

Troubleshooting Your Chromebook



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Click on the issue to the right that most closely relates to your question.

If none of these help resolve your problem, please contact the **Technology Support Center for Remote Assistance @ 571-252-2112** or schedule an appointment for the onsite Hardware Support Center – new student devices, device returns and support/repair: <https://bit.ly/DDI-REPAIR>

TechTip: [Instructions for scheduling an Appointment with the onsite Hardware Support Center](#)

Google Meet is not working

Chromebook internet connection issues

Is Chrome browser up to date

How to clear Google History

Google Meet Camera issue

Google Meet Sound issues

Google Drive in Schoology

Move Files from Chromebook to Google Drive

LCPS Go is Down

Google Meets

Student gets kicked out or disconnected when in Google Meets:

1. Google Meets freezes or becomes non responsive.
 - [Power wash the device.](#)
 - [Check Chrome OS is up to date.](#)
 - Remove unnecessary extensions.
 - Close extra tabs.
2. Google Meets was working until teacher started presenting – Teacher might be trying to present full Desktop and should only be presenting Google Tab.
3. Google Meets kicks student out when the teacher starts recording session.
 - There is a KNOWN issue – students do not get a notification that the session is being recorded. Google Meets will disconnect the student. Work around is to have student log back in/ rejoin after session has started recording.
 - If student is still getting booted, have student follow steps in [Chromebook will not stay connected to internet at home.](#)
 - If student can get to all other websites and/or other Schoology assignments, call Support Center - 571-232-2112 or [Schedule an Appointment at a Hardware Repair Center.](#) This is probably a Google Meets issue, NOT a Chromebook issue.

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Internet Issues

Students Chromebook will not stay connected to internet at home:

1. Can the student log in with brother or sisters Chromebook, or an different issued Chromebook? (Yes, then it might be the Chromebook / No, then it might be the students account.)
2. Can sister or brother log into students Chromebook? (Yes then it might be students account / No it might be the Chromebook)
3. Can student log into a personal device or another non-LCPS computer? (Yes – Chromebook might need an OS update, Chromebook may have an authentication issue: [Powerwash](#) the Chromebook.)
4. Wi-Fi is not connecting. Can the student connect to a different Wifi network? Try rebooting the router/modem, if this did not fix issue – Next [Powerwash](#) the Chromebook.
5. Try using your phone as a hotspot, or asking a friend or a neighbor to allow the student to try and log on to their internet to test connectivity. If not able to log in, [schedule appointment](#) and bring Chromebook to closest HRC for repair.

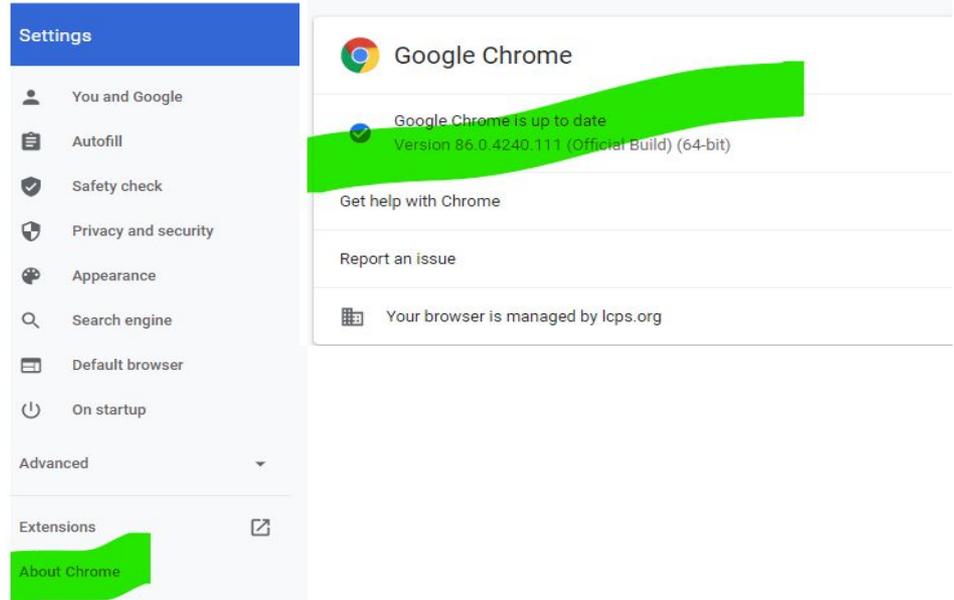
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Is Google Chrome up to date?

Click the 3 vertical dots in the upper right of browser window.

Choose [Settings](#).

On the left Navigation panel, choose [About Chrome](#). Google will automatically check for the latest updates.



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Powerwash

This will wipe, but not reload/update Chrome OS (No USB or SD Card media needed). This method is essentially toggling between OS Verification mode, which forces the Chromebook to wipe and reboot.

[Save any Chromebook files in Download or Pictures to Google Drive.](#)

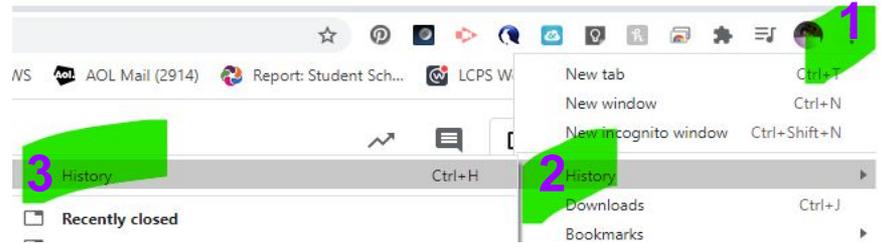
- Press ESC+Refresh+Power. You will be prompted to enter a recovery USB stick or SD card - ignore.
- Press CTRL+D
- To turn OS verification OFF, press ENTER
- Press ENTER to confirm you wish to turn OS verification ON
- The system will reboot and wipe data automatically

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Clearing History – aka Browsing Data, Cache

Close all tabs and only have a blank new one open.

1. Go to the 3 vertical dots - upper left of browser window
2. Click on History
3. Click on History at the top of the pop up Window
4. On the left of the new window, click Clear Browsing Data
5. **Choose the Basic tab (or Advanced)**
6. Choose **All Time**
7. **Select all options**
8. **Click Clear Data.**



Sign out of the Chromebook and Shutdown the Chromebook - restart.

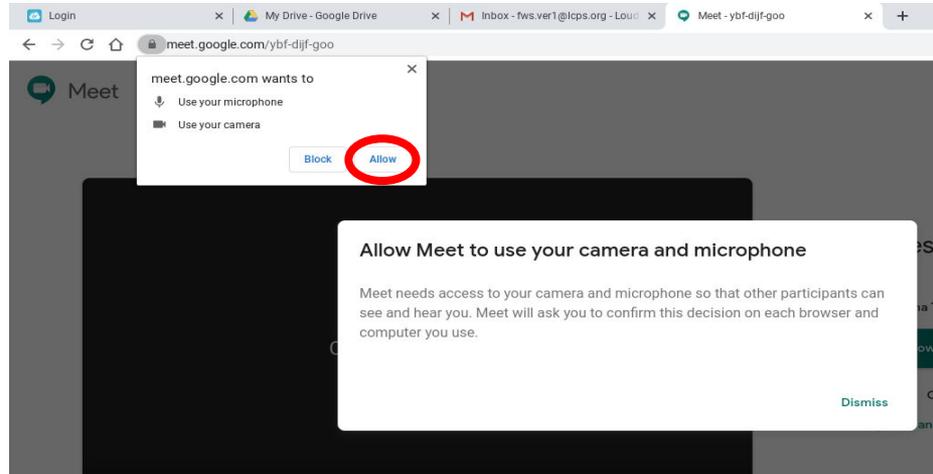
If this doesn't resolve the issue with using the Basic option, go back through the steps and instead of choosing the Basic tab, choose Advanced and repeat everything.

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Google Meet - Camera

When first opening a Google Meet invitation or link, a student will be asked: Allow Meet to use your camera and microphone.

Choose **Allow**!



[Next Google Meet Camera Tip](#)

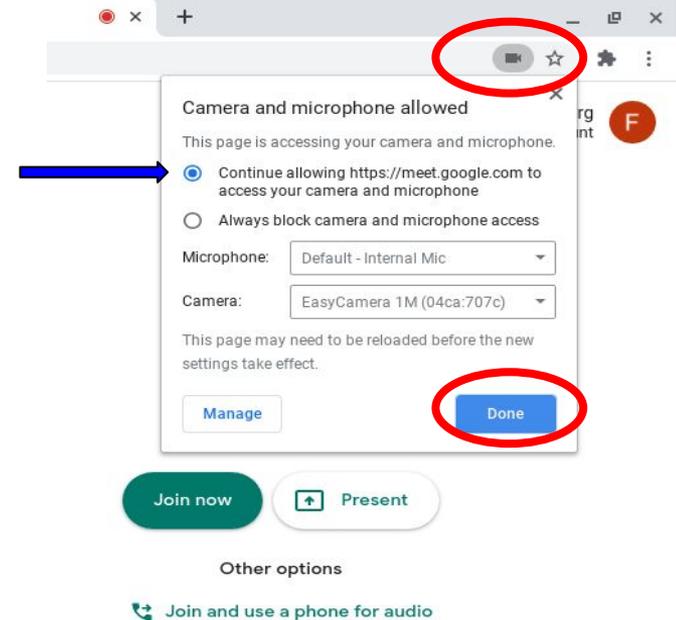
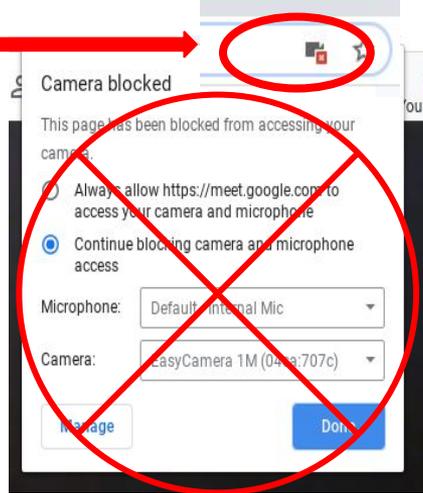
Google Meet - Camera

If camera is blocked (red square with an X over the camera) in the address field at the top, click on it.

Choose the 1st option: Always allow <https://meet.google.com> to access your camera and microphone.

Click Done and now refresh Chrome browser (refresh icon in upper left of browser window).

You will need to rejoin the Google Meet.

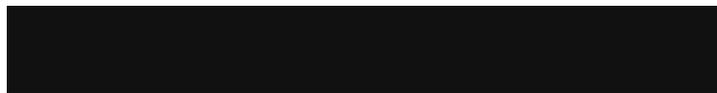


Next Google Meet Camera Tip

Google Meet - Camera

Activate the white ribbon by moving the cursor to the bottom of the screen.

Audio, camera controls are in the middle of the white ribbon along with the End control.



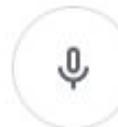
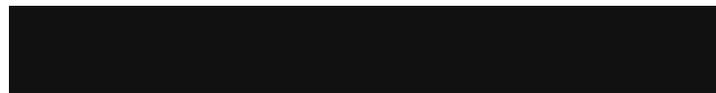
Mic
is off



Click to
End Meet



Camera
is off



Mic
is on



Click to
End Meet



Camera
is on

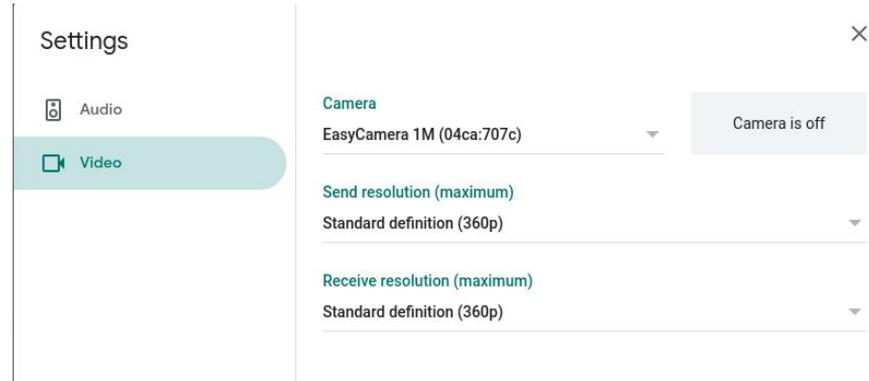
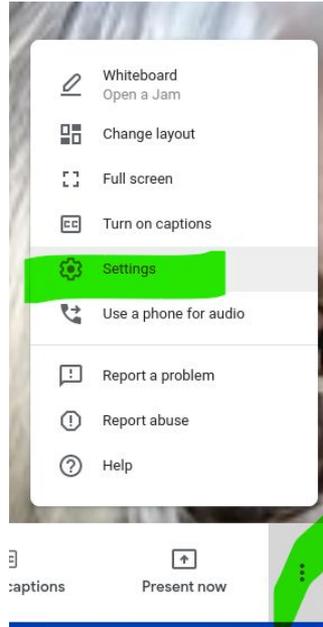
[Next Google Meet Camera Tip](#)

Google Meet - Camera/Video

In the Meet, move your cursor to the bottom of the screen - this will activate the white ribbon. On the far right of the ribbon are **3 vertical dots**.

Choose **Settings**.

Choose **Video**.



If camera is off in the Google Meet. The video settings will reflect this. Please click on camera on the white ribbon to turn back on.

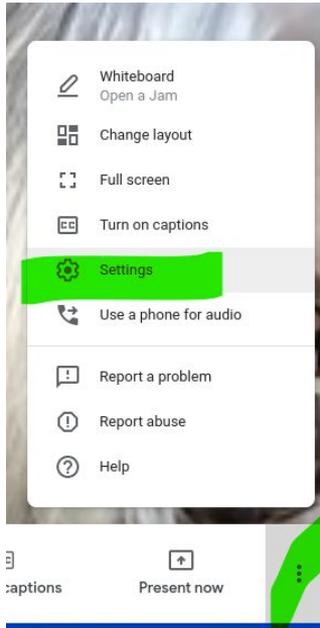
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Google Meet - Audio

In the Meet, go to the bottom of the screen - this will activate the white ribbon. On the far right of the ribbon are 3 vertical dots.

Choose **Settings**.

Choose **Audio**.



Settings

Audio

Video

Microphone

Default - Internal Mic

Microphone is off

Speakers

Default - Speaker

Test

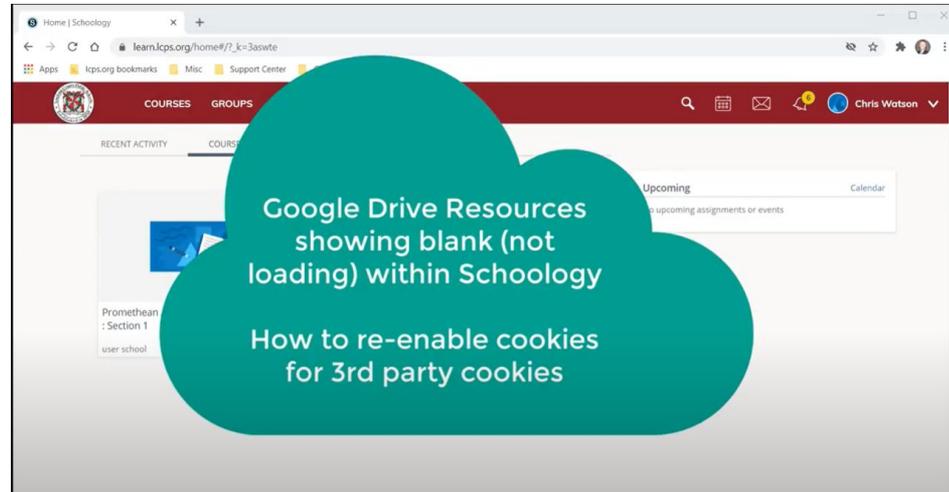
If Mic is off in the Google Meet. The audio settings will reflect this. Check volume level on Chromebook and check that mic is muted on the white ribbon. To turn on Mic, click Mic icon in bottom white ribbon.

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Google Drive in Schoology

A recent update in Chrome may have disconnected your Google Drive in Schoology. Changing the cookies in Chrome settings to **Allow All** will fix it.

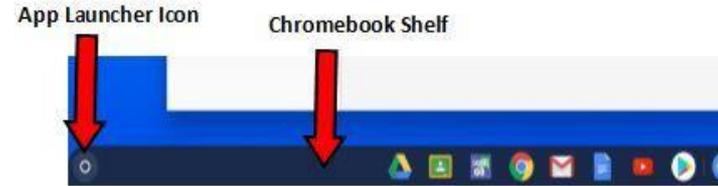
Here is a [Video on how to do this](#).



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Save Chromebook Files

1. Open the App Launcher
 - Click the **App Launcher** icon. The icon is identified with a **circle** (if you place your cursor over the icon, it displays Launcher). It is located on the Chromebook Shelf (the shelf houses the App Launcher as well as shortcuts to some of the most commonly used apps). Another option is to place your finger on the **Chromebook Shelf** and swipe to the middle of the screen.
2. Click the **Files** icon.
3. Move the file(s) or folder(s): ****Before a Powerwash, move all files to Google Drive. Powerwashing will delete all saved files.****
 - If you would like to move one file or folder:
 - Click and hold the file or folder that you wish to move, then drag it to the desired destination. The destination target will highlight when the source is ready to be moved.
 - If you would like to move multiple files and/or folders at once:
 - Hold the **Ctrl** key and click the desired files/folders. The ones you click are all highlighted.
 - Click and hold on any part of your selection; without releasing, drag the selection to the desired location. Hovering the files over the destination folder highlights the folder.
 - Release to drop the files/folders into the destination.
 - If you would like to select an entire collection of files or folders:
 - Hold down the **Shift** key, then click and move the pointer to highlight several consecutive files/folders at once.
 - Click any part of your selection; without releasing, drag the selection to the desired location. Hovering over the destination folder highlights the folder.
 - Release to drop the files/folders into the destination.



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LCPS Go is down - Direct Links to Apps

App	Link	How to Sign in
Google	https://drive.google.com	Google: IDnumber@lcps.org, i.e. 000000@lcps.org
Schoology	https://learn.lcps.org	Google: IDnumber@lcps.org, i.e. 000000@lcps.org
Google Meet	https://meet.google.com	Google: IDnumber@lcps.org, i.e. 000000@lcps.org
Clever (for app integrations)	https://clever.com/	Student ID and Password
StudentVue	https://portal.lcps.org/	Student ID and Password
MAPs	https://test.mapnwea.org	Provided by teacher
Performance Matters	Students must login from LCPS go	

I've used the links and received sign-in errors. Is my password wrong?

Sometimes an LCPS Go outage is limited to LCPS Go, and other times it may be a network problem affecting multiple sites. In this instance, a password or other sign-in error may or may not reflect the actual problem. Wait and try later, refresh your browser window, and [clear the History data](#) in Chrome Browser.

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