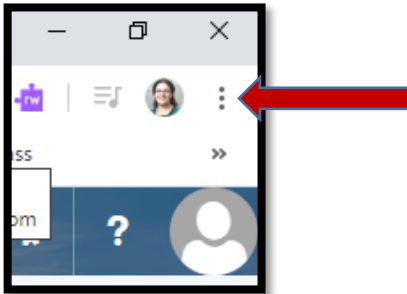# Troubleshooting at Home

For EVERY issue, AUTHENTICATE first. Use this icon to authenticate the Chromebook servers by typing in the student username and password.
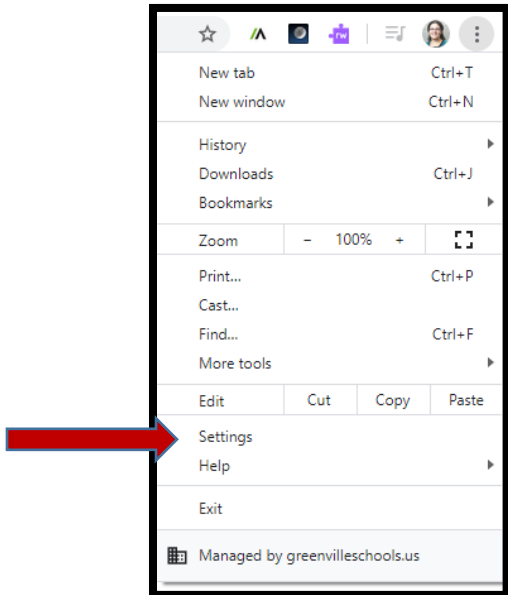
Websites Slow to Respond or Not Loading

Reset the Google Chrome Browser

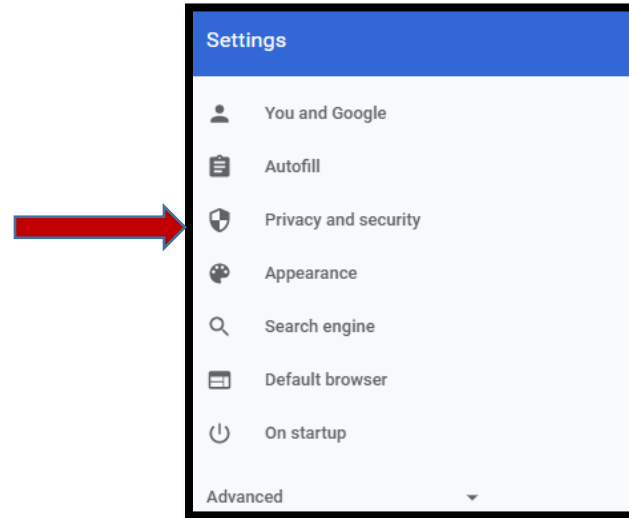1. Go to the Browser menu at the top right. It's 3 vertical dots

   a.

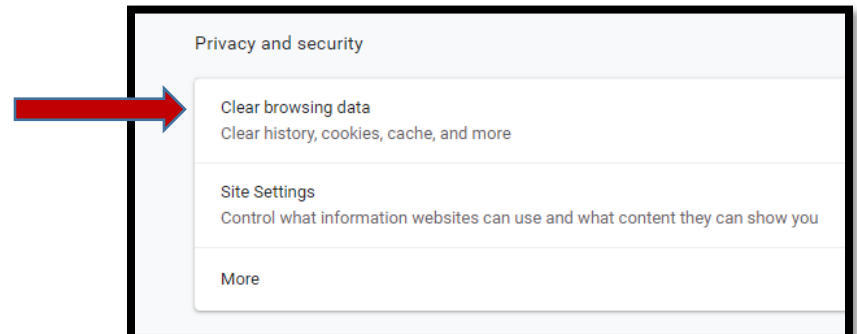2. Click on Settings

   a.

3. On the far left, click on Privacy and Security
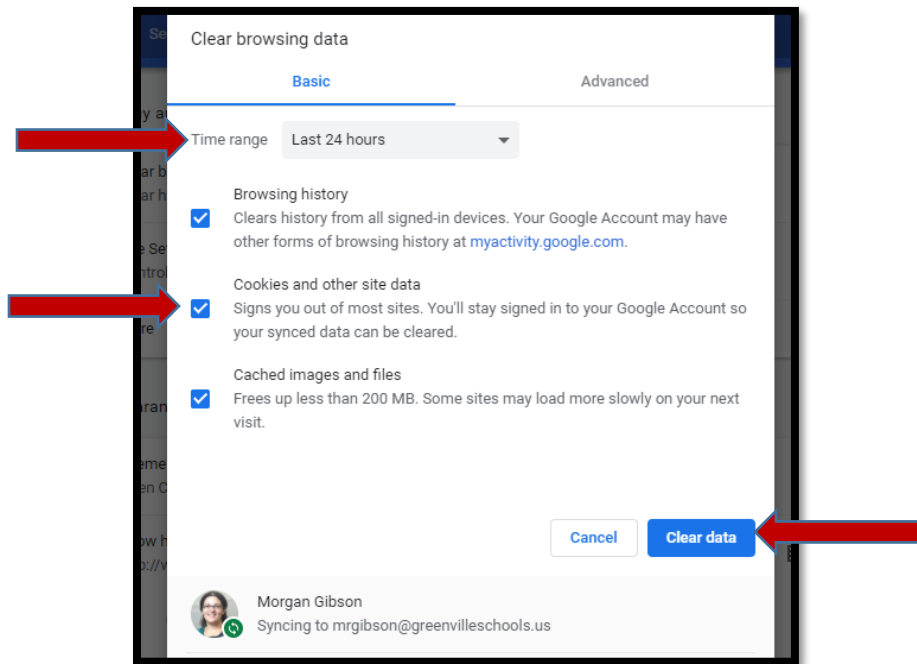

   a.

4. Click on Clear browsing data

   a.

5. Make sure the 2 bottom boxes are checked (the first one should be grayed out), that it says All Time, and then click the blue button: Clear data

   a.

Reset the Chromebook

1. Press the Refresh Key and the Power Key at the same time
2. The Chromebook will power off immediately. If it does not turn on automatically after 20 seconds, press the Power button.
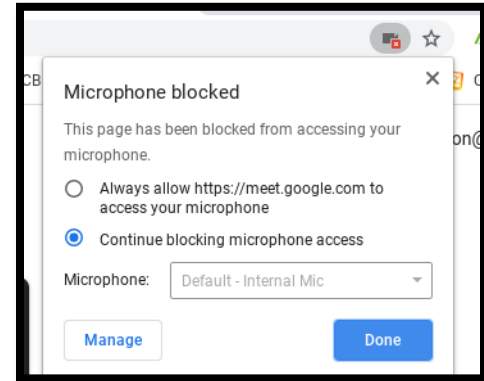

GCSD Authentic...

3. Sign in, and Authenticate [GCSD Authentic...]. Close the Google Chrome browser, and start it again.
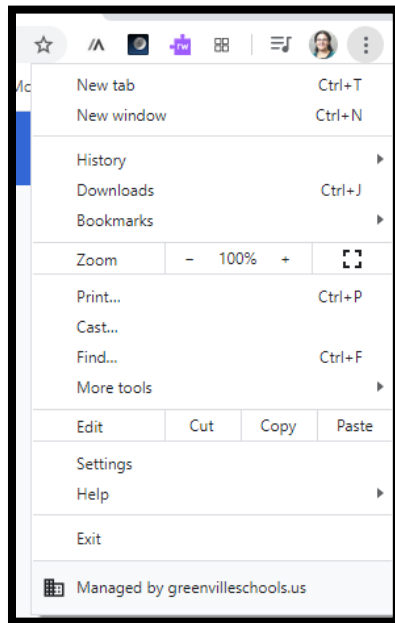
Microphone or Camera Not Working Correctly

Option 1:

1. Go to a Google Meet or other website that needs your camera and Microphone (i.e. Flipgrid)
2. At the top right of your browser, see if there is a little video camera icon and click on it.
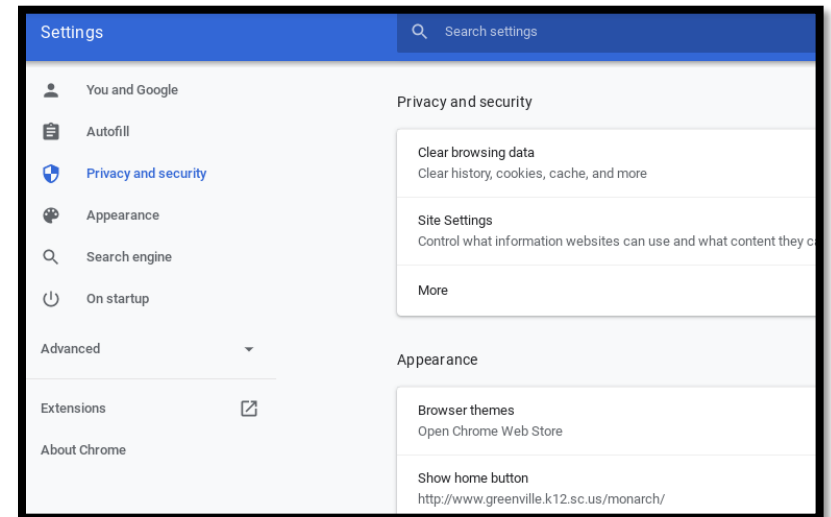3. This box will appear. Click on Always allow and Click Done
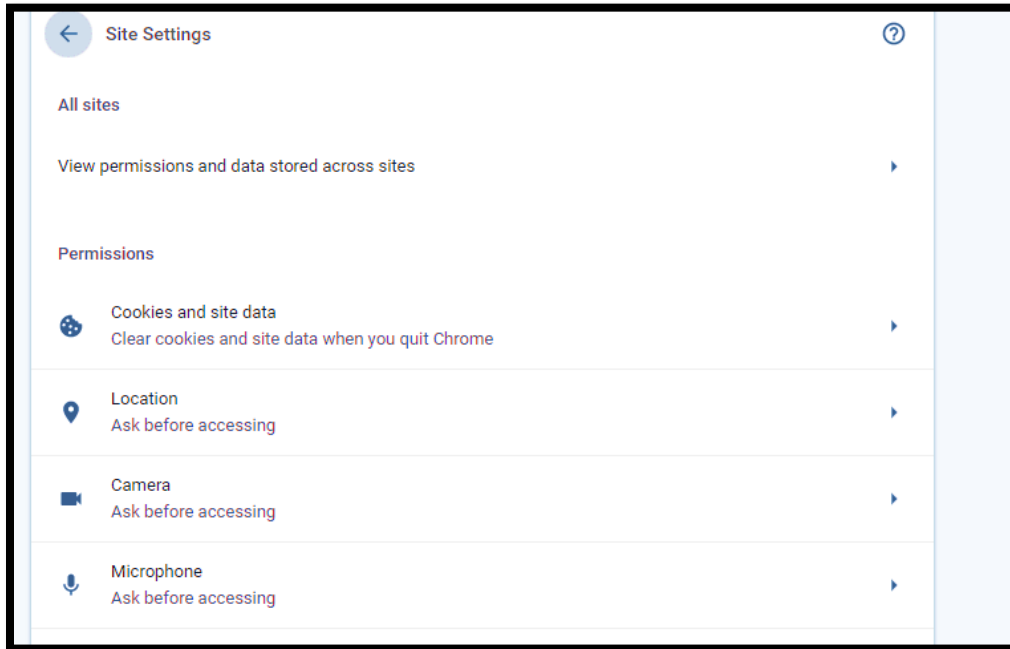

Option 2:

1. At the top right of your browser click on the menu (3 vertical dots) and go to Settings

2. Go to Privacy and Security and click on Site Settings
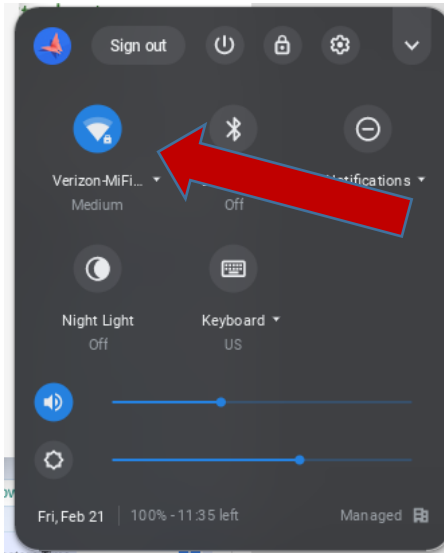
3. Click on Microphone and/or Camera

4. Change the websites that are blocked to have permission to use your microphone or camera by clicking on the small gray triangles on the right side
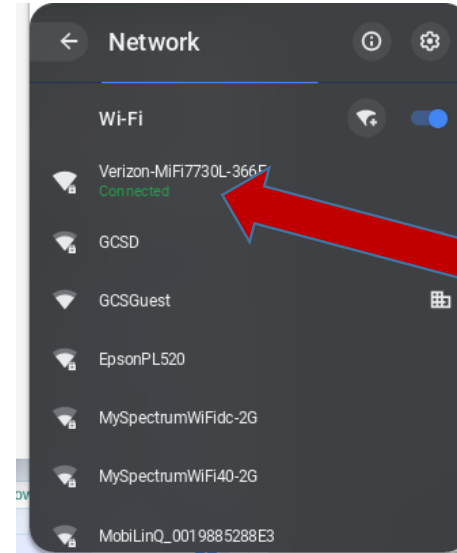
Not Connecting to Home Internet Well

1. Click on the name of the WiFi network.

2. Click on the name again of the one that says connected.

3. Click on forget. Type in the password again to reconnect to the home WiFi. If it gives you any options to "Save" or "Remember" select that option.