

Troubleshooting: How to Restart and Factory Reset

Standard Restart (For Minor Glitches or Sluggishness)

1. Click the **time clock** in the bottom-right corner of the screen to open the Quick Settings panel.
2. Click the **Power icon**.
3. Select **Shut Down**.
4. Wait 10 seconds for the lights to go off, then press the physical power button to turn it back on.
5. *Alternative:* If the screen is completely frozen, press and hold the **Power button** for about 10 seconds until the device forces a shutdown.

Factory Reset / "Powerwash" (For Severe Software Issues)

 *Note: This wipes all local files from the machine, but schoolwork saved to Google Drive will remain perfectly safe.*

1. Log out of the Chromebook completely so you are looking at the main sign-in screen.
2. Press and hold **Ctrl + Alt + Shift + R** all at the same time.
3. A window titled "Reset this Chrome device" will pop up. Click **Restart**.
4. When the box reappears after restarting, click **Powerwash**, then click **Continue**.
5. Follow the on-screen prompts to connect to the school Wi-Fi and re-enroll the device using the student email.

If your Chromebook is still having problems, contact Mrs. Dawkins.