**Delhi Unified School District**

**Chromebook Troubleshooting Guide**

**For Students**

**What if my Chromebook Won’t Turn On?**

1. Check Indicator Light – if no lights then check the power cable to the Chromebook and to the power source. May sure they are all connected.
2. If Chromebook indicator lights are on – push and hold down the power button for about 5 seconds and let go – all power indicator lights should turn off. Then push the power button again and the device should boot up.
3. If the steps above did not fix your problem and this occurs during the school day, then please report this to your teacher. If your teacher is unable to correct the problem using the steps above, then report to Allyssa Sepulveda, McCandless Library on your break, lunch, or after school.
4. If Ms. Sepulveda is unable to troubleshoot the problem, she will then issue a loaner Chromebook.

**What if I Can’t Connect to the Internet?**

1. Turn off Chromebook (It is best to have Jet Pack powered on first, then Chormebook)
2. Make sure that the Jet Pack is turned and charged. If it is then,
3. Restart your Jet Pack by pushing the power button on the Jet Pack until it turns off and then push again to restart.
4. If the steps above did not fix your problem and this occurs during the school day, then please report this to your teacher. If your teacher is unable to correct the problem using the steps above, then report to Allyssa Sepulveda, McCandless Library on your break, lunch, or after school.
5. If Ms. Sepulveda is unable to troubleshoot the problem, she will then issue a loaner Chromebook and Jet Pack.

**What if my Chromebook Freezes?**

1. If Chromebook indicator lights are on – push and hold down the power button for about 5 seconds and let go – all power indicator lights should turn off. Then push the power button again and the device should boot up.
2. If the steps above did not fix your problem and this occurs during the school day, then please report this to your teacher. If your teacher is unable to correct the problem using the steps above, then report to Allyssa Sepulveda, McCandless Library on your break, lunch, or after school.
3. If Ms. Sepulveda is unable to troubleshoot the problem, she will then issue a loaner Chromebook.

**Trouble Shooting Steps for Brain Honey**

1. Pull up e-learning course modules in Brain Honey and select the appropriate model to address your issue.
2. If none of the modules address and/or fix the problem, please contact your teacher and the teacher will submit an IT Help Request.

**For Teachers and Administrators Only**

***If all troubleshooting activities have been exhausted, then the teacher or Allyssa Sepulveda will submit an IT Help Request.***