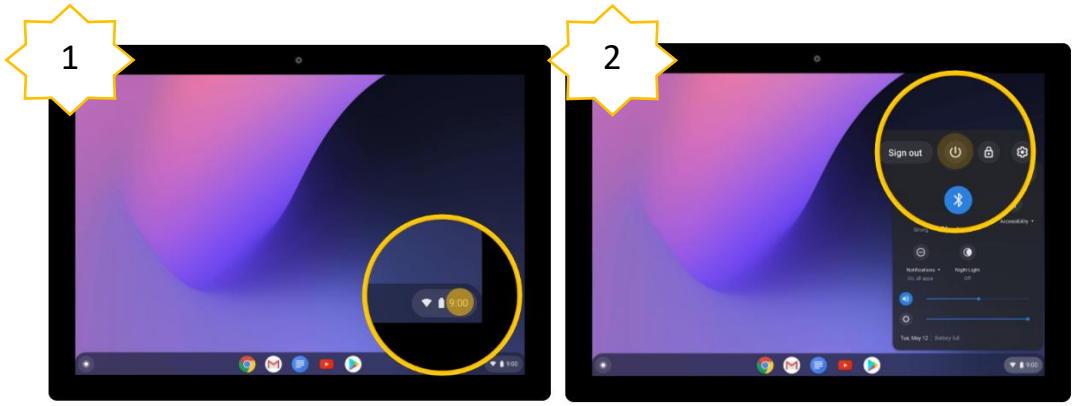
Ivymount's Guide to Making Your Chromebook and Connectivity Run Smoother!

Table of Contents

How to Restart My Chromebook	pg. 2
How to Check my Internet Speed	pg. 3
Trouble Shooting Slow Internet Speed	pg. 4
How to Increase Processing Speed/Power	pg. 5
How to Troubleshoot Teams Connectivity	pg. 6
How to Update your Chromebook	pg. 7

How to Restart my Chromebook

1. At the bottom of the screen, select the time
2. Select, **Shut Down**

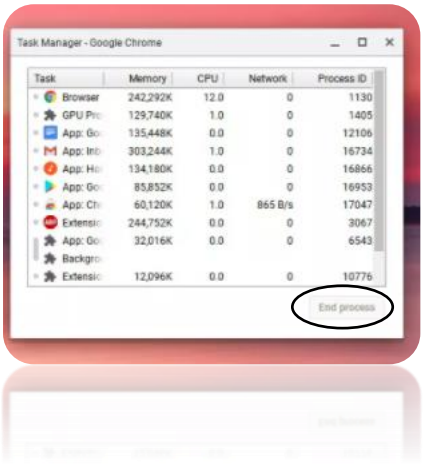


OR

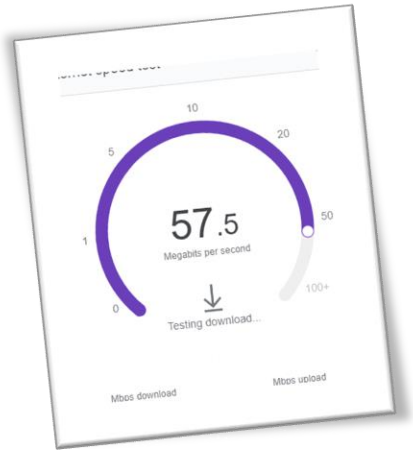
1. Press and hold **Refresh** + tap **Power**
2. When your Chromebook starts up, release **Refresh**

How to Check my Internet Speed

1. Close out all apps and browsers
    a. Click **"X"** at the top of your open windows to close *OR*
    b. Simultaneously press **SHIFT** + **ESC** → **select app** → **End process**



2. Go to **www.google.com**
3. Type in "**Check Internet Speed**"
4. Click "**Run Test**" – this will let you know if it is your internet that is slow.
5. Slow speed = less than 10 megabits per second



How to Troubleshoot Slow Internet

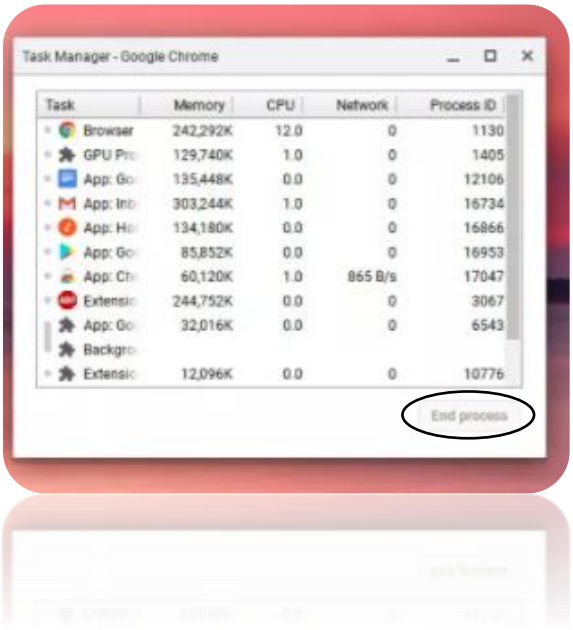
1. Disconnect other devices from Bluetooth and/or Wi-Fi (e.g., Apple TV, Apple watch, cell phone(s), Bluetooth speakers such as Alexa, etc.)

2. Limit streaming/internet usage from other users (e.g., video games, streaming on Netflix, conference calls, etc.)
    a. We know this can be difficult if multiple people are working from home. If possible, try to coordinate your schedule with those you live with (e.g., when you have Teams calls) and figure out a way to efficiently share the connection.

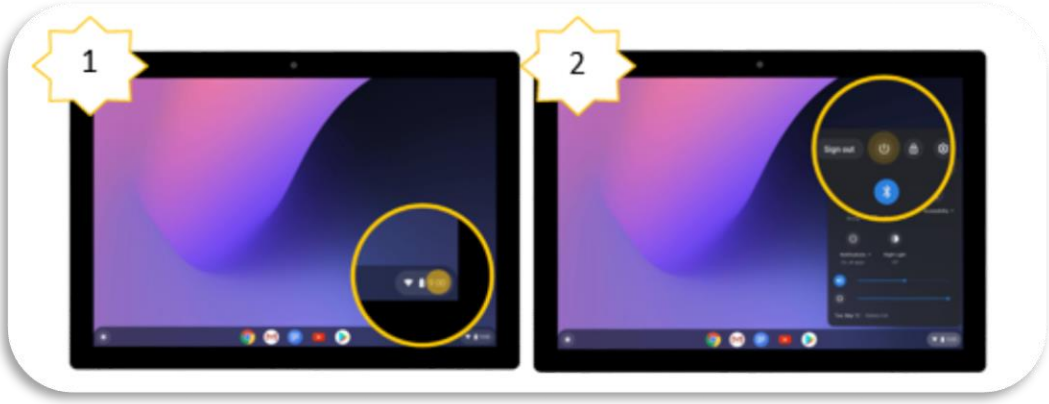
3. Move your Chromebook closer to your cable modem
4. Re-run internet speed test

How to Increase Processing Speed and Power

1. Close programs you aren't using to speed up your computer's processing power. Even programs like Chrome can use a surprising amount of processing power!
    a. Click **"X"** at the top of your open windows to close *OR*
    b. Simultaneously press **SHIFT** + **ESC** → **select app** → **End process**

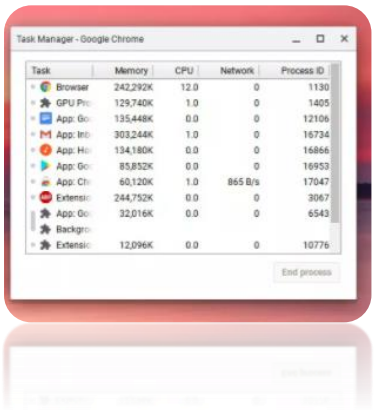


2. Plug in your Chromebook while using it
3. Shut down your Chromebook at the end of each day

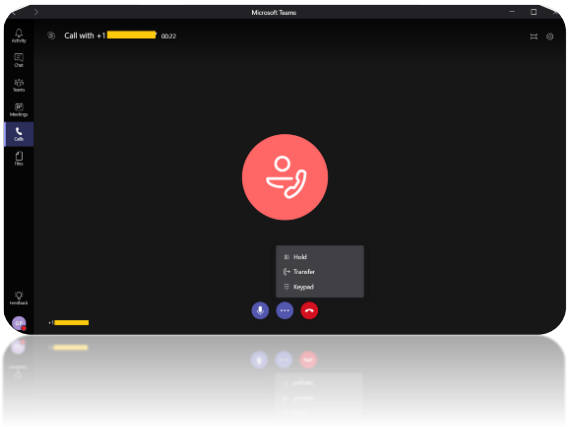


How to Troubleshoot Teams Connectivity

1. Close out all programs that you will not need or use prior to your Teams call
    a. Click **"X"** at the top of your open windows to close *OR*
    b. Simultaneously press **SHIFT** + **ESC** → **select app** → **End process**



2. If you are having issues during your Teams call, leave and rejoin the call.
    a. Disconnecting and rejoining can sometimes lead to more stable connections.



3. Plug in your laptop during your Teams call
    a. Not only does plugging in your laptop charge the battery, it actually gives the laptop more processing power. Plugging in the laptop can lead to a more reliable or stable connection.

How to Update Your Chromebook

1. Teams Web Version works best on the most up to date Chrome Operating Systems. To check for and install updates:
    a. Select the time
    b. Select **Settings**
    c. Select **About Chrome OS**
    d. Select **Check for Updates**
    e. Select **Next Step**
    f. Select **Restart** to allow updates to finish