Chromebook Simple Troubleshooting

1. 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

2. 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.

3. If you need to **remove a user from a Chromebook**, do not login. At the login screen, click on the upper right corner of that user's login icon and remove the user.
https://support.google.com/chromebook/answer/1059260?hl=en

4. If a Chromebook is having issues, turn it off and then on again. **(Resetting a device is only done by a technician.)**

5. **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

6. Device running **sluggish in the Chrome browser**: Clear the cache and then reboot
   https://support.google.com/chromebook/answer/183083?hl=en

   Delete all browsing history (clears cache and cookies - great for fixing errors with website)

   - Click the Chrome menu on the browser toolbar.
   - Select Tools.
   - Select Clear browsing data.
   - In the dialog that appears, select the checkboxes for the types of information that you want to remove. (do all)
   - Use the menu at the top to select the amount of data that you want to delete.
   - Click Clear browsing data.