Troubleshooting ChromeBooks with Students

Virtual Learners - Not able to login chromebook with sps email address

User must enter their full email address from Springfield School District. (Eventhough they will see the @student.jcschools.us pre-populated)

OR Contact Launch 417-523-0417

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 for your Home WiFI

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

How to forget the WiFi connection and rejoin:

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 on Settings (gear icon)

Step 4 - Click on the arrow to the right of the network name then Forget

Step 5 - Click the network to which you wish to connect

How to Connect to SDWA WiFi network in your classroom

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 On SDWA

Step 4: Enter the following:

    EAP Method: PEAP

    Server CA certificate: Do not check

    Identity: (Enter your Computer Login - First.Last)

    Password: (Enter your Computer Password - this will not be the same as your email password)

WiFi slow but other computers in the house are working fine

Unfortunately, a chromebook is just a tablet and does not have the same quality parts as a computer. You may notice a weaker signal strength on the Chromebook than you do a computer.

Rebooting your router has been known to help with the signal strength.

Move closer to the router

Won't power ON

Step 1 - Unplug power, hold down the power   and refresh button   circle arrow going to the right) button for 10 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.

Also, confirm the power cord is securely seating in the power block. You can remove and re-plug to confirm.

If the battery is completely dead, it will require the power to be connected for 5 minutes before it will power on.

Randomly Shuts Off

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)

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Step 5 - Click on "About Chrome OS"
Step 6 - Click on "Check for Updates"
Message: "Enterprise Enrollment" or "user is not eligible for use" or stuck on Chrome Logo
Student will not be able to resolve. Technician will need to contact user
--Device Support Form will need to be Submitted (See below)
iBoss message appears anytime you try to access the internet
Remove User Account:
Step 1 - Sign Off your account
Step 2- Click on " v " next to your name
Step 3 - Click on remove user account and then choose remove user account 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)
"OS doesn't support this viewing" when trying to watch youtube videos that have been assigned in Google Classroom
Check to see if it redirected to m.youtube.com.
Click on the lock image in the URL box
Open site settings and clear data and reset permissions.
Chrome Browser doing strange things (not displaying images / text under icons or glitches / Microphone not working)
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
Remove User Account:
Step 1 - Sign Off your account
Step 2- Click on " v " next to your name
Step 3 - Click on remove user account and then choose remove user account 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)
Clear Cache & Cookies:
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 - Click on "Settings"
Step 4 - On the left side, click on "Privacy and security"
Step 5 - Click on "Clear browsing data"
Step 6 - Unselect Browsing history by clicking the box but leave "Cookies and other site data" and "Cached images and files" checked
Step 7 - Make sure the "Time range" at the top is selected for "All time" by clicking the dropdown arrow for that choice.
Step 8 - Click "Clear data" at the bottom right of the screen.
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
Message: "Couldn't find your Google Account" or not able to login with Google Account
Step 1 - Confirm you are connected to home wifi. (See above under Connecting to WiFi)
Step 2 - Enter students jcschools email address (jsmith12345@student.jcschools.us)

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Step 3 - Enter students jcschools email address password (most are numbers followed by jcps)

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"

Sound Issues

Step 1 - Make sure sound isn't muted: At the bottom right, select the time. Adjust the volume using the slider.

Step 2 - Change the sound input or output: At the bottom right, select the time. ...

Step 3 - Unplug audio devices (like headphones or speakers) from your Chromebook.

Or Try removing user account and re-adding (see above under chrome browser doing strange things)

Camera Issues

If the camera quality is poor, check the camera lense for smudge or protective plastic

If you receive the message: "Camera Unavailable":

Student will not be able to resolve. It will need to be repaired by a Technician

--Device Support Form will need to be Submitted (See below)

--A Repair Drop Off time will be emailed to address provided in google form request.

Microphone not working

Test by opening a new tab in Chrome Browser

Click on the Microphone icon next to the search box

Speak and watch to see if the words are picked up by the microphone

If not, a repair of the chromebook is needed.

If your screen shows "Voice search has been turned off", you will need to turn on the microphone by clicking on details and following the steps listed.

Keyboard Issues

If the keyboard is double typing (aaiibb, etc):

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

Step 2: Click Settings (Gear icon)

Step 3: Click Device-Keyboard

Step 4: Change: Delay before repeat. The default is right in the middle

If the Backspace, Ctrl, Alt, Escape do not work:

Step 1: Click on the area located on the lower right of the screen (where the clock is located).
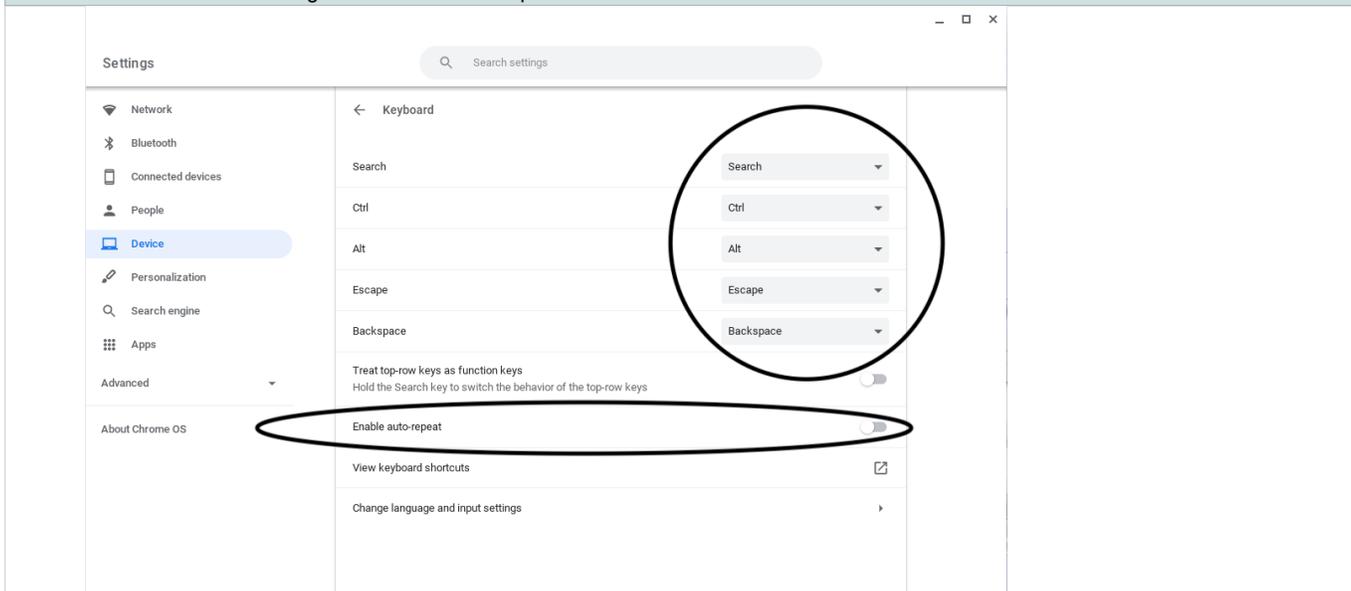
Step 2: Click Settings (Gear icon)

Step 3: Click Device-Keyboard

Step 4: Change the keys back to their original key (Backspace = Backspace)

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Mouse/Trackpad stopped working

Remove User Account:

Step 1 - Sign Off your account

Step 2- Click on " v " next to your name

Step 3 - Click on remove user account and then choose remove user account 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)

If removing user account does not resolve, most likely a hardware failure and will require Tech Support Repair. Here are a few options:

Work Around until it can be repaired:

--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.

Touch Screen not working

Remove User Account:

Step 1 - Sign Off your account

Step 2- Click on " v " next to your name

Step 3 - Click on remove user account and then choose remove user account 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)

Power Reset:

Step 1 - Unplug power, hold down the power and refresh button (arrow going to the right - 4th key on the top left row) 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 "Disc Full" Message

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	Delete your browsing data
	If you sync a type of data, like history or passwords, deleting it on your computer will delete it everywhere it's synced. It'll be removed from other devices and your Google Account.
	On your computer, open Chrome.
	At the top right, click More .
	Click More tools Clear browsing data.
	Choose a time range: All time.
	Select the types of information you want to remove.
	Click Clear data.
	Note: If you delete cookies and have sync turned on, Chrome keeps you signed into your Google Account. Your cookies will be removed from other devices and your Google Account.
	On your Chromebook:
	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 - Click on "Settings"
	Step 4 - On the left side, click on "Privacy and security"
	Step 5 - Click on "Clear browsing data"
	Step 6 - Select: Browsing history, Cookies and other site data, Cached images and files
	Step 7 - Make sure the "Time range" at the top is selected for "All time" by clicking the dropdown arrow for that choice.
	Step 8 - Click "Clear data" at the bottom right of the screen.
Issues with seeing more than four participants within Google Hangout Meet	
	Step 1 - Open your Google Chrome browser
	Step 2 -Once in your Google Chrome browser, click on the three dots stacked on top of each other in the upper right hand corner of the browser.
	Step 3 - When the menu comes up, go down and hover over Help, click on About Google Chrome.
	Step 4 - If your Google Chrome browser is not up-to-date, it will automatically update your browser.
	Step 5 - After your browser has updated it will ask you to Relaunch your browser, click Relaunch.
	Step 6 - After your browser has relaunched, close all open windows that you have open on your Chromebook or laptop, and restart your device.
	Step 7 - That should fix the issue and allow you to see more than the four tiles in Google Meet.
	Step 8 - **Don't forget...**while in Google Hangout Meet, you have to turn on the multi-tile function by going up and clicking on the icon that looks like a large square with 6 smaller squares inside it to remove the slash over the top to toggle it on.
Connecting MiFi (Phone Hotspot) to your Chromebook	
	Activating the Wireless Hotspot:
	Step 1 - Unpack the Android phone
	Step 2 - On the right side of the phone, hold the bottom button to power on the device
	Step 3 - When the screen appears, swipe down from the top
	Step 4 -Tap the Hotspot icon to start the hotspot
	Connecting to the Hotspot:
	Step 1 - Power on your Chromebook
	Step 2 - In the bottom right corner of the screen (located by the clock), click on the wireless icon
	Step 3 - Click on the Wireless option
	Step 4 - Choose the JCSCHOOLS hotspot from the menu
	Step 5 - Enter the password: JCSCHOOLS2020
	Step 6 - Click connect
	You are now connected to the JCSCHOOLS hotspot
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

Student and Staff Device Support Request Form

Or Call: 573-659-3121