



# Chromebook Do's, Don'ts and How-to's

## Charging Your Chromebook

We want help ensure that the battery in your child's Chromebook doesn't fail. If the battery is left with no charge for more than 3 - 5 days, the battery could go into a permanent failure. To help avoid permanent battery failure charge your Chromebook at least once a week if not more.


## Checking Your Chromebook for Updates

- Turn on your Chromebook.
- Connect your Chromebook to Wi-Fi.
- At the bottom right, select the time.
- Select Settings in the wheel that looks like a gear
- At the bottom of the left panel, select About Chrome OS.
- Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
- Select Check for updates.
- If your Chromebook finds a software update, it will start to download automatically.

## Chromebook Frozen or Won't Turn On After Charging

Press and hold down the Power button and the Refresh  button at the same time for a few seconds and the Chromebook should reboot to the login screen.

## Re-enroll Your Chromebook

1. Press Esc + Refresh  + Power. A yellow exclamation point (!) or "Please insert a recovery USB stick" is displayed; ignore this message and continue to step 2.
2. Press Ctrl + D to begin Developer mode, then press Enter.
3. Press Space, then press Enter.
4. The Chromebook will reboot a few times.
5. Connect to your WiFi network
6. If the sign in page doesn't have "enterprise enrollment", hit ctrl + alt + e to bring up the enrollment page.
7. Sign in with you school email address and password to enroll.
8. Sign in with school email and password again to continue using the Chromebook.

For more information or additional troubleshooting visit

<https://support.google.com/chrome/a/answer/1360642?hl=en>

## Other Chromebook issues?

Try this resource page from Google: <https://support.google.com/chromebook/answer/6309225?hl=en>

## Still Need Help?

If your student needs their password reset or has a physical problem with their Chromebook please call (631) 298-8471 Ext. 1407. Or fill out the Community Help Desk form on the district website homepage and someone will be in touch.