






| If the issue is... | Try this solution... |
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|  <p>Cannot connect to home wifi</p> | <ul style="list-style-type: none"> • Check Network Security Settings on your home router/modem. If you need assistance with this, please contact your Internet Service Provider. |
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|  <p>Cannot log in</p> | <ul style="list-style-type: none"> • Make sure you are connected to your home Wifi or hotspot. • Verify student's log in credentials with your school. • If issue persists, contact your school's principal. |
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|  <p>Screen or Display is not working</p> | <ul style="list-style-type: none"> • <i>Restart your Chromebook</i> by holding down the power button. • If issue persists, contact your school's principal for a replacement. |
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|  <p>Keyboard not working</p> | <ul style="list-style-type: none"> • <i>Restart your Chromebook</i> by holding down the power button. • If issue persists, contact your school's principal for a replacement. |
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|  <p>Chromebook not Charging</p> | <ul style="list-style-type: none"> • Verify that power cable is properly plugged into the power brick and the wall. • Verify that the charging port is properly plugged into the Chromebook. • If issue persists, contact your school's principal for a replacement Chromebook AND replacement charger. |
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|  <p>Damaged or Broken Chromebook</p> | <p><i>This includes, but is not limited to missing keys, cracked screens, cracked casing, damaged USB ports, damaged headphone ports, damaged charging ports.</i></p> <p>Schools have policies and procedures to handle this issue. Please contact your school's principal.</p> |
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Additional Resources

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|  <p>How to Reset your Chromebook</p> | <ol style="list-style-type: none"> 1. Sign out of your Chromebook. 2. Press ESC +  +  and wait for the screen to change 3. Press CTRL + D and wait for the screen to change 4. Press the Spacebar and wait for the screen to change 5. Press ENTER <p><i>If your Chromebook says the process is taking longer than usual, contact your school's principal for a replacement Chromebook</i></p> |
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|  <p>Chromebook Support at Google</p> | <p>Http://Support.Google.com/Chromebook</p> |
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