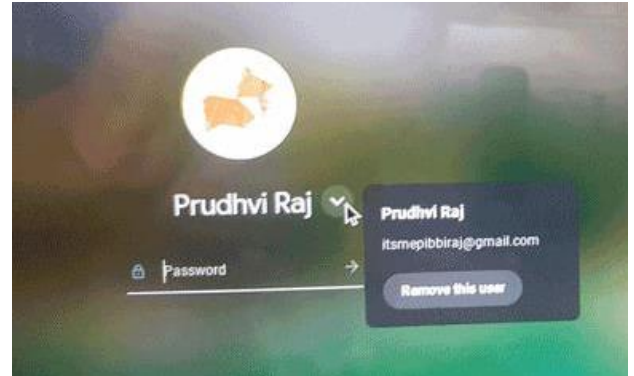


Chromebook not working? Try these steps.



Step 1 - Remove any users

If you do not see any user profiles, move on to Step 2.

- 1) On the Chromebook sign-in screen, select the profile you want to remove.
- 2) Next to the profile name, select the down arrow.
- 3) Select **“Remove this user.”**
- 4) In the box that appears, select **“Remove this user”** again.

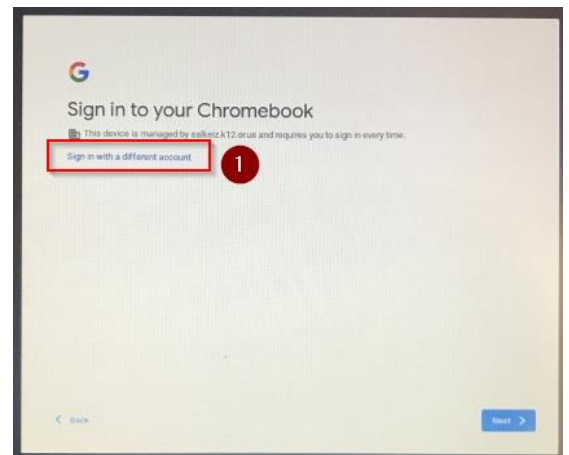


Step 2 - “Sign in with a different account” to run updates

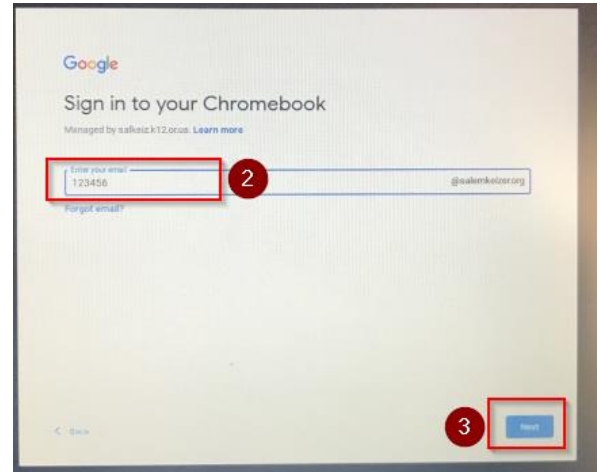
Before starting, refresh the Chromebook by pressing the **Refresh** button  and the **Power** button  at the same time.




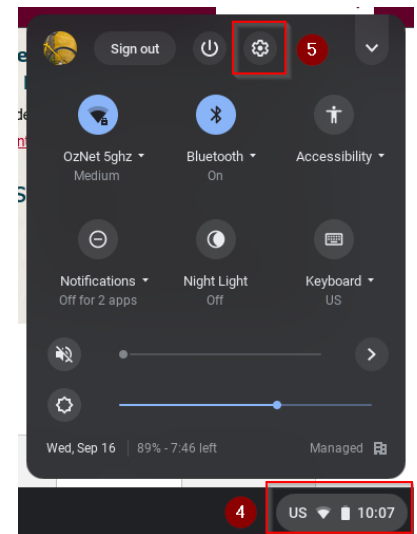
- 1) On the Chromebook sign-in screen, click **“Sign in with a different account.”**



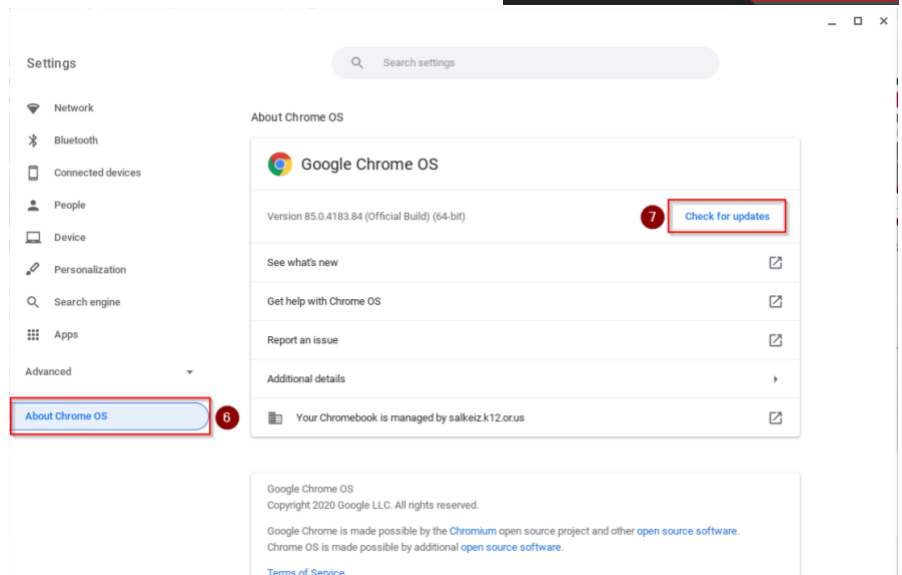
- 2) Enter the student ID.
- 3) Click the “**Next**” button. Enter your student password on the next screen (not shown).



- 4) Once logged on, click in the system tray next to the time.
- 5) In the window that opens, click the Settings button .



- 6) In the Settings window, click “**About Chrome OS.**”
- 7) Click the “**Check for Updates**” button.
- 8) If prompted, click the “**Restart to finish update**” button (not shown).
- 9) Once the restart is complete, sign in by clicking the blue “**Next**” button and login as indicated.
- 10) Try logging in again.
- 11) Repeat this Step 2 until no further updates are available.



As Chromebooks come online after the summer, updates may take time and Step 2 may need to be repeated multiple times. We apologize for any inconvenience this may cause, but appreciate your patience and understanding during this important update process.