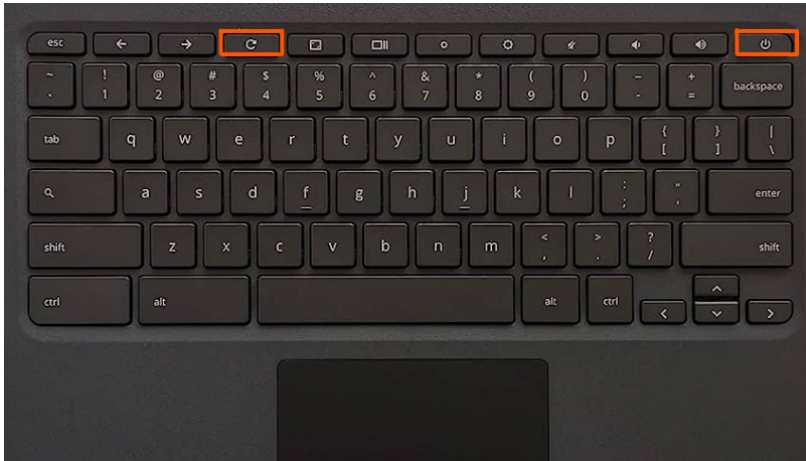


# Chromebook Troubleshooting Guide

## ○ 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

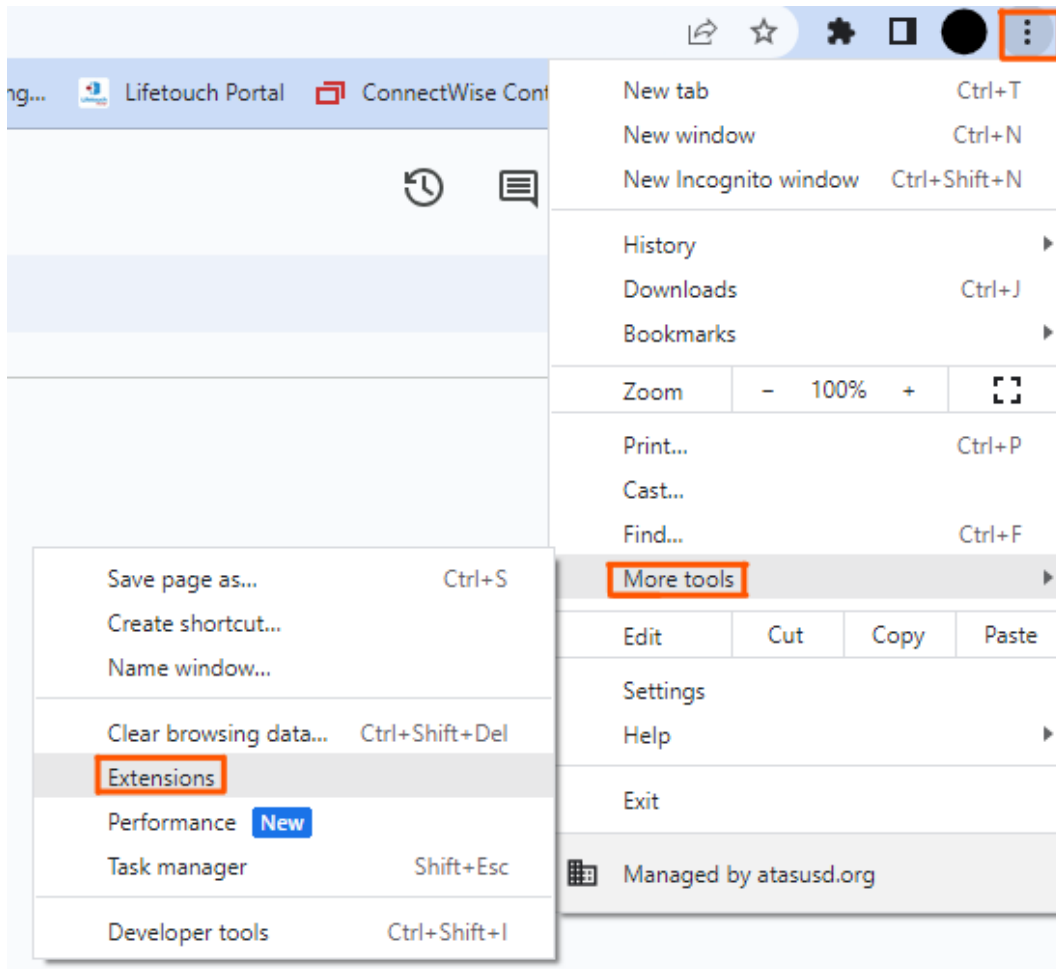
- Click on the magnifying glass key on your Chromebook
- Search “**About**”
- Click on “**Check for and apply updates**”
  - ★ If your Chromebook is out of date, it will start updating automatically. After it is finished updating you will be prompted to restart your device.



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”**



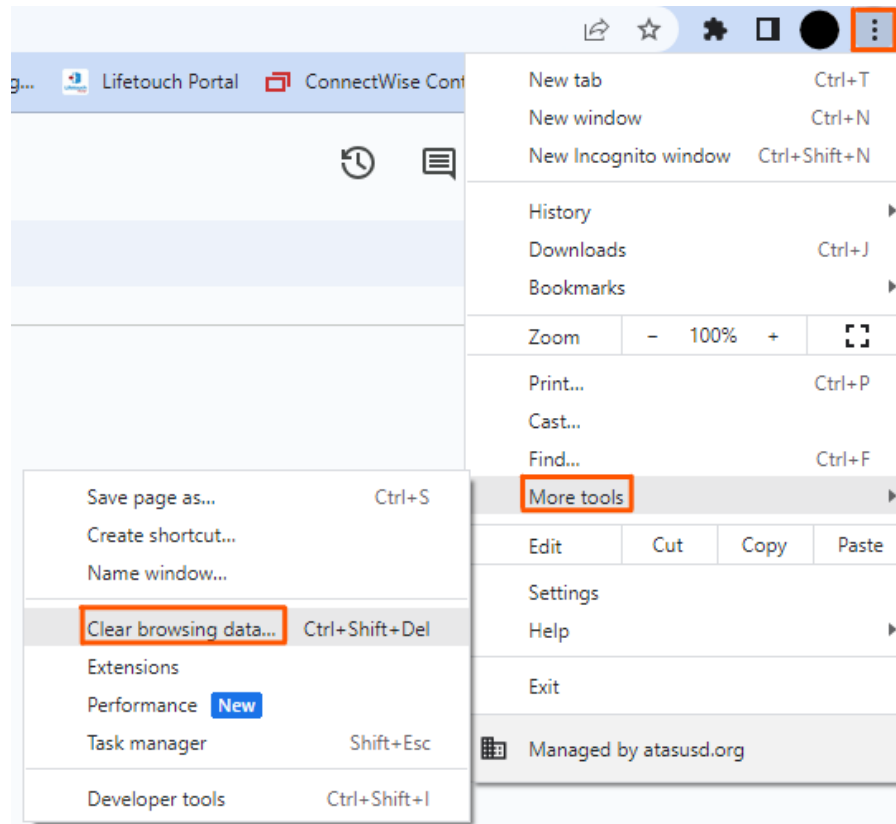
- Uncheck **“Enable”** to disable an extension
  - ★ Before this will take effect, you must close all your browser windows.

- **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.**