Chromebook Guide for Students

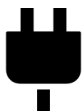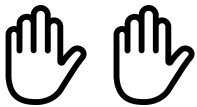|	
Wash your hands before and after using your Chromebook.	Do not share your username and/or password in an email.
Do not eat or drink near your Chromebook.	Always carry your Chromebook: → unplugged → with a closed lid → and with 2 hands
Immediately report any damage to your teacher.	Charge your battery overnight so it's ready in the morning.

Be Safe, Be Respectful, Be Responsible

Fix Chromebook Issues and Handy Tips

Below are the most common issues that will be encountered and remember, Google is your friend, so try searching for other issues not listed here. The last pages are Keyboard commands that are useful, and can be found at the bottom of this document.

Another location is Chromebook Help via Google – Search for your problem
https://support.google.com/chromebook/answer/4514391?hl=en

On the left you will see a list. Clicking on the item will take you to the section on the document.

These quick fixes resolve about 90% of issues with chromebooks and can prevent a trip to the local tech to fix. Repairs can cause delays in learning and travel to get a replacement, whereas the problem may take only 5 to 10 minutes to fix at home.

Try each solution and if it does not resolve your problem put in a request to drop off the device for repair.

Does Not Boot

Question: Does the unit charge or have a charging light?

Answer: Try the **Hard Reboot**

Didn't work? Try a different outlet with your charging cord. Leave the unit on AC power overnight. If the unit still will not power up, make a request for repair.

Question: Unit is charging but will not boot?

Answer: Devices when completely dead need to charge for at least an hour before will power up. 1st, Leave the chromebook closed, attach to power for at least one (1) hour. After the hour is up, attempt boot by opening the chromebook and pressing the power button.

2nd Leave unit on AC power overnight, open the chromebook and press the power button. If no result...

3rd Contact the SHSD Technology Department to get a replacement.

Chromebook Charging

Question: When plugged into power, what is the indicator light next to the charging port color?

Orange / Red = charging
Green/ White= charged
No Charging Light = bad news

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Answer: If chromebook has no light, try a different power outlet to see if that resolves the issue. If it stays Orange/Red after charging for over 24 hours, contact the SHSD Technology Dept.

Chromebook not working right

Any time your chromebook is **Acting strange**, shut down completely and push the power button to restart. 90% of the time this will resolve your issue. If this does not resolve the problem try a hard reset.

Hard Reset

It's not the ideal way to reboot but can be vital if you're in a boot loop or facing a frozen screen this will do the trick.

Be aware that any unsaved work, data, etc will be lost when using this method.

Press and hold both power and Refresh buttons

Keyboard Settings

Question: Keyboard typing wrong keys or has weird characters showing up when I type?

Answer: Look at the bottom right-hand corner on the screen for the menu. If you see anything other than "**US**" this is the issue and can be fixed very easily.

1st: Click anywhere on the menu shown above and will get a popup menu

2nd: Click on the **Keyboard** arrow on the right.

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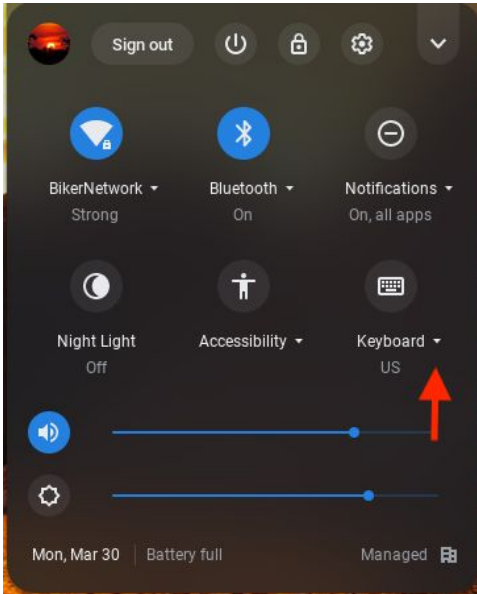
Here you will see the keyboards that you need. We are using "US keyboard"

Accessibility

Questions: Screen is Orange/Black/Wrong colors?
My computer is talking to ME!!!!! and there is an orange box around the words.
Screen it too large, cannot see all of it.
Keyboard is showing on my screen. Cursor is HUGE!!!

Answer: 1st - Click anywhere on the menu and will get a popup menu.

2nd - Click on the **Accessibility** arrow on the right. Select the item to "un-check" it to turn it off. The list is long so you will have to scroll to see it all.

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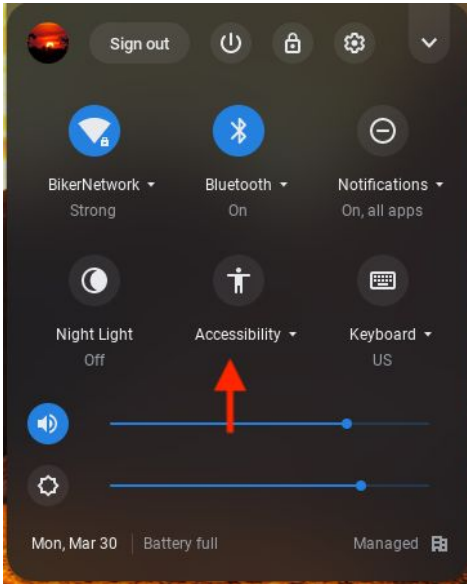
<u>Display Settings</u>

Questions: The screen is flipped.
                    Everything is HUGE!!!

Answer: **Three** key commands can happen by accident, but here are the quick ways to fix them. The items in **BOLD** are the keys to press.

Example how to: Press and hold the **Ctrl** and **Shift** key (left hand), then tap the last key.

Ctrl   Shift   [0)]   <u>**Reset screen**</u> scale to the default setting (**Best fix**).

Ctrl   Shift   [+ =]   Increase screen scale, making items appear larger on your screen.

Ctrl   Shift   [− _]   Decrease screen scale, making items appear smaller on your screen.

Ctrl   Shift   [⟳]   Rotate your screen 90 degrees.

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Slow System

Question: My system is running very slow?
>   Answer: [Clear cache & Cookies](https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en&oco=1)
>   https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en&oco=1

Screenshots

Question: How do I take Screenshots
This is a cool feature and will save to your Google Drive

Take a screenshot

Answer: Capture an image of your entire display by pressing **Ctrl** + [▭▯] .
The Print Screen key is typically the sixth key from the left and has a symbol of a square next to two lines. A window will later appear with options to view the screenshot and copy to Google Drive.

Question: How do I Take a partial screenshot?

Answer: Capture a specific area of your display by pressing **Ctrl** + **Shift** + [▭▯] . You'll then be able to drag your cursor to form a box around the area of your display that you want to capture. A window will later appear with options to view the screenshot and copy to Google Drive.

Keyboard and Quick Keys

Below are some great links and info to keep on hand.

My favorite is:
>   Quick System log out   Ctrl + Shift + Q (do twice)
>   Sign out of Chromebook   Hold **Ctrl** and **Shift** with left hand, tap **Q** twice, to log out.

This and move found here http://www.dell.com/Support/Article/us/en/19/SLN293875
>   Link is for Dell, but works on all chromebooks

Unique keys on your Chromebook keyboard

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←	Go to the previous page (F1)
→	Go to the next page (F2)
C	Refresh your current page (F3)
▣	Make your page take up the full screen (F4)
▢❙	Show all your open windows (F5)
☼	Decrease screen brightness (F6)
☼	Make the screen brighter (F7)
◁	Turn off the sound (F8)
◀	Lower the volume (F9)
◀)	Raise the volume (F10)

Keyboard Keys Function

The keyboard on the Chromebook is designed to help you use the correct keys to accomplish the things you need the most. The table below is an overview of the special keys on the top row of the keyboard.

Key	Function
←	Go to the previous page in your browsing history (F1)
→	Go to the next page in your browsing history (F2)
C	Reload your current page (F3)
▣	Open your page in fullscreen mode (F4)
▢❙❙	Switch to your next tab or window (F5)

	Decrease screen brightness (F6)
	Increase screen brightness (F7)
	Mute (F8)
	Decrease the volume (F9)
	Increase the volume (F10)
	Search your apps and the web from your apps list. On a Chromebook, this key is located on the side, where you would normally find the Caps Lock key. If you are using a regular keyboard, the Windows key in between **Ctrl** and **Alt** will work as the search key. To turn **Caps Lock** on temporarily, press **Alt +** the **search key**.