

eLearning: Troubleshooting Chromebooks at Home

If you have a problem with your Chromebook (CB), here are the steps your IT Staff would like you to try.

For most problems that occur with CBs, a simple operating system (OS) refresh does the trick. Note: If you do this, the next time you bring your CB to school, you will need to have an administrator put in the RBBWiFi password.

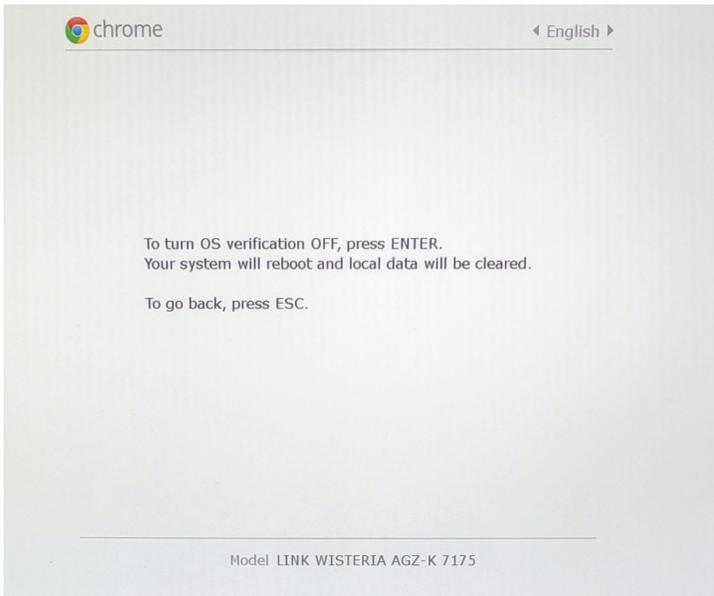
- Before you start an OS refresh, make sure you have your CB plugged into your charger and you have access to an internet connection. **Please keep your CB plugged in for this entire process!**
- Turn on your CB by opening the screen or pushing the power button. Wait till CB starts and login screen is presented.
- Press and hold the **ESC+Refresh** then tap the **power** button. Hold **ESC+Refresh** until screen turns on.
 - If you have a loaner CB (Lenovo N23 Yoga or a Lenovo 11e) the power button to tap is on the right side.



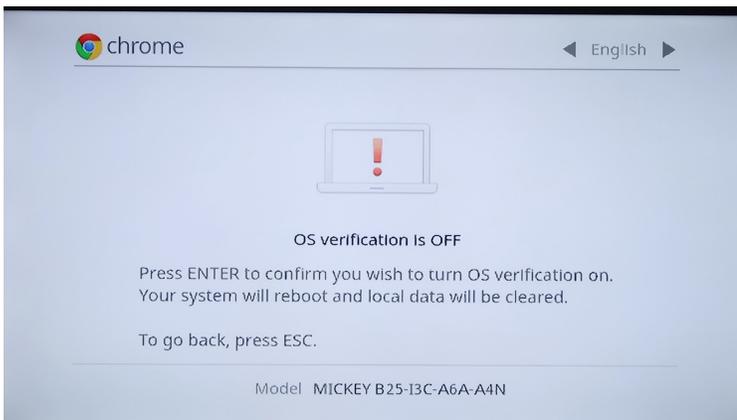
- The screen that comes up should look something like this...



- Now press **Ctrl+d**. Now this screen pops up...



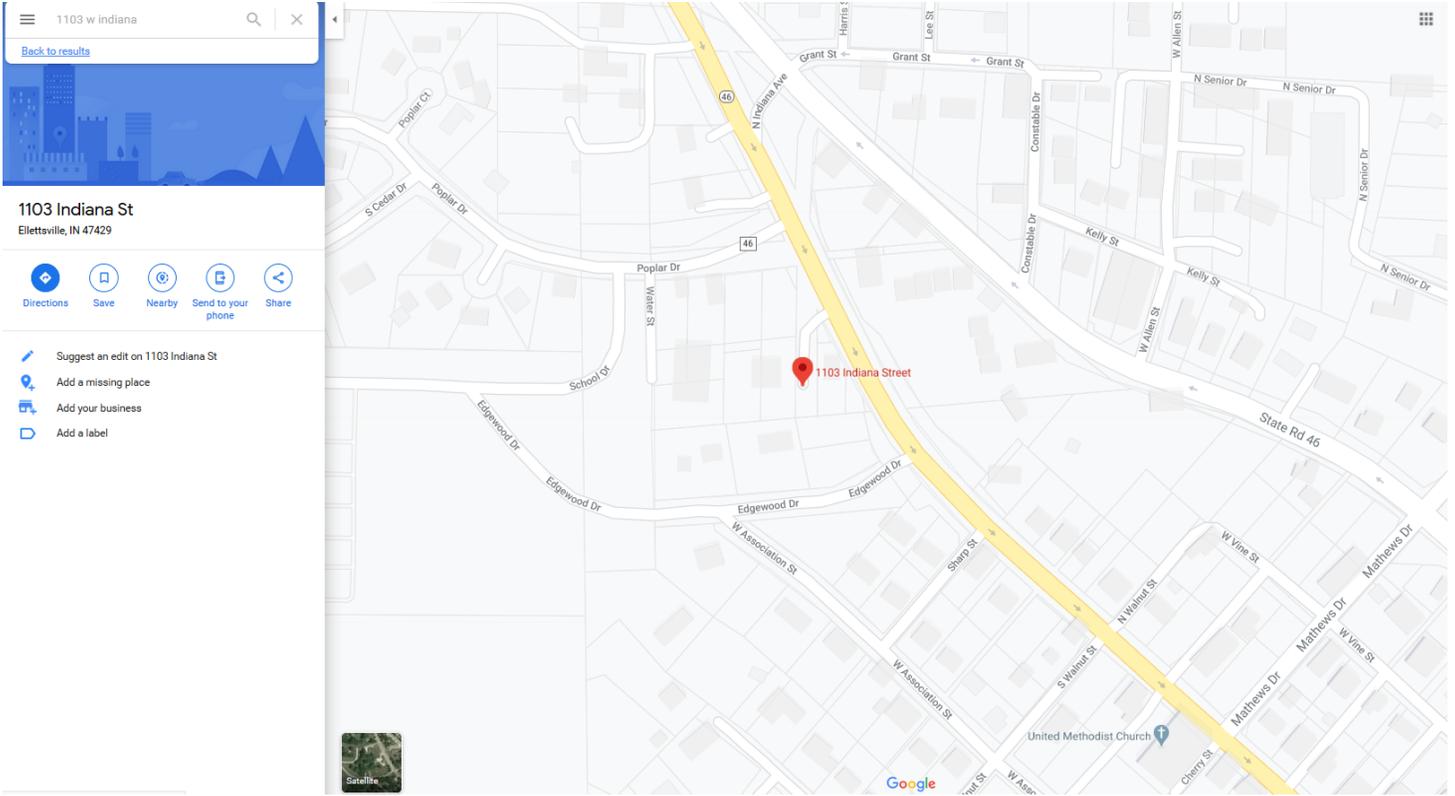
- Press **ENTER**. Now this screen pops up...



- Your CB will now reboot and clear all data.
- Once the CB has booted, you will see the Welcome! screen.
- Click the **Let's go** button.
- Select your home WiFi and put in your password.
- The next screen presents the Google Chrome OS terms. Please **toggle the "Optional: Help make Chrome OS better..." off** then click **Accept and continue**.
- Your device will check for updates
Then
- At the Login Screen you will login as usual if the @rbbschools.net is showing up in the login screen as it normally does.
If Else
- The Login Screen does not display the @rbbschools.net in the username field, press the key combo [CTRL + ALT + E] which will take you to an Enterprise Enrollment Screen
- Login with your full @rbbschools.net email account and follow the onscreen prompts.

- When enrollment is done, click **done** and then you can sign into your CB.

If issue still persists after this process or if you do not feel comfortable doing it, please schedule a time to bring your CB to our office at 1103 W. Indiana St. Ellettsville, IN 47429, M-F, 9 a.m.-3 p.m. Please email us at it-support@rbbschools.net to set up a time. We need to schedule times to avoid overcrowding at our office. We can exchange your machine for another one.





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