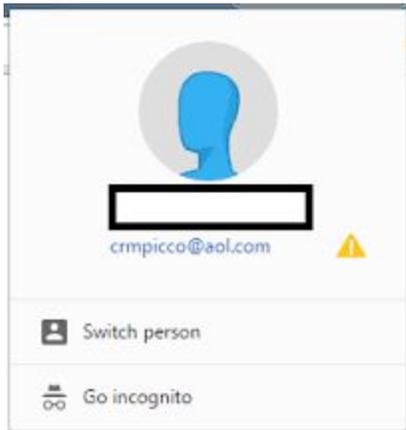


Chromebook Troubleshooting Tips

These tips will help correct very common problems w/ our Chromebooks.

Some problems can be solved with restarting your computer. At the keyboard hit refresh (above 4) and the power button. If this doesn't fix the problem, see Mrs. Rush.

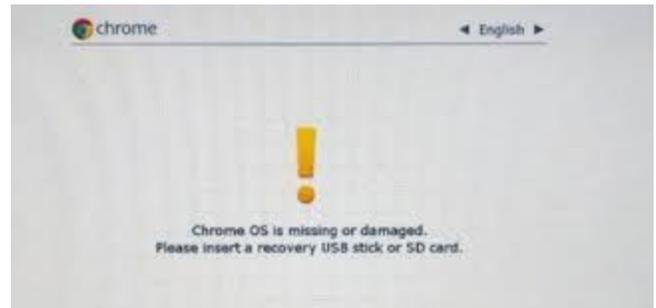
Red Triangle at login screen:



If this red triangle appears at the login screen it will not allow the user to login. You must Remove the User Profile.

1. Put mouse beside the user's name & grey drop down to appear.
2. Select "Remove User"
3. Another popup will appear & select "Remove User Profile"
4. This will go back to the login page where you will login w/ your email (computer username@boe.mono.k12.wv.us) & password.
5. Select a profile picture again & wait a few minutes for everything else to load, including your wallpaper.

IF this screen appears at login: Plug the computer in to charge. Turn it on. Wait 45 seconds. Turn it off. Wait 5 seconds. Repeat process until the login screen comes on. Note: This may take upwards of 20-30 times



If these problems do not fix the problem, please send the Chromebook back to school the next day and have the student notify Mrs. Rush. Until then, if you still need to do work, many things can still be accessed with your student Google Account. Using another computer or tablet, go to Google.com and sign in with your chromebook account (computer username @boe.mono.k12.wv.us) and computer password. Students will be able to go to their Google Classroom page and get their work off of it, save it to their Google Drive (file storage) and complete the assignment.

If you do not have another way to access materials during an arctic academy day, then please look at our website for idea for alternate work.

Many students have accounts for math websites, Myon Reader, Epic!, and other educational sites that can be found on our Symbaloo page under the Student Section.