CHROMEBOOK TROUBLESHOOTING TIPS

Remove Profile

On the Chromebook sign-in screen, select the profile you want to remove. Next to the profile name, select the Down arrow. Select “Remove Account.” In the box that appears, select “Remove account.”

Clear Cache

In your Chrome Browser, select the three dots on the right. Scroll down to "More Tools," and then select "Clear Browsing Data." For time range, select "All time," select "Cookies and other Site Data" and "Cached Images and Files." Finally, select "Clear Data."

Connecting to Home WiFi

Locate the time in the bottom right hand corner and press to open the menu. Click the text below the Wi-Fi icon. Select your home Wi-Fi. After selecting, enter your home Wi-Fi password and Connect.

Restart Chromebook

Select the time at the bottom right of the Chromebook. Select the “Shutdown” icon.

Update Chrome Browser

Click the time in the bottom right corner of your Chromebook. Select the gear icon. Select "About Chrome OS". Select "Check for Updates". Relaunch the browser when prompted.

Check out this step by step guide!

bit.ly/3L0Wktk

Reset the Chromebook

Hold down the ESC, REFRESH, and POWER keys at the same time. At the next screen, press the power key to turn the device off and press power again to turn the device back on.

Use SPS Provided Chargers Only

Use HP Original Equipment Manufacturer (OEM) for charging only. Use of non-OEM chargers may result in electrical shock, equipment damage, and is a fire hazard.

Reset Chrome Settings to Default

In your Chrome Browser, select the three dots on the right, and select "Settings." From the left toolbar, select "Advanced" and then select "Reset Settings." Select "Restore settings to their original default," and select "Reset Settings."