

Chromebook Troubleshooting Guide


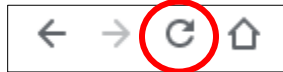
Can't log in to the Chromebook:

- Check your email address. Is it spelled/entered correctly?
- After typing your password, click the show password button to double-check it:



Can't log in to LearnBPS:

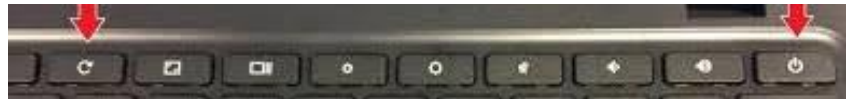
- Refresh the page:
- Type your username and password, don't use the auto-fill feature.
- If you still can't get in, log in to PowerSchool using your username and password.
- Click on the arrow button in the upper right-hand corner:
- Choose Learnbps SSO:



| Applications | Description |
|---------------------|------------------------|
| No Suvey Info Found | Survey Access Code: No |
| Learnbps SSO | Learnbps SSO |
| ND Education Portal | ND Education Portal |

Chromebook won't turn on:

- Check the battery power: Plug in the Chromebook. If the light on the side of the Chromebook is orange/red, then it needs to be charged.
- If it does not appear to be a battery issue, perform a hard reset by pressing the refresh button and the power button at the same time:

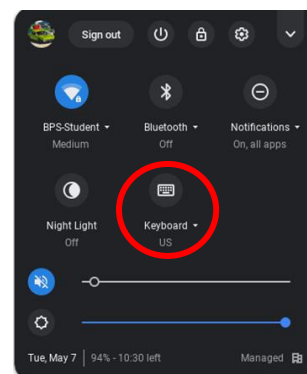


Touchpad/mouse is not working:

- Plug in an external mouse. If the cursor appears, unplug the external mouse and see if the touchpad continues to work.

Keys appear as other characters:

- Click on the time in the lower right-hand corner of the screen.
- Change the keyboard to US instead of INTL:



Sound is not working:

- If using headphones/earbuds, is the jack pushed in all the way?
- If there is no sound with or without headphones/earbuds and the volume setting has been checked, perform a hard reset by pressing the refresh button and the power button at the same time

Important: Be sure to sign out of and shut down your Chromebook every day before charging it. This will eliminate a lot of issues.