

Chromebook Assistance Guide



Here are some common problems that you may be asked on the phone. Click on the issue and it will take you to the solution you can explain to the parent or student.

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Chromebook Assistance Guide

Log in Issues

WiFi - Connecting to Home WiFi Networks

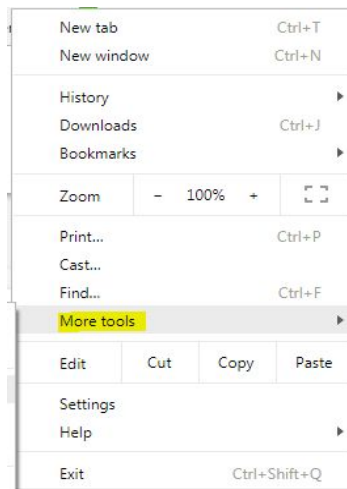
- At the bottom right, select the time.
- Select Not Connected .
- Your Chromebook will automatically look for available networks and show them to you in a list
- Select your home Wi-Fi Network .
- Enter your home Wi-Fi password
- Select Connect.

Cannot Load Page

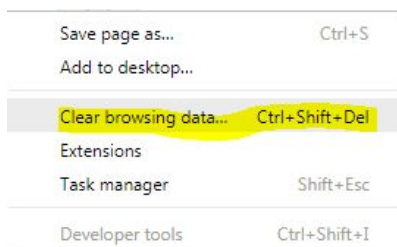
- ◆ Click the 3 dots in the upper right corner



- ◆ Click More Tools

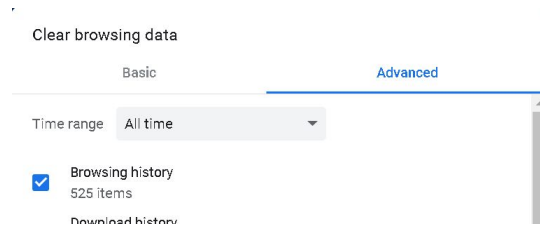


- ◆ Click Clear Browsing Data



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◆ Click Advanced



- Select **All Time** from dropdown
- Check all the boxes under all time

◆ Click Clear Data

- It could take a few minutes depending on how much it has to clear

◆ Close all browsers and reopen for the change to take effect

Cannot Sign onto the Chromebook

→ Student Forgot Password

◆ [Reset the password Here](#)

→ White Screen with @leeschools.net

◆ Restart Chromebook

◆ If above does not work Schedule an Appointment

Some of the instructional programs are not working

→ Find out the program and schedule a call back for me

◆ Also please find out what the issue is.

Zoom

→ Only TEACHERS should create a Zoom account. Students should not.

→ The link to a Teacher's Zoom session should be distributed in Google Classroom. There is no need to send the student to the Zoom home page or have them log into anything. They just click the link to attend the meeting.

Switching Users

→ At the bottom, select the time



→ Click Sign Out at the top of the menu that pops up



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Will Not Turn On / No Power / Bad Charger

- Normally due to not being charged
 - ◆ Allow the unit to charge for 20 minutes and try again
- Press and hold the power button for 20 seconds
 - ◆ Try a new outlet
 - ◆ Make sure all connections are secure
 - Including on the Charger
 - ◆ Unplug the charger from both the chromebook and the power outlet
 - ◆ Wait 30 seconds
 - ◆ Plug it back in to reset the charger.
- If the above does not work Schedule an Appointment and have them bring Charger and Chromebook

Black Spots or Cracks on the Screen

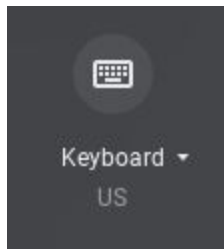
- Schedule an Appointment to swap out the Chromebook

Keyboard

- Missing Keys
 - ◆ Schedule an Appointment for a Replacement Chromebook
- Typing Different letters then what was pressed
 - ◆ The keyboard is set to a different language, follow below to change it
 - ◆ Click on the time

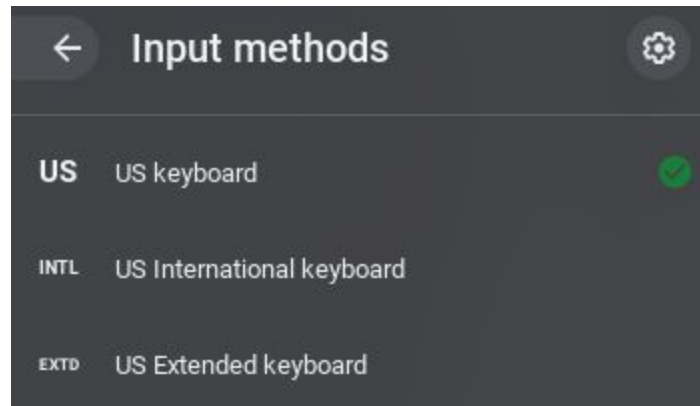


- ◆ Click on Keyboard



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- ◆ Select US Keyboard



Trackpad/Mouse

- Restart the Chromebook
 - ◆ Press and hold the power button for 10 seconds until it turns off
 - ◆ Wait 1 minute
 - ◆ Press the power button again to restart
- If the problem continues
 - ◆ If they have an extra mouse at the house they can use that
 - We will fix the issue once things return to normal
 - ◆ If not Schedule an Appointment and we can either loan them a mouse or replace the Chromebook, please note what they would like

Cleaning Daily Maintenance

- Use a disinfectant wipe on top, trackpad, palm rest, and keyboard
 - ◆ **Do not use on screen**
- On the screen use a damp cloth and gently wipe
- Charge the Chromebook every day
- Do not carry the Chromebook by the screen
- When traveling with the Chromebook, please be sure to use the provided case

Free Wifi

Cannot Connect to Xfinity hotspot

- Is this a Xfinitywifi in a home?
 - ◆ Yes - Xfinity has not opened the home wifi hotspots. At this time it is limited to the business xfinity hotspots.
 - ◆ No - Restart the chromebook

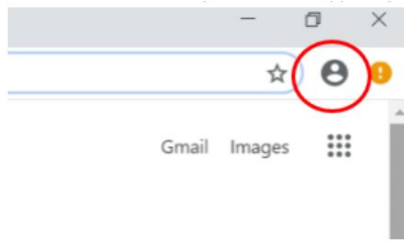
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To Order

- Families can call 855-846-8376 or sign up at <https://www.internetessentials.com/>
- It takes a maximum of 7-10 days to be approved for the program.
- Once approved the internet essentials kit is sent in the mail to the customer's home. Delivery can be expected in 7-10 days.
- The customer will hook up the equipment and follow the instructions to activate the device. Comcast phone support is available to provide assistance to the customer if necessary. The setup process takes approximately 10 minutes for activation.

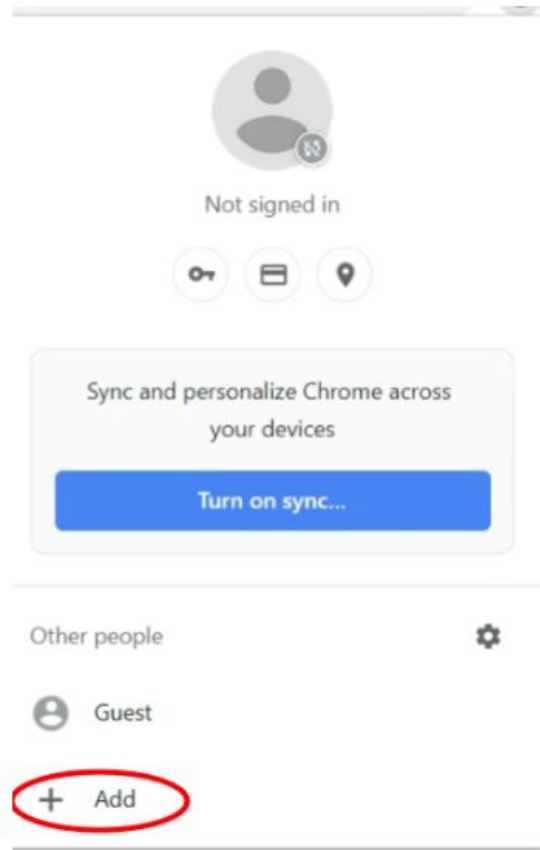
Accessing Student Resources on a Home PC

1. If you do not already have the Chrome browser, download it from <https://chrome.com> and install it.
2. Open Chrome
3. Click on the icon of the person at the upper-right of the screen.



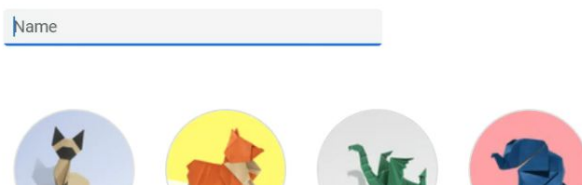
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4. Click [+Add](#)



5. Enter a name on the *Add person* screen.

Add person

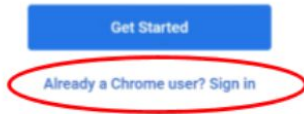


6. Click [Already a Chrome user? Sign in.](#)

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Set up your browser in a few simple steps

Make Chrome your own



7. Enter the student's email address and click the **Next** button.

A screenshot of the Google sign-in page for Chrome. It features the Google logo at the top, followed by the heading 'Sign in to Chrome'. Below this, it says 'Sign in with your Google Account to get your bookmarks, history, passwords, and other settings on all your devices'. There is a text input field labeled 'Email or phone' containing the email address 'username@students.leeschools.net'. Below the input field is a link for 'Forgot email?'. At the bottom, there is a link for 'Create account' and a blue 'Next' button.

8. Enter the student's password and click the **Next** button.

A screenshot of the password entry field on the Chrome sign-in page. It shows a text input field labeled 'Enter your password' with a password mask of seven dots. To the right of the input field is an eye icon. Below the input field is a link for 'Forgot password?' and a blue 'Next' button.

9. Once logged in, LaunchPad should automatically pop up. Sign into LaunchPad and you are ready to go.
10. When the student is done working, click on the person icon again and switch back to the parent's identity.