Chromebook Care While Home

Even though chromebooks are cleaned over the summer, they will need regular cleaning by the student. Your student is the custodian of the chromebook for the time it is checked out to them. These are unusual times and chromebooks should be cleaned on a weekly basis, or between users when possible.

Connect to Internet at Home

➔ At the bottom right, select the time.
➔ Select Not Connected.
➔ Your Chromebook will automatically look for available networks and show them to you in a list
➔ Select your home Wi-Fi Network.
➔ Enter your home Wi-Fi password
➔ Select Connect.

Switching Users

➔ At the bottom, select the time
➔ Click Sign Out at the top of the menu that pops up

Disinfecting

➔ Use a disinfectant wipe on top, trackpad, palm rest, and keyboard
  ◆ Do not use on screen
➔ On the screen use a damp cloth and gently wipe
➔ Charge the Chromebook every day
➔ Do not carry the Chromebook by the screen
➔ When traveling with the Chromebook, please be sure to use the provided case

Breaks

➔ If there are black spots and/or cracks on the screen the screen is broken
◆ It will require replacement
  ● Before turning the chromebook in please remove all stickers, pencil and marker marks that the student has applied
◆ If it is a small break in the corner replacement can wait
  ● Please refrain from carrying it by the screen
➔ Missing keys will require replacement
  ◆ Before turning the chromebook in please remove all stickers, pencil and marker marks that the student has applied
  ◆ The disinfectant wipes also do a good job of removing pencil and marker
➔ Details on when, where, and how replacements will happen will be released soon

Common Issues
➔ Student forgot their password
  ◆ Contact the school, via phone, for a password reset
➔ White “Enterprise Enrollment” Screen - will not take students password
  ◆ Only has @leeschools.net on the login screen
    ● Should have @students.leeschools.net
  ◆ This needs to be brought in for the school to re-enroll the Chromebook
➔ If the trackpad (mouse) stops working please hook an external mouse to it (USB Only)
  ◆ It can be fixed once things return to normal
➔ Unit not turning on
  ◆ Normally due to not being charged
  ◆ Allow the unit to charge for 20 minutes and try again
    ● Press and hold the power button for 20 seconds
    ● Try a new outlet
    ● Make sure all connections are secure
    ● Unplug the charger from both the chromebook and the power outlet, then plug it back in to reset the charger.
➔ 404 - Page not found - Error
  ◆ Click the 3 dots in the upper right corner
◆ Click More Tools

- Click Clear Browsing Data

- Click Advanced

  - Select All Time from dropdown
  - Check all the boxes under all time

◆ Click Clear Data

  - It could take a few minutes depending on how much it has to clear

◆ Close all browsers and reopen for the change to take effect