Support for Devices

At some point, your Chromebook will have an issue (like all computers do). Don't panic! The five steps identified below solve many of the issues you will experience. If these steps do not resolve your issue, submit a tech support ticket at helpdesk@27J.net **(this includes password resets.)**

1. Clear cache/cookies and restart your device.

With all basic troubleshooting, this should always be step number one.
   a.   Click Ctrl+shift+backspace and select "all time."
   b.   Hold down the power button for 10 seconds and then restart.
(Note: a restart can also force crucial updates to run on your Chromebook)

2. Charge your device.

If the device won't turn on, plug it in to a charger and leave it for 15 minutes. Do not try to restart the device until 15 minutes have passed.

3. Verify your wireless connection.

Check that you are connected to a wireless network. (*Note: It is possible to work on Google Docs, Spreadsheets, etc. without internet access. Learn more about **offline mode**.*)

4. Update your device operating system.

Chromebooks specifically need to be kept up to date with fixes to remedy known issues. Check to see if your Chromebook is up to date using these instructions.
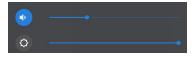
5. Be Patient.

Many of the platforms and tools you are using require a bit of time to load. If you get an error screen, simply open a new tab or use the refresh button. Give Chromebook at least 5 minutes to fully load before you try to go to any of the tiles on OneLogin.

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

b. Screen rotated
● If the image on the home screen is rotated: Ctrl-shift-reload/refresh will rotate the entire screen by 90 degrees each time it is pressed.

c. 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
● Check speaker/bluetooth settings in the bottom right corner of the Chromebook screen
● Check the browser tab

d. iBoss screen keeps popping up
● Open new tab and try the website again
● Give if a few minutes to load