

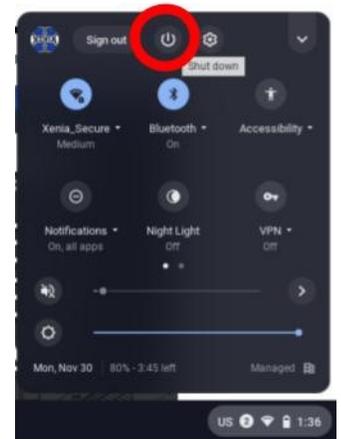


# TECH 101: CHROMEBOOK FAQs

## How to troubleshoot common problems with your student's school-issued device:

### How do I connect the Chromebook to WIFI?

- At the bottom right, click on the date.
- A menu will pop up. If the wifi icon looks a light gray (▼), then it is not connected.  
Note: if the icon looks like this , then it is already connected!
- Find your network or wifi name & click on it.
- If you have created a secure network, then it will ask you for a password. (It may look like this: )
- Type in the password.
- Select Connect.



*View of the shut-down options with power icon circled in red.*

### What do I do if my Chromebook is out of memory?

Turn off the Chromebook. To do this, either hold the power button down until it completely shuts off, OR click on the time at the bottom right and select the power button and choose shutdown. (see right)

### What do I do if my Chromebook won't turn on?

First, plug the power cord into the outlet and then into the Chromebook. Let it sit and charge for 1 to 2 minutes. Press the power button. If that doesn't work, then hold down the power button for approximately 30 seconds, and then release it. Try to power it on again.

### Can I log into the Chromebook using my personal Google account?

Unfortunately, not. Our Chromebooks are managed by the school and in order to provide the most reliable and safe experience as defined by our BOE, only school managed accounts may log into a school Chromebook.

### Is this Chromebook specifically assigned to a student?

Yes. Each Chromebook is tagged, inventoried, and assigned to a specific student.

### What happens if my student's Chromebook is not working? Will they be given a loaner to use for class?

In-person students should go directly to their building for support. In most cases, your student will be issued a loner device while your device is being repaired. Any and all repairs (beyond the warranty repair provided each year) will be charged to the student/parent. Families are responsible for returning the loaner as soon as repairs are complete. Remote learners may call 937.703.3925 for assistance.

### How will inappropriate use of the Chromebook be addressed?

Students using the district-issued Chromebook in school and outside of school are expected to comply with district policies. Violations of any of these policies or agreements are subject to student disciplinary action under the school's Student Code of Conduct.