The School Portal (SIS) does not load

- Click the Home button (⌂) in the top left corner. This will always bring you back to the school portal. If you try to use other bookmarks to get to the school portal, it may not work as it should.

The Chromebook suddenly stops powering on

- Press the Refresh key (↻) and the Power button at the same time. Press and release, no need to hold them down. Wait a few seconds and the Chromebook should power on. If it still does not power on, try a hard reset, below.

How to Hard Reset the Chromebook

- Press and hold the Power button for one full minute. After a minute is up, close and re-open the Chromebook, and after a few seconds, it should power on by itself.

Clear Cache and Cookies when websites behave oddly

- In the top right corner of Chrome, click the three dots under the X.
- Go down to *More tools*, then *Clear browsing data…*
- A "Clear browsing data" window will open. At the top of the screen, set the Time range to *All time*. Ensure the boxes are checked next to "Cookies and other site data," and "Cached images and files." Click the blue Clear Data button.

The Chromebook charger is not working

- Try completely unplugging the cords on the charger and reconnecting them all.
- Try plugging the charger into another wall outlet.
- Try plugging the charger into the same port on the other side of the Chromebook. This may not be available on all student Chromebooks.

How to pick which speakers and microphone to use

- Click the time in the bottom right corner of the screen.
- Click the arrow (>) next to the volume slider. All of the sound devices will display.
- Click which device you want sound to play to. You can also choose whether to use the microphone on the headset, or the built-in microphone.

The Chromebook shows that pages were printed, but the pages never print out

- Turn the printer off. Wait a few seconds, then turn it back on. The pages you tried to print may now start printing out.

Trying to scan shows "Incorrect username or password"

- Follow [this link](#) and sign in with your Google account to get to Less secure app settings. Switch the slider ON for "Allow less secure apps"

Live Learning is stuck at "You are in the session lobby"

- If you see a message that says "The moderator has been notified," this means you are in your live class. If you are still waiting at this screen a few minutes after the start of class, check your email, as the class may have been cancelled for this session.