Chromebook Troubleshooting Tips

Frozen chromebook:
- Hold down power button until device turns off

Log in issues:
- If you are receiving an error with an incorrect password please contact our online chat support to have your password reset.
- Make sure you have a connection to the internet.

Change a site's camera and microphone permissions (if microphone/webcam are not working)
- Open Chrome.
- At the top right, click More and then Settings.
- At the bottom, click Advanced.
- Under "Privacy and security," click Site settings.
- Click Camera or Microphone.
- Turn Ask before accessing on or off.
- To remove an existing exception or permission, to the right of the site, click Delete.

How to clear Cache on a Chromebook: (If websites are having issues, or Chrome itself is running slow) After doing this, you will be prompted to re-login into any websites

- 1. On your Chromebook, open Chrome.
- 2. At the top-right, click More ⋮
- 3. Click **More tools** > **Clear browsing data**.
- 4. At the top, select **All time**.
- 5. Next to 'Cookies and other site data' and 'Cached images and files', tick the boxes.
- 6. Click **Clear data**.

WiFi issues Off-Site:

- 1. Restart the Chromebook
- 2. Forget the WiFi and re-add
- 3. Check your router and internet connection