

VLT Chromebook Troubleshooting Tips

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VLT Chromebook Troubleshooting Tips

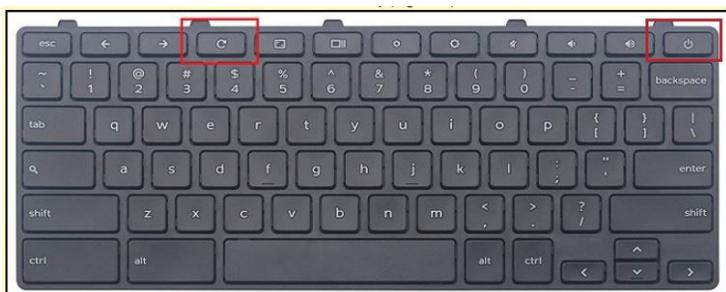
The School District of Whitefish Bay has many different types of Chromebooks in distribution. If you don't see the exact buttons or location noted below, please look for its specific location in your exact device. This is meant for a guide to troubleshooting basic Chromebook functions.

If your chromebook isn't turning on:

- If your chromebook won't turn on, plug it in and make sure that the white battery light goes on. If it doesn't turn on, check to make sure that the light on the power brick lights up. The cord may need to be pushed in more firmly.

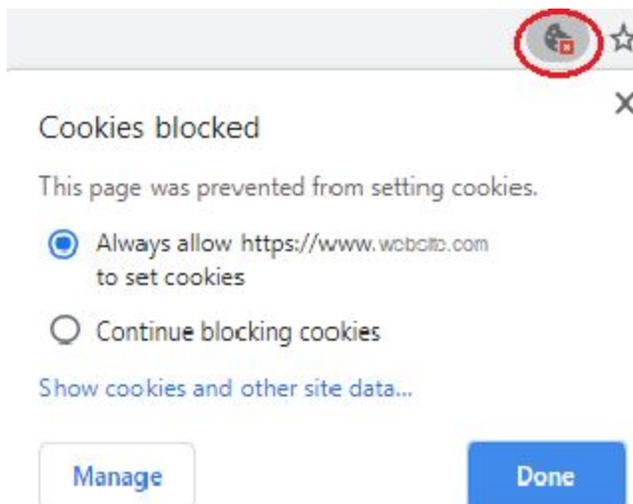


- If the light is flashing, or the chromebook is still not turning on, try pressing and holding the **Refresh** and **Power** keys shown below for 7 seconds. Then press the power button again.



Website is not loading properly - if the website is not loading properly try the following steps.

- During this pandemic, while the students will be online multiple hours each day, so will many parents who are working from home. For some, this may result in internet lag or what appear to be technical issues with multiple users utilizing the same internet connection. To help, we suggest turning off mobile phone wifi to reduce the number of devices hitting the router.
- Reboot your chromebook
- Clear the cache by clicking on the  in the top right corner of your chrome window
- Make sure cookies are not being blocked. In order to do this, check in the top right of the address bar and click the following symbol if it is there:



If so, check “Always allow [https://www.\(yourwebsite\)](https://www.(yourwebsite)) to set cookies”

- Clean out your extensions. Some extensions (ie. Grammarly) cause problems with other websites. Type **chrome://extensions** in the address bar and remove any unnecessary extensions or apps. If the Remove button is missing, it is an extension or app that was put there by the district and needs to stay there.
-

Cursor/Mouse disappearing

Going back and forth between the touchpad and the touchscreen too much can cause the cursor/mouse to disappear. Try to avoid this if possible. If it happens, try the following to get your cursor back:

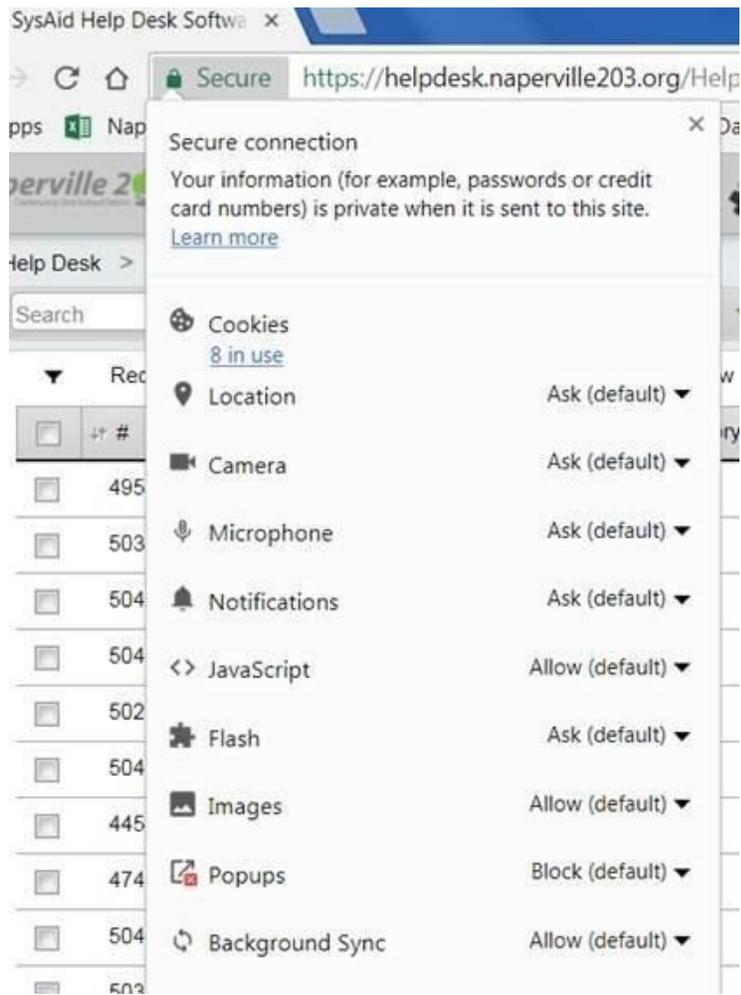
- Tap the Esc key several times
- Drumroll your fingers across the touchpad for a few seconds
- Reboot the Chromebook

Headphones are not working

- Go to the settings icon (bottom right) and look at the volume control.
- There is a little arrow, click on it
- Then click on headphones.
- Two-finger click on the tab window. If it says “Unmute site”, click on it.
- If that doesn’t work, try rebooting.

Add-ins like Camera, Microphone, Flash, Images, etc won’t work

Click in the URL on the left side of the address bar and you will see a drop down that will enable you to turn on what you need. Select Allow.



Adapted from Naperville 203

Chromebooks

The School District of Whitefish Bay has many different types of Chromebooks in distribution. If you don't see the exact buttons or location noted below, please look for its specific location in your exact device. This is meant for a guide to troubleshooting basic Chromebook functions.

Chromebook not turning on

1. Plug in the charger and check for a power indicator light. The presence of the light means that the Chromebook is receiving a charge.. *Please note that, while most do, not all Chromebooks have an indicator light.*



2. If there is a light but still no display, try pressing and holding the **Refresh** and **Power** keys shown below for 7 seconds. Then press the power button again. If there is still no display, this could be indicative of a possible hardware problem with the Chromebook.

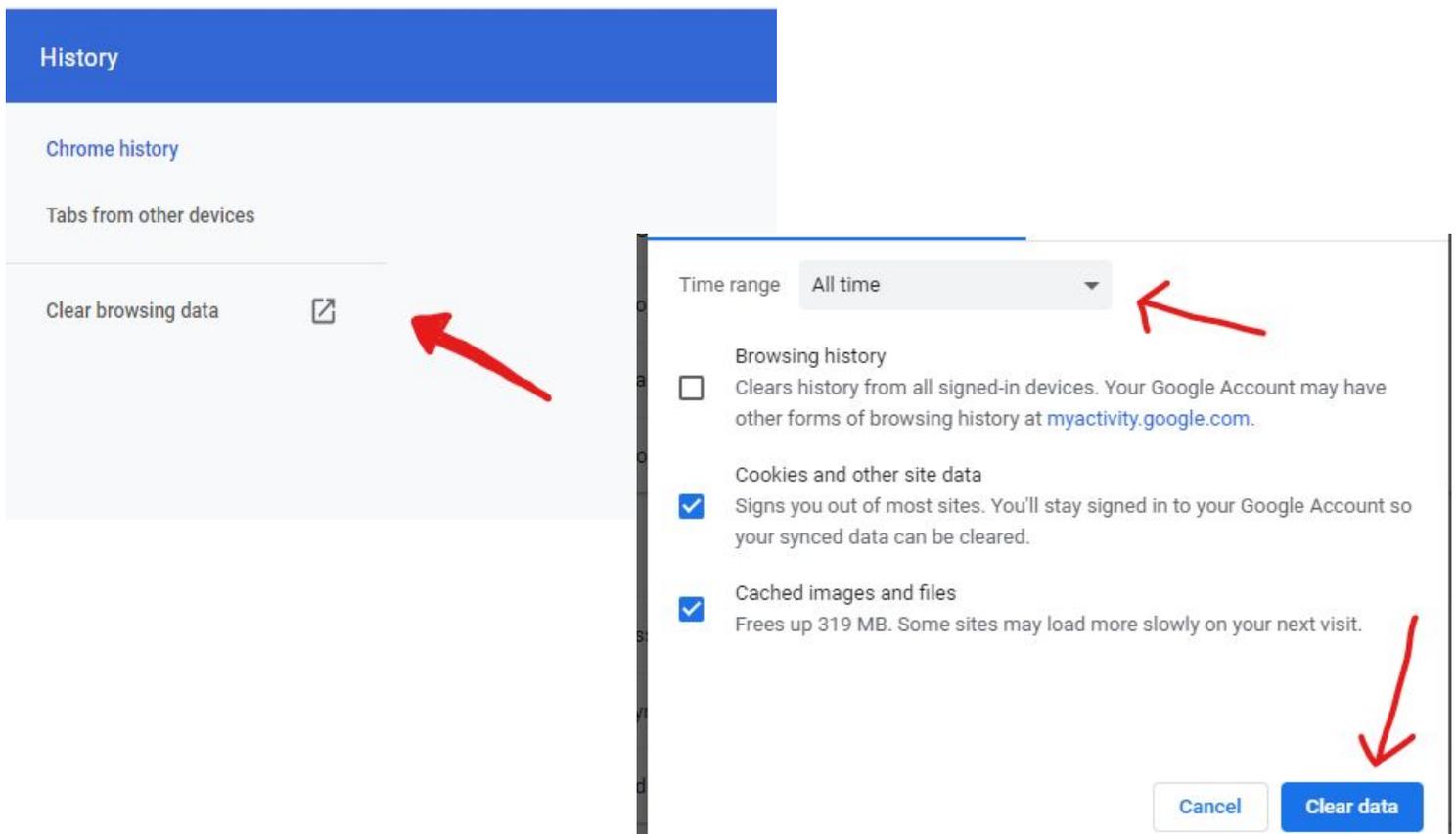


Websites/Media not loading or displaying correctly

Sometimes these issues simply have to do with high internet traffic. During this pandemic, many students and parents will be working from home simultaneously. For some, this may result in internet lag or what appear to be technical issues with multiple users utilizing the same internet connection. If you have mobile data, we suggest turning off mobile phone wifi to reduce the number of devices hitting the router. Otherwise, try the following:

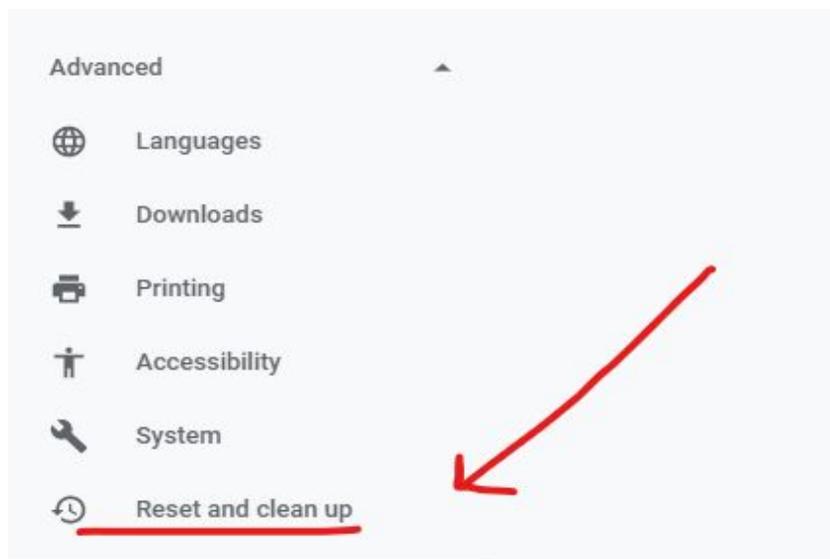
1. Clearing Cache and Cookies

- a. Clearing Cache and Cookies is like giving your Chrome browser a refresh. You can do this by opening up a browser window and clicking the hamburger menu (3 vertical dots) on the top right and clicking “history”, or simply hitting **Ctrl + H**.
- b. On your history page, click “clear browsing data.” From there, you have the option to clear your cache and cookies. Select “all time” from the dropdown menu to clear everything. Restart your browser and try again. **Note: You do not necessarily need to delete your browsing history as well for this possible fix.**



2. Completely resetting the Chrome Browser

- a. Another option is resetting the browser to its default settings. Once again go to the hamburger menu/3 small dots on the top right of your browser, then click “settings.”
- b. Click on “advanced on the right sidebar of the settings page. Then click “reset and clean up.” Finally, click “restore settings to their original defaults.” This process could take a few minutes. Restart your browser and try again.



Reset settings

This will reset your startup page, new tab page, search engine, and pinned tabs. It will also disable all extensions and clear temporary data like cookies. Your bookmarks, history and saved passwords will not be cleared. [Learn more](#)

Cancel

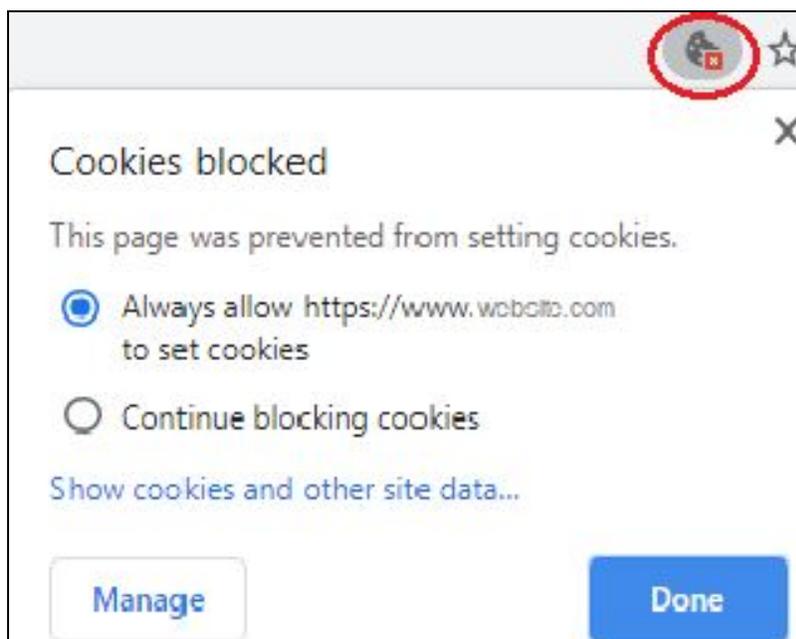
Reset settings



Help make Chrome better by reporting the [current settings](#)

3. Making sure cookies are not blocked

- a. Check in the top right of the address bar and click the following symbol if it is there. If so, make sure cookies are always allowed.

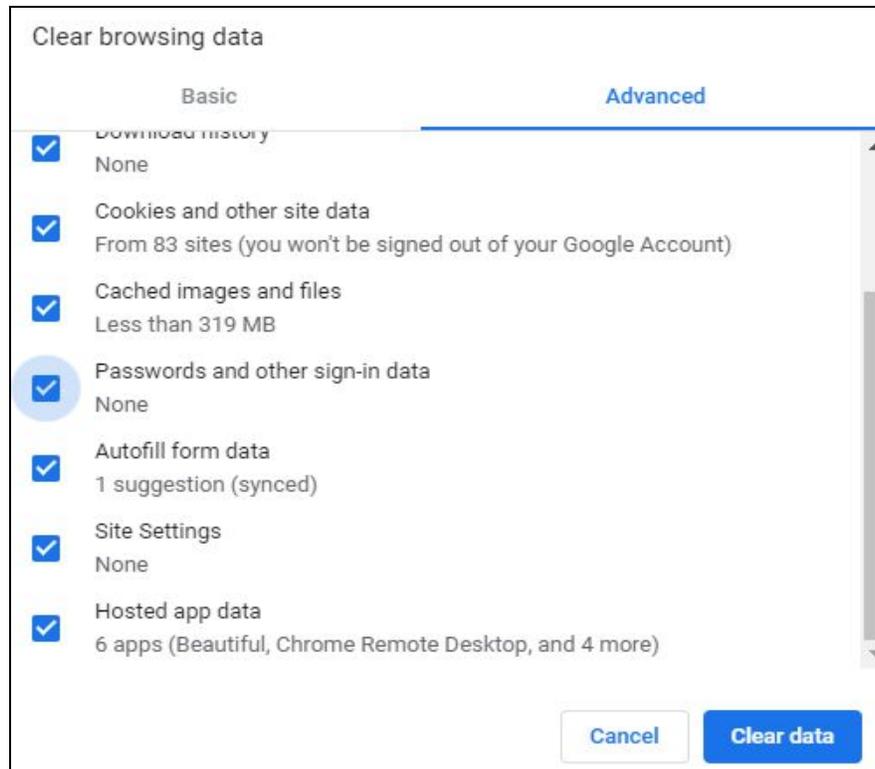


Running Low on Storage Space

Chromebooks themselves do not have a lot of physical space on them as they are meant to be used with cloud services like Google Drive. If you see this error (especially with Screencastify), please try the following.

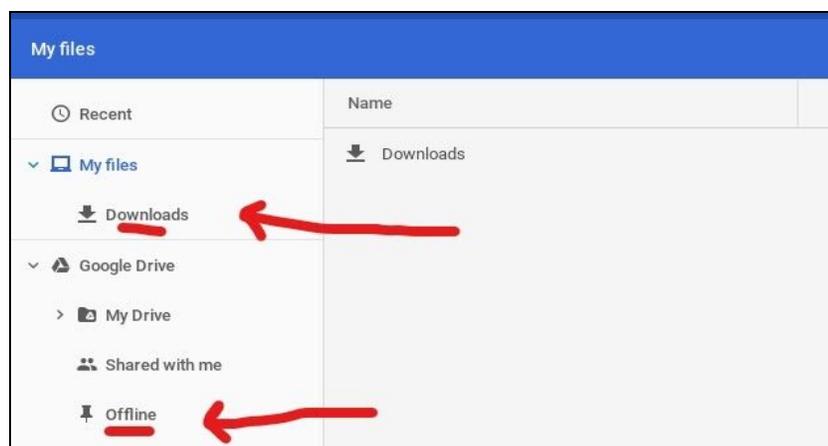
1. Clearing Browsing History and App Data

- a. This can be done the same way as [clearing cache and cookies](#). Just make sure you are in the “advanced” tab and have **everything** checked. Please note that this will, obviously, clear your saved browsing data.



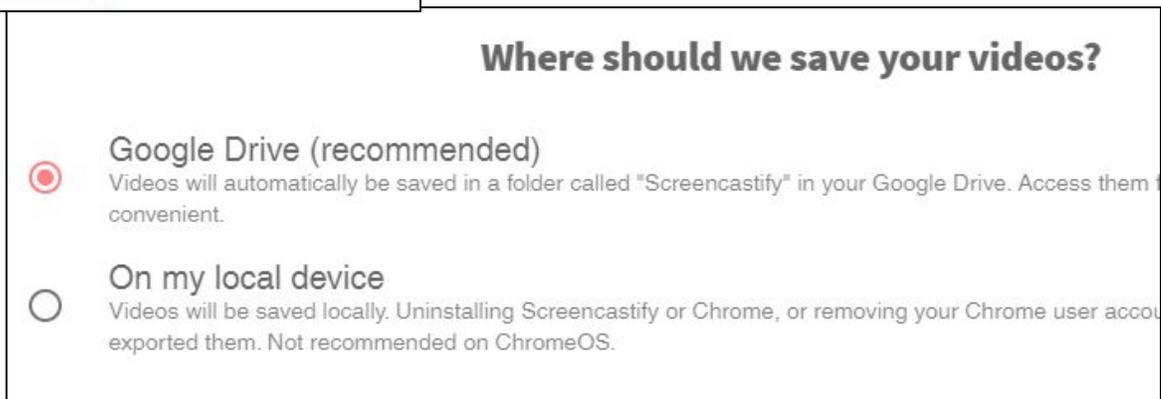
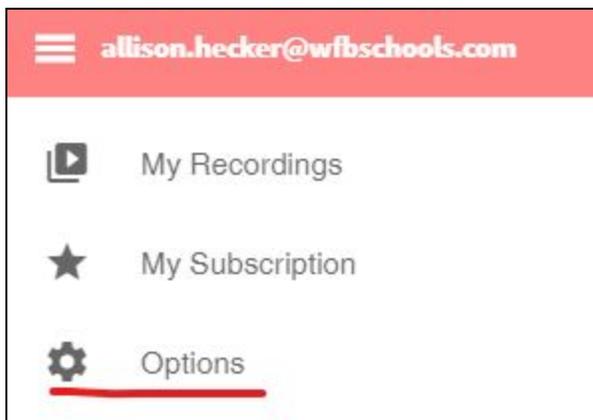
2. Verify that you are saving to Drive & clear local storage

- Open the Launcher icon (circle) on the bottom taskbar. 
- Open the Files app, should look similar to this: 
- Click on “My Files” and “Downloads” to check for any local files. If you find some, move to Drive and/or delete them.
- Finally, verify that none of your Drive files are caching locally under Google Drive > Offline.



3. Verify you are auto-saving to Drive with Screencastify

- a. The first time you open Screencastify, it will prompt you to sign in with Google and connect to Google Drive. If you feel like this may have not been the case, open the extension in the top-right of your browser and open the menu on the left. Then, click “options” and make sure Google Drive is selected--NOT local.

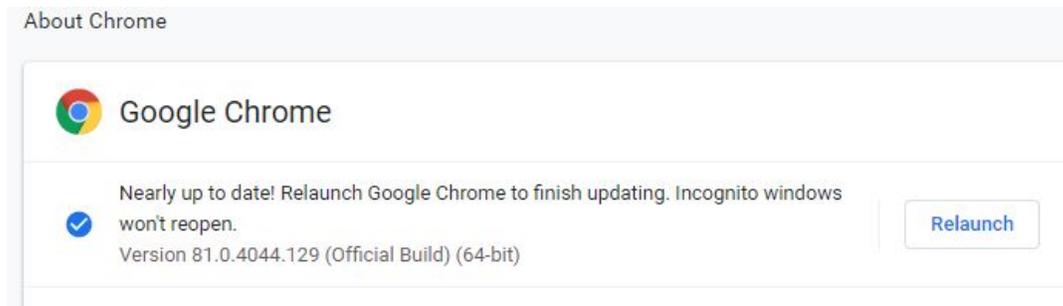


4. Are you logging in to your Chromebook as a guest?

- a. This will also cause storage issues. If you notice that your Chromebook has suddenly switched to guest mode and you are not logging in with your WFB email, please contact [Dan](#) or [Allison](#) in the IT office.

Always make sure Chrome is up to date!

You can do this by going to settings > about Chrome in your browser!



Simple Tips for Faster Browsing

1. Try to keep your browser tabs and windows limited. Chromebooks run on limited hardware and are meant for light usage and relatively simple tasks.
2. Please be aware that things like streaming and online meetings can be a bit more stressful on Chromebooks than other devices, especially when done at the same time.
3. Remove or disable unwanted extensions (aside from those that are automatically pushed out)
4. Always make sure that [Chrome is up-to-date](#).

When in doubt...turn it off and on again!!