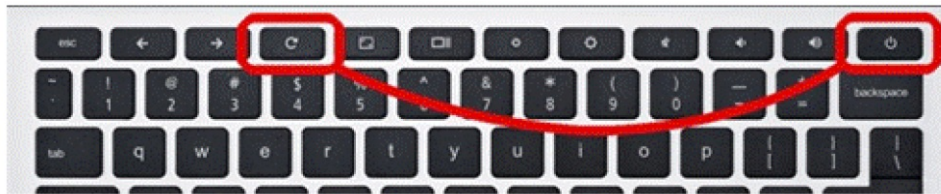


CHROMEBOOK TROUBLESHOOTING TO TRY BEFORE SEEING Support Tech

CHROMEBOOK WON'T TURN ON

IF YOU SEE BLUE LIGHT ON THE SIDE - Press Refresh button and power at the same time



KEYS AREN'T TYPING OR TYPING DIFFERENT LETTERS / FROZEN



Press ESC / REFRESH / POWER then

Press CTRL and D at the same time / Press ENTER / Press ENTER again

WAIT now... Press **GET STARTED**... click on **AACPS HOTSPOT**... click **NEXT**

UNCHECK the box...click **ACCEPT AND CONTINUE**... click **DONE**

JUST DOING WEIRD THINGS—do a Powerwash

Press CTRL / ALT / SHIFT / R all at the same time. Click on **POWERWASH** then **CONTINUE** then **GET STARTED** then click on **AACPS-HOTSPOT**. **UNcheck** the box, click on **ACCEPT AND CONTINUE** then **DONE**.

IT KEEPS ASKING FOR MY OLD PASSWORD

Click "**FORGOT MY PASSWORD**" and then "**PROCEED ANYWAY**"

IT'S TALKING OUT LOUD! Or ON-Screen keyboard won't go away

Press CTRL—ALT—Z all at the same time