Chromebook Troubleshooting Tips

If you don't see your issue below, or if your laptop is broken (keys, screen, mouse pad, etc.),
*email Ms. Moore and she will assist you or direct you to someone who can.*

➡️ **PROBLEM 1:** Your Chromebook won't turn on even after charging it overnight.

> **TRY TO...** Force a reboot: Press and hold the **Power button**. Then press the **Reload button** at the same time. Release both buttons. (Some Chromebooks have the power button located on the side of the Chromebook. If it is on the side, hold the **Power button** for 20 -30 seconds, wait for light on the side to blink, then press the **Power button** once more.
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> **TRY TO...** Do a plug power on. If the Chromebook will not turn on even when you know it is charged, close the lid of your Chromebook. Plug in your Chromebook power cord into a wall outlet FIRST and then plug the other end into your Chromebook. Open the lid of your Chromebook. Wait a few seconds and it may turn on.

> **TRY TO...** See if the laptop is charging. Plug in the power cord and see if the light on the Chromebook next to the plug, lights up. **Orange** = charging   **Blue** = charged   No Charging Light = no charge (try a different wall socket...the problem could be with the outlet)
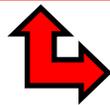
If you tried everything above but it still doesn't turn on,
email Ms. Prak and ask for a swap.

➡️ **PROBLEM 2:** You can't log in with your wccschools email and MCHS ID.

> **TRY TO...** Log in by typing the entire email address, including the @wccschools.org. It will override any pop-ups.

> **TRY TO...** Make sure you are not typing in UPPER CASE and that your number lock is not on

If you still can't log in, email WCCUSD IT department at
parent@wccusd.net and ask them to reset your password.

➡️ **PROBLEM 3:** You can't access the internet or are having connectivity issues.

> **TRY TO...** Make sure Wi-Fi is enabled. Open your Chromebook's settings and look under the **Network** section to make sure the toggle switch beside **Wi-Fi** is turned on. You can also select the **Wi-Fi icon** in the bottom-right corner of the screen to view your connections.

> **TRY TO...** Disconnect and reconnect to the network. If you can't access the internet even though your Chromebook is connected to Wi-Fi, try reconnecting to the network. Go into your Wi-Fi settings and choose the network, then select **Disconnect** and try connecting again.

> **TRY TO...** Turn off your router, then restart your Chromebook. Restarting your Chromebook after disabling the router can resolve communication conflicts between the devices. After your Chromebook reboots, turn the router back on and try reconnecting.

> **TRY TO...** Disable preferred networks. Having a preferred network can cause conflicts when you try to establish a new connection. In the Wi-Fi settings, select the **right-arrow** next to **Known networks** to manage your preferred networks.

If you don't have Wi-Fi at home or you still can't connect after
trying everything above, email Ms. Prak for a W-iFi HotSpot.