









If the issue is...	Try this solution...
 Cannot connect to home wifi	<ul style="list-style-type: none"> • <i>Powerwash</i> the Chromebook. (See instructions below.) • Check Network Security Settings on your home router/modem. If you need assistance with this, please contact your Internet Service Provider.
 Cannot log in	<ul style="list-style-type: none"> • Make sure you are connected to your home Wifi or hotspot. • Verify student's log in credentials with your school. • <i>Powerwash</i> the Chromebook. (See instructions below.) • If issue persists, contact your school's principal.
 Screen or Display is not working	<ul style="list-style-type: none"> • <i>Powerwash</i> the Chromebook. (See instructions below.) • If issue persists, contact your school's principal for a replacement.
 Keyboard not working	<ul style="list-style-type: none"> • <i>Powerwash</i> the Chromebook. (See instructions below.) • If issue persists, contact your school's principal for a replacement.
 Chromebook not Charging	<ul style="list-style-type: none"> • Verify that power cable is properly plugged into the power brick and the wall. • Verify that the charging port is properly plugged into the Chromebook. • If issue persists, contact your school's principal for a replacement Chromebook AND replacement charger.
 Damaged or Broken Chromebook	<p><i>This includes, but is not limited to missing keys, cracked screens, cracked casing, damaged USB ports, damaged headphone ports, damaged charging ports.</i></p> <p>Schools have policies and procedures to handle this issue. Please contact your school's principal.</p>
Additional Resources	
 Instructions for <i>Powerwash</i>	<ol style="list-style-type: none"> 1. Sign out of your Chromebook. 2. Press and hold Ctrl + Alt + Shift + r. 3. Select Restart. 4. In the box that appears, select Powerwash and then click Continue. 5. Follow the steps that appear and sign in with your Google Account. 6. Once you've reset your Chromebook: <ol style="list-style-type: none"> a. Follow the onscreen instructions to set up your Chromebook b. Check if the problem is fixed
 Chromebook Support at Google	<p>Http://Support.Google.com/Chromebook</p>