Tech Tips

Chromebook Troubleshooting FAQ

Power Issues

Q: My chromebook won't turn on or it shuts off while using it.

A: A lot of times this is just because the battery is drained. Make sure to plug in the adapter to an outlet and the chromebook. You'll know if it is charging if there is a light on next to the charging port on the chromebook. If you don't see that make sure everything is plugged in securely. It shouldn't take long for it to charge; you'll be able to turn on the chromebook after a minute or two on the charger.

Internet Issues

Q: How do I connect my chromebook to my home Wifi?

A: From the login screen, click on the time on the bottom right. Then click on the wifi symbol in that settings window, find your wifi name and then select that and enter in the password.

Q: My internet seems slow on my chromebook or I lose connection

A: This could be a problem with your internet but there are a few things you can try. You could be too far away from your router or modem, if you get too far the wifi signal strength will become weak, which can cause slowness and disconnects.

Another thing to check is how much bandwidth is being used on the network. More devices streaming or downloading on the network means there's less bandwidth for your chromebook which could be causing slowness.

You can also try restarting the chromebook

Finally, there may be a problem with your internet that your ISP could help with. It may be worth getting in touch with their support. This could be Comcast, Century link or a different provider.

Logging into the chromebook

Q: How should I log into the chromebook?

A: Every chromebook will have a guest session named "student" that does not require a password to sign in. One thing to keep in mind with this account, any changes will not be saved while using it. If you can, consider logging in with your student TCA email. This will allow you to use more features, save files and bookmarks, and save wifi passwords. See this link for instructions on how to do this.

https://www.google.com/chromebook/howto/add-another-account/

Q: I'm not able to log in with my TCA email

A: Most likely the password or email is wrong. This is something that we manage and can help with. Ask A teacher or another staff member at TCA and they can follow up with our support.

Logging into Gmail

Q: I can't log into Gmail

A: Normally you'll want to log into Gmail through chrome when you get signed in on the chromebook. Again if you have trouble with this, reach out to a TCA staff member to get a hold of support so they can reset the password or get the correct username.

Zoom Issues

Q: My zoom just says wait until the host starts the meeting.

A: This means the presenter hasn't started the meeting yet. If it should have already started, make sure you are in the right meeting or reach out to the presenter or staff member hosting that meeting.

Q: When I try to get into my zoom meetings it just says wait for the host to let you in.

A: This means the presenter hasn't accepted you into the meeting yet. Make sure the name you used when using zoom is clearly identifiable to the presenter or teacher. You can also reach out to that person to ask to let you in.

Q: My camera, mic, or audio isn't working

A: First thing to check is to make sure your camera is turned on or your mic is not on mute in zoom. For audio, make sure your sound is turned up and your headset is plugged in securely to the chromebook.

If you still have problems with any of them, you can also check your settings in zoom to make sure the right devices are selected for camera, mic, and audio.

Restarting zoom or the chromebook is also something you can try if all else fails.

Slow Internet?

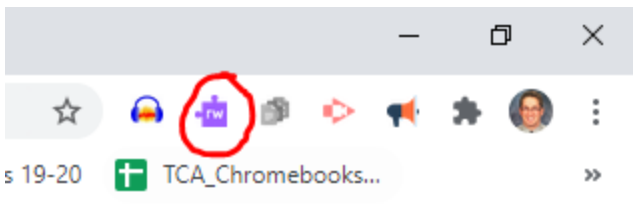Here are some tips/advice from Comcast with multiple devices in the home

You can purchase an ethernet adapter so you can hard wire an ethernet cable into your Chromebook instead of connecting to wifi.

Chromebook Extensions

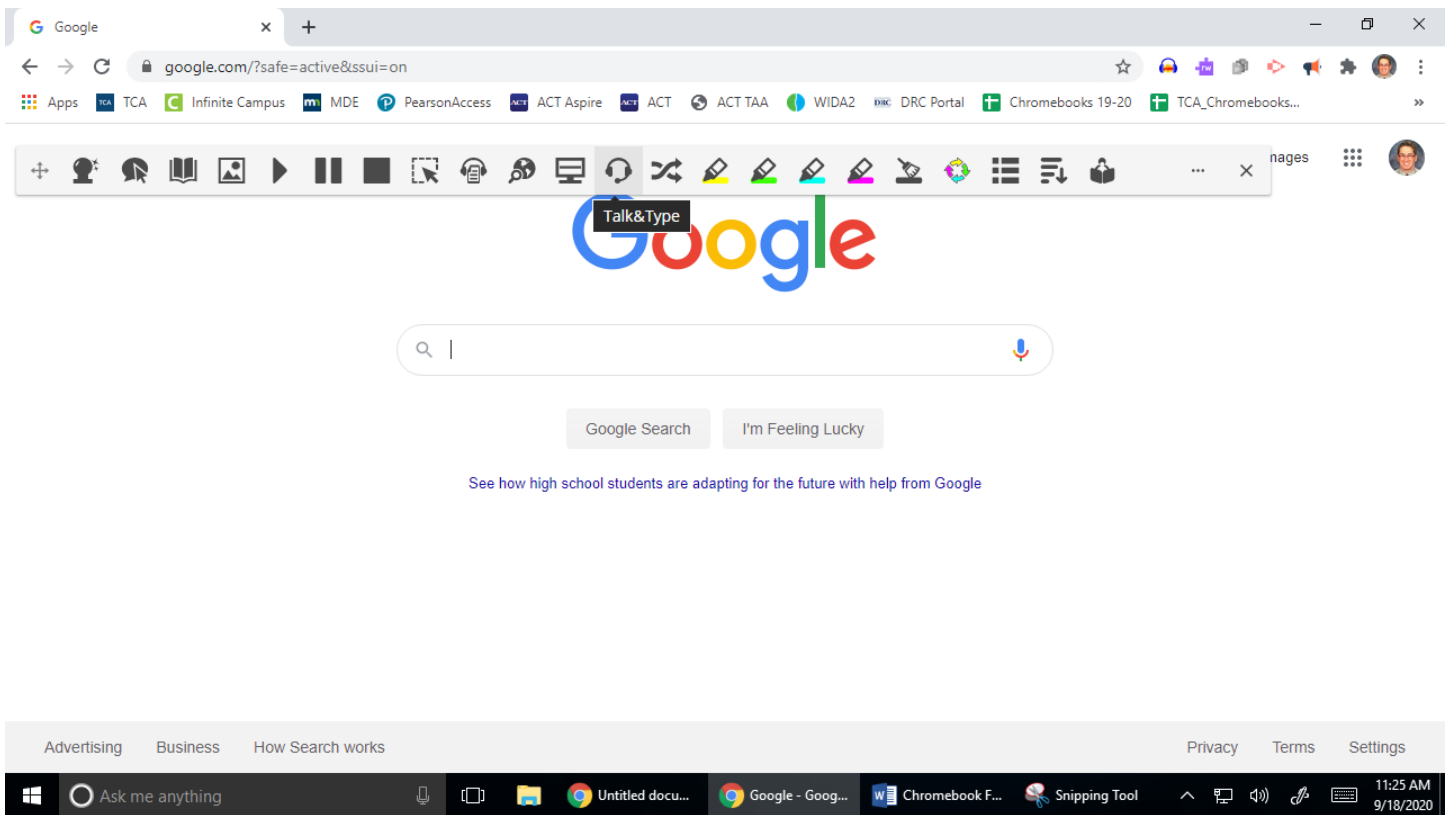**Read and Write for Google Chrome**

The purple puzzle piece in the upper right hand corner of your chromebook allows you to talk-to-type so it's easier to just speak into your microphone instead of typing long essays or emails

Once you click on the purple puzzle piece, a toolbar will appear with many functions. The talk-to-type function is the microphone in the middle of the tool bar.
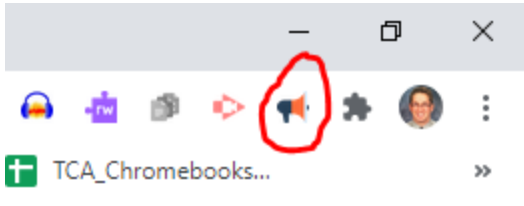

It's circled in red. There are also many other functions that are available including dictionary, translator and highlighters.

Read Aloud: Text-to-Speech Voice Reader

The mega phone in the upper right hand corner of your chromebook allows text to be read aloud

Once you click on the mega phone, a box will pop up and highlight and read outloud.

Reset

Sometimes your Chromebook is running, but you can't see anything on the screen or the touchpad doesn't respond. This can give the impression that it won't turn on. Other times, the Chromebook is on, but is unresponsive or frozen.

In either case, this keyboard shortcut will often force you Chromebook to reboot allowing you to logon again. This is essentially the software equivalent of removing the battery and power cord. It is very easy do and I show you how in my How To Force Reboot A Chromebook post. Here's the steps

Press and hold the **Power button**. Then press the **Reload button** at the same time. Release both buttons. Some flip style Chromebooks have the power button located on the side of the Chromebook.

Your Chromebook should turn off and turn back on within a few seconds.

Power On Using The Power Cord

Sometimes a Chromebook will not turn on using the power button even when you know it is charged. I'm still amazed how often this power cord trick works.

1. Close the lid of your Chromebook.
2. Plug in your Chromebook power cord into a wall outlet and then plug the other end into your Chromebook.
3. Open the lid of your Chromebook without pressing any keys

After a few seconds you just might see that beautiful white screen with the Chrome logo on it. In my experience after doing this once the power button works again.

[Leave Chromebook Plugged In Overnight](#)

This tip is one I wouldn't believe unless I tried it. Well, I have and it has surprisingly worked a few times. Connect your Chromebook power cord to a wall outlet and then plug the other end into your Chromebook. Now open the lid. If nothing happens, walk away.

I have left Chromebooks sitting this way overnight figuring what did I have to lose. On more than one occasion, the next day I found the Chromebook on the logon screen. I'm not sure if elves sneak in and fix the Chromebook during the night or what. I'm just glad when the Chromebook works.