

## Chromebook Troubleshooting in the Classroom

*If a student is having issues with their Chromebook, these steps should be tried in the classroom first before having the student fill out a Help Ticket. If the issue is one of these (cracked screen, missing or loose keys, CB won't turn on, lost power cord - case - strap, or broken hinges), move directly to Step #4. For all other issues, try steps 1-3 in the classroom first.*

### 1. Restart the Chromebook

As simple as it sounds, most CB issues are resolved by restarting the device. 2 ways to do that:

- A. Click the user panel in the bottom right corner of the screen (unless it has been moved elsewhere)
- B. There is a power symbol  along the bottom of the user panel. Click it to shut the laptop down. After a few seconds, click the power button on the keyboard to turn the Chromebook back on.

### 2. Remove, then Re-add the User Account

If restarting the Chromebook does not resolve the issue, there is a good chance that removing the account and re-adding it might. *Before doing this, the CB must be connected to wi-fi and make sure that all important files saved in the Downloads folder have been moved to Google Drive.*

#### Removing the User Account

- A. Sign out of the CB by clicking the user image icon on the bottom right of the screen, then clicking "Sign Out"
- B. Click the drop down triangle on the top right of the profile photo shown on the login screen, then click "Remove this Person"

#### Re-adding the User Account

- A. On the bottom left of the screen, click on the "+ Add person" link
- B. Student should enter their email address: ID#@class.lps.org then click "next"
- C. The LPS login page should appear. Student types in username (ID#) and password
- D. Click "next" and they should be logged in

### 3. Google Chromebook Help

Google offers support pages that can address most common Chromebook issues. While the directions do not take the LPS environment into account, there are still many good troubleshooting ideas and learning resources here. The link is available on the Moore Chromebook Website or use this link:

Google Chromebook Help: <https://support.google.com/chromebook#topic=3399709>

### 4. Student Help Ticket

If the student has Chromebook damage or if none of the troubleshooting ideas on this page resolved the issue, the best course of action will be to submit a student Chromebook help ticket. **Students should complete the Help Ticket in their classroom.** After completing the HT, they should take it to the library to be dropped off. Send them with a "Chromebook Issue Pass". LPS Computing Services visits each day, to investigate student Chromebook issues. Students may be given a loaner device until their Chromebook is fixed by the technicians and returned.

1. Go to lps.org
2. Type *stuhelp* in the search box
3. Student logs in with username and password
4. Click on "New" at the top left of the white box
5. Type in a title for the ticket (Screen, cord, etc.) then type a brief summary of the issue
6. Click "save" and then take CB to the library to turn in and receive a loaner (must use a pass)