

Cheat Sheet for Chromebooks

Questions and Answers

Q: When I open a website, the page won't load.

A: When the page doesn't load, you can use the reload button (The arrow going around) a few times and if that doesn't work, hard reset. (Reload button and turn off button pressed together). Also, you can try going onto the website, ESPN.com, close the tab you were going into, and go back on it.

Q: My Chromebook won't load the login screen. A white box appears but nothing happens after that.

A: Shutdown your Chromebook and click your picture. Continue to do this three times. Hopefully, it will work.

Q: My Chromebook is frozen and I can't do anything.

A: Then you refresh the chromebook by pressing power and refresh button to restart the page. Then you have to refresh the page.

Q: I charged my Chromebook last night and the battery was fully charged. Now I'm at school and my Chromebook won't turn on.

A: Hold the power button for at least 45 seconds. Then it will hopefully turn on.

Q: Some of the keys on my Chromebook won't work when I'm trying to type.

A: You have to restart your chromebook and then hopefully the keys will work.

Q: When my Chromebook starts up my username is in red with a ! in front of it.

A: That means the updates haven't been installed on your chromebook so, update your chromebook, shut it down (using the power button), and it will become normal again.

Q: How do I know if my chromebook needs to update?

A: It sometimes comes on your screen or if you click the battery in the right corner, it will be above your picture.

Q: I'm trying to sign in to the SSO and my username isn't working.

A: Whenever you are trying to go on the SSO, do not type in the “@k12.ipeds.org” part.

Q: My Chromebook was connected to the Wifi at school but now that I’m at home, I can’t get it to connect.

A: The reason this happens is when you are leaving school and going home, or leaving home and going to school, is you don’t shut down your chromebook. Then, if you don’t shut down your computer you need to manually set your wifi.