Common Chromebook Problems

At-Home Solutions to Common Chromebook Problems

Objective:

Our Chromebooks are durable, and highly reliable. Occasional problems occur, but most problems can be solved at home. This guide will identify common problems, followed by the typical solutions that will enable your student to get back to their classwork without needing any technical assistance, or in-depth computer skills. Additionally, information has been included to help you clear up common questions such as, "*My child seems to have forgotten how to login. What can I do to help them get logged back in?*

Problems outside the scope of the issues discussed below may require the assistance of the Computer Literacy Class in the High School building (*students who handle Chromebook repairs and technical support issues*), your building's school counsellor, or in some cases, assistance from Mrs. Ashley Jernigan, Technology Coordinator.

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1. **Battery or Charging Problems:**

CHARGING
YOUR CHROMEBOOK
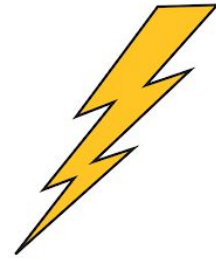
The charging light **must** glow with an 'amber/orange color'

Allow 3 to 4 hours to reach a full charge - the light glows 'clear' when fully charged

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If the charging light does not glow at all, inspect the following conditions:

Is the round plug *fully inserted* into the charging socket?

Does the wall receptacle/outlet actually have power?

Is *the switch on powerstrip* you are plugged into actually 'ON'?

Does the Chromebook only power on with the charger connected to a receptacle/outlet?

Is the big plug *fully inserted* into a wall socket or powerstrip?

Is the flat charger cord *fully inserted* into the rectangular charger body?   (it is 2-pieces)

Does *a light switch* turn off the power to the receptacle/outlet?

Have you tried to charge up using a known working outlet?

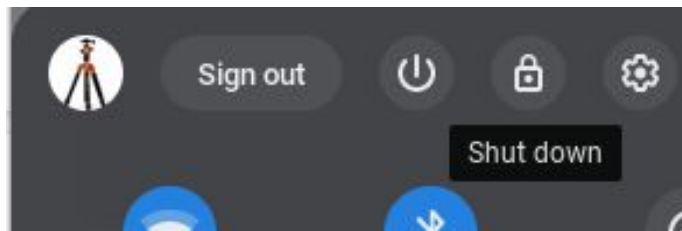Do one of the charger cables have a cut or tear through the insulation?

2. **'Power Cycling' the Chromebook:** For just about every problem that <u>is not</u> a power or charging issue (covered in #1 above), turning "off" the Chromebook, followed by turning it back "on" again, usually solves most problems you may encounter.

   a. First, <u>click once</u> over the lower right-hand corner of the screen (*the area with the clock and battery charge status icons*), as
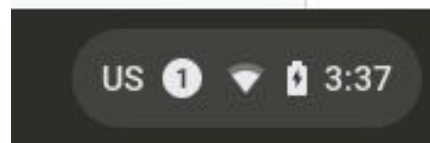
   seen in the image that follows.

   b. Second, a larger box will pop up on the right side of the screen. <u>Locate, then click on the round "Shut down" or "Turn off" icon</u> (*a 'Power' icon*), as seen in the image that follows. (***Note*** *To perform this action correctly you cannot simply close the Chromebook screen/lid. Closing the screen/lid on a Chromebook does not turn it "OFF," but only places the unit in "Sleep mode." Sleep mode and turning the Chromebook "OFF" (Shut down) are not the same action, and they do not deliver the same result. Turn off the Chromebook. Turn it back on.*)

   c. Once the Chromebook has fully turned off, then <u>press the power button</u> on the keyboard (*assuming you left the screen/lid open*) to restart the unit, then login again, and see if the

problem has been resolved. This action also has the effect of solving #3, below.

3. **<u>Google Chrome Updates:</u>** Several times per year the Google team in California 'pushes out' security updates, bug fixes and functional enhancements to your Chromebook. These 'updates' are automatically installed when your Chromebook is turned off, then turned back on. No more action is required on your part. However, many students get into the habit of merely shutting the screen/lid on their Chromebook as they move from class to class, and from day to day, placing it in 'sleep mode,' and the Google Chrome Updates do not get installed. After several weeks of not being shut down/turned off, and then turned on again, a Chromebook's functionality becomes affected because the updates have not been installed.

   a. The update notification is hiding in plain sight. Have you seen it? Chromebook's "**Restart to Update**" icon may have quietly appeared beside the clock, on the lower right side of your taskbar (*as seen in the screenshot that follows*).


   b. The "**Restart to Update**" notification icon appears in the form of <u>a white circle with a black, upwards pointing arrow,</u> on the lower right side of your taskbar (*as seen above*). Taking the 1 to 2 minutes required to perform the Google Chrome Update may

quickly restore the Chromebook to normal function, and
eliminate a lot of unnecessary stress during the school day.

4. **<u>WiFi connection issues:</u>** Periodically you may experience difficulty
getting connected to, or staying connected to WiFi at home or at
school. While at home, you will need to be close enough to the WiFi
access point to receive a strong signal. While at school, there should
be a WiFi access point in each classroom. However, when you move
from one classroom to another, and have a weak WiFi signal there,
cannot get connected at all, or have difficulty staying connected, try
the following:

   a. Turn "**OFF**" your Chromebook, then power "**ON**" again and
   login. This action will solve most WiFi problems.

   b. Or, disconnect from/turn off the WiFi using your Chromebook's
   controls by clicking on the Taskbar at the bottom right, as seen
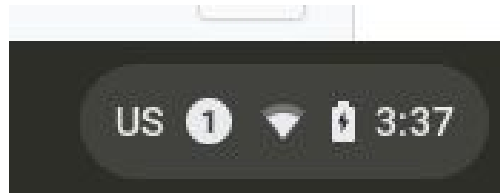
   in the image that follows.

c. Notice that a large box pops up on the right side of the screen,
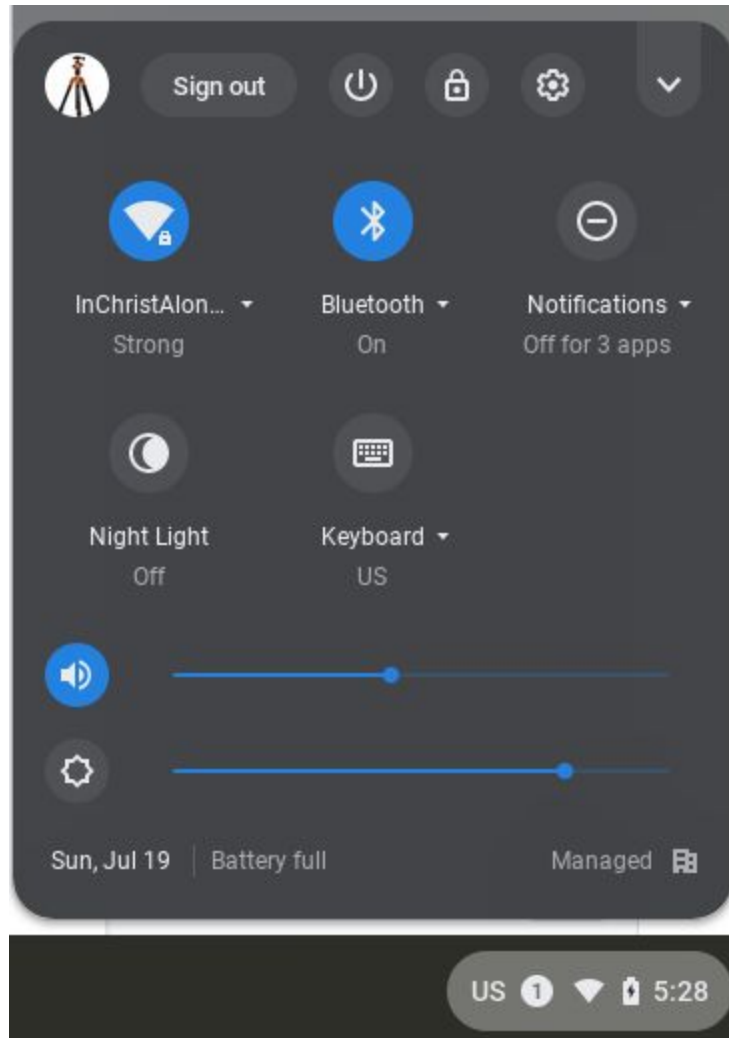
as seen in the screenshot above.

d. <u>Click once</u> on the blue and white fan-shaped icon in the upper left corner of the large box. This action turns "OFF" the Chromebook's WiFi radio. The fan shaped icon should change to either a hollowed-out, or greyed-out appearance.

e. Next, click the same icon once to turn the Chromebook's WiFi radio back "ON" again. It should lock onto the strongest WiFi signal available, and as it does the fan shaped icon should

change to a solid grey appearance that signifies the level of signal strength you are receiving.

5. **How extremes of temperature affect battery performance:**
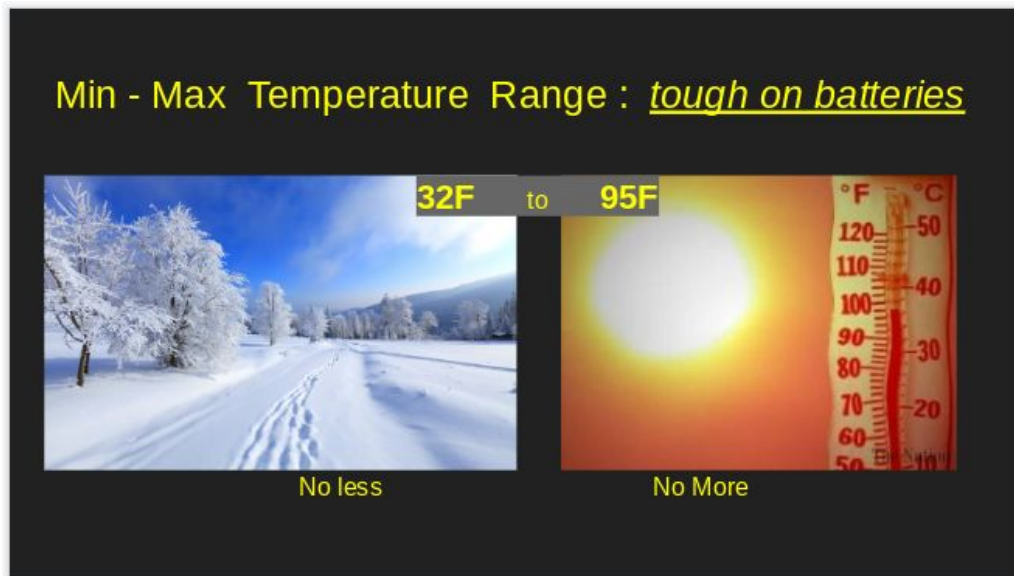
Chromebooks have strong batteries that should last all day long for school work. Nightly charging will keep them ready for the next day. However, if a Chromebook has been exposed to extreme heat (*left inside a car in the hot sunshine*), or subjected to extreme cold in winter (*left inside a car in the cold*), the Chromebook's battery and other hardware may not function properly.

   a. If the unit has been accidentally exposed to extremes of temperature, allow the unit to sit for a couple hours to allow time for the Chromebook to adjust to room temperature and humidity, before turning it on.

6. **To unlock and restore your local data:** Rarely, but occasionally a Chromebook may display the following message: "***To unlock and***

restore your local data . . ." This alarming message has a simple solution, as shown in the image that follows.

Solution = *click* " Forgot your old password? "
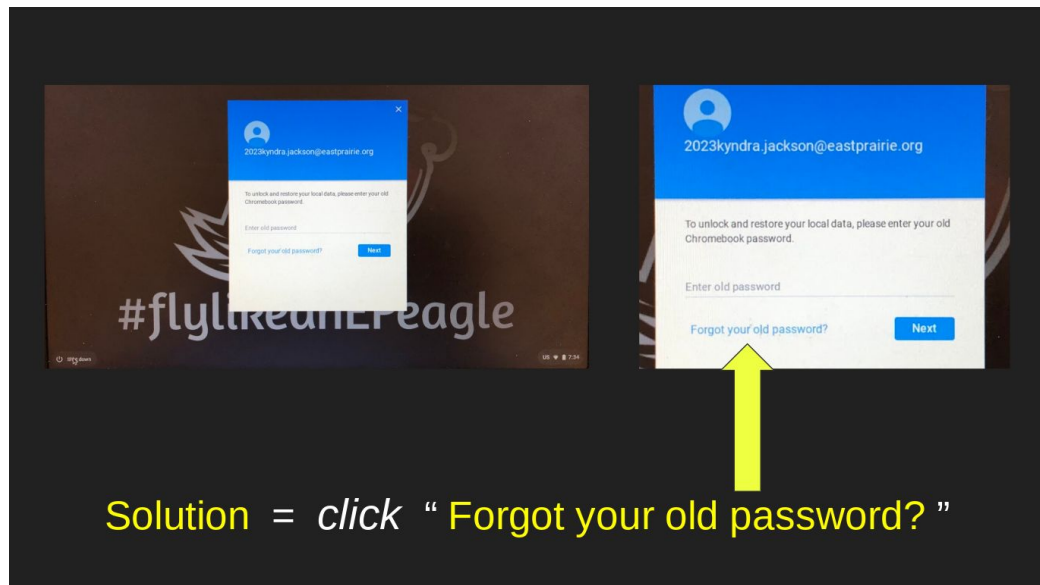
   a.

b. If you see this message, simply click once on the blue-colored link "**Forgot your old password**."

c. The login screen will appear, and the student can proceed to login as usual.

7. <u>**Chromebook locks-up, and is generally unresponsive:**</u> Periodically a Chromebook may simply stop responding to any inputs from the keyboard or mouse.

a. To correct this problem, <u>press and hold</u> the "**Power**" button in the upper right of the keyboard f<u>or as long as it takes</u> (*can be longer than 30 seconds*) for the Chromebook to turn off.

b. After the unit has been off for a few seconds, press and release the "**Power**" button, and watch the Chromebook start up to the login page as usual, and work perfectly fine.

8. **<u>Google Chrome automatically logged you out:</u>** Occasionally Google Chrome may randomly log your Chromebook out of the school district network (eastprairie.org) as a security check, just to make sure the user of the Chromebook knows how to login (*makes sure you are an authorized user of school district resources*). It may never happen to you, but yes, Google Chrome may log you out while you are in the middle of working on assignments. As frustrating as this can be, the solution is easy.

    a. If you are randomly logged out of Google Chrome, <u>simply login again</u> (*enter your username and password*), and resume working where you left off.

9. **<u>How to login to your school district Chromebook:</u>**

    a. Enter your **Username**:   (*here is what that looks like*)

        i. **First:** enter (type) your **graduation year**

        ii. **Second:** enter (type) your '**school district recognized**' **first** and **last** name in <u>all lower case letters</u>, separated by a period (**.**) <u>No spaces</u>.   (*example:* 2024jane.doe)

        iii. **Third:** <u>Do not</u> type the @eastprairie.org into the Username blank (*the Chromebook should automatically fill in the* **@eastprairie.org** *as seen in the example that follows*)

Enter your email
2024jane.doe   @eastprairie.org
Forgot email?

Next
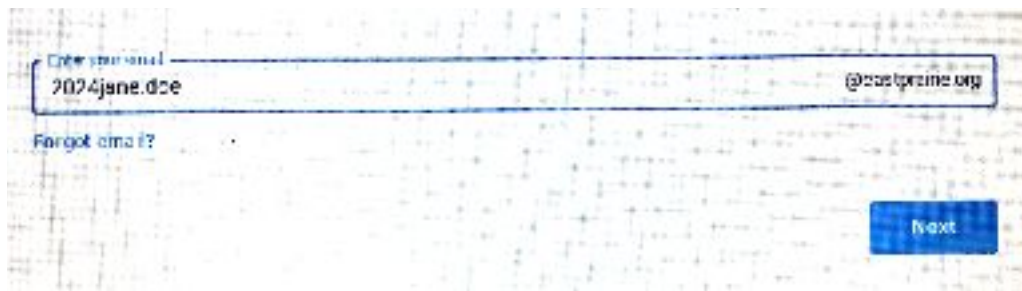
    iv. **Your Username should look like this example:**

       2024first.last   @eastprairie.org

b. Enter your **Password**:

    i. Remember, your password (*and your Username*) to the school district's Chromebook and network resources was created by a member of the East Prairie school district staff, therefore that password cannot be changed by the student user.

    ii. Your password to East Prairie's Google Apps for Education network and resources is made up of **EPSD** (*typed in ALL-CAPS*), **and** your school district assigned **Lumen ID number**, typed with <u>no spaces</u> between characters. Your Lumen ID number typically will have at least 4 to 6 digits. In the example screenshot that follows, the student's Lumen ID number is 999999, so the complete password is EPSD999999.

Enter your password

EPSD999999

❗ Enter a password
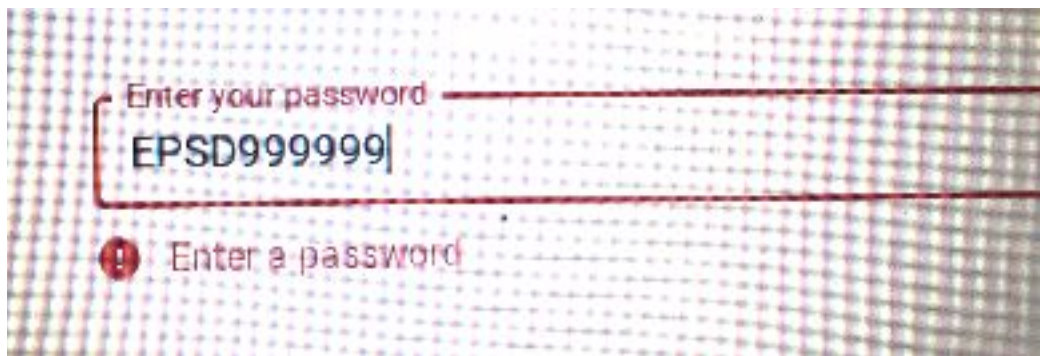
  iii. **Your password will look like this example:**

    EPSDlumenIDnumber (*no spaces*)

c. Last word on a student's Username and Password:

  i. Keep your student Username and Password to yourself, and never share it with anyone else.

  ii. When you received your school district owned Chromebook, you also signed a "Technology Use Agreement." By signing this Agreement, the same form outlined penalties for sharing your login information with anyone (*except your parents/guardians who support you in your education*). Honor the agreement, and never share your login information.