

Troubleshooting Tips for Chromebook

Here are some quick troubleshooting tips for the most common issues with Chromebooks at home:

CHROMEBOOK NOT WORKING

Make sure that the chromebook is turned on. If your Chromebook is turned on, is it connected to the internet?

CAN'T LOGIN TO CHROMEBOOK

Do you have the correct email and password?

Email: firstname.lastname@cortezstudents.org

Password: Your school's code name and your student ID (see examples below)

- Kemper – kemp example kemp1234567
- MCMS – cms example cms1234567
- Lewis – laes example laes1234567
- Manaugh – man example man1234567
- Mesa – mesa example mesa1234567
- MCHS – mchs example mchs1234567
- Pleasant View – pv example pv1234567

CHROMEBOOK WON'T TURN ON OR WON'T CHARGE

First, check if the battery is charging by plugging your Chromebook into a power outlet. (Usually, you'll see a light turn on.) If your Chromebook is charging, let it charge for at least 30 minutes. If it still won't turn on, unplug the power cable and hold the power button down for 30 seconds to a minute. Then try to turn on again.

If your Chromebook still isn't charging:

1. Check if the charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
2. Make sure that the power outlet is working.
3. Unplug your charger from the wall and your Chromebook.
4. Plug your charger back in to your Chromebook, then the wall.
5. Charge the device for at least 30 minutes.

CAMERA DOESN'T WORK

If your camera isn't working, or if you see a message that says "No camera found":

1. Turn off your Chromebook, then turn it back on.
2. Try using the camera in another app

SOUND DOESN'T WORK

1. Make sure sound isn't muted:

- At the bottom right, select the time.
 - Adjust the volume using the slider (or in some cases select the right arrow)
 - Change the sound input or output:
2. Change where sound comes from (output) or where you speak into (input).
 3. Unplug audio devices (like headphones or speakers) from your Chromebook.

CHROMEBOOK CRASHES OR FREEZES

If your Chromebook is crashing or freezing:

1. Turn off your Chromebook, then turn it back on.
2. Close all your apps and browser windows.
3. If a specific tab in your browser causes your Chromebook to crash or freeze, hard refresh the page: Ctrl + Shift + r.

STILL HAVING PROBLEMS?

- Contact our online learning and tech support team members
- Online learning coordinators
 - JanElle Hoffman: jhoffman@cortez.k12.co.us Phone Number: 970-564-4820 Phone Extension: 1138
 - Julie Carey: jcarey@cortez.k12.co.us Phone Number: 970-564-4821 Phone Extension: 1139
- Chromebook Help: chromebookhelp@cortez.k12.co.us Phone Number: 970-564-4192 Phone Extension 1136