



Chromebook FAQs

How to tell if you need a new Chromebook

~Page One~

Question: My child's Chromebook is scratched, has stickers, has hinges that are showing, and/or has a rubber part coming off.

Answer: These are just cosmetic and should not affect the student using the Chromebook

Question: My child's Chromebook has a cracked or discolored screen.

Answer: Yes, please contact SSES to report the issue and schedule a time to receive a new Chromebook.

Question: The trackpad that controls the cursor is clicking on everything, and I can't get it to stop!

Answer: This can be fixed. You need to call SSES and ask for Mrs. Kenley or Ms. Murphy in the Library to be walked through the procedure.

Question: My child's Chromebook will not connect to our wireless network.

Answer: Troubleshoot the issue – click on the Wifi icon at the bottom left of the screen to see which network it is trying to connect to; Make sure your wireless passcode is correctly entered. If both fail, then please call SSES to report the issue and to schedule a time to pick up a new Chromebook.

Question: My child's Chromebook will not hold a charge.

Answer: Troubleshoot the issue - check the outlet with another device to see if there is an electric current; Plug in Chromebook and then try to turn it on and check battery level every 15 minutes to see if there is a change; Make sure your child powers down the Chromebook at night and doesn't close the screen until the power light is off, and then charge it overnight. If all fails, then please call SSES to report the issue and to schedule a time to pick up a new Chromebook.

Question: My child's trackpad or cursor will not work at all.

Answer: Yes, please call SSES to report the issue and schedule a time to pick up a new Chromebook.



Chromebook FAQs

How to tell if you need a new Chromebook

~Page Two~

Question: My child is having trouble connecting to Zoom meetings.

Answer: Troubleshoot the issue – make sure the Chromebook has been updated (see separate [How To Update Your Chromebook](#) instructions); If it has been updated and restarted and is still having trouble, sign off and shut down for 20 seconds, then sign on, go to Skyward and access Zoom meeting; Email your child’s teacher to make sure you have the correct zoom link, open a Google tab and copy and paste the link just like if you wanted to visit a website; Contact the help desk. This is a software issue.

Question: My child’s Chromebook has missing keys or keys that won’t work or keys that are mixed up.

Answer: Yes, please contact SSES to report the issue and to schedule a time to pick up a new Chromebook.

Question: My child is having trouble with a document assigned through Google Classroom – not opening, not able to edit document, not able to save, etc.

Answer: Please contact your child’s teacher with the specific things that the student is unable to do. The teacher can troubleshoot the issue and reassign a document that will work for your student.

I have a question that is not listed, what should I do?

Contact the Help Desk through the app on the dashboard or look through the Tech Tips listed online at:

<https://www.wcs.edu/site/default.aspx?PageType=3&DomainID=57&ModuleInstanceID=912&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=20869&PageID=107>

