



CONNECTING TO HOME WI-FI

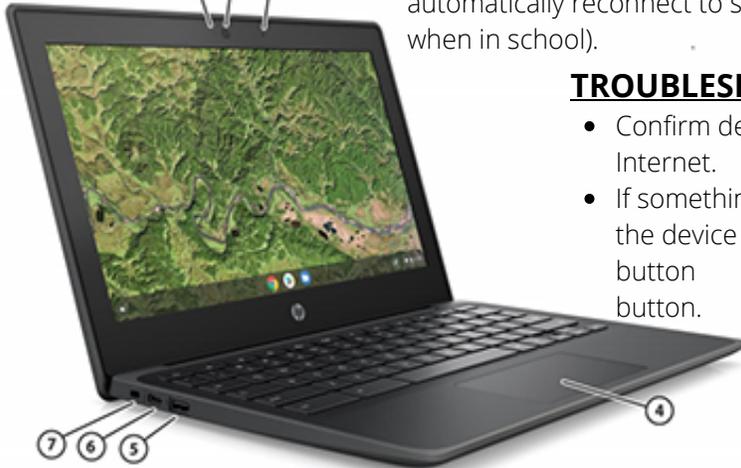
- Select the notification area in the lower right corner of the screen.
- Select Wi-Fi icon, choose your home Wi-Fi and supply password (device will automatically reconnect to school Wi-Fi when in school).

DEVICE CARE TIPS



- Fully charge device every night.
- Keep device away from food, drink, extreme temperatures, water, small children and pets.
- Use a dry microfiber cloth to clean most surfaces and components of device.
- Never leave device in unsupervised areas.
- Store in a protective case when not in use.

Overview



Left

- | | |
|------------------------|---|
| 1. Webcam LED | 5. USB 2.0 |
| 2. Webcam | 6. USB Type-C 3.1 Gen 1 Port
(Support charging, Power Delivery, Video, Data) |
| 3. Internal Microphone | 7. Nano Security Lock Slot |
| 4. Touchpad | |

HP Chromebook 11A G8 EE



Right

- | | |
|---|---|
| 1. Power Button | 4. MicroSD memory card reader |
| 2. USB Type-C 3.1 Gen 1 Port
(Support charging, Power Delivery, Video, Data) | 5. Stereo Headphone/Microphone Combo Jack |
| 3. Nano Security Lock Slot | |

TROUBLESHOOTING

- Confirm device is connected to the Internet.
- If something is not working, try restarting the device by holding down the refresh button while pressing the power button.

Common Chromebook Fixes



CHROMEBOOK CRASH/FREEZE

- Hold **Ctrl+Shift+R**. If no response click 3 vertical dots, navigate to **Move Tools > Task Manager**, select tab causing problems and click end process
- If still not working, try restarting the device by holding down the refresh button  while pressing the power button.



CHROME OS MISSING/DAMAGED

- Attempt to reset and recover the device.
- Non-functioning devices should be turned in to the IT Department so a repair can be started.



WON'T TURN ON OR CHARGE

- Let it charge for at least 30 minutes. If it still won't turn on, recover the device.
- Check if the charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
- Make sure that the power outlet is working.
- Unplug your charger from the wall and your Chromebook. Plug your charger back in to your Chromebook, then the wall. Charge the device for at least 30 minutes.



ADDITIONAL SUPPORT/HELP

- Report a lost or stolen device immediately to an agent of the District.
- Lost or stolen device are GPS tracked and locked down.



TOUCHPAD WON'T RESPOND

- Press the Esc key several times.
- Drumroll your fingers on the touchpad for ten seconds.
- Turn the Chromebook off, then back on again.
- If none of these steps work, complete an online service request with the IT department.



"Aw, Snap!" AND OTHER PAGE ERRORS

- Make sure your computer's connected to Wi-Fi network.
- Close every tab except for the one that's showing the error message.
- Quit other apps or programs that are running, and pause any app or file downloads.
- Uninstall unnecessary extensions from Chrome. At the top right, click **More > More Tools > Extensions**. On extensions you don't use, click **Remove**.



USEFUL TOOLS/SITES

- Visit the 1:1 Chromebook Initiative webpage located on the District's website, or by scanning the QR code on this card.
- Visit <https://support.google.com/chromebook> to learn about the many features of a Chromebook.