




TROUBLESHOOTING

- **Power down** your Chromebook and let it rest for 60 seconds before turning it back on.
- **Extentions** – Chromebook extensions can cause problems. Turn off your Chrome extensions one at a time, checking each time if your Chromebook is working again.
- **Clear Cookies/Browsing Data**
 - On your computer, open Chrome.
 - At the top right, click More .
 - Click More tools the select **Clear browsing data**.
 - At the top, choose “**All time**” for the time range.
 - **Check all the Basic boxes**.
 - Click ‘Clear data’.
- **Hard Reset** Your Chromebook
 - Turn off your Chromebook.
 - Press and hold Refresh  + tap Power .
 - When your Chromebook starts up, release Refresh .
- **Factory Reset** Your Chromebook
 - Sign out of your Chromebook.
 - Press and hold Ctrl + Alt + Shift + r.
 - Select Restart.
 - In the box that appears, select Powerwash, select Continue.
 - Follow the steps that appear and sign in with your LCS Account.