

Basic Chromebook Troubleshooting

Issue	Key Commands
The Chromebook has crashed or the screen is frozen	Turn the machine off and on again by holding the Power button.
The screen isn't powering on	Reset the machine by pressing: REFRESH + POWER
Chromebook won't charge	Reset the machine by pressing: REFRESH + POWER
The Chromebook is sluggish	Reset the machine by pressing: REFRESH + POWER
The touchpad is not responding	Reset the machine by pressing: REFRESH + POWER
The power button won't work	<p>Sometimes the Power Button will not wake up the machine, even when you know the battery is fully charged. Wake up your machine, by following these steps:</p> <ol style="list-style-type: none"> 1. Close the lid of your Chromebook 2. Plug your power cord in and connect to your Chromebook 3. Open the lid of your Chromebook without pressing any keys <p>This should reactivate the Power button.</p>
The home screen image is rotated or upside down	<p>Hold the following keys: CTRL + SHIFT + REFRESH</p> <p>*This will rotate the entire screen by 90 degrees each time it is pressed</p>
There is no sound when headphones are plugged in	<p>Follow these steps to troubleshoot your audio settings:</p> <ol style="list-style-type: none"> 1. Make sure headphones are plugged in fully and properly and there isn't any debris blocking the port. 2. Make sure the Chromebook is not in "Mute Mode" by pressing the  button 3. Clear the cache and reboot: <ol style="list-style-type: none"> a. Open Chrome b. At the top right, click More () c. Click More tools > Clear browsing data d. Choose a time range, All time e. Select the types of information you want to remove <ol style="list-style-type: none"> i. Do all f. Click Clear data g. Restart the Machine

Websites aren't loading	<p>Clear the cache and reboot:</p> <ol style="list-style-type: none"> 1. Open Chrome 2. At the top right, click More () 3. Click More tools > Clear browsing data 4. Choose a time range, All time 5. Select the types of information you want to remove <ol style="list-style-type: none"> a. Do all 6. Click Clear data 7. Restart the Machine
Update your Chromebook's operating system manually	<ol style="list-style-type: none"> 1. Turn on your Chromebook. 2. Connect your Chromebook to Wi-Fi 3. At the bottom right, select the time. 4. Select Settings . 5. At the bottom of the left panel, select About Chrome OS. 6. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses. 7. Select Check for updates. 8. If your Chromebook finds a software update, it will start to download automatically.
Chrome is missing or damaged	Power Chromebook on and off until it successfully loads the login page. (You may have to do this numerous times)

Key	Function
	Go to the previous page in your browser history
	Go to the next page in your browser history
	Reload your current page
	Open your page in full-screen mode
	Switch to your next window

Key	Function
	Decrease screen brightness
	Increase screen brightness
	Mutes sound *
	Decrease the Volume
	Increase the volume (*Press to cancel mute mode)