



Chromebook Troubleshooting at Home

THINGS TO TRY FIRST

If you are having trouble with your Chromebook, here are some quick steps to try to see what might be wrong.

- Restart the Chromebook by holding down the power button for about 10 seconds
- Move the Chromebook closer to the wireless router
- If your student is using a Clever Badge, Click “Sign in with a different account.” Then you can enter your student’s email address and password manually (you may need to contact your teacher to get your student’s username and password).
- If you have another student in the house, see if they can log in.

SCHOOL RESOURCES

If you still are having issues, or those steps don’t apply, you should next speak with your teacher.

If your teacher is unable to help or unavailable, you can fill out [this form](#) or call 515-457-5820 and someone will get back to you as soon as possible.