

Troubleshooting ChromeBooks while at Home with Students

Connecting to WiFi

Step 1 - Log onto the Chromebook using your JC school email address (Ex: jsmith12345@student.jcschools.us)

Step 2 - Click on the area located on the lower right of the screen (where the clock is located).

Step 3 - Click on the drop down arrow under WiFi icon

Step 4 - Click the network to which you wish to connect

Step 5 - Enter all necessary login information

If you have not logged onto the chromebook before taking it home, please follow these steps:

Step 1 - Click on the area located on the lower right of the screen (where the clock is located).

Step 2 - Click on the drop down arrow under WiFi icon

Step 3 - Click the network to which you wish to connect

Step 4 - Enter all necessary login information

Won't power ON

Step 1 - Unplug power, hold down the power  and refresh button  (arrow going to the right) button for 5 sec.

Step 2 - Close the lid

Step 3 - Plug into power

Step 4 - Open the lid

Step 5 - Count to 5. If the Chromebook does not power on then press power button. 

Chrome Browser doing strange things (not displaying images / text under icons or glitches)

First try to reset your Chrome Browser to Default:

Step 1 - Open Chrome Browser

Step 2 - Click on 3 dots  (located on the far right of browser bar) and then click on Settings

Step 3 - Scroll down and click on Advanced

Step 4 - Scroll down and click on Restore settings to original defaults

Step 5 - Reset Settings

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If it still is not working properly, remove the user account:

Step 1 - Sign Off your account

Step 2- Click on ^ next to your name

Step 3 - Click on delete account and then choose delete again.

Step 4 - Click on “add person” which is located on the bottom left of the screen

Step 5 - Enter your school email address and school email password (Ex: jsmith12345@student.jcschools.us 12345jcps)

JCPS Bookmark not showing up on Bar

Step 1 - Click on 3 dots  (located on the far right of browser bar)

Step 2 - Go to Bookmarks

Step 3 - Right Click on JCPS Bookmarks

Step 4 - Show on Bar

Update Chrome OS

Step 1 - Log onto the Chromebook using your JC school email address (Ex: jsmith12345@student.jcschools.us)

Step 2 - Click on the area located on the lower right of the screen (where the clock is located).

Step 3 - Click Settings  (Gear icon)

Step 4 - Click on Settings Menu Bars  (upper left)

Step 5 - Click on “About Chrome OS”

Step 6 - Click on “Check for Updates”

Mouse stopped working

This is most likely a hardware failure and will require Tech Support Repair. Here are 2 work arounds.

--Connect a USB mouse to your chromebook

--Use the touch screen instead of the trackpad

--If the trackpad just stopped being able to click, you can tap the trackpad and it will still work without the full clicking feature.

--Tapping with 2 fingers at the same time on the trackpad is another way to right click.

Cleaning Chromebook

****Approved Cleaning Solutions include: Disinfectant Wipes, Rubbing Alcohol & water, Soap & water****

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****It is Important to remember to never spray anything directly on your Chromebook. Always spray onto a soft cloth or paper towel first before wiping down your Chromebook.****

****When using Disinfectant Wipes, please ring out excess solution before wiping down your Chromebook Keyboard and Outer Case. Do not use on Screen.****

Step 1 – Completely power down your Chromebook or unplug the power cord.

Step 2 – To clean the entire Chromebook's outer case and keyboard, use a disinfectant wipe or apply a small amount of rubbing alcohol solution to a damp cloth and wipe down.

Step 3 – To clean the screen, use soap and water on a damp cloth to gently wipe the screen. Do not press hard as this could damage the LCD screen. (This can also be used on outer case and keyboard)

CONTACT TECH SUPPORT

[JC Schools COVID-19 Device Support Request Form](#)

Or Call: 573-659-3121