

Student Troubleshooting Guide

Signed into DDSB account?

[How to sign in to the chrome browser at home](#)

Here is a video for students to check that they are properly logged into their DDSB account.

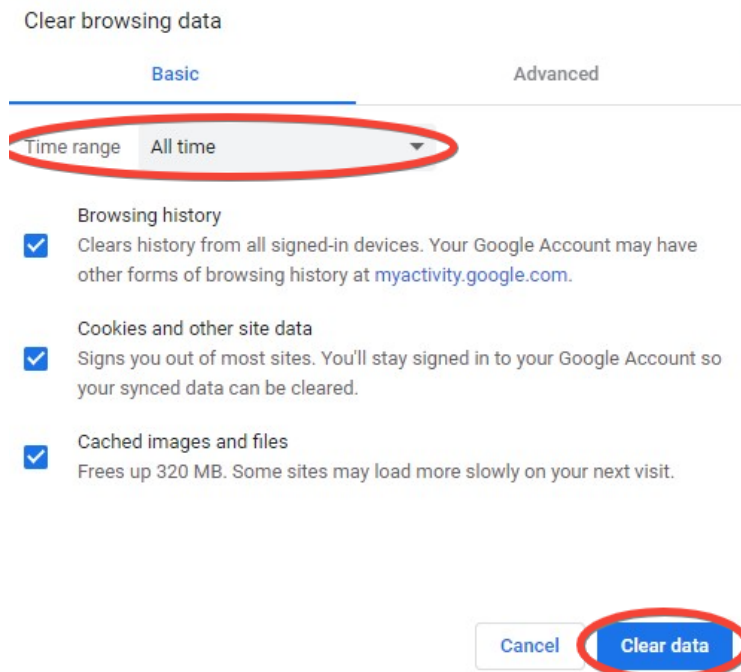
- IF - On a Chromebook: [VIDEO LINK](#)
- IF - On a PC: [VIDEO LINK](#)

SOFTWARE: These four suggestions fix 90% of Chrome software issues

1. Clear the cached browsing data - it **will not** delete your files in your G.Drive

How to clear the cache on your Chromebook or PC

- Open your Chrome browser.
- Tap the three dots in the top-right corner of the screen, hover over "More Tools" and then select "**Clear** browsing data" (Alternatively: Hold down the CTRL, Shift, and Backspace keys simultaneously).
- Be sure the time range says "**All Time**"



After you clear the data, you should turn off the device, wait 10 seconds, turn it back on then test the issue to see if it has been fixed. If not proceed to #2.

Student Troubleshooting Guide

2. Reset Chrome Browser- it **will not** delete your files in your G.Drive

This video will walk through the steps to reset the Chrome Browser. It works on a PC and Chromebook alike. [VIDEO LINK](#)

3. Extensions Removal

It is often the case that many extensions have been added to the Chrome browser that are not being used and or interfere with other applications such as G.Meet. I suggest you remove as many extensions as you can, especially the ones not being used. [VIDEO LINK](#)

4. Update Chrome browser

Often the Chrome browser will update itself but here is a way for you to manually update the browser to make sure you are not using an old browser. [VIDEO LINK](#)

SOFTWARE: ONLY DO AS A FINAL ATTEMPT - **Chromebooks only**

Powerwash: resets a chromebook back to factory settings.

- Powerwash Video - [VIDEO LINK](#)

WARNING 1: A powerwash wipes any files off the Chromebook hard drive/ssd so it is important that any files on the device itself be copied to the G.Drive first. **The G.Drive has unlimited space and it will not be erased!**

WARNING 2: The Chromebook should self enrol back to the DDSB by following the steps above. In some cases an issue occurs while powerwashing and it does not complete the enrollment. At that point a help ticket needs to be submitted indicating the chromebook did not complete the powerwash cycle and did not self enrol. The device will not allow a user to sign in until IT fixes the issue.

Student Troubleshooting Guide

HARDWARE: Issues (too many to list)

- Broken screen
- Won't turn on or Won't stay on
- No Wifi connection
- Keys don't work on keyboard
- Touchpad/mouse not working
- Touchscreen not working

Please contact the main office for further assistance.