

Chromebook Troubleshooting



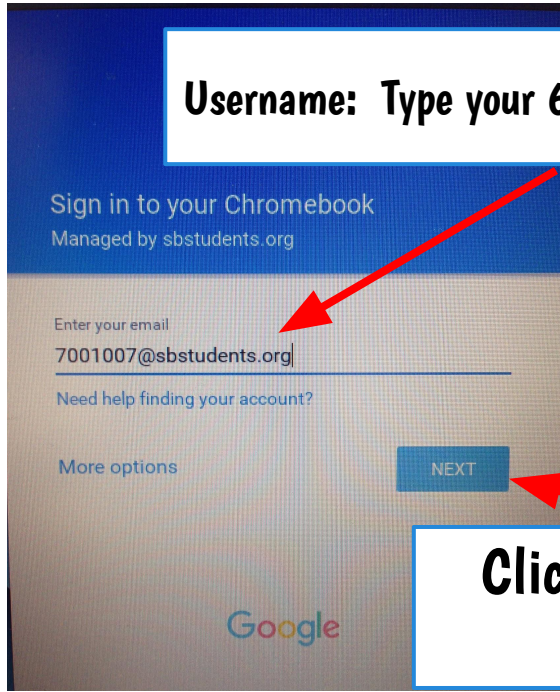
Turning It On



**Open the lid.
The Chromebook
will power on
automatically.**

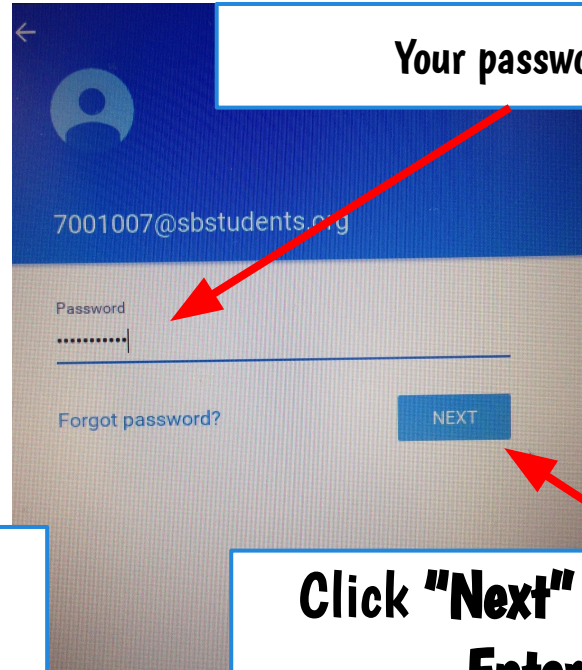
Logging on

This is where you will log in to your account.



Username: Type your 6 digit number

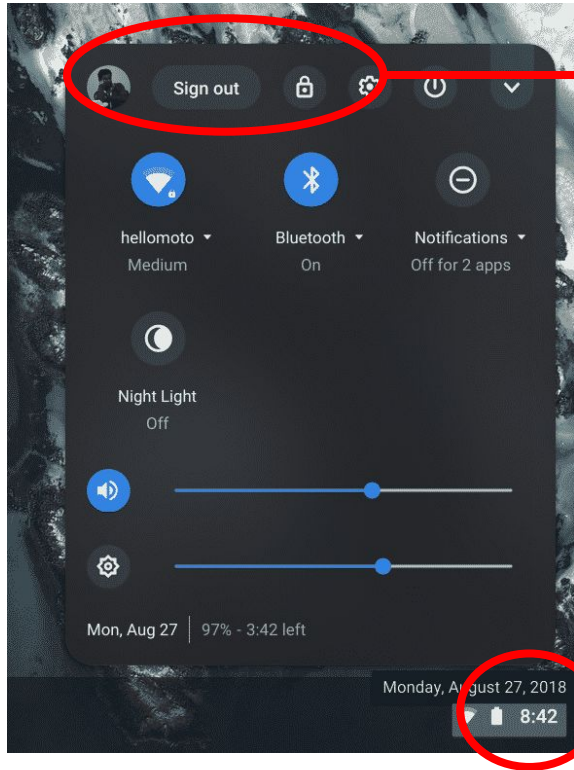
Click "Next" or push Enter



Your password

Click "Next" or push Enter

Signing out



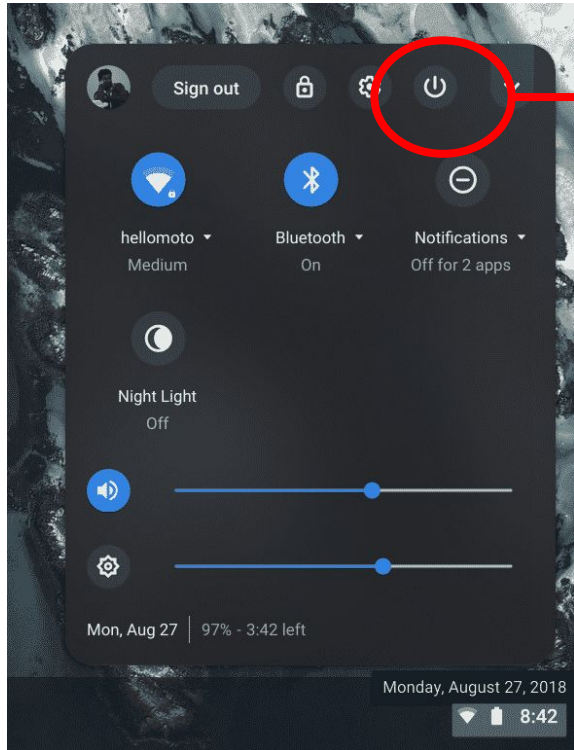
2nd

1. **Click in the bottom right corner.**

2. **Click sign out at the top.**

1st

Shutting Down



1. Hold down the power  button on the keyboard.

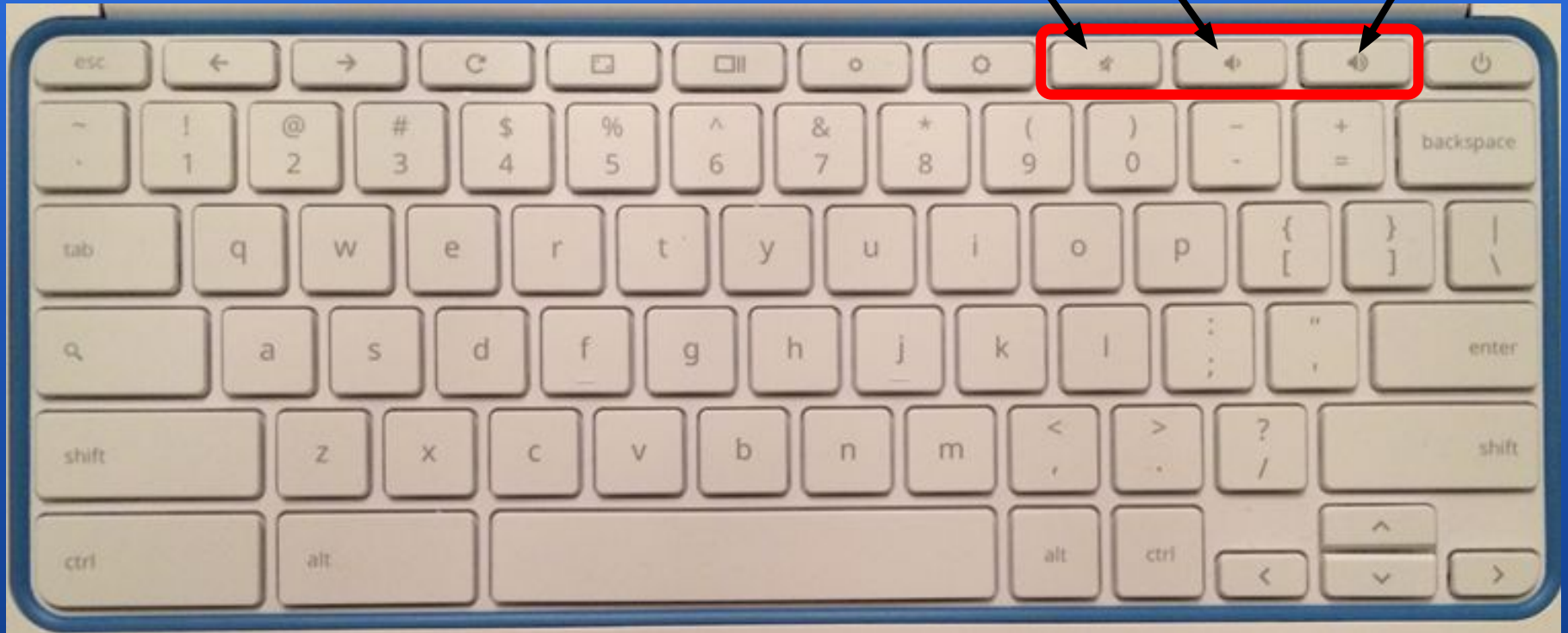
OR

2. Click on the power  button at top left.

3. Wait for the screen to turn black and the light on the keyboard to turn off.


Changing the Volume

Mute Softer Louder



Black Screen



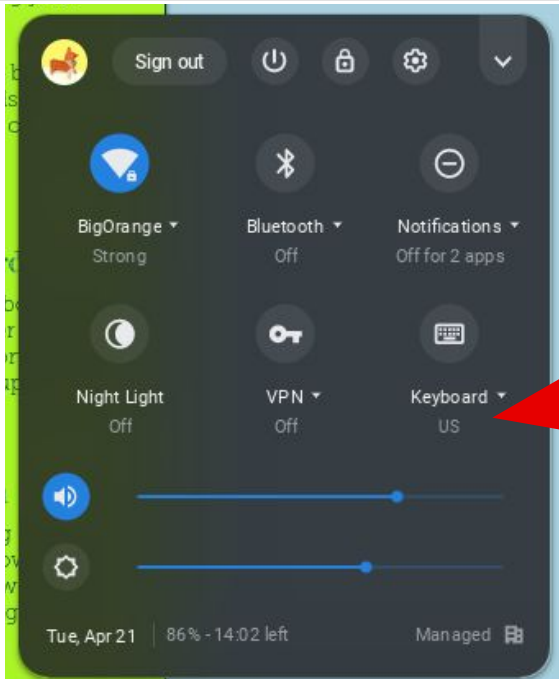
- 1. Plug the chromebook in for power. It's possible the chromebook needs to be charged.**
- 2. If there is a little blue light on the front of the chromebook, hold down the power button on the keyboard until the blue light goes out (about 10 seconds), then click the power  button again.**

Frozen Screen



Hold down the power button for 10 seconds to turn off the Chromebook. Click the power button again to restart.

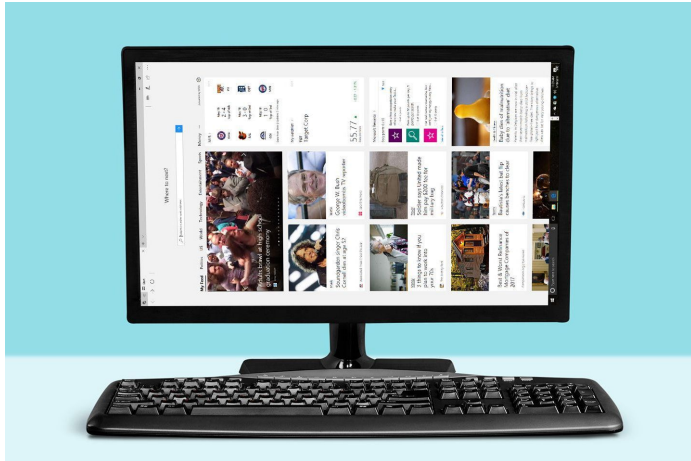
Keyboard problems



Make sure your keyboard is set to US and not INTL.

US

Rotated Screen



Pressing ctrl + shift + refresh keys (refresh key is the spinning arrow at the top of keyboard) at the same time.

It will rotate the screen 90 degrees. Keeping pressing until it looks the way you want it.

Text on screen is too large or too small



To change the resolution

Press **CTRL + SHIFT + 0** at the log in screen to reset the resolution.

To zoom in, press **CTRL + -**

To zoom out, press **CTRL + SHIFT + (plus)**

One of the most difficult processes to go through, moving on.

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Headphones



- **Wireless headphones do not usually work with MCPS chromebooks.**
- **Make sure the headphones are plugged in securely.**
- **Click on the time in the bottom right corner. Click on the arrow next to the volume bar. A menu should pop up. Click on "Headphones" and the sound should come through your headphones now.**

Accessibility Features



1. To turn off Accessibility features, click Settings  in the bottom right of your screen.
2. Click arrow next to Advanced on the left side.
3. Scroll and click Accessibility.
4. Click Manage Accessibility Features.
5. All features should be turned off unless required by student's needs.