

## TROUBLESHOOTING

- **Power down** your Chromebook and let it rest for 60 seconds before turning it back on.
- **Extentions** – Chromebook extensions can cause problems. Turn off your Chrome extensions one at a time, checking each time if your Chromebook is working again.
- **Clear Cookies/Browsing Data**
  - On your computer, open Chrome.
  - At the top right, click More .
  - Click More tools the select **Clear browsing data**.
  - At the top, choose “**All time**” for the time range.
  - **Check all the Basic boxes**.
  - Click ‘Clear data’.
- **Hard Reset** Your Chromebook
  - Turn off your Chromebook.
  - Press and hold Refresh  + tap Power .
  - When your Chromebook starts up, release Refresh .
- **Factory Reset** Your Chromebook
  - Sign out of your Chromebook.
  - Press and hold Ctrl + Alt + Shift + r.
  - Select Restart.
  - In the box that appears, select Powerwash, select Continue.
  - Follow the steps that appear and sign in with your LCS Account.