


Milford School District SAU 40
Information Technology Department

Chromebook Troubleshooting Cheat Sheet

Here are some quick and easy troubleshooting tips that will resolve most Chromebook issues. These troubleshooting steps should be done in the order in which they are listed. These troubleshooting tips will not resolve issues related to physical damage. Physical damage should be reported appropriately so the damage can be assessed and the appropriate action can be taken.

1. You should always try to restart the Chromebook as the first option to resolve any issue(s). *Closing the lid is not shutting down or restarting the Chromebook.*


How to restart a Chromebook:

- On the Chromebook, at the bottom right, select the time.
- On the panel that opens, select **Power** .
- From the menu that opens, select **Restart**.

Source: <https://support.google.com/chromebook/answer/3420029?hl=en>

2. If step 1 did not resolve the issue(s), then try clearing cache and cookies.


How to clear cache & cookies:

- Open Chrome if it's not already open.
- At the top right, click More  and select **Delete browsing data**.
- Choose the Time Range of **All time**.
- Only check off "**Cookies and other site data**" and "**Cached images and files**".
 - *Please note that students and/or staff may not have the ability to select "Browsing history".*
- Click the blue **Delete data** button.
- Close Chrome.
- Restart the Chromebook (see Step 1).

Source: <https://support.google.com/accounts/answer/32050?hl=en>

3. If step 2 did not resolve the issue(s), then try resetting the Chrome browser settings to the default.

How to Reset Chrome settings to the default:

- Open Chrome if it's not already open.
- At the top right, click More  and select **Settings**.
- Select **Reset settings**, then **Restore settings to their original defaults**, then **Reset settings**.
- Close Chrome.
- Restart the Chromebook (see Step 1).

Source: <https://support.google.com/chrome/answer/3296214?hl=en>

4. If step 3 did not resolve the issue(s), then proceed to report an issue with the Chromebook using regular reporting procedures for your school/building.