

CHROMEBOOK HELP

Use this document to troubleshoot most common Chromebook issues.

<u>Websites not loading?</u>	<u>Device running slowly? Out of memory?</u>	<u>Trouble viewing videos? Trouble viewing websites?</u>	<u>Still not working?</u>
<p>Clear Your Cookies. If you have trouble loading certain websites or if your Gmail account is unable to be accessed, try clearing cookies.</p> <ol style="list-style-type: none">1. On your computer, open Chrome.2. At the top right, click the 3 dots3. Click More tools. Clear browsing data.4. At the top, choose a time range. To delete everything, select All time.5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.6. Click Clear data.	<p>Delete some of your Downloads Chromebooks have very little actual storage space. Downloads might be bogging your system down. Try deleting downloads to free up space.</p> <ol style="list-style-type: none">1. In the bottom left corner of your screen, select the Launcher. Click onUp arrow symbol.2. Open Files .3. Select the file or folder you want to delete. Note: You can delete files in the Downloads folder, but deleting a file from your Downloads folder is permanent.4. Select Delete. Delete.	<p>Remove Extensions Unapproved extensions can cause security issues and decrease functionality of your device. (games, wallpapers, themes, ad blockers are not approved) Please remove unapproved extensions.</p> <ol style="list-style-type: none">1. Open Chrome.2. At the top right, click the 3 dots3. Select More More tools. Extensions.4. Next to the extension you want to remove, select Remove.5. To confirm, select Remove.	<p>Email the help desk helpdesk@rsd.k12.wi.us</p>