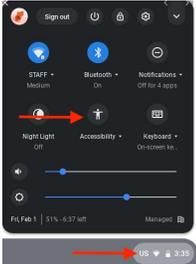
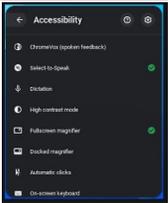


Chromebook issues—What YOU can do

Solutions	What it does	How to do it	More Information
Restart	1 st step in troubleshooting.... RESTART Sign out and restart can resolve a wide range of issues— ALWAYS start with it.	Click on the TIME at bottom right to open notifications area. Click SIGN OUT . When signed out, press and hold the POWER button	
Accessibility	Sometimes we find that having too many accessibilities turned on can cause erratic behavior on your Chromebook	Turn off ALL ACCESSIBILITIES BEFORE SIGNING INTO THE CHROMEBOOK . Click on the Time at bottom right, then click on the Accessibilities icon and uncheck ALL green checkmarks 	https://support.google.com/chromebook/answer/177893?hl=en 
Bypass uBlock 	The uBlock shield is an ad blocking extension on the Chromebooks. Though designed to block ads, sometimes it blocks frequently used applications and will not allow it to load properly. When not blocking, it is gray. 	If uBlock shield is red, click on the shield icon Click the blue power button  Finally, click the refresh symbol at the bottom. 	https://chrome.google.com/webstore/detail/ublock-origin/cjpalhdlnbpafiamejdnhcphjbkeia
Clear browsing, cookies, & cache	Deletes history, cookies, site data/settings, media, and cached images/files. This may resolve issues with website loading and formatting issues. When you delete your cookies, you may need to re-login to websites that you use.	Press CTRL + SHIFT + BACKSPACE . Click on the ADVANCED tab. Under Time Range, select ALL TIME . Select all items with content and click CLEAR DATA . Then close.	For Chromebooks: https://support.google.com/chromebook/answer/2392709 For other browsers: https://www.whatismybrowser.com/guides/how-to-clear-cookies-browsing-history-and-cache/
Reset Browser settings to default	You can reset your browser settings inside the Chrome browser. Saved bookmarks and passwords won't be cleared or changed. Some settings like fonts or accessibility won't be deleted. <u>What will be reset:</u> Default search engine, Homepage/tabs, new tab page, pinned tabs, content settings, extensions and themes	Open Chrome browser. At the top right, click on the 3 dots MORE  > SETTINGS On bottom left side-- Click ADVANCED Click "RESET SETTINGS" Click "RESTORE SETTINGS TO THEIR ORIGINAL DEFAULTS" Click RESET SETTINGS button	https://support.google.com/chromebook/answer/3296214?hl=en&ref_topic=2586066
Hardware Reset	To fix some problems with hardware, such as: camera, mic, touchscreen, touchpad, speakers and battery issues. **May delete items in your download folder.	Turn OFF your Chromebook. Press and hold Refresh  + tap POWER  When your Chromebook starts up, release Refresh	https://support.google.com/chromebook/answer/3227606 