Chromebook Troubleshooting Tips

1. **Frozen Screen or Keyboard:** Push down the power button on the side of the device until the light goes off. Wait 30 seconds. Press the power button again to power up the device. This should reactivate the screen and keyboard.
2. **Device not Enrolled**: If an enrollment message displays when trying to log in with your HCDE account, complete the following steps at the enrollment screen.
   a. **Username**: enrollhc@hcde.org
   b. **Password:** Enroll#0878
   c. Click **Skip** registration of device if asked
   d. Enter your HCDE account info when login window appears
   e. This may take up to 24 hours to be successful so be patient
3. **Power Issues**: If your device is not charging properly, try these strategies.
   a. Check to make sure the micro usb is completely inserted into the port
   b. Connect to the other charging port on the opposite side of the Chromebook (it is not unusual for a port to die)
   c. Make sure the cable that connects to the charging block is securely seated
4. **Dead Charger:** If you are sure that your charger no longer works, chromebook insurance (if purchased) will cover one replacement charger. A replacement charger can be purchased on any website that has tech supplies (ex. Amazon or Best Buy)
   a. Lenovo 500e is the touchscreen model (usb-c charger)
   b. Lenovo N23 is the standard screen model (has round plugin)
5. **Device Cutting Off or Slow:** You may need an update.
   a. After you have logged in, click on the menu bar at the bottom right of your screen.
   b. When the window pops up, choose the cog icon to the right of Sign out
   c. Click on Settings and look at the bottom of the left-hand menu for About Chrome OS
   d. Click on About Chrome OS, then click Check for updates.
   e. Click on the Restart box when it appears after the updates have loaded.
6. **Additional Issues**: Contact Mrs. Rox at rox ann@hcde.org