# Chromebook Problem Prevention & Troubleshooting Tips

Problem Prevention

1. Always keep your Chromebook in the case to prevent accidental damage. If you didn't receive a case, you should be receiving one soon.
2. Make sure the screws on the bottom of the Chromebook are tightly secured.
3. Keep the keyboard free of food, liquids, and other debris.
4. When the Chromebook is not in use, shut it down and plug it in.
5. Keep less than 3 non-educational extensions on your Chromebook, but especially avoid the following: *Chromebook Colors, Color Wheel,* and any cursor, new tab, or wallpaper extensions.
6. Always use the **US** keyboard.
7. Avoid making changes in settings for the cursor.
8. Don't allow anyone else to use your Chromebook, especially younger siblings.
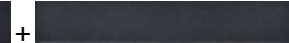
Troubleshooting Tips

1. RESTARTING a Chromebook will resolve many issues. Always try this first.

Restart Chromebook ⟳ + ⏻ (Refresh + Power)

2. NOT connecting to websites?

Click on the Wi-Fi symbol 📶 in the toolbar to ensure Wi-Fi is connected.

3. Keyboard typing incorrect letters/symbols?

Look next to Wi-Fi symbol 📶 to make sure it says US for US keyboard. If it says INTL, or anything else, hold ctrl + shift + [space bar] (ctrl + shift + space bar) to switch back to the US keyboard.

4. Chromebook will not turn on?
   a. Unplug the device
   b. Press and hold the power button for at least 30 seconds.
   c. Plug the device back in and let sit for several minutes.
   d. If it still doesn't turn on, press and hold the power button for about one minute, or until it turns on.
   e. If you still get no response, bring your Chromebook to the library.

5. Chromebook not charging?
   a. Make sure the two parts of the charger are connected completely.
   b. Try a different outlet.
   c. If it still won't charge, bring your Chromebook to the library.

6. Any other problems?

Bring your Chromebook to the library.