



Suggested Troubleshooting for Chromebooks

How to connect to a WiFi:

To change your wireless setting, click anywhere in the status area in the bottom right-hand corner of your Chromebook's shelf. This will expand the status area to show the basic settings. Near the top you will see your current network connection in the network bar. If you see "No Network," you need to click on the network bar to open a list of available networks. Select your network name to connect your WiFi, and enter **your home** WiFi password. Make sure that you have entered the correct password. Remember that your password is case sensitive.

Other devices connecting but not the Chromebook:

If all of your other household WiFi devices are able to connect to your WiFi and the Chromebook is still not connecting or the connection does not hold, remove one device in your house that is currently connected to your WiFi. Then try to connect the Chromebook. If your device is still not able to connect, then it is possible you need to increase your WiFi bandwidth or modify the settings on your Router to allow for more devices to connect. (You will need to contact your internet service provider and/or the router manufacturer).

If all your other devices still connect to your WiFi and the Chromebook does not, try turning everything off. Turn off your device, turn off your modem, and then turn off your router (if you have a separate one). Wait at least 2 minutes, then reboot all of your devices. Begin with your modem, once it is fully started up, then start the router (if you have one), and finally reboot your Chromebook.

If your Chromebook connects fine at school or other locations but not at home, then there is some issue between the Chromebook and your own router. You will need to contact your internet service provider and/or the router manufacturer.

What to do if the Chromebook isn't charging:

First, check that:

- The charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
- The power outlet is working.

If your Chromebook still will not charge:

1. Unplug your charger from the wall and your Chromebook.
2. Plug your charger back in to your Chromebook, then the wall.
3. Charge the device for at least 30 minutes

If your Chromebook appears to charge but the screen stays black:

1. A Power Refresh may need done.
2. Hold the power button for 5 to 10 seconds, the screen will stay black.
3. Press and hold the Refresh key (fourth key on top row from left), now press the Power button and then release both.
4. The Chromebook should turn on normally.

What to do if the Chromebook, Charger or Case Becomes Damaged:

[Click here](#) to complete a form to make an appointment to bring the Chromebook, charger or case to the District Office to exchange it.

Students Withdrawing from North Canton City Schools:

[Click here](#) to complete a form to make an appointment to bring the Chromebook, charger or case to the District Office to exchange it.

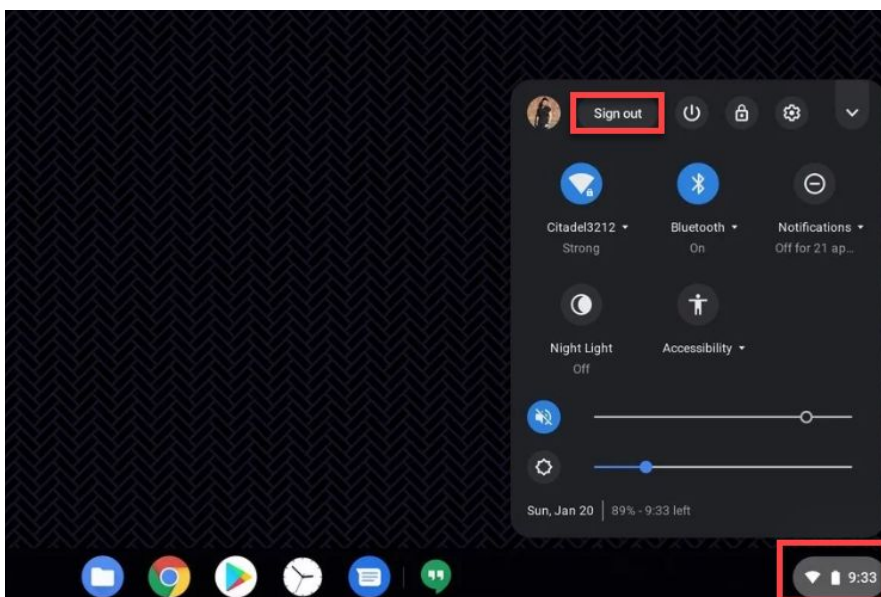
Please make sure to have the Chromebook in the case with the charger as there will be charges if they are not all turned in. The Tech Dept will inspect the devices after they are turned in to make sure there isn't any damage not covered under the insurance policy. If there are damages, the fees will be added to the students account and they will need paid prior to releasing any transcripts.

Cleaning or Disinfecting Chromebooks

Please wipe down Chromebooks, chargers and cases with wipes that have been wrung out of any excess liquid. Do not wipe down chargers while they are plugged into the wall. Do not use alcohol wipes to clean the display screen on the Chromebook. Wipes with alcohol can damage the screen.

Sign a Student Out and Then Back Into Their Chromebook

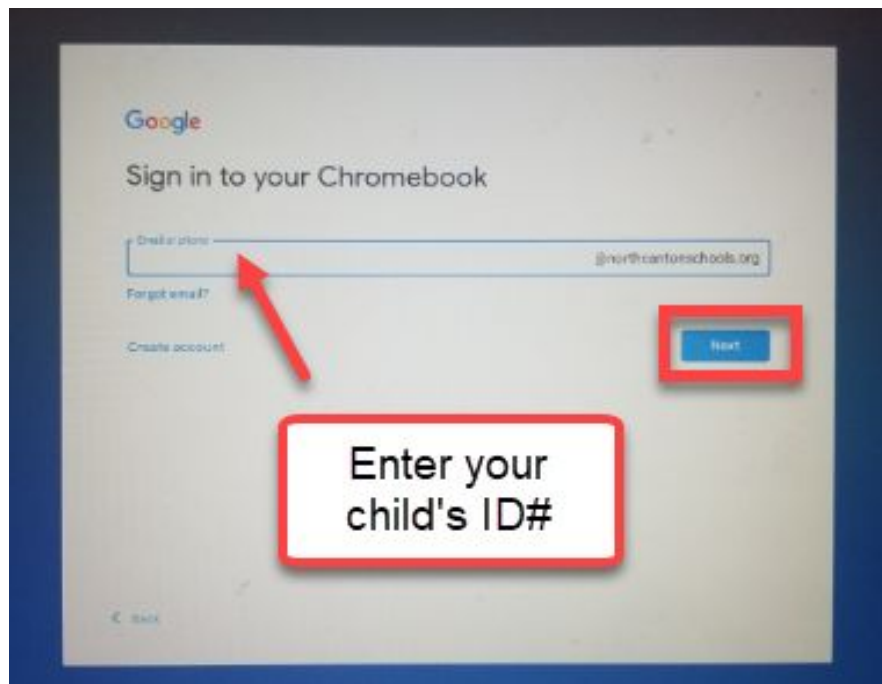
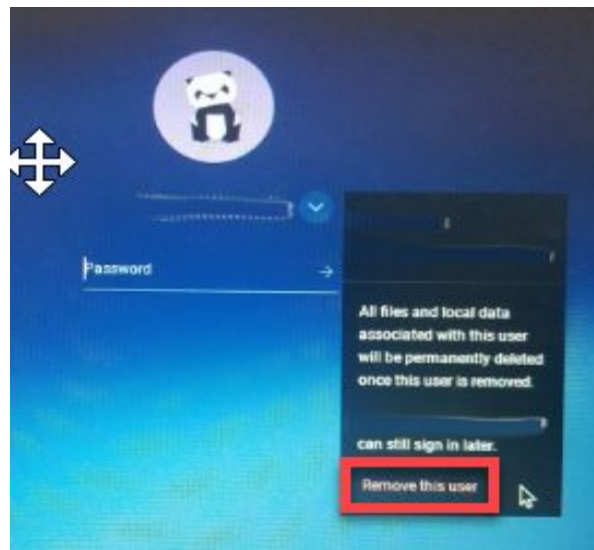
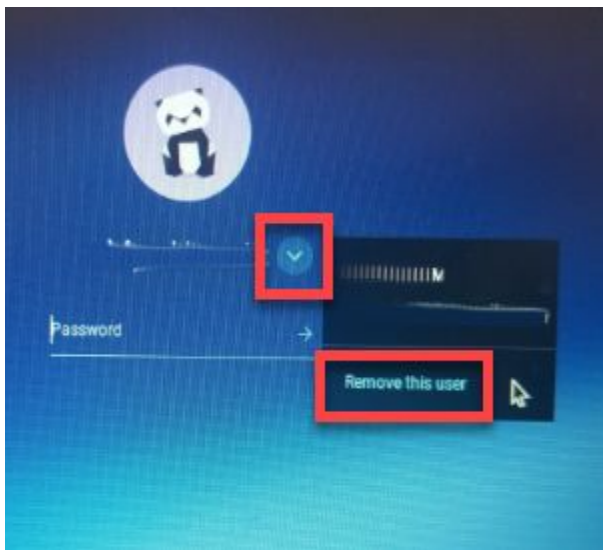
First, click on the clock in the settings area in the bottom right corner of the screen. Next, click on the Sign Out button at the top.



You may need to hold the Power button on the top right of the keyboard in order to reboot the device.

You will need to “Remove this user” from the Chromebook.

1. On the sign-in screen, click the profile that you want to remove.
2. In the lower-right corner of the profile picture, click the Down arrow.
3. Click **Remove this user**.
4. In the box that appears, click **Remove this user**.



On the next screen, please enter their password to log them into the Chromebook.