





If the issue is...	Try this solution...
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 <p>Cannot connect to home wifi</p>	<ul style="list-style-type: none"> • Check Network Security Settings on your home router/modem. If you need assistance with this, please contact your Internet Service Provider.
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 <p>Cannot log in</p>	<ul style="list-style-type: none"> • Make sure you are connected to your home Wifi or hotspot. • Verify student's log in credentials with your school. • If issue persists, contact your school's principal.
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 <p>Screen or Display is not working</p>	<ul style="list-style-type: none"> • <i>Restart your Chromebook</i> by holding down the power button. • If issue persists, contact your school's principal for a replacement.
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 <p>Keyboard not working</p>	<ul style="list-style-type: none"> • <i>Restart your Chromebook</i> by holding down the power button. • If issue persists, contact your school's principal for a replacement.
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 <p>Chromebook not Charging</p>	<ul style="list-style-type: none"> • Verify that power cable is properly plugged into the power brick and the wall. • Verify that the charging port is properly plugged into the Chromebook. • If issue persists, contact your school's principal for a replacement Chromebook AND replacement charger.
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 <p>Damaged or Broken Chromebook</p>	<p><i>This includes, but is not limited to missing keys, cracked screens, cracked casing, damaged USB ports, damaged headphone ports, damaged charging ports.</i></p> <p>Schools have policies and procedures to handle this issue. Please contact your school's principal.</p>
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Additional Resources

 <p>How to <i>Reset your Chromebook</i></p>	<ol style="list-style-type: none"> 1. Sign out of your Chromebook. 2. Press ESC +  +  and wait for the screen to change 3. Press CTRL + D and wait for the screen to change 4. Press the Spacebar and wait for the screen to change 5. Press ENTER <p><i>If your Chromebook says the process is taking longer than usual, contact your school's principal for a replacement Chromebook</i></p>
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 <p>Chromebook Support at Google</p>	<p>Http://Support.Google.com/Chromebook</p>
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How to Update a Chromebook or Chrometab

To update the Chrome OS a Chromebook or Chrometab, follow the steps outlined below:

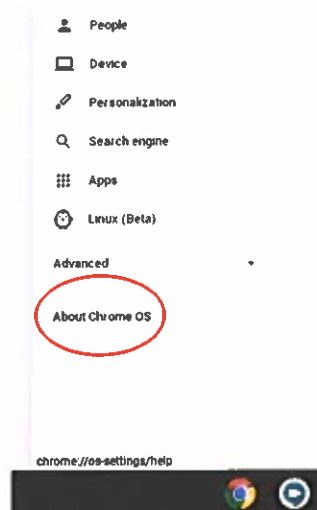
1. Log in to your Chromebook or Chrometab
2. Click on the time in the bottom, right-hand corner of the screen



3. Click the Settings icon



4. On the left, click "About Chrome OS"



Continued Next Page...

5. Click “Check for Updates”
 - a. If an update is available for your device, it will automatically start to download after clicking on “Check for Updates”

About Chrome OS



Version 85.0.4183.59 (Official Build) beta (64-bit)

[Check for updates](#)

[See what's new](#)



[Get help with Chrome OS](#)



[Report an issue](#)



6. Once your update has downloaded, click “Restart” to restart your Chromebook

If your device begins to download the update, but then says, “Your device is up to date,” restart your Chromebook and follow the steps above again.