


## Technology Fixes

If you are experiencing issues with your Chromebook, you can use the following suggestions to try and fix the Chromebook. Email Dr. Whelan for any assistance, [mwhelan@trinityhallnj.org](mailto:mwhelan@trinityhallnj.org).

1. Turn it on and off
  - a. Log out and then shut down
2. Check the network that your wifi is connected to and be sure that it is correctly connected
  - a. Disconnect and reconnect
3. If it is frozen try shutting it down
  - a. Hold the power button down for a significant length of time until it completely turns off, wait a few minutes and then turn it back on
4. Final step is to force a restart (see directions below)

### Restart Chromebook

If you are experiencing a glitch with the Chromebook, an option is to restart your Chromebook. This should be a last resort.

- Press the ESC button, the  button and the POWER button at the same time
- Screen says "Insert a recovery USB stick or SD card."
  - Press CTRL ALT "D"
- Screen says "To turn OS verification OFF, press Enter. Your system will reboot and local data will be cleared. To go back, press ESC."
  - Press Enter
- Screen says "OS verification is OFF. Press ENTER to confirm you wish to turn OS verification on. Your system will reboot and local data will be cleared. To go back, press ESC"
  - Press Enter
- Screen says " OS Verification is ON. Your system will reboot"
  - You will then see a screen about developer mode and then the Chrome symbol should appear
- The next screen is Welcome!
  - Click on Let's go
- You will need to reconnect to your wifi
  - Choose the correct wifi connection then click Next
- The next screen is the Google Chrome OS terms; click accept and continue
- The computer will check for updates
- Your computer should enroll in enterprise enrollment
  - If it doesn't please let Dr. Whelan know
- Screen says "You Are Enrolled Successfully"
  - Click on Done

For help visit <https://google.com/chromeos/recovery>