



chrome

Chromebook Quick-start Guide and Frequently Asked Questions

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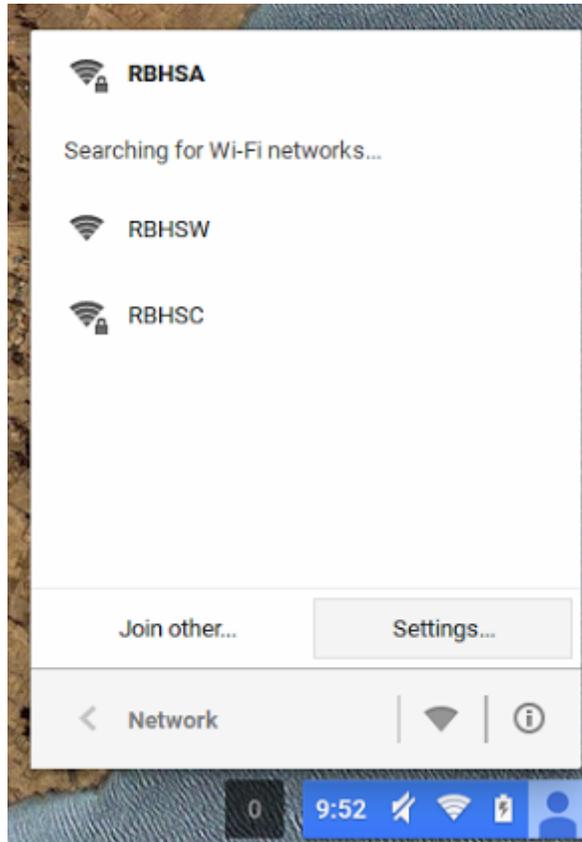
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Chromebook Troubleshooting & FAQ

Connecting to your home Wi-Fi network

- Click on the network icon  in the lower right-hand corner of the desktop.



- Select the appropriate wireless network, and enter the network key, if applicable.

- If you have connectivity issues at home, restart the Chromebook, and try again, or contact your internet service provider.

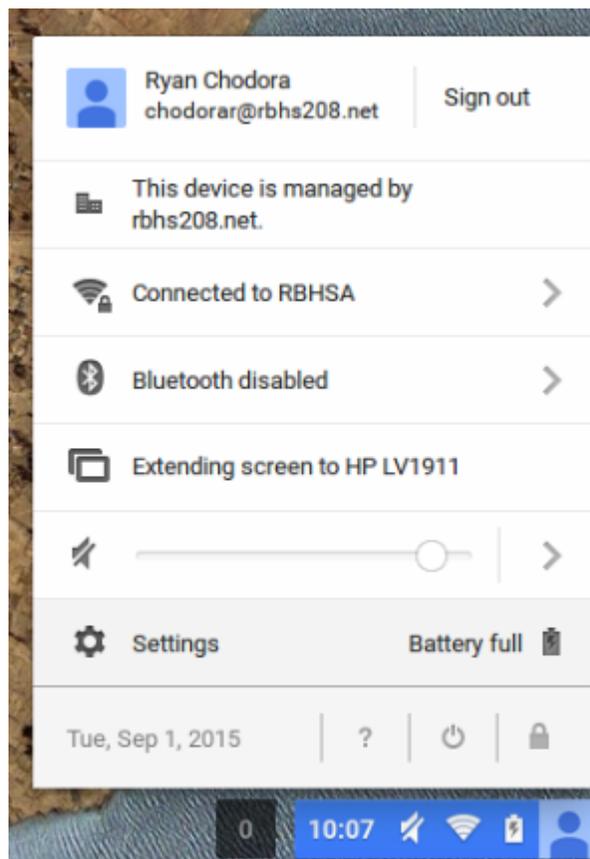
- Any network issues at RBHS should be directed to the Student Helpdesk, located in the Library.

Trackpad behaving erratically

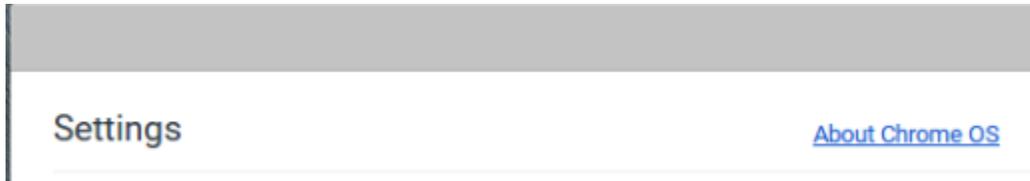
- If your cursor is jumping around, and not moving at a steady pace, try shutting down the Chromebook, and restarting it.
- If the restart didn't help, your Chromebook may require an update.

Updating your Chromebook

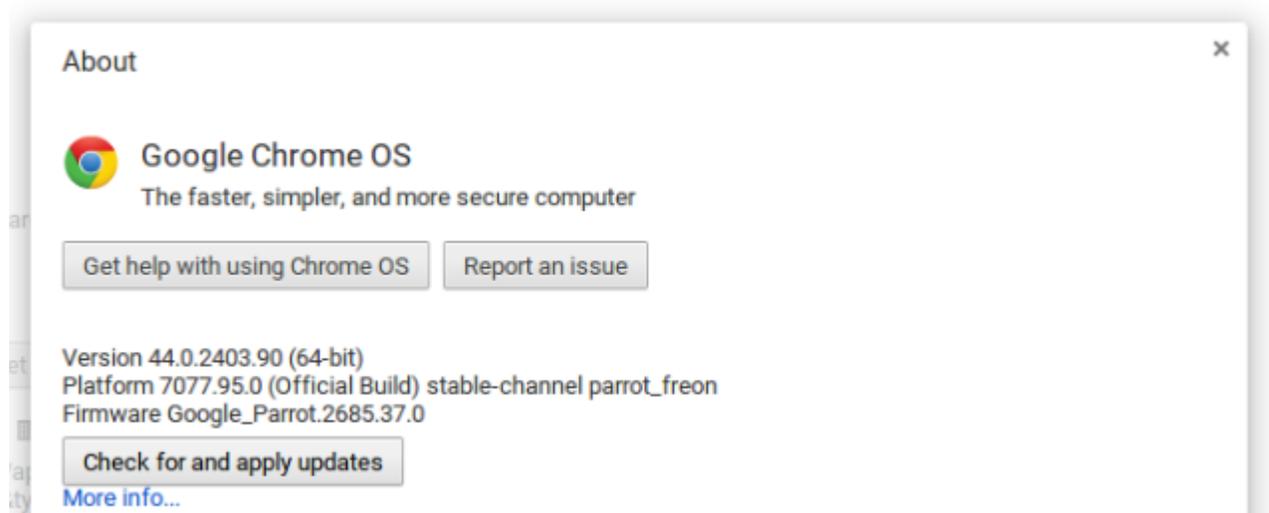
- While your Chromebook updates automatically, there may be instances in which forcing the update is the quickest solution to the problem you're having.
- The first step is to check for updates. Start by clicking on the toolbar in the lower right-hand corner of the desktop, and click on settings.



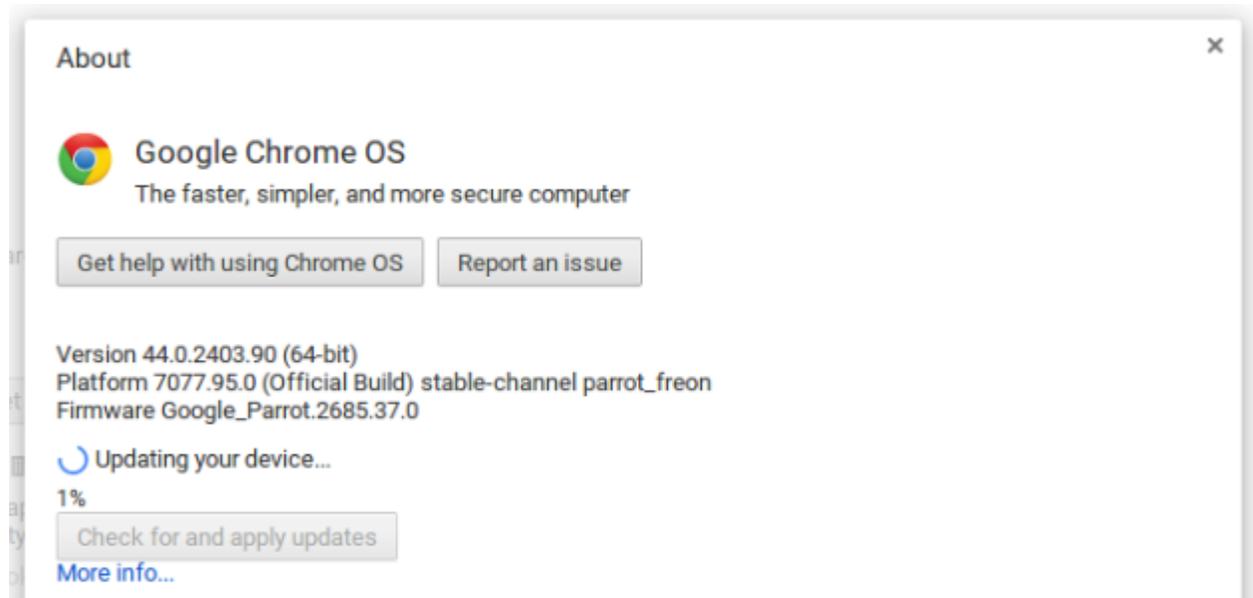
- Click on “About Chrome OS” at the top of the settings menu.



- While in the about page, click on the “Check for and apply updates” box.



- If an update is available, it will start downloading right away. Once completed, you will be prompted to restart your Chromebook.



- If you continue to have issues, visit the Student Helpdesk in the Library.

Other Miscellaneous Questions

- Other questions about your device, like printing at home, or other hardware troubleshooting techniques can be answered on Google's comprehensive troubleshooting guide. The guide can be found here <https://goo.gl/ZzgqRY>

- Issues regarding Google Drive, Google Chrome Store, Schoology, or Skyward should be directed to the Student Helpdesk in the Library.

Chromebook Diagram

The Lenovo Chromebook 11e is a complex, powerful tool that enhances learning in the classroom. This document serves as a brief guide to understanding the device.

Buttons & Ports

The left side of the device features the charge port, a USB 2.0 port, a 3.5mm headphone/microphone combination port, and an SD Card slot.



The right side features a K-Lock security port, an HDMI port, a USB 2.0 port, a volume rocker, and the power button.



1. Charge Port: Chromebooks supplied by RBHS should only be used with an RBHS supplied power adapter. Replacements are available in the bookstore at a charge.

2. USB 2.0 port: This port can be used with a plethora of different devices, including flash drives, keyboards, and mice. Not all devices are compatible with Chrome OS, please check with the manufacturer before purchasing external hardware for your Chromebook.

3. 3.5mm Headphone/Microphone Combination Port: This port allows the user to plug in their headphones, microphone, or combination headset. Ideal for watching videos, listening to music, or video-chatting.

4. SD Card Slot: This slot is a dedicated port for Secure Digital Cards. These cards are commonly found in digital cameras, and portable game systems. They are used the same way you would use a USB Flash Drive. Ideal for storing documents, photos, and videos.



5. Power Button: The power button turns the device on and off. The bulk of troubleshooting starts and ends at this button. Most Wi-Fi, trackpad, and other issues can be solved by holding the power button until the machine turns off, then pressing the button to turn it back on.

6. Volume Rocker: This rocker adjusts the volume coming out of the internal speakers, or through any headphones that are attached.

7. USB 2.0 Port: This port can be used with a plethora of different devices, including flash drives, keyboards, and mice. Not all devices are compatible with Chrome OS, please check with the manufacturer before purchasing external hardware for your Chromebook.

8. HDMI Port: This is a display-out port. Meaning, you can connect to an external display via an HDMI cable. Ideal for home use, when more than one display is desired.

9. Kensington Lock Port: This port allows Kensington-branded security cables attach to the device, to deter theft.