How To Use and Troubleshoot Issues On A Chromebook

Below are the most common issues that will be encountered on a Chromebook and tips on keeping it running smoothly.

This link provides tips on using a Chromebook - Chromebook Help via Google.

How to search on Google

Many solutions can be found using the Google search tool.

1. Open the Chrome web browser.
2. Enter your search words in the search box and push enter.
3. Use key words to search. Example, instead of typing "my child's computer is stuck", type "Chromebook frozen".

Tip 1: Start with the basics

No matter what you're looking for, start with a simple search like **where's the closest airport?**. You can always add a few descriptive words if necessary.

Tip 2: Search using your voice

Tired of typing? To search with your voice, say "Ok Google" or select the Microphone 🎤 .

Tip 3: Choose words carefully

When you're deciding what words to put in the search box, try to choose words that are likely to appear on the site you're looking for. For example, instead of saying my head hurts, say headache, because that's the word a medical site would use.

Tip 4: Don't worry about the little things

- Spelling. Google's spell checker automatically uses the most common spelling of a given word, whether or not you spell it correctly.
- Capitalization. A search for New York Times is the same as a search for new york times.

Tip 5: Find quick answers

For many searches, Google will do the work for you and show an answer to your question in the search results.

- Dictionary: Put define in front of any word to see its definition.
- Calculations: Enter a math equation like 3*9123, or solve complex graphing equations.
- Unit conversions: Enter any conversion, like 3 dollars in euros.
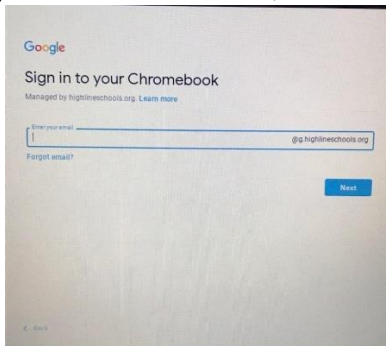
Table of Contents

Using Your Chromebook

How to Log in to a Chromebook-English

1) Turn on using the power button

2) On this screen, type in the student's 7-digit Highline ID number. If you don't know your child's number, ask their teacher.

3) Your child's password is their birthday. It is in MM/DD/YYYY format. For example: Birthday: February 5, 2012. **Password: 02/05/2012**
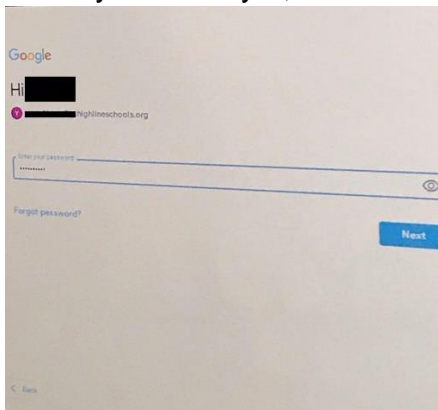
4) The first time a student logs into a Chromebook, their password is **highline**
If you have a kindergartener or first grader, you may need to use this password.
If your child has ever used a Chromebook at school, their birthday should work.

5) If your child needs to use "highline", it will ask them to set a new password. **Be sure to use their birthday in MM/DD/YYYY format**.

It is very important to include zeroes for one-digit months and days.
It is also very important to use a four-digit year.
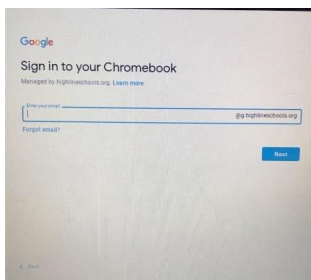If you do not, your child will not be able to log in when they return to school.

6) Now you should be logged in!

Como iniciar una sesión en Chromebook-Spanish

1. Encienda usando el botón de encendido

2. En esta pantalla, escriba el número de identificación de Highline de 7 dígitos del estudiante. Si no sabe el número de su hijo, pregúntele a su maestro.

3. La contraseña de su hijo(a) es su fecha de cumpleaños.
Está en formato MM / DD / AAAA
Por ejemplo: Cumpleaños: 5 de febrero del 2012
Contraseña: 02/05/2012
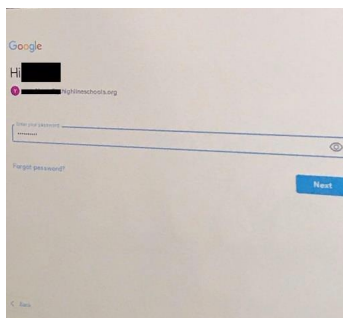
4. La primera vez que un estudiante inicia una sesión en chromebook la contraseña es **highline** Si tiene un niño de kínder o primer grado, posiblemente deba usar esta contraseña. Si su hijo(a) ha usado chromebook en la escuela, su fecha de nacimiento debe funcionar.

5. Si su hijo usa la contraseña "highline", le pedirá crear una nueva contraseña. Asegúrese de usar su fecha de nacimiento en formato **MM/DD/AAAA** Es muy importante incluir ceros para los meses y días que tienen solo un dígito. También es muy importante usar cuatro dígitos para el año. Si no hace esto, su hijo no podrá iniciar la sesión cuando regrese a la escuela.

6. ¡Ahora deberá haber iniciado la sesión!

Sida loo galo ama loo isticmaalo Chromebooka-Somali

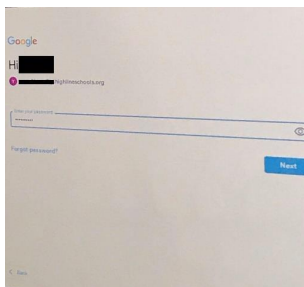**1)** Shid adiga oo isticmaalaya badhanka korantada

2) Shaashadan, ku qor todobada number ee ardayga(ID number). Hadaanad aqoon numberka ardayga, waydii macalinkooda.
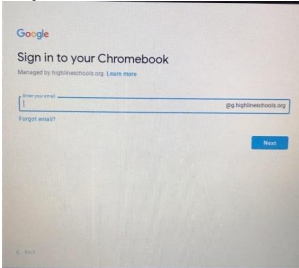
3) Ardaygaaga numberkiisa sirta ah ama password waa dhalashadiisa,sidan oo kale **Bisha/Maalinta/Sanadka** MM/DD/YYYY.
Tusaale: Dhalashada: Febraayo 5, 2012 **Password: 02/05/2012**

4) Marka ugu horeysa ee ardgu gelayo chromebook passwordkiisu waa **highline** Haduu ardaygaagu yahay kindergarten ama fasalka kowaad, passwordkaa ayaad isticmaali doontaa.Haduu ardaygaagu u baahdo inuu isticmaalo "highline", waxay waydiin doontaa inay samaystaan paaword cusub. **Waa in ay isticmaalaan dhalashadooda, sidan oo kale Bisha/Maalinta/Sanadka, MM/DD/YYYY**

Waxa muhiim ah in lagu daro eber(0) haday bishu ama maalintu tahay hal lambar.

Waxaa iyana muhiim ah in sanadka afar lambar laga dhigo.

Hadii aanad sidaa samayn ardaygaagu geli karimaayo chromebook marka asguulka lagu soo noqdo.

5) Hada waa inaad geli karto chromebooka!

Chromebook Charging Indicators

When plugged into power, what is the indicator light next to the charging port color?

Orange / **Red** = charging
Green/ **White**= charged
No Charging Light = If the Chromebook has no light, try a different power outlet to see if that resolves the issue.
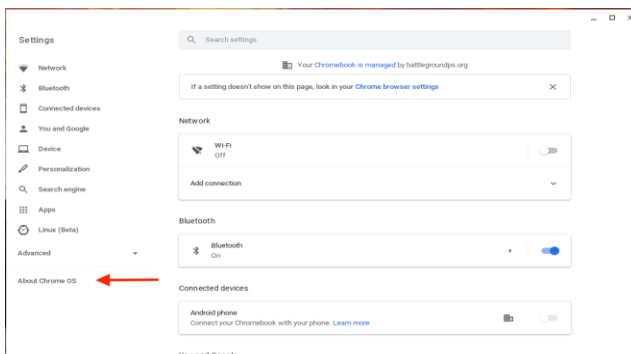
Updating Your Chromebook Operation System (OS)

Keeping your Chromebook updated will resolve many issues and keep it running smoothly. In general this would only need to be done on a monthly basis.
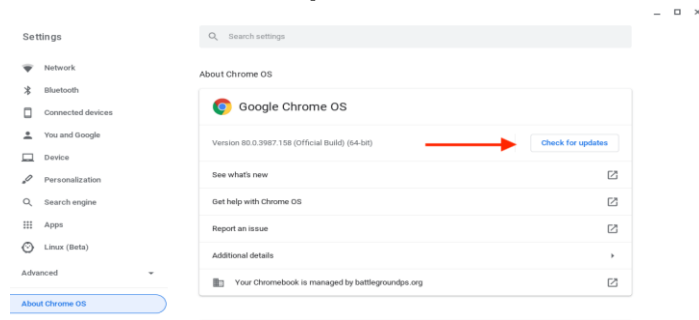You **do** have to be logged in to start this process. Log into the device, click anywhere on the menu to get the popup menu. Click on Settings icon (Gear).
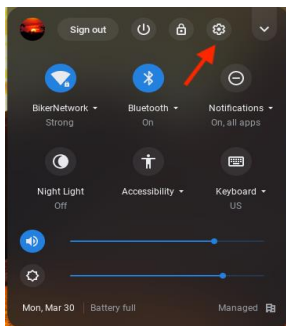
Click the **About Chrome OS**

Click on **Check for updates**.

System will have to be rebooted when the updates finish installing. Push and hold down the power button for about 5 seconds.

Screenshots

Screenshots are very helpful to include when reporting a problem with a Chromebook.

Take a full screenshot:

Capture an image of your entire display by pressing **Ctrl +** [⬚].
The Print Screen key is typically the sixth key from the left and has a symbol of a square next to two lines. A window will later appear with options to view the screenshot and copy to Google Drive.

Take a partial screenshot:

Capture a specific area of your display by pressing **Ctrl + Shift +** [⬚]. You'll then be able to drag your cursor to form a box around the area of your display that you want to capture. A window will later appear with options to view the screenshot and copy to Google Drive.

Translation

Change Chrome languages & translate web pages

Translate web pages in Chrome

When you come across a page written in a language that you don't understand, you can use Chrome to translate the page.

1. On your computer, open Chrome.
2. Go to a web page written in another language.
3. At the top, click Translate.
4. Chrome will translate the web page this once.

Not working? Try refreshing the web page. If it's still not working, right-click anywhere on the page. Then, click Translate to [Language].

Turn translation on or off

By default, Chrome offers to translate pages written in a language that you don't understand.

Turn translation on or off for all languages

You can control whether Chrome will offer to translate web pages.

1. On your computer, open Chrome.
2. At the top right, click More ⋮ › Settings.
3. At the bottom, click Advanced.
4. Under 'Languages', click Language.
5. Tick or untick 'Offer to translate pages that aren't in a language you read'.

Turn translation on or off for a specific language

You can control whether Chrome will offer to translate web pages in a specific language.

1. On your computer, open Chrome.
2. At the top right, click More ⋮ › Settings.
3. At the bottom, click Advanced.
4. Under 'Languages', click Language.
5. Next to the language that you'd like to use, click More ⋮ .
   - If the language isn't listed, add it by clicking Add languages.
6. Turn Offer to translate pages in this language on or off.

Change the language of your Chrome browser (Windows & Chromebook only)

You can set Chrome to show all settings and menus in the language that you want. This option is only available on Windows and Chromebook computers.

1. On your computer, open Chrome.
2. At the top right, click More ⋮ › Settings.
3. At the bottom, click Advanced.
4. Under 'Languages', click Language.
5. Next to the language that you'd like to use, click More ⋮ .
6. If the language isn't listed, add it by clicking Add languages.
7. Click Display Google Chrome in this language or Display Chrome OS in this language.
8. This option is only available on Windows and Chromebook computers.
9. Restart Chrome to apply the changes.

Switch Users

How to switch between users on a Chromebook

- Click on the Quick Settings Panel at the bottom right of your screen.
- Then click on your **user** name.
- Then click "sign in another **user**."
- Pick the profile you want to **switch** to and type in the password.

Keyboard and Quick Keys

Note: This may vary depending on the Chromebook model. You can click on the ctrl, alt, + keys at the same time to see the specific shortcut keys on your Chromebook.

Quick system log out: Ctrl + Shift + Q (do twice)

Sign out of Chromebook: Hold **Ctrl** and **Shift** with left hand, tap **Q** twice, to log out.

Link to common keyboard shortcuts.
https://support.google.com/Chromebook/answer/1047364?hl=en

←	Go to the previous page (F1)
→	Go to the next page (F2)
↻	Refresh your current page (F3)
▫	Make your page take up the full screen (F4)
▢	Show all your open windows (F5)
☀	Decrease screen brightness (F6)
☀	Make the screen brighter (F7)
✕	Turn off the sound (F8)
◀	Lower the volume (F9)
◀	Raise the volume (F10)

Keyboard Keys Function

The keyboard on the Chromebook is designed to help you use the correct keys to accomplish the things you need the most.

Key	Function
←	Go to the previous page in your browsing history (F1)
→	Go to the next page in your browsing history (F2)

Reload your current page (F3)
Open your page in fullscreen mode (F4)
Switch to your next tab or window (F5)
Decrease screen brightness (F6)
Increase screen brightness (F7)
Mute (F8)
Decrease the volume (F9)
Increase the volume (F10)
Search your apps and the web from your apps list. On a Chromebook, this key is located on the side, where you would normally find the Caps Lock key. If you are using a regular keyboard, the Windows key in between **Ctrl** and **Alt** will work as the search key. To turn **Caps Lock** on temporarily, press **Alt +** the **search key**.

Zoom the Screen:

To make everything **larger**: Hold down the crtl, shift **+** keys. Keep clicking the + sign to increase the font.

To make everything **smaller**: Hold down the crtl, shift **-** keys. Keep clicking the - sign to decrease the font.

Methods to Reset a Chromebook:

a. Reset a Chromebook

Any time your Chromebook isn't functioning correctly you can shut it down completely by pushing the power button to restart. 90% of the time this will resolve your issue.

b. Hard Reset a Chromebook

<u>Be aware that any unsaved work, data, etc will be lost when using this method.</u>

Press and hold both Power and Refresh buttons

c. Three Finger Reset a Chromebook

1st: Press and hold **Power** button on Chromebook.

2nd: Press and hold **ESC** and **Refresh** and Tap **Power**

This will take you to the recovery screen.
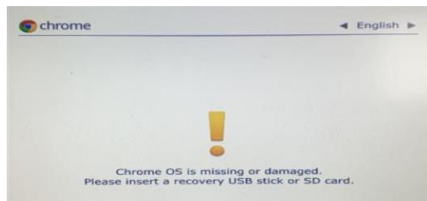
3rd: Press and hold **CTRL** and tap letter **D**, then press enter.
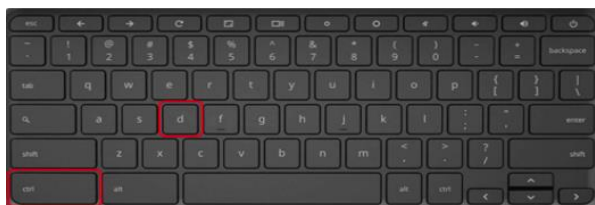
4th: At OS verification is OFF screen, tap **Enter** key.
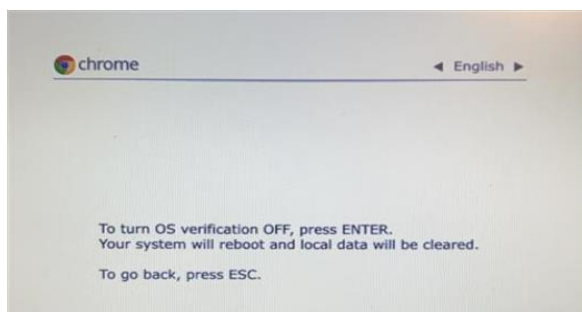
The OS verification is Off screen will flash, do nothing. Developer Mode screen will come up and the system will reboot.

Now you will be at the welcome screen.
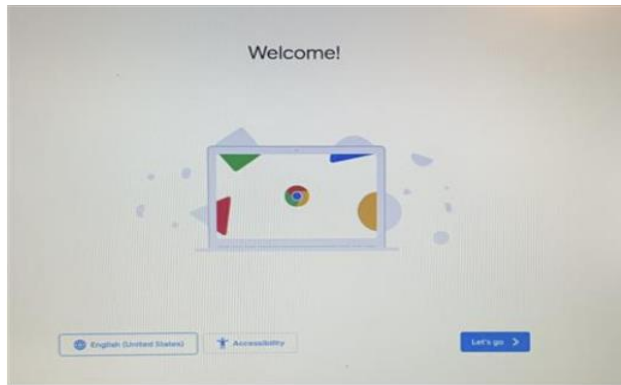
5th: Tap the **Let's go** button.

Connect to WiFi : Offsite (Home) – pick your local Wi-Fi and sign in

Onsite (School) – Select school network

6th: Tap **Next**, then **Accept** and **Continue** buttons

The Enterprise enrollment screen will come up. If it does not automatically enroll, enter your **school Gmail address** and password. Login again to set up your account on the Chromebook.

<u>Chromebook Troubleshooting Tips</u>

Issue 1: The screen is too large, too small or has rotated.

Press and hold the **Ctrl** and **Shift** key and the appropriate button on the keyboard.

Ctrl   **Shift**   [0]   Reset screen scale to the default setting.

Ctrl   **Shift**   [+/=]   Increase screen scale, making items appear larger on your screen.

Ctrl   **Shift**   [−]   Decrease screen scale, making items appear smaller on your screen.

Ctrl   **Shift**   [⟳]   Rotate your screen 90 degrees.

Issue 2: Screen is dark or blank

1. Make sure the Chromebook is plugged in.
2. Make sure the Chromebook is on by pressing the power button.
3. Press the **increase screen brightness** button several times, and then check to see if the screen brightness increases. For more information on where the increase screen brightness button is, refer to Dell Knowledge base article Dell Chromebook Keyboard Guide.
4. Restart the Chromebook by holding the power button down until the device turns off, then turn it back on again.

Issue 3: No sound on headphones

Check sound settings and connection.

1. Make sure headphones are plugged in properly and there is no dirt in the plug
2. Make sure the mute button isn't pushed
3. Clear the cache and then reboot

Issue 4: Can't connect to a Wi-Fi network

Check the system clock to make sure that the Wi-Fi icon is full. If it appears empty (hollow), your Wi-Fi is switched off. Here's the fix:

Step 1: Click the Wi-Fi icon located next to the system clock.

Step 2: Click the Wi-Fi icon again in the pop-up menu.

Step 3: The Wi-Fi toggle should turn blue as your Chromebook connects to the local network. You'll also see a list of available networks.

Issue 5: Chromebook Does Not Turn On

- Charge it. Don't go off the battery status indicator as it can be inaccurate. Let it charge for a few hours before turning it back on.
- Hold the power button for 30 seconds and do a hard reset.
- Try taking out any connected power cords and plug them back in.

Issue 6: Slow System

Try clearing the cache and cookies.
1. On your computer, open a Chrome web browser.
2. At the top right, click More ⋮ .
3. Click More tools ﹥ Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

Issue 7: Message – "This webpage is not available"

This message means Google Chrome couldn't find and load the webpage you're trying to visit. To fix the problem, try the steps below.

Check the web address:

If you see If you see the
message "ERR_NAME_NOT_RESOLVED" or "ERR_CONNECTION_REFUSED" in your browser window, try these steps:
1. Check the web address (URL) in the address bar to make sure you're going to the right webpage.
2. If you are, try to open the same webpage on another computer connected to the same network.
3. If you can't see the webpage on any computer, check if you're connected to the Internet. If you are, the webpage might be down.

Delete your cookies:

Cookies are files created by websites you've visited to store browsing information, such as your profile or preferences for the website. Sometimes, a broken cookie file can cause errors. To delete your cookies:

1. On your computer, open Chrome 🌐.
2. At the top right, select More ⋮ ﹥ Settings.
3. At the bottom, select Advanced.
4. In the "Privacy and security" section, select Clear browsing data.
5. Select a time range ﹥ Cookies and other site data ﹥ Clear data.

Issue 8: "Aw, Snap!" message.

If you're getting the "Aw, Snap" error, Chrome is having problems loading. You might also see the page loading slowly or not opening at all.

To fix an error, try the fixes below.

a. Reload the page

At the top left, click Reload ⟳. Usually, you can reload the page to fix the error.

b. Check your internet connection

Make sure your computer's connected to Wi-Fi or a wired network.

c. Clear your cache

Clear your cache and cookies

1. At the top right, click More ⋮ › More tools › Clear browsing data.
2. Next to "Time range," select All time.
3. Select Cached images and files and Cookies and other site data. Deselect the other types of data.
4. Click Clear data.
5. Try reloading the tab with the error.

d. Close other tabs, extensions, & apps

Your device may have run out of memory, and can't load the site while also running your apps, extensions, and programs.

1. Free up memory:
   - Close every tab except for the one that's showing the error message.
   - Quit other apps or programs that are running, and pause any app or file downloads.
   - Uninstall unnecessary extensions from Chrome. At the top right, click More ⋮ › More tools › Extensions. On extensions you don't use, click Remove.
2. Try reloading the tab with the error.

e. Restart your computer

Google Accessibility Options

The Chrome browser supports screen readers and magnifiers, and offers people with low vision full-page zoom, high-contrast color and extensions.

Use TalkBack to browse the web with Chrome	https://support.google.com/chrome/answer/2633135
Low vision features	https://sites.google.com/a/chromium.org/dev/user-experience/low-vision-support
Assistive technology help	https://sites.google.com/a/chromium.org/dev/user-experience/assistive-technology-support
Keyboard shortcuts	https://support.google.com/chrome/answer/157179
Change text, image and video sizes	https://support.google.com/chrome/answer/96810
Chrome keyboard access	https://sites.google.com/a/chromium.org/dev/user-experience/keyboard-access
High contrast Chrome extension	https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnlbldjfhinnjlhdjlikmph
Chrome accessibility extensions	https://chrome.google.com/webstore/category/ext/22-accessibility

Use these steps to find accessibility features on Chromebook
1. At the bottom right, select the time. Or press Alt + Shift + s.
2. Select Settings (gear icon)
3. At the bottom, select Advanced.
4. In the "Accessibility" section, select Manage accessibility features.

Text-to-speech		
Built-in screen reader	Chromebooks have a built-in screen reader called ChromeVox, which enables people with visual impairments to use the Chrome operating system.	https://support.google.com/Chromebook/answer/7031755
Select-to-speak	You can hear full pages read aloud with Chromebook's built-in screen reader or hear parts of a page, including specific words, read aloud with Select-to-speak.	https://support.google.com/Chromebook/answer/9032490
Keyboard		
Sticky keys	Perform keyboard shortcuts by pressing only one key at a time instead of holding down multiple keys at once.	https://support.google.com/Chromebook/answer/177893#onehandshortcut
On screen keyboard	To type or handwrite text, or to add images to files, documents, and emails, you can use your on-screen keyboard.	https://support.google.com/Chromebook/answer/6076237
Enable dictation (speak to type)	You can speak to enter text in most places you usually type. Add punctuation marks by saying "comma," "period".	https://support.google.com/Chromebook/answer/177893#typewithvoice
Display settings		
Change screen resolution	You can make everything on your screen bigger or smaller, by changing your screen resolution.	https://support.google.com/Chromebook/answer/6320705#Chromebook_screenresolution
Mouse and touchpad		
Automatic clicking	You can set the cursor to automatically take action when the cursor stops moving for a certain amount of time.	https://support.google.com/Chromebook/answer/9441453
Tap dragging	Tap and drag your finger to move objects	https://support.google.com/Chromebook/answer/177893#tapdrag

Vision Options			
Screen reader	Chromebooks have a built-in screen reader called ChromeVox, which enables people with visual impairments to use the Chrome operating system.	You can turn ChromeVox on or off from any page by pressing Ctrl + Alt + z. On tablets: Press and hold the Volume down + Volume up buttons for 5 seconds. While holding the buttons, you'll hear a sound to indicate it's working. Keep holding the buttons, then ChromeVox will start speaking.	https://support.google.com/Chromebook/answer/7031755
Braille support	Attach a compatible USB or Bluetooth refreshable Braille display so teachers and technicians can work with visually impaired students.	Plug in: Plug your braille device into a USB port on your Chromebook. After a few seconds, your Chromebook automatically detects the device, and turns on ChromeVox if it's not already on. Pair with Bluetooth: To set up Bluetooth with Chromevox, press Search + o + then o. Follow the on-screen instructions.	https://support.google.com/Chromebook/answer/7020014?hl=en&ref_topic=9016892
Get image descriptions on Chrome	When you use a screen reader in Chrome, you can get descriptions of unlabeled images, for example, images that don't have alt text. Images are sent to Google to create the descriptions. If Google cannot describe an image, the screen reader will say "No description available."	See link for instructions on how to turn image descriptions on or off and turn on image descriptions in Chrome settings.	https://support.google.com/Chromebook/answer/9311597?hl=en&ref_topic=9016892

Hearing and Motor Options			
Hearing	Closed captioning	Access closed captioning for videos that meet the latest standards.	https://support.google.com/drive/answer/1372218?co=GENIE.Platform%3DDesktop&hl=en
Hearing	Hear text read aloud	You can hear full pages read aloud with Chromebook's built-in screen reader or hear parts of a page, including specific words, read aloud with Select-to-speak.	https://support.google.com/Chromebook/answer/9032490?hl=en&ref_topic=9016892
			-
Motor	On-screen keyboard	To type or handwrite text, or to add images to files, documents, and emails, you can use your Chromebook's on-screen keyboard.	https://support.google.com/Chromebook/answer/6076237?hl=en&ref_topic=9016892
Motor	Touchpad settings	Customize touchpad settings to enable automatic clicks, tap dragging or tap to click functionality.	https://support.google.com/Chromebook/answer/1047367?hl=en#
Motor	Physical keyboard settings	Tailor keyboard settings to adjust the keyboard repeat rate and the delay time before a key repeats to aid accurate typing.	https://www.youtube.com/watch?v=r-lytoycpsc&list=PL5aqr5w5fRe7QWzXhqxrilIVduWEmLHM2&index=8&t=0s
Motor	Sticky keys	Perform keyboard shortcuts by pressing only one key at a time instead of holding down multiple keys at once.	https://www.youtube.com/watch?v=r-lytoycpsc&list=PL5aqr5w5fRe7QWzXhqxrilIVduWEmLHM2&index=8&t=0s
Motor	Automatically click objects on your Chromebook	You can set the cursor to automatically take action when the cursor stops moving for a certain amount of time. This feature can be helpful for users with motor impairments.	https://support.google.com/Chromebook/answer/9441453?hl=en&ref_topic=9016892