

# Troubleshooting Tips!

1



**Hard Reset** - press  
& hold the power  
and refresh keys  
for 30 seconds

2



**Remove  
account**

3



**Clear your  
cache!**

Chrome settings >  
History > Clear  
browsing data

4



**Update** the  
operating system

Chrome settings >  
About Chrome >  
Chrome OS settings

## Chromebook Issues?



\*First step: [District Troubleshooting](#)

\*Still not resolved? [District Google Form to Start Exchange](#)

*(this is last resort but even students can do this!)*

When you complete **all** sequential steps, an email is generated automatically to Mrs. Fitzgerald to swap out devices - either by parent pick up at door (remote students) or classroom delivery (hybrid students).