

Chromebook not turning on

DO this FIRST...

- Make sure that the Chromebook is charged and plugged into an outlet
 - Check that the two pieces of the charger are plugged into each other



- While plugged in, simultaneously/at the same time hold down the **REFRESH KEY** (first row arrow key in a circle) and the **POWER KEY** for 20 seconds.




- Release both keys after 20 seconds. Then press the power button. The Chromebook should start up in a few seconds.

Chromebook login screen issues

PROBLEM: Chromebook is stuck on *Chrome OS is missing or damaged* screen or *Please insert a recovery USB stick or SD Card* screen

- **SOLUTION #1:** Try rebooting your computer by holding down the power button
- **SOLUTION #2:** Try holding down the “Refresh Key” in the top row and then **TAP** the power button. Do not hold down the power button but continue to hold the refresh key until the Chromebook starts up. Then you can release it.

Wifi Connection Issues

- **SOLUTION #1:** Try rebooting your computer by holding down the power button
- **SOLUTION #2:** Make sure you are connecting to your home's 5G network.
 - Click on the bottom right, select the time.
 - Select Not Connected  .
 - Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
 - Turn on Wi-Fi.
 - Your Chromebook will automatically look for available networks and show them to you in a list.
 - Select your 5G network and enter your password
 - To forget other networks that are interfering
 - Sign in to your **Chromebook**.
 - At the bottom right, select the time.
 - Select Settings
 - In the "**Network**" section, select Wi-Fi.
 - Select Known **networks**.
 - Find the **network** you want to **forget**, then select More **Forget**.
- **SOLUTION #3:** Reboot your MODEM and your WIFI Router
 - Locate your modem and wireless router
 - Unplug both
 - Wait 30 seconds
 - Replug both back in
 - Wait one minute for the devices to restart
 - Try connecting to your wifi by following the steps outlined above in Solution #2

General Chromebook Issues

Update Your Chromebook: Your Chromebook is set to automatically update itself but sometimes you may need to manually start an update that hasn't started yet. Follow these steps.

- Log into your Chromebook
- Click **the** bottom right corner of **the Chrome OS** desktop.
- Select **the** Settings icon.
- Click "About Chrome."
- Click Check for **updates**.
- To apply **the update**, click **the** arrow icon and select Restart to **Update**.
- Repeat the above steps until your device says "Chrome is up to date"

Google Meet Issues and Slow Chromebook Issues

Please report all technical issues to Google by clicking on the three dots in the lower right hand corner of the Meet and clicking on “Report a Problem.” Type in your issue and take a screenshot if that will help Google’s Developers understand what your problem is. I have created a video to show you how to do this. You can access it by clicking [HERE](#).

DO this FIRST...

If Meet or other Google Applications are not working right, and you experience issues such as poor video, trouble when you want to join a meeting, other Meet performance issues, Google Doc slow to open, check and click on the [G Suite Status Dashboard](#) first. Issues with Meet, Docs, Classroom and other Google programs are listed as follows:

- **Green icon**—Program is operating normally. Use the [troubleshooting tips](#) to address your specific issue.
- **Yellow or red icon**— Program is experiencing issues or is unavailable. Try the following workarounds for ways to communicate until Meet returns to normal operation.

DO THIS SECOND...

- Open up Google Chrome. Click on the three dots in the upper right corner.
- Scroll down to “More Tools”
- Select “Extensions”
- Remove any unnecessary extensions like ADBLOCK, MOMENTUM, YAHOO Search.
- Reboot your Chromebook

DO THESE FIXES THIRD...

- **Make the overall Chrome window smaller.**
 - Click on the square next to the X in the upper right corner of your browser. Then you can resize your window.
- **Use the Spotlight view**
 - Click on the three dots in the lower right corner
 - Click on “Change Layout”
 - Select “Spotlight”

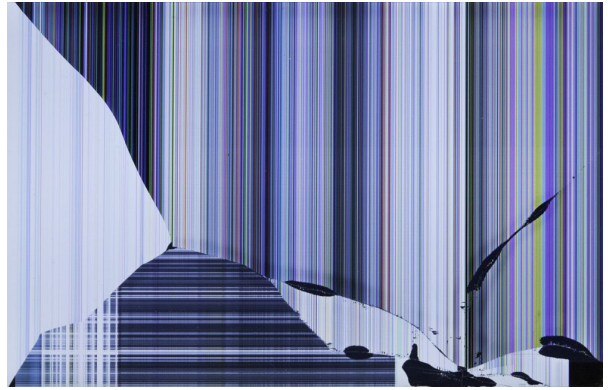
- **Close extra tabs/apps.**
 - Too many apps will slow down your Chromebook and your Google Meet
- Do not to put another window on top of Google Meet
- Try to change the **RECEIVE** Video resolution to 360 -one video at a time.
 - Click on the three dots in the lower right corner
 - Select “Settings”
 - Select “Video”
 - Select “Standard Definition. One video at a time”

Screen issues

Screen looks distorted

Signs of a “**cracked**” or damaged screen include:

- Black lines across the screen
- Ink like splotches on the screen
- Spider like areas on the screen
- A sudden black area that spreads over time
- Lines appear when screen is moved



- If you bought insurance in **2021**, you must renew this year. Please click [HERE](#) to access the portal. There is a 30 DAY waiting period before a claim can be filed.




Camera issues & Problems Presenting your screen

Meet freezes when I share my screen or video

- Instead of sharing your entire screen, select the **share a tab option** in your Google Meet. This is the better option for sharing audio and video.

Access to my microphone or camera was denied

- Meet needs **permission** to use your camera and microphone in Chrome. You will be asked to allow access the first time you join a Meet video call.
- You can **change the setting to allow Meet to use your camera and**

microphone, by clicking on the camera icon  in the address bar and select the Always allow option.

Chromebook doesn't detect the camera, or displays the message-- No camera found.

- Restart the Chromebook by going under the profile picture on the bottom right corner of the screen. Click "restart" to restart the Chromebook. After the Chromebook has restarted, try starting the camera again.
- Try a **POWERWASH** of your Chromebook which will reset it. Click [HERE](#) for step-by-step instructions.
- Try to UPDATE your Chromebook. Click [HERE](#) for step-by-step instructions.

Camera's Personal Settings Incorrect

- Check if the Chromebook is detecting the camera by going under the camera settings. To do this, click on the lower right hand corner near the clock. Click on the gear icon to go to Settings, and then click Advanced Settings. Under the Privacy section, click Content Settings, and then click Media. Check to be sure the camera appears on the drop down list of available cameras. If the camera doesn't appear under the drop down list, the Chromebook may have a faulty camera and may need to be replaced.

Faulty or Broken Camera

- If the camera isn't being detected under the camera settings, doesn't appear on the drop down list, or is displaying a distorted image due to a potential crack or other damage, the camera may have stopped working and may need to be replaced.
- If you are still experiencing problems try these options:

People can't see me in the meeting

- Make sure that your camera is turned on and your computer and browser are able to access the camera so you are visible.
- Enable camera access on macOS Mojave and later
- On computers using macOS Mojave version 10.14 or later, you must allow camera access for your Chrome or Firefox® web browser. Otherwise, Meet won't include video from your device.
 1. Go to System Preferences > Security & Privacy.
 2. Select Privacy > Camera.
 3. Check the box for the application used for Meet (Google Chrome or Firefox).

Allow Google Chrome to access your camera

- On computers using Chrome, you must allow the browser to access your camera.
 1. Enter **chrome://settings/content/camera** in the Chrome address bar.
 2. Disable the setting "Ask before accessing."
 3. Under "Allow," delete <https://meet.google.com:443> if present.
 4. Refresh the Google Meet page and grant camera access when prompted.
- **More options:**
 1. Check that your computer's camera is connected, turned on, and pointing towards you unobstructed.
 2. Check if your camera functions in other apps like the Camera app in the Chromebook by searching for the camera in the lower left corner.
 3. Close any other application that might be using the camera, then reload Google Meet.
 4. Restart your computer or your Google Chrome browser.

Video and audio quality

Use the right peripherals (equipment that you add onto a Chromebook like a headset)

If audio or video is poor, try the following:

- Use a headset with a microphone.
- Make sure Meet is set to the correct camera, microphone and speakers. Headsets may use the built-in microphone.

Close other browser tabs and apps

- Too many tabs and open applications can cause poor video quality.
 1. **Close** non-essential tabs.
 2. Close other apps.
 3. Reduce the size of the Meet window.

Use the spotlight feature

- While in a Google Meet, click on the three dots in the lower right corner.
- Select “Change Layout”
- Select “Spotlight”
- This will focus only on the speaker



Improve your Wi-Fi or network performance

- Bandwidth issues are a major cause of poor video quality. Even if your video and audio seem fine, other meeting participants may have trouble hearing you or seeing you. Try the following to improve your bandwidth issues:
 - **Run an Internet speed test** by clicking [HERE](#) to ensure you have sufficient bandwidth and low latency (lag). Watch the bandwidth and latency over time to make sure you have a stable connection, which is required for high quality video calling. See [bandwidth requirements](#).
 - **Use a wired Ethernet connection**, if available, to see if the video quality improves.
 - Use the **5 GHz Wi-Fi** connection instead of the more heavily used 2.4 GHz band.


Reduce the number of open tabs and apps

- You should see improvement as you **close unnecessary browser tabs**. This may affect how you work, so close a few tabs, try some of the suggestions below, and continue to close additional tabs as needed.
- **Close** or **pause** other apps that may be taking up computer resources. If all else fails, try **rebooting** your machine and run as few windows as possible.

Reduce your video quality

- After a meeting starts, click More  > Settings  > Video.
- Under **Send resolution** (maximum), click Standard definition (360p).
- Under **Receive resolution** (maximum), click Standard definition (360p).
- This will reduce the bandwidth required for the meeting and also potentially reduce the amount of CPU used to run the meeting on your computer.




Change your computer's camera or video quality

- On a computer, you can change the camera used for a meeting.
- You might also want to **decrease** the quality of your video if you experience:
 - Video or audio delays
 - Poor network connection
 - Low battery
 - Limited data available
 - Other quality issues
- To change the camera or the video resolution when using Meet on your computer:
 1. In a web browser, open <https://meet.google.com/>.
 2. Click Settings  > Video.
 3. Choose a setting you want to change:
 - **Camera**—Select your camera device. If your camera is working, to the right of Video, you'll see your video feed.
 - **Send resolution**—The image quality from your device that others see.
 - **Send resolution (maximum) High Definition (720p)**—(Available on computers with a quad-core


- CPU or higher) Uses more data, but your camera will send a better quality picture.
- Standard definition (360p)—Uses less data, but your camera will send a lower quality picture.
- **Receive resolution**—The image quality that you see from other participants.
 - **Receive resolution (maximum)** High Definition (720p)—(Available on computers with a quad-core CPU or higher) Uses more data, but you see a higher quality picture.
 - Standard definition (360p)—Uses less data, but you see a lower quality picture.
 - **Standard definition (360p)—(single feed)** To save more data, the other participants' thumbnails turn off. Audio Only—To use the least amount of data, you won't see any video.

4. Click Done.

Change your speakers and microphone for Google Meet


- **Tip:** Using mismatched microphone and external speaker devices may cause an echo. It is recommended to use a **headset** for best audio.
 1. Choose your audio option:
 - Before a meeting, go to <https://meet.google.com> > click Settings  > General.
 - After a meeting starts, click More  > Settings  > Audio.
 2. Choose a setting you want to change:
 - Microphone—Select your microphone device.
 - Speakers—Select your speakers. To test your speakers, click Test.
 3. Click Done.

AUDIO or MICROPHONE are not working

- Make sure that the microphone or speaker is not muted. If Audio  next to the person's profile image is not moving, Meet is not

receiving audio from that user.

If a user is muted, you'll see Mute on  next to their profile image.


- Make sure the microphone or speaker is not muted on your device, such as in the system settings or through a mute button.
- Check that the correct microphone and speaker are selected in the Meet settings. If a wireless headset is selected but is not being used during a meeting, it can give the impression that audio is not working.
- Check that the speaker volume is not muted. Do you hear anything when More  next to the participant's image is moving?
- On computers using Apple macOS Mojave version 10.14 or later, you must allow Chrome Browser and Mozilla Firefox to access your computer's microphone using the new privacy settings. Otherwise, Meet will not include audio from your device.

To allow access to your computer's microphone:

- Go to System Preferences > Security & Privacy.
- Select Privacy > Microphone.
- Next to Google Chrome or Firefox, check the box.

Go Guardian Issues

My teacher says I am showing up “OFFLINE”

- This status indicates that the student's Google account is not currently connected to any GoGuardian services.
 - **Possible Cause 1:** The student's Google account is missing GoGuardian's extensions, **GoGuardian** and **GoGuardian License**. You can check for the extensions on the student's device by entering **chrome://extensions** into their address bar. If your whole class is offline, it's likely that the extensions were not sent out successfully.
 - **Solution 1A:** If **one or both** extensions are missing from a student's extensions list, teachers can put in a School Dude or students can fill out the [Student Technology Issues](#) form. A link to the form is also available in student's Google Classroom Homeroom.
 - **Solution 1B:** Update your browser by clicking on the time in the lower left hand corner and then selecting the gear icon . Click on “About Chrome OS.” Click “Check for Updates.” Any version below 60 may not successfully download one of the two GoGuardian extensions.
 - **Possible Cause 2:** Some students may have joined a class or signed into their Chromebooks a little late, or after a teacher's class session has already launched.
 - **Solution 2A:** Teachers can try manually ending and then re-starting their classroom session if they are seeing several (but not all) students offline. All student browsing data will still be saved from those first few minutes of class.
 - **Solution 2B:** Have students visit **chrome://restart** which will launch them into the class.
 - **Solution 2C:** Teachers can also consider scheduling their class sessions to end class around 3-5 minutes before the very end of the period. This will prevent the problem of students getting "stuck" in your class when they enter other teachers' sessions.
 - **Possible Cause 3:** The student is signed into a personal account or another student's account.

- **Solution 3:** Verify that your student is signed into their school-provided account by typing **chrome://settings** into their address bar. The signed-in user will be displayed under "People."
- **Possible Cause 4:** The student is using a Mac or PC (non-Chromebook) and is not currently signed into the Chrome browser.
 - **Solution 4:** Make sure the student is [signing into the Chrome browser](#) on a school-issued Chromebook. Currently, Go Guardian will not monitor students on personal computers.