## **Troubleshooting Guide for Parents/Students**

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| For any unresolved problems with the RCSD Chromebook, contact your child’s teacher or school staff to submit a helpdesk ticket. | | |
| Holding the power button down for 20 seconds and restarting the Chromebook will solve many of the chromebook issues! | | |
| Sign in |  | Email: ID#@rcsd121.org  Password is MMDDYYYY (unless student changed it) |
| Chromebook is not staying connected to wifi |  | Restart the chromebook  If continues:   1. Update the Chromebook 2. Contact the teacher to put in a ticket with the service tag number, student name & ID, your contact number and description that it will not stay connected to the internet. |
| Chrome OS needs to be updated |  | 1. Open the directions to update Chrome: [Updating Chrome OS Directions](https://docs.google.com/document/d/14iBtLqzEC8kFQplAmBOjhb8PrwjkRNMZ-q5I9zfhWSk/view) |
| Student forgot password |  | If you need password reset, the teachers and school staff are able to assist. |
| Chromebook is missing |  | 1. Contact teacher or school staff to put in a report that the Chromebook is missing |
| Physical Damage to Chromebook |  | 1. Contact teacher or school staff to put in a helpdesk ticket reporting the specific damage |
| Screen is dark when powered on |  | Press brightness key above the 8 & 9  Hold the power button for 30 seconds, then restart |
| Screen Rotated |  | Ctrl + shift + refresh |
| Language other than English or  Certain keys not typing correctly |  | 1. Click status bar (bottom right)  2. Click settings  3. Scroll down click show advanced settings  4. Go to Language  5. Click Language and input settings  6. Select English (United States) |
| Screen text too Large or Small |  | Ctrl - to decrease zoom  Ctrl + to increase zoom |