

Chromebook DIY Guide

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How to Clear the Cache and Cookies on a Chromebook

1. On your computer, open Chrome.
2. Click on the 3 dots in the upper right corner of the screen
3. Click More tools. Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Make sure Cookies and other site data and Cached images and files are checked. Under the basic tab.
6. Click on the Advanced tab and make sure **Time Range** is select to "**All time**"
7. Make sure Cookies and other site data and Cached images and files are selected.
8. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
9. Click Clear data.
10. This should only take a few seconds to do.
11. **Once completed, please reboot your Chromebook.**

Factory reset your Chromebook (Powerwash)

This only works at Home.

1. Sign out of your Chromebook.
2. Press and hold **Ctrl + Alt + Shift + r**.
3. Select **Restart**.
4. In the box that appears, select **Powerwash** > **Continue**.
5. Follow the steps that appear and sign in with your Google Account.
6. Once you've reset your Chromebook:
 1. Follow the on-screen instructions to set up your Chromebook
 2. Check if the problem is fixed

How to Update the Chromebook Operating System

Check if you need to Update

1. Sign out of the Chromebook
2. From the Login Screen Press the Key Combo Alt and V
3. Check in the Top right corner for **Google Chrome v106.x.xxxx.xxx**

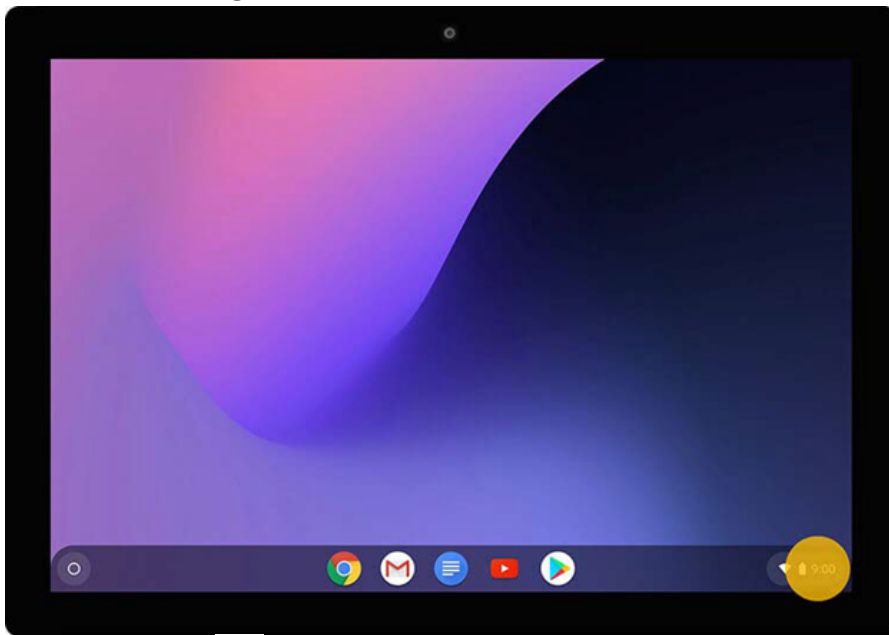
If it shows any older versions you'll need to Check for Updates

We Typically Enable Updates After School Hours, so this is when you should check for Updates if the device is not on the Correct Version.

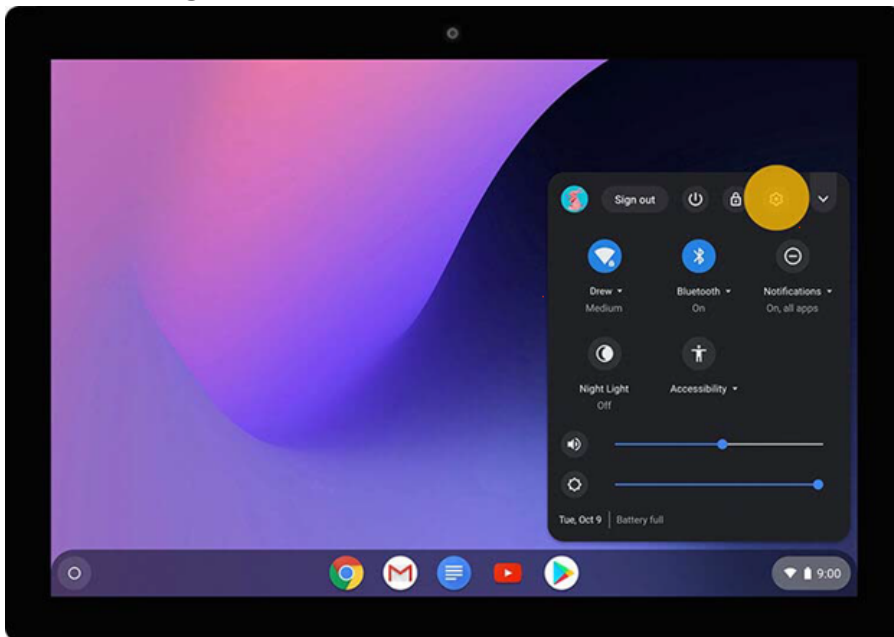
Check for updates yourself


1. Turn on your Chromebook.
2. Connect your Chromebook to Wi-Fi.
- 3.

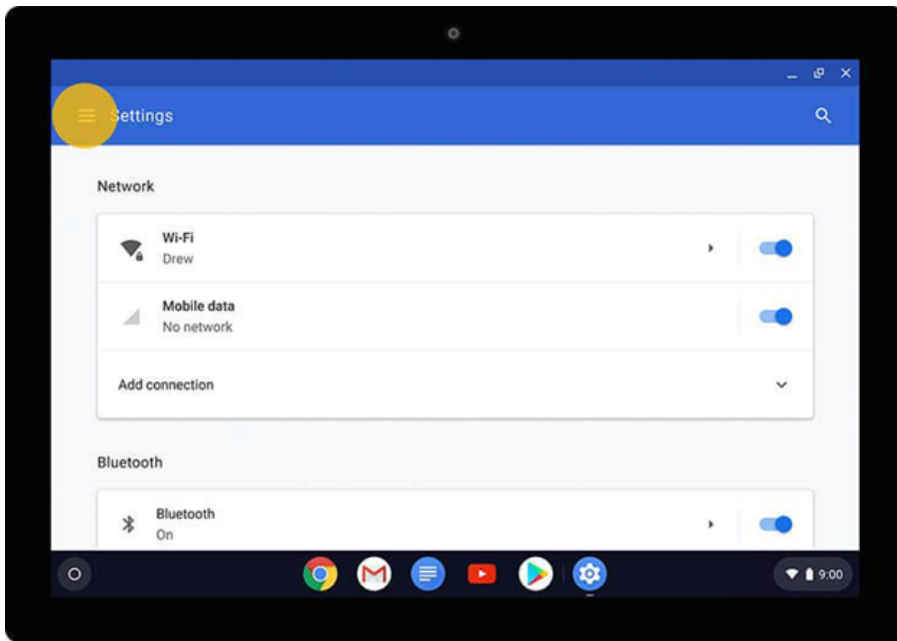
At the bottom right, select the time.



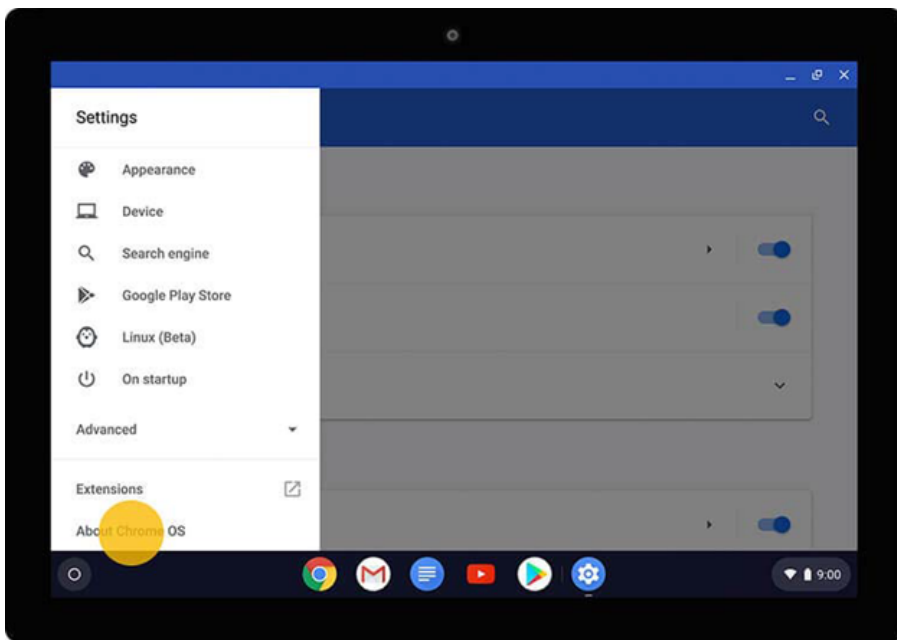
4. Select Settings 



5. Select Menu at top right 

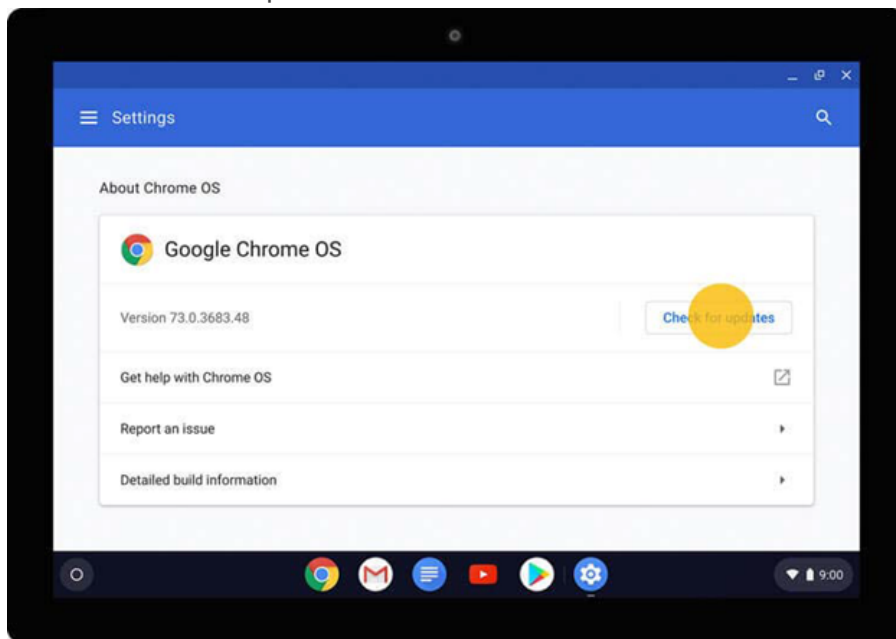


6. Scroll to the bottom of the list on the Left and select About Chrome OS.

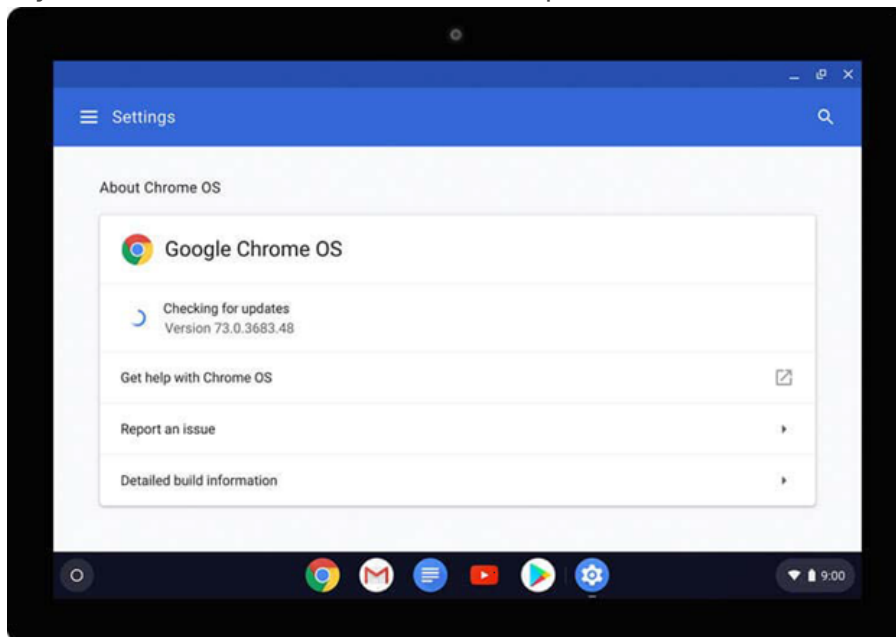


7. Under "Google Chrome OS," you'll see which version of the Chrome operating system your Chromebook is using.
- 8.

Select Check for Updates.

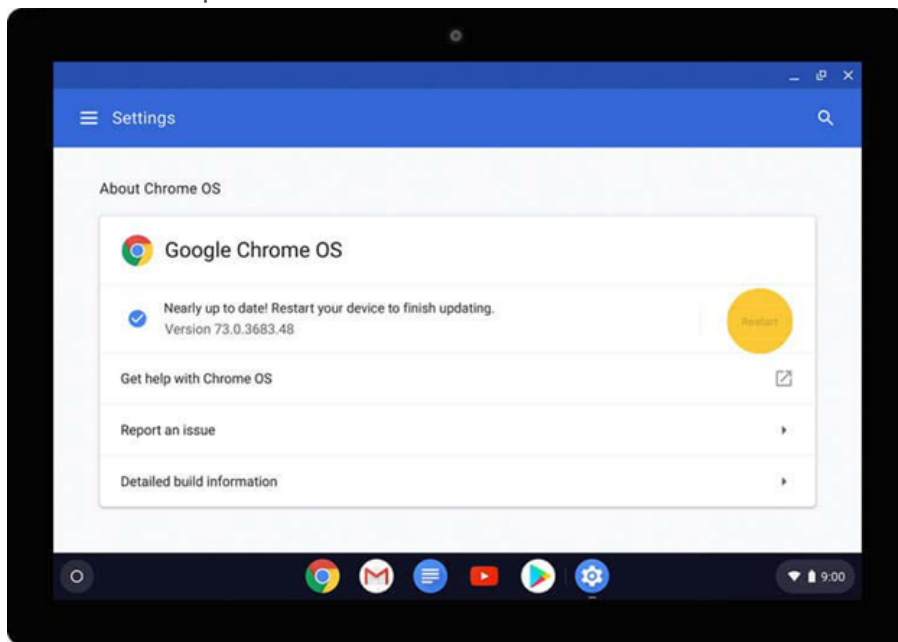


9. If your Chromebook finds a software update, it will start to download automatically.





10. After Download is done, Select **Restart**

to finish the update.



Finish an update

1. When your Chromebook downloads a software update, near your account photo, look for Update .
2. To finish the update, select Update  > Restart to Update.
3. Your Chromebook will restart.

Fix problems with updates

If your system update won't download, try the steps below. Test your Chromebook after each step to see if the problem is fixed.

1. Turn off your Chromebook, then turn it back on.
 2. If you're having trouble using your phone's or Chromebook's mobile data to update your system, disconnect from the phone or mobile data. Connect to Wi-Fi or Ethernet instead.
- If you're having trouble connecting your Chromebook to the internet, learn how to [fix connection problems](#)

1. Reset your Chromebook.
2. If it still says that updates are disabled, please get in touch with the Technology Department at helpdesk@rbbschools.net or call 812-876-7100 Ext. 4357

Fix Hardware and System Problems

If you're having a problem with your Chromebook hardware or operating system, try the steps below. Test your Chromebook after each step to see if the problem is fixed.

If you're still having trouble after trying these steps, RBBCSC - Helpdesk.

[Help - Link to Hardware and System Problems](#)

Dell Chromebook 3100

Technical Guide

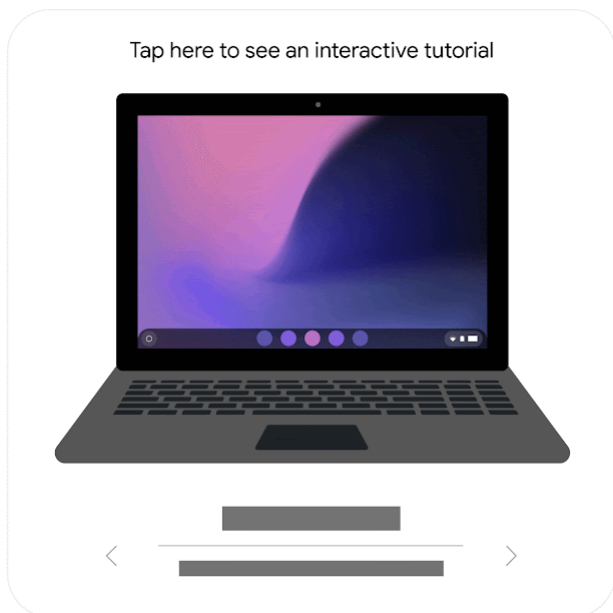
The link below will download a .pdf

Dell Chromebook 3100 Technical Guide



Chromebook Keyboard Shortcuts





You can use keyboard shortcuts to complete some tasks more quickly.

Tip: To find shortcuts on this page, press **Ctrl + f** and enter what you're looking for.



Popular shortcuts

- **Take a screenshot:** Press **Ctrl + Show Windows** 
- **Take a partial screenshot:** Press **Shift + Ctrl + Show windows**  , then click and drag.

- **Take a screenshot on tablets:** Press **Power** button + **Volume down** button.
- **Turn Caps Lock on or off:** Press **Search**  + **Alt**. Or press **Launcher**  + **Alt**.
- **Lock your screen:** Press **Search**  + **L**. Or press **Launcher**  + **L**.
- **Sign out of your Google Account:** Press **Shift** + **Ctrl** + **q** (twice).
- **See all keyboard shortcuts:** Press **Ctrl** + **Alt** + **/** (forward slash).

Here is a link to more shortcuts.

Information provided by <https://support.google.com/chromebook/answer/183101?hl=en><https://support>