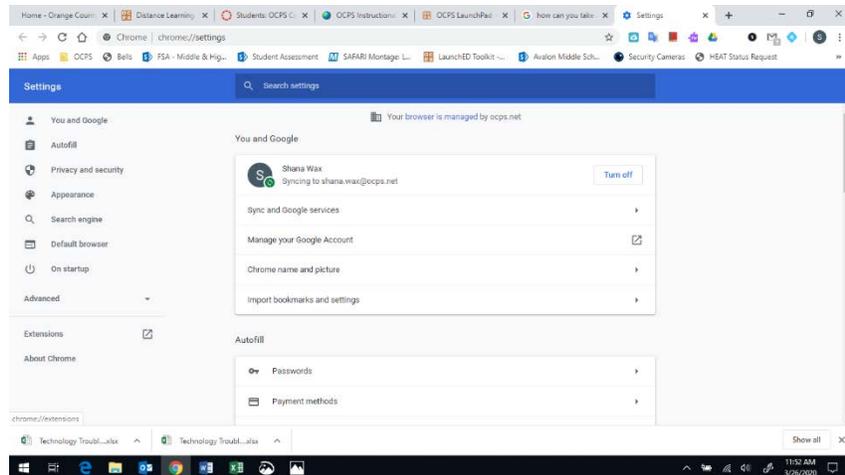


Student Laptop Trouble-Shooting Guide

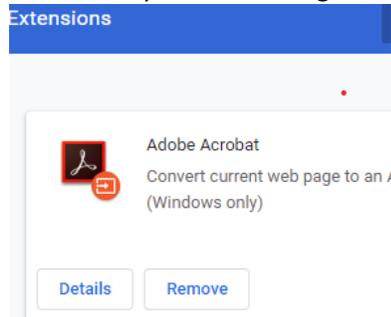
- For any issue your device may be having your first step should be to force shut down the device by holding in the power button for 10 seconds. Then wait another 10 seconds and turn it back on the same way. This allows for the computers to do updates and may resolve the issue. If the issue is not resolved proceed to the next steps below.
 - A. Check for extensions by clicking on the 3 small dots on the top right of the screen and then select “Settings”.



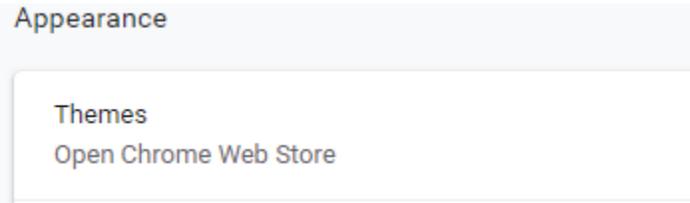
You will see the extensions tab on the left hand side. Click on “Extensions.”



Remove any downloaded games or wallpapers such as boxels, pac-man, etc.



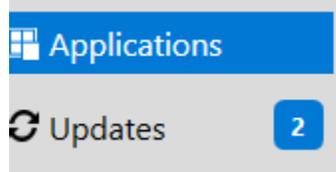
- B. On this same Settings page, scroll down until you see the Themes heading. If you have any themes, click on “Default to original theme”. This will remove the one you downloaded.



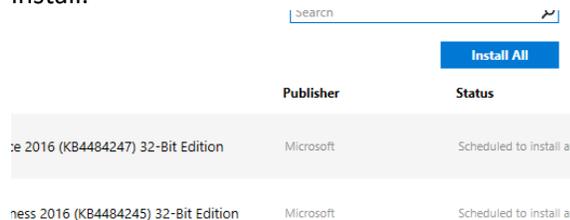
- C. Next, Go to the 4 squares at the bottom left of the computer (the windows icon) (where you can sign out, etc.) Click on software center.



Once in Software center click on updates.



If there are any pending updates, click install and wait for updates, or sometimes, just shutting down the computer and restarting will allow for the updates to automatically install.



- D. After doing numbers A-C, restart the computer again to see if issues have been resolved.

Other issues

1. Computer will not turn on
 - a. Be sure it is plugged in and the charger port on the computer is free of debris.
 - b. Hold the power button down for 20 seconds, release and push power button again
 - c. Press and hold Ctrl-Alt-Del in that order this should prompt the login screen
2. Student can't login to the computer
 - a. Restart the computer by holding the power button down for 20 seconds, release and push power button again
 - b. Check that caps lock is off
 - c. Watch as you type to be sure nothing is double typing

3. Computer powers on, but screen is black
 - a. Press and hold Ctrl-Alt-Del in that order. This should prompt the login screen
 - b. Be sure it is plugged in and the charger port on the computer is free of debris.
 - c. Hold the power button down for 20 seconds, release and push power button again.
4. Screen is Frozen
 - a. Restart the computer by holding the power button down for 20 seconds, release and push power button again.
 - b. If computer did not turn off or if it returned to a frozen screen, you will need to hold the power button for a longer period of time.
5. No mouse (trackpad not working)
 - a. Fold the computer so that it is in tablet mode. Screen should be facing the outside. When prompted, click yes on the box at the bottom right. Fold the computer back to laptop mode and click yes again. The mouse should appear.
 - b. Restart the computer by clicking the windows icon (bottom left), the power button (right above windows icon) and Restart
6. Launch does not display correctly
 - a. Click the button at the top right under the X. Click "Settings". Scroll down and click "Advanced Settings." Click "Clear Browsing Data." Change the time range to "All time" and check the Cookies and Cached boxes. Click "Clear Data." Close Chrome and restart the computer.
 - b. Refer to Part C (Software Center Updates instructions above).
7. Cannot see Canvas course
 - a. Login to Canvas. Click the book icon on the far left. Scroll down and click "All Courses". Locate the course you need.
 - b. If the course says "No" under Published, you will need to contact the teacher and let them know to publish the course.