

Do you need internet service at home?

If you don't have Internet at home, Spectrum is offering free WiFi access to households that have students sent home due to the COVID-19. The 60-day offer is only available to households who aren't already Spectrum customers. Call 844-488-8395 to enroll. Installation fees are also being waived.

Chromebook Simple Troubleshooting

Many Chromebook issues are resolved by restarting the device.

Restart the Chromebook

1. Sign out of your account, lower right bottom of the screen (the Shelf).
2. Then look for the power symbol  along the bottom left of the shelf to shutdown.
3. Turn the Chromebook back on - Hold down the power button on the keyboard.

Keyboard Settings:

If someone has changed the keyboard settings. Click SHIFT-ALT to set it back to the US keyboard. Check to make sure the language wasn't changed: <https://support.google.com/chromebook/answer/1059490?hl=en>

No sound on headphones?

Make sure headphones are plugged in properly and there is no dirt in the plug. Make sure the mute button isn't pushed.

Screen Care:

The Chromebook screen can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.

- Do not lean on top of the Chromebook
- Do not place anything near the Chromebook that could put pressure on the screen.
- Do not place anything in the carrying case that will press against the cover.
- Do not poke the screen.
- Do not place anything on the keyboard before closing the lid (e.g. pens, pencils, notebooks). Clean the screen with a soft, dry anti-static, or micro-fiber cloth. Do not use window cleaner or any type of liquid or water on the Chromebook. You can also purchase individually packaged pre-moistened eyeglass lens cleaning tissues to clean the screen. These are very convenient and relatively inexpensive.

For more troubleshooting, please visit www.gasd.org or email your building level technology leader:

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McNulty - kmurray@gasd.org	Lynch - nlozier@gasd.org	AHS - dpeter@gasd.org