

Chromebook Troubleshooting Guide

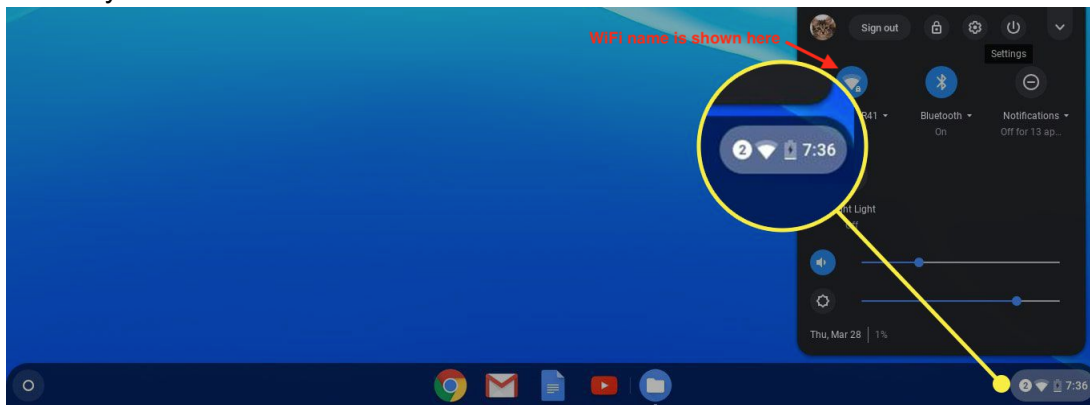
Please try the steps outlined in this guide before taking your Chromebook for repair. If none of these troubleshooting steps fixes the issue, please take your chromebook to the designated spot for help in your school.

My Chromebook won't turn on...

- Hold the power button down for 20 seconds and release it for 2 seconds and press the power button again.
- Check your power adapter. Make sure all cables are tight and plugged in.
- Try a different charger that is known to be working.
- Try a different wall outlet or powerstrip (make sure power source isn't faulty)
- If your Chromebook uses a USB-C port, try plugging in the power cable into another USB-C port on your Chromebook.

I can't Log in...

- **Restart the Chromebook.** Hold the power button down for 20 seconds and release for 2 seconds and press the power button again
- **Check for WiFi signals.** You can check the WiFi signal by clicking on the bottom right-hand corner of the login screen. At school, if the WiFi signal says Alpine you are connected to the right network. If it says Alpine-Guest, something may be wrong. Try to choose to connect to Alpine. At home, you can choose your home WiFi network.



- **Make sure your parents have signed the AUA (Acceptable Use Agreement).** If you do not have consent to this agreement your accounts will not work. If you are unsure, check with one of your school secretaries or the counseling office for verification. They can tell you and help you get it signed if needed. If you can sign into your alpinesd.org account on any other device then this is not the issue.
- **Reset your ASD and Google passwords.** This can be done by designated staff members at the school.

My Chromebook is not acting normal. I can log in, but then things don't work correctly.

- **Reset your Chrome browser....**From your Chromebook, open the Chrome browser:
 - At the top right of the browser, click the three dots
 - At the bottom of the menu click on **Settings**.
 - In the Settings menu click **Advanced**.
 - At the bottom click **Reset Settings**
 - Click **Reset Settings to their original defaults**
- **Update your Chromebook's operating system.** Your Chromebook automatically checks for and downloads updates when connected to Wi-Fi or Ethernet. But the Chromebook has to Restart for updates to get applied. Sometimes the update has already been downloaded and you just need to restart. Follow these steps to Update Your Chromebook
 - Turn on your Chromebook, Connect your Chromebook to WiFi, Log into your account.
 - In the bottom corner of the desktop click the clock button. On the top row of the popup window click the "Settings" gear. Click About Chrome OS.
 - Under "Google Chrome OS," you'll see which version of the Chrome operating system your Chromebook is using. If an update is needed it should begin automatically. If not, click Check for Updates. Don't forget to RESTART to apply the update.

My computer is damaged, or has a broken screen, broken keyboard, bad battery, bad power adapter, etc.

Bring the Chromebook to the designated spot for repair at your school. They will assess your Chromebook immediately. They will start a repair ticket and get a temporary replacement. Please do not delay getting your Chromebook fixed.

- Repair times vary depending on the type of repair needed. It usually takes 1-2 weeks for repair completion.
- Replacing your Chromebook does not mean you will get a brand new Chromebook. You will be given as close to the equivalent Chromebook as the one you turned in.
- If the Chromebook has been damaged beyond normal wear and tear, a fine will be assessed and must be paid or an insurance claim can be filed if you chose to purchase insurance

My battery won't last very long. Battery Life vs Bad battery

Batteries naturally lose charging power over time. We will not replace a battery just because it is losing uptime. We will consider replacing the battery if the battery has lost 70% or more of its normal storage capacity. This is defined as the Chromebook will shut down within 120 minutes of being unplugged after a full charge.

What will and won't be repaired?

Scuffs, cracks in the case, and other normal wear and tear damage will not be repaired.

Broken screens, broken keyboards, bad batteries, and anything that makes the Chromebook nonfunctional will be considered for repair or replacement. A fee will be assessed for repairs and replacements that go beyond normal wear and tear.