

## CHROMEBOOK\Troubleshooting 1

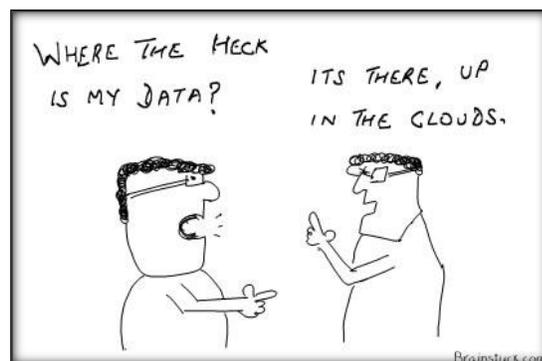
Sometimes, a Chromebook may become largely unusable due to changes in settings etc. If this occurs, the following instructions may be used to “reset” a chromebook to its original state. Once reset the next instructions are to be used to configure the chromebook for MHS student use. (*Wireless usernames and passwords included here are to be kept confidential.*) Pictures used may not be exactly the same as your chromebook as several chromebook types exist within the district. However, the information displayed is **VERY** similar.

### How to “RESET” a Chromebook



With the chromebook turned on but not logged in to press:

- 1.) ESC + Refresh key + Power button. (Refresh key is the circle arrow.)
- 2.) Keep buttons pressed until device turns back on with “missing OS” alert.



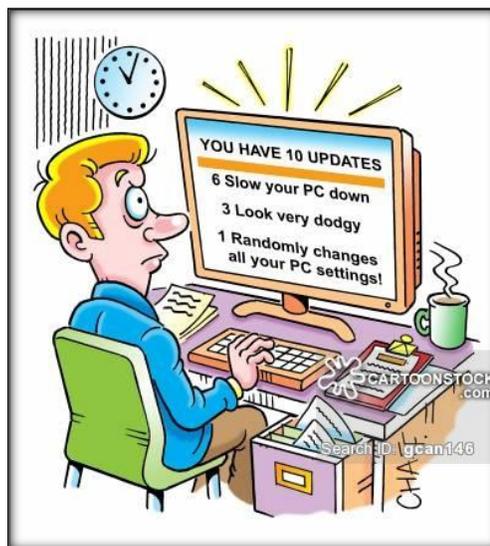
- 3.) Press Control + D.
- 4.) Next window: Turn off OS verification press **ENTER**.
- 5.) Next window: click the **space bar** to re-enable.
- 6.) Press: **ENTER** to confirm.

The Chromebook will reboot going back to original state.

### HOW TO CONFIGURE A CHROMEBOOK FOR DISTRICT USE

Once turned on:

Welcome:

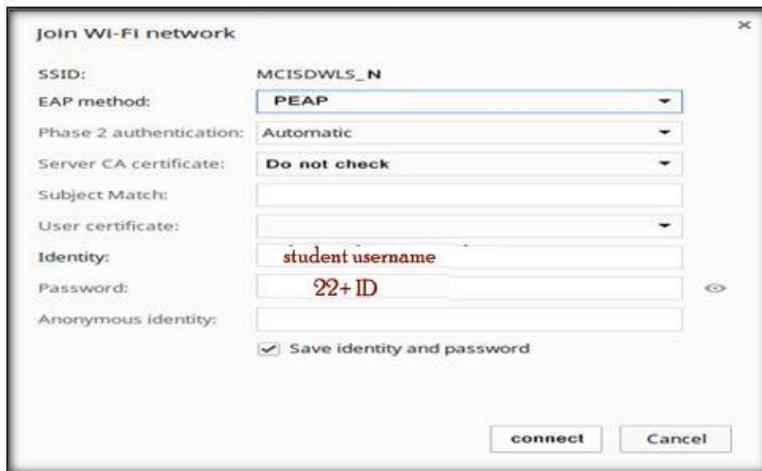


Select a network: MCISDWLS\_N



Join WiFi network:

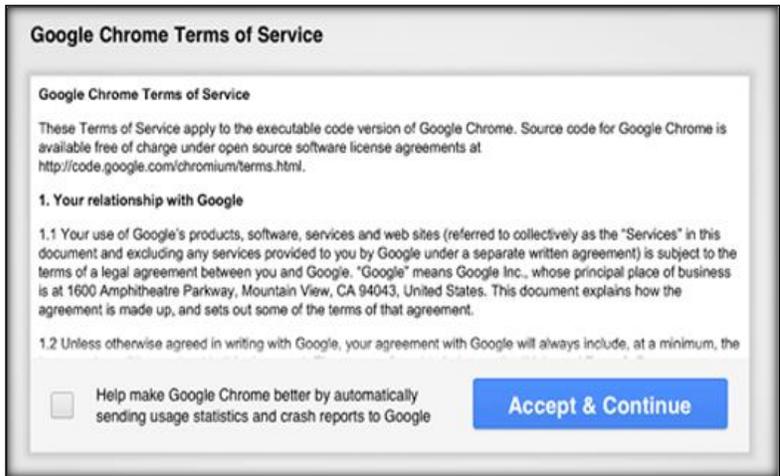
- 1.) SSID: **MCISDWLS\_N**
- 2.) EAP method: PEAP
- 3.) Phase 2 authentication: **Automatic**
- 4.) Server CA certificate: **Do not check**
- 5.) Subject Match: leave blank
- 6.) User certificate: None installed
- 7.) Identity: **Student Username**
- 8.) Password: **22 + ID**
- 9.) Anonymous identity: leave blank
- 10) Save identity and password: **"check"**



Click on: **"Connect"**  
 Wireless should connect.  
 Select: **continue**  
 (if not turn off then back on) settings  
 should hold and connect.



Chrome Terms and conditions: **Accept and continue.**



**If** Enterprise enrollment **does not show up** in the next window select:

**Ctrl+Alt+E** (an Enterprise enrollment window will open).

Input your **username**

**(user@missioncisd.org)**

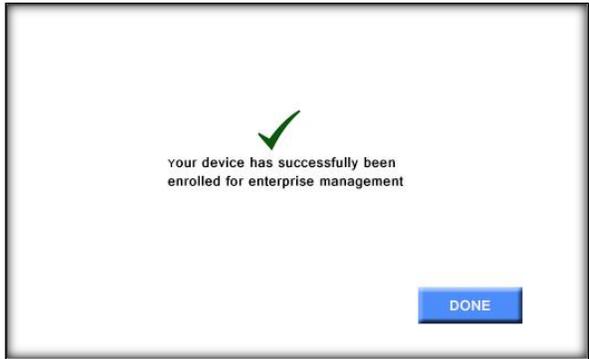
Input your **password**

**(Student: 22+ ID)**

**Sign in**

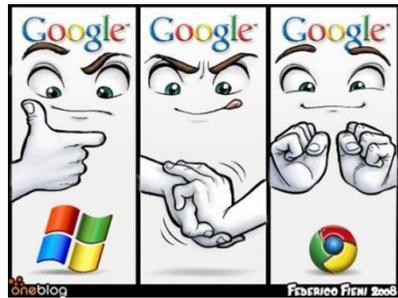


“Your device has successfully been enrolled for enterprise management.



Select: **Done**

Log in to chromebook by re-entering your username\password. (**user@missioncisd.org**)



Choose a picture to display for account.

Launch Chrome and go to: [www.google.com](http://www.google.com)

