

Chromebook Troubleshooting

This guide covers the most common Chromebook problems and how to fix them.

Chromebook Won't Turn On

1. **Plug it in** — connect the charger and wait at least 5 minutes. The battery may be completely drained.
2. **Check the charger** — make sure the charging light comes on. Try a different charger if available.
3. **Hard restart** — hold the **Power button** for 10 seconds, release, then press it again to turn on.

If the Chromebook still won't turn on after charging, bring it to your **school librarian**.

Chromebook Is Frozen or Unresponsive

1. Hold the **Power button** for 10 seconds until it shuts off
2. Wait a few seconds, then press the **Power button** to turn it back on

"This Device Is Managed" or Enrollment Screen

If you see a message that the Chromebook is managed or you're stuck on an enrollment screen:

- **Do not attempt to unenroll or powerwash the device** — FVSD Chromebooks are managed by the division and need to stay enrolled

- If the enrollment appears broken or the device won't proceed past this screen, bring it to your **school librarian**

Can't Log In to the Chromebook

- Make sure you're using your **FVSD Google account** (e.g., `jsmith@fvsd.ab.ca`)
- Check that you're entering the correct password — your Google password may be different from your Windows password
- Make sure the Chromebook is connected to **WiFi** before trying to log in
- If you recently changed your password, use your **new** password

WiFi Won't Connect

1. Click the **clock/battery area** in the bottom-right corner
2. Click the **WiFi icon**
3. Make sure WiFi is turned **on**
4. Select your school's WiFi network
5. If it still won't connect, restart the Chromebook and try again

Screen Is Black but Chromebook Is On

- Press a key or tap the touchpad — it may just be asleep
- Try adjusting brightness with the **brightness up key** (top row of keyboard)
- Hard restart: hold **Power button** for 10 seconds

Chromebook Is Very Slow

1. Close any tabs you're not using — too many open tabs slow things down
2. Restart the Chromebook (shut down fully and turn back on)
3. Check if a system update is available:
4. Click the **clock/battery area** > **Settings** (gear icon) > **About ChromeOS** > **Check for updates**

Need More Help?

If the steps above didn't fix the issue, **bring the Chromebook to your school librarian**. They will troubleshoot the device and submit a ticket to IT if needed.

Please let the librarian know:

- What's happening with the Chromebook
- Any steps you've already tried

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