



Chromebook Support



FOR PHYSICAL CHROMEBOOK PROBLEMS, GO TO THE LIBRARY BEFORE/AFTER SCHOOL OR LUNCH.

HARD RESET

This should wake up a frozen Chromebook and/or deal with temporary issues caused by website problems.



Turn off your Chromebook.



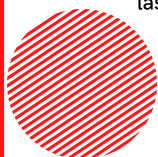
Press and hold the refresh key and tap the power button.

When your Chromebook starts up, release the refresh key.

FACTORY RESET

Erases all info on CB hard drive, including all files in Downloads, settings, apps, and files. It will not erase files in Google Drive or OneDrive.

- Sign out of your Chromebook.
- Press and hold Ctrl + Alt + Shift + r.
- Click the Powerwash button.
- Click Continue.
- At the Welcome screen, click [Get Started](#).
- If you are prompted "Do you want to activate ChromeVox" click **No**.
- After a few messages go by, you'll see a Connect to network screen. Sometimes, the Chromebook will automatically enroll and attach to Chaffey_CB Wi-Fi, but usually, you'll need to continue with these next steps:
 - If you are at home, choose your home Wi-Fi network and enter the credentials needed to sign in.
 - If you are at school, choose the [Chaffey](#) network.
 - Use these settings on the Join Wi-Fi Network screen (scroll down to reach the last settings):
 - Security: [EAP](#)
 - EAP Method: [PEAP](#)
 - EAP Phase 2 authentication: [MSCHAPv2](#)
 - Identity: [Your LongID#](#)
 - Password: [Your regular email/network password](#)
 - Click [Connect](#)
 - Google Terms of Service: [Accept and Continue](#)
 - Determining device configuration (wait until this screen goes away)
 - Enterprise Enrollment Complete: [Done](#)



DEEP POWER-WASH

This will force a complete software reload in addition to erasing stored data.

- Press Esc + Refresh + Power
- When you see "Please insert a recovery USB stick or SD card," press Ctrl + D, then Enter.
- Various screens may be displayed, requiring no action. Older Chromebooks will beep.
- At Welcome to Chromebook screen, click [Get Started](#).
- If you are prompted "Do you want to activate ChromeVox" click **No, continue without ChromeVox**.
- At Connect to Network screen:
 - If you are at home, choose your home Wi-Fi network and enter the credentials needed to sign in.
 - If you are at school, choose the [Chaffey](#) network
 - Use these settings on the Join Wi-Fi Network screen (scroll down to reach the last settings):
 - Security: [EAP](#)
 - EAP Method: [PEAP](#)
 - EAP Phase 2 authentication: [MSCHAPv2](#)
 - Server CA Certificate: [Do not check](#)
 - Identity: Your [LongID#](#)
 - Password: Your regular email/network password
 - Click [Connect](#)
- Google Terms of Service: [Accept and Continue](#)
- Enterprise Enrollment Complete: [Done](#)

