



## First, try restarting your Chromebook.

Like many other electronic devices, most Chromebook issues can be resolved with a simple restart. There are two methods to shutdown your Chromebook:

1. Click on the time in the bottom right corner of the screen and then click the shutdown button.
2. Push and hold the physical power button on the device until the Chromebook shuts down.

Leave the Chromebook off for a minute. Then, push the power button to turn the device back on.

**\*Note:** If you only shut the lid, it is putting the device to sleep. Chromebooks run their updates when they restart. So, if you never shutdown, updates cannot run. Be sure to occasionally shutdown.



## Second, try Powerwashing your Chromebook.

1. Sign out of the Chromebook
2. Press and hold Ctrl + Alt + Shift + r
3. In the box that appears, click the Powerwash button, then click Continue or Next button
4. Give your device time to complete the powerwash
5. If you get a pop-up and hear a voice message, click on No, continue without ChromeVox (this will not appear for everyone)
6. Click the Get started button
7. Choose HCBE\_BYOD for your network, then click the Next button (if needed) in the bottom right corner
8. Click the Accept and continue button
9. Click the Done button when the Enterprise enrollment complete screen appears
10. The student can now login to the device