

Chromebook Troubleshooting Guide

○ **Reset your chromebook**

- Turn off the Chromebook by holding down the power button.
- Hold the refresh button and then tap the power button.
- Once the Chromebook starts, let go of the refresh button.



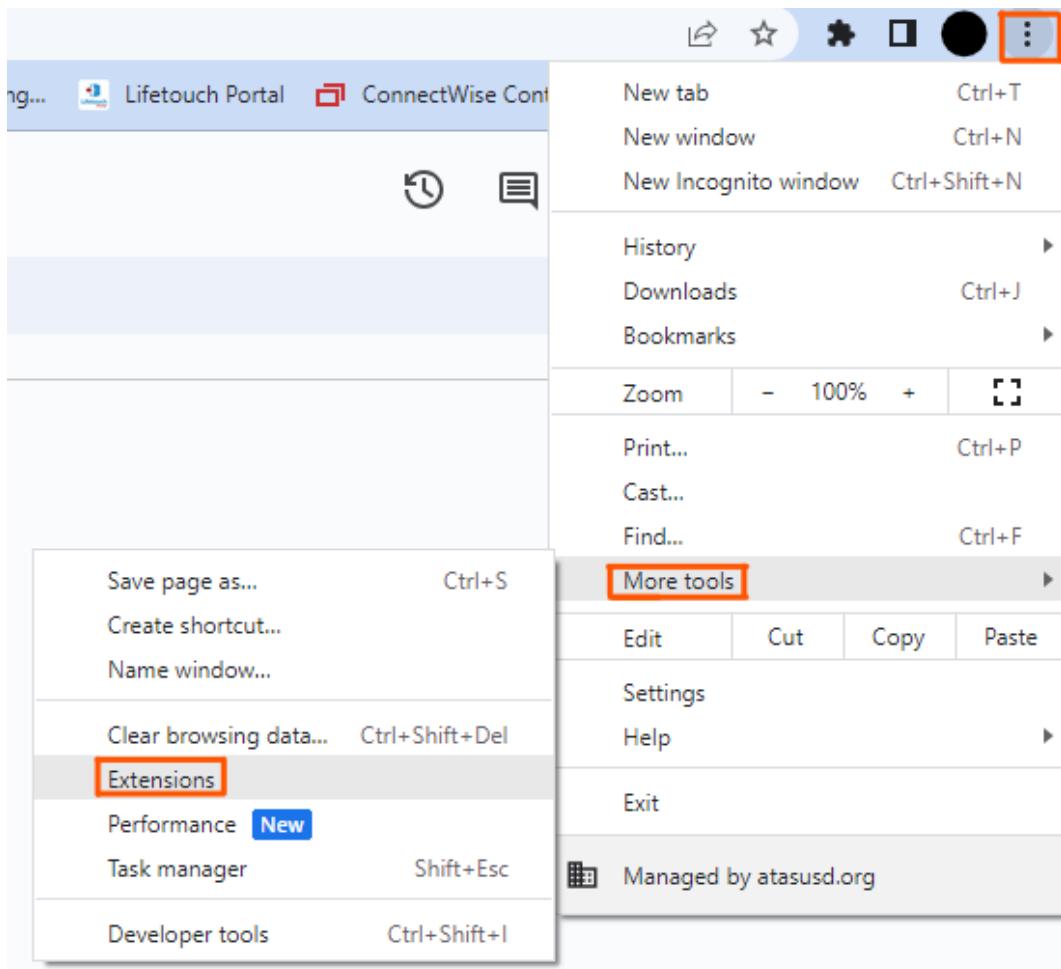
○ **Updating your Chromebook**

- Click on the magnifying glass key on your Chromebook
- Search “About”
- Click on “Check for and apply updates”
 - ★ If your Chromebook is out of date, it will start updating automatically. After it is finished updating you will be prompted to restart your device.



This is a common solution to issues with the CAASPP browser being out of date.

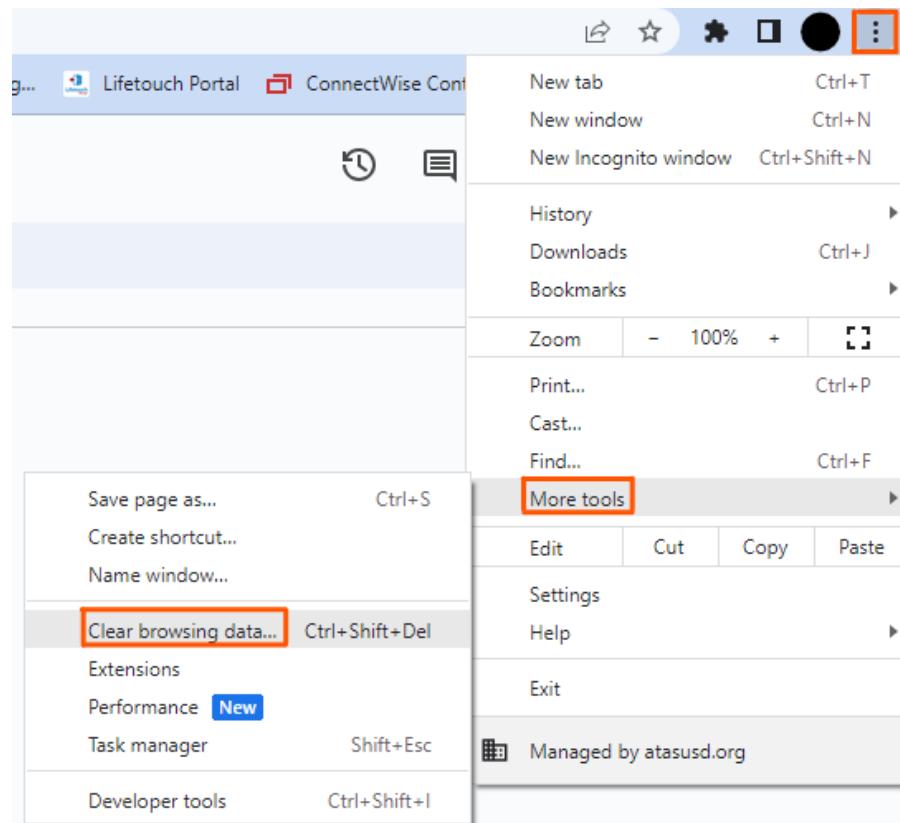
- **Clearing Ad Pop-ups and Site Redirection**
 - Navigate to the Chrome Menu that is located in your browser toolbar (the three dots in the far right corner)
 - Select “**More Tools**”
 - Select “**Extensions**”



- Uncheck “**Enable**” to disable an extension
 - ★ Before this will take effect, you must close all your browser windows.
- **Zooming your Screen In or Out**
 - Pressing **shift**, **ctrl** and **+** or **-** will change the resolution of your screen. The correct resolution is **1366x768**
 - While pressing **ctrl** select **+** or **-** to zoom your screen in or out

- **Page Loading Issues: Clearing your Cache and Cookies**

- Navigate to the Chrome Menu that is located in your browser toolbar (the three dots in the far right corner)
- Select “**More tools**”
- Select “**Clear Browsing Data**”



You will then be prompted with a dialog box asking you to choose what exactly you want to delete

- To clear all of your cache select, **Time Range: “All Time”**
- Click on Clear Data

If you are still having trouble with your Chromebook, enter a ticket into the Tech [HelpDesk](#) for additional support.