

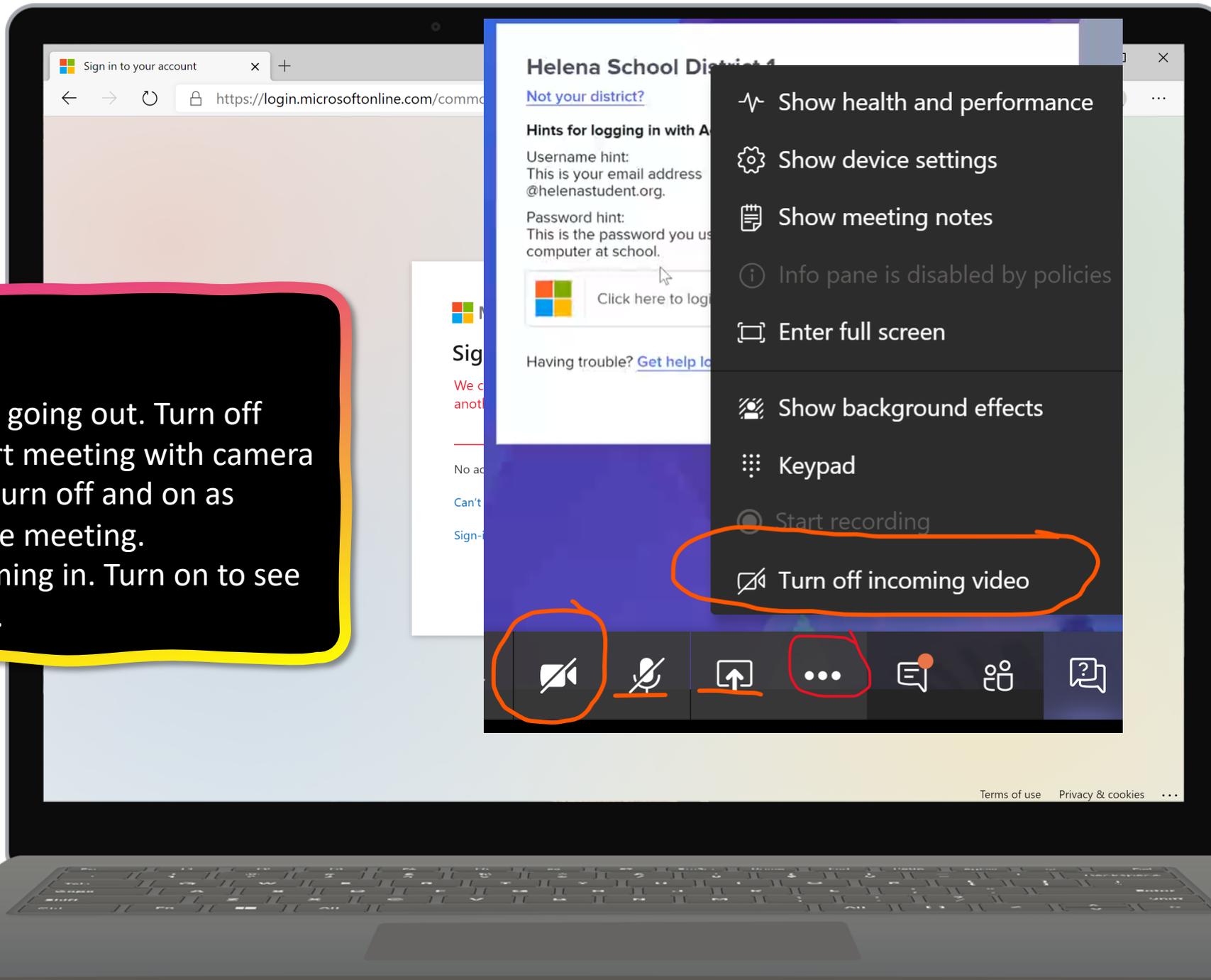


# Family & Guardian Guide to Troubleshooting your Chromebook

Everything your student needs to know to get started with online learning.

## My Internet is slow

1. Reduce the video going out. Turn off your camera. Start meeting with camera on to say hi, but turn off and on as needed during the meeting.
2. Reduce video coming in. Turn on to see necessary visuals.

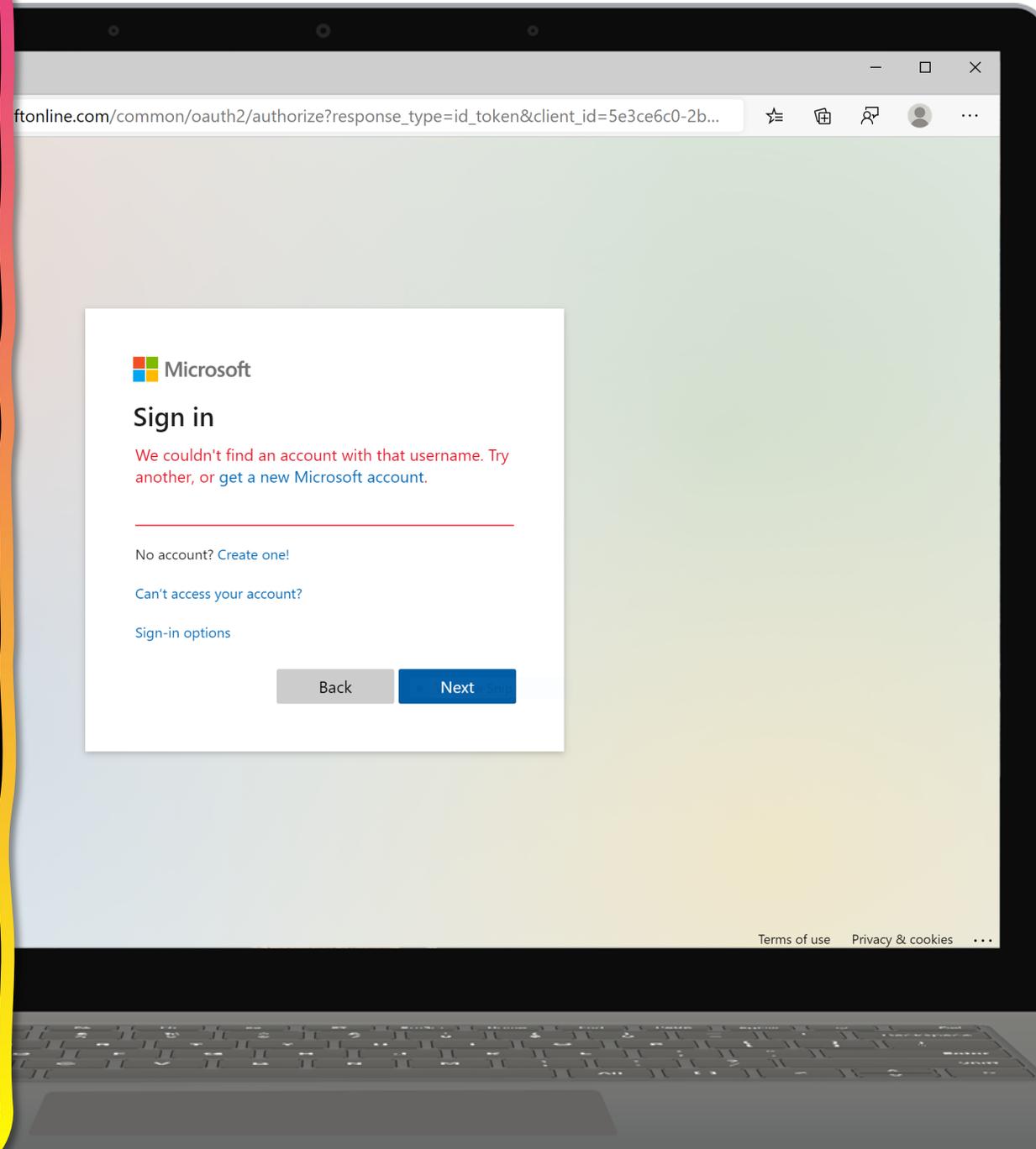


+ tap Power

## My Battery won't charge

First, check that:

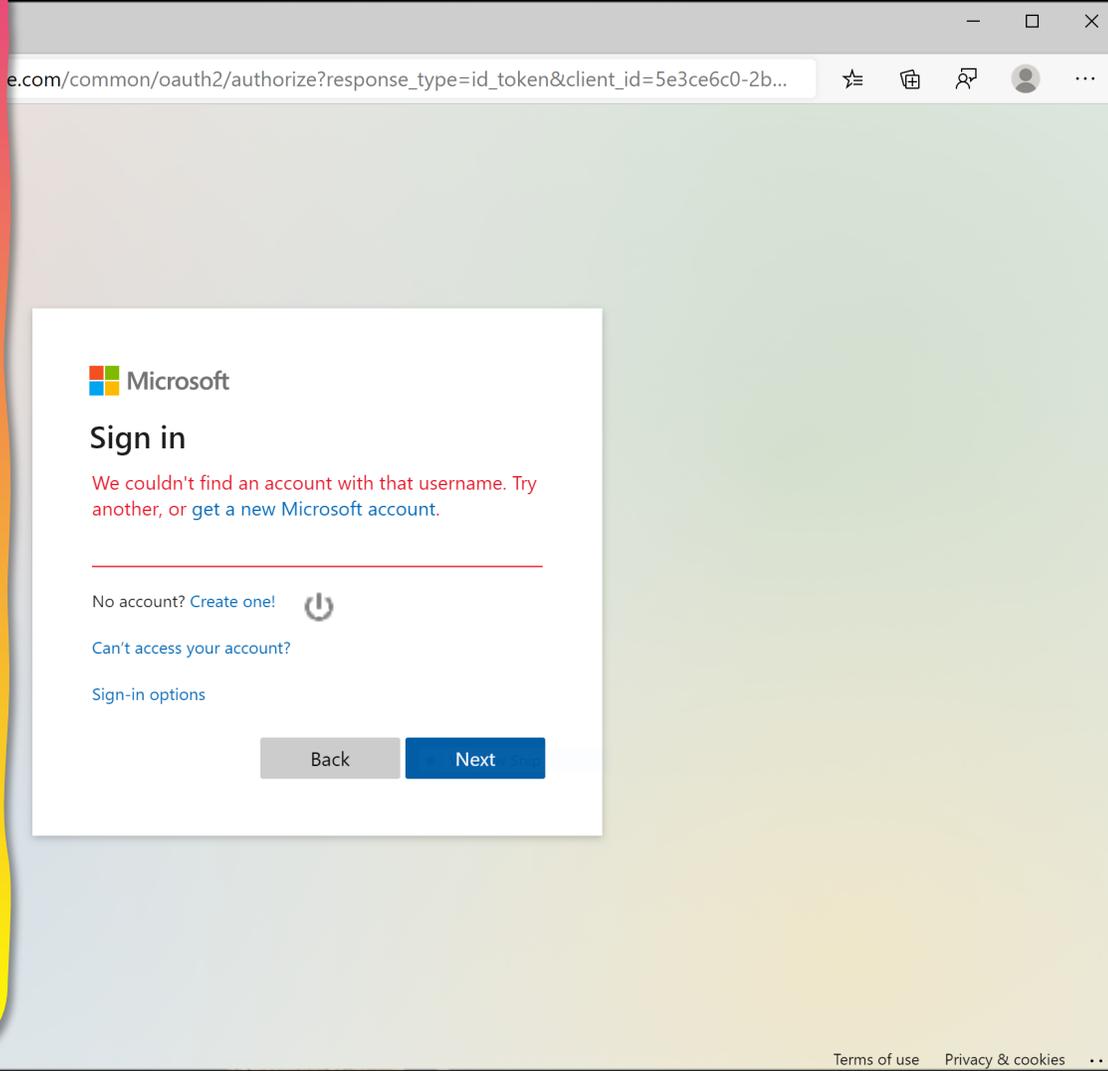
1. The charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
2. The power outlet is working and your Chromebook still won't charge:
3. Unplug your charger from the wall and your Chromebook.
4. Plug your charger back in to your Chromebook, then the wall.
5. Charge the device for at least 30 minutes.
6. If the battery still won't charge, refresh your Chromebook hardware.
7. Refresh by holding down Refresh arrow and tapping the Power button.
8.  + tap Power . If these basic tasks don't fix it, work with your teacher to arrange a repair/replacement.



## My Camera Won't Work

If your camera isn't working, or if you see a message that says "No camera found":

1. Turn off your Chromebook, then turn it back on.
2. Try using the camera in another app, like Hangouts. If it works in that app, uninstall the app where it doesn't work, then reinstall it. You won't be able to reinstall Teams.
3. Refresh your Chromebook.
4.  + tap Power  . If these basic tasks don't fix it, work with your teacher to arrange a repair/replacement.

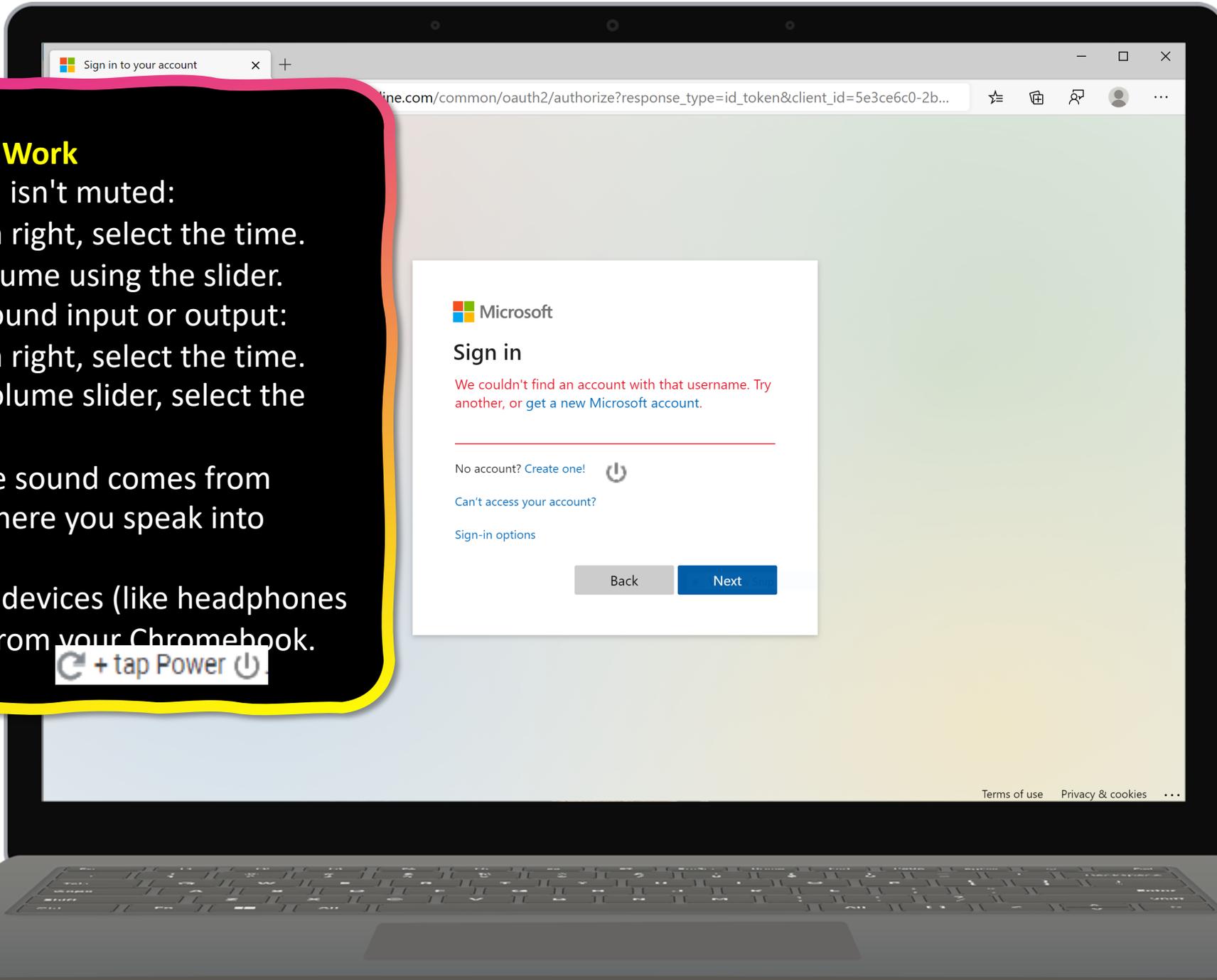


## My Sound Won't Work

Make sure sound isn't muted:

1. At the bottom right, select the time.
2. Adjust the volume using the slider.
3. Change the sound input or output:
4. At the bottom right, select the time.
5. Next to the volume slider, select the Right arrow .
6. Change where sound comes from (output) or where you speak into (input).
7. Unplug audio devices (like headphones or speakers) from your Chromebook.

↻ + tap Power 🔊



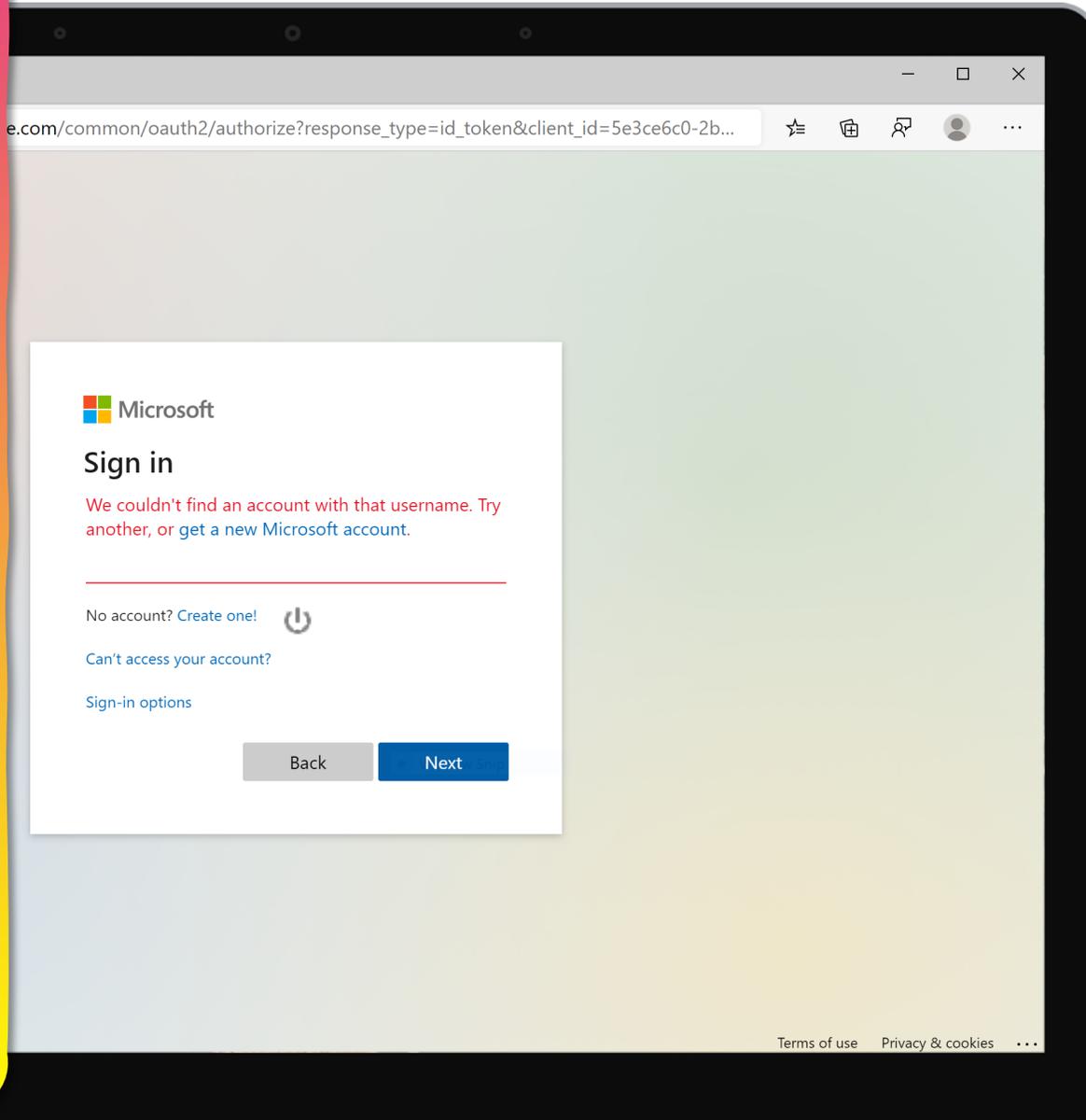
## My Touchpad Won't Work

If your touchpad stops working, try these steps:

1. Make sure there is no dust or dirt on the touchpad.
2. Press the Esc key several times.
3. Drumroll your fingers on the touchpad for ten seconds.
4. Turn your Chromebook off, then back on again.
5. Perform a refresh.
6. If you have more than one account on your Chromebook, delete the account that has problems with the touchpad, then re-add the account.

 + tap Power 

7. If these basic tasks don't fix it, work with your teacher to arrange a repair/replacement.



**"Chrome OS is missing or damaged"**

Work with your teacher to secure a repair or a replacement

🔄 + tap Power 🔌

Sign in to your account x +  
https://login.microsoftonline.com/common/oauth2/authorize?response\_type=id\_token&client\_id=5e3ce6c0-2b...



Sign in

We couldn't find an account with that username. Try another, or get a new Microsoft account.

No account? [Create one!](#) 🔌

[Can't access your account?](#)

[Sign-in options](#)

Back

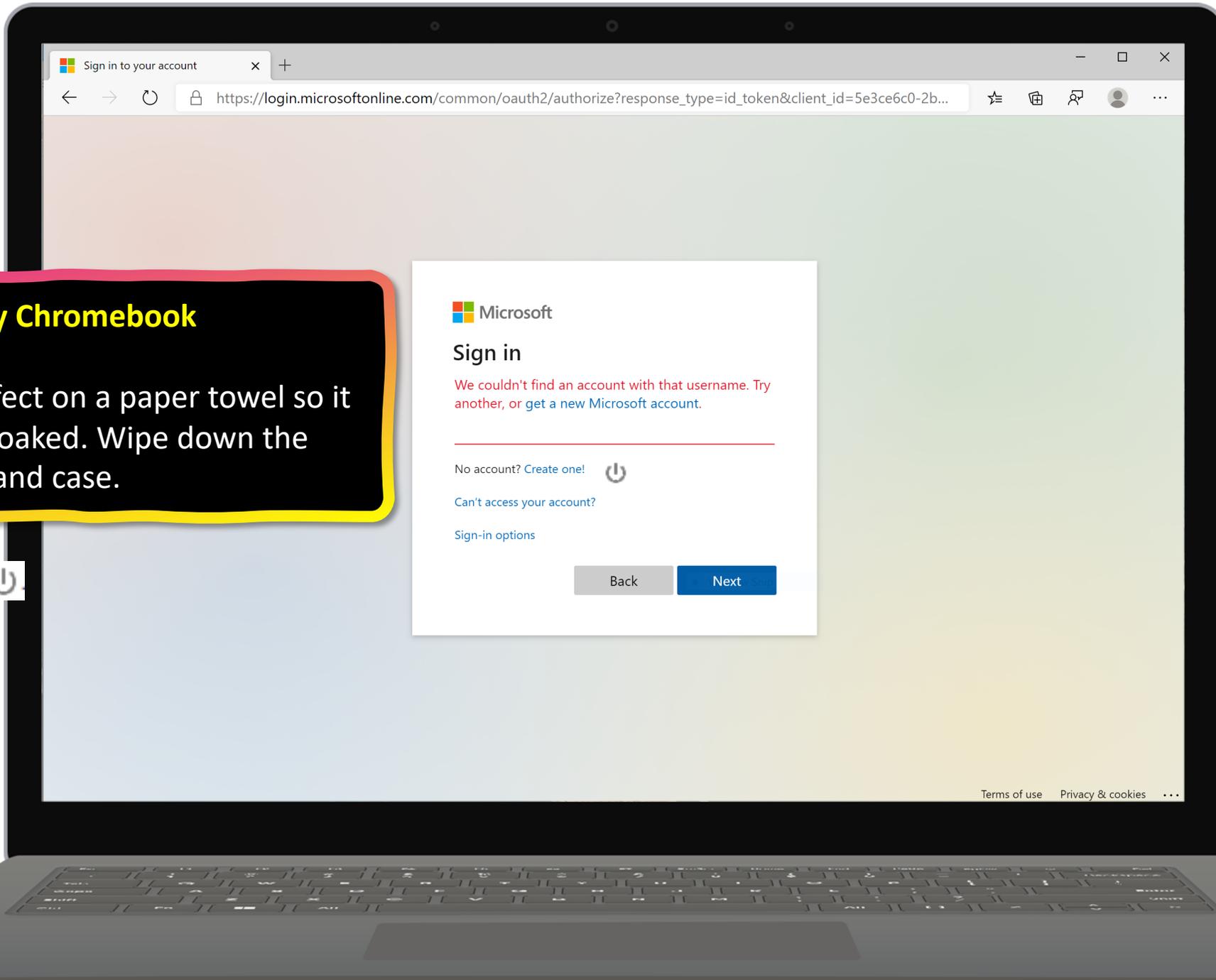
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## How do I clean my Chromebook

Spray a little disinfect on a paper towel so it is damp, but not soaked. Wipe down the keyboard, screen and case.

⌂ + tap Power ⏻



**Thank you and  
have a great  
year!**

Remember, if you have any problem with your Chromebook that you cannot easily fix, work with your teacher to secure a repair or a replacement.

