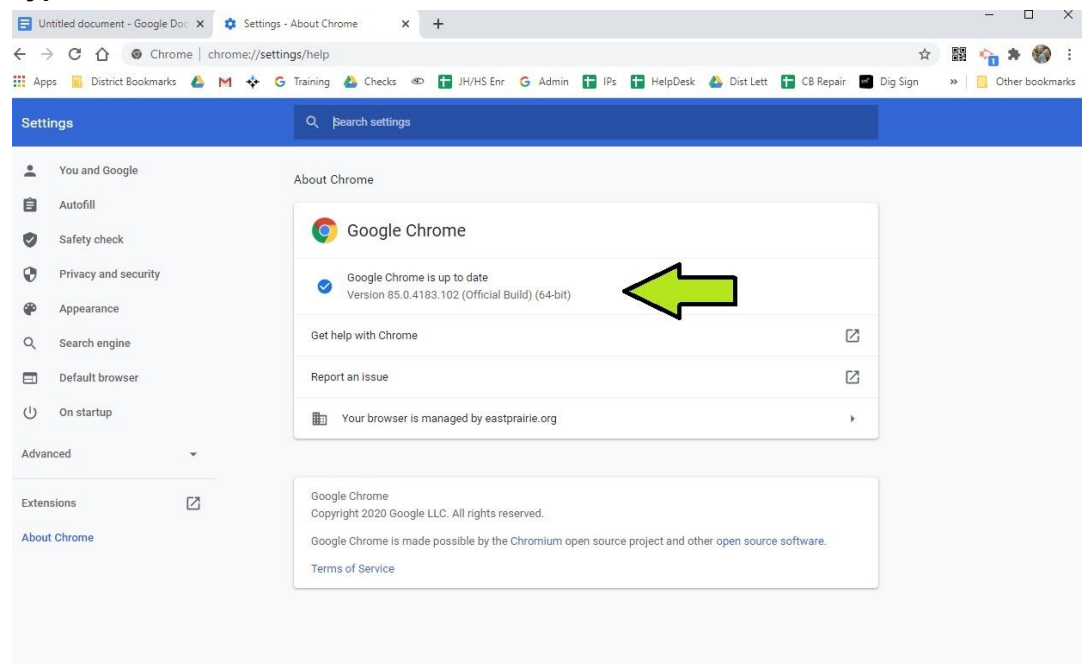


2. Go down to HELP, then ABOUT GOOGLE CHROME



3. Look in the area under GOOGLE CHROME.
 - a. Notice that mine says “Google Chrome is up to date”
 - b. Some may have a button that says “Check for Updates”; if it does, click that and wait--if it tells you to RELAUNCH, or RESTART, do that.

- c. Some may say something like “for more information about Google Chrome, click OS SETTINGS” and the last part will be a blue hyperlink. **CLICK THE BLUE WORDS AND FOLLOW STEP 3B.**



IF YOU HAVE TRIED ALL OF THIS, TRY RESTARTING YOUR CHROMEBOOK. IF YOU ARE STILL HAVING PROBLEMS, COMPLETE THE [CHROMEBOOK HELP DESK FORM](#).