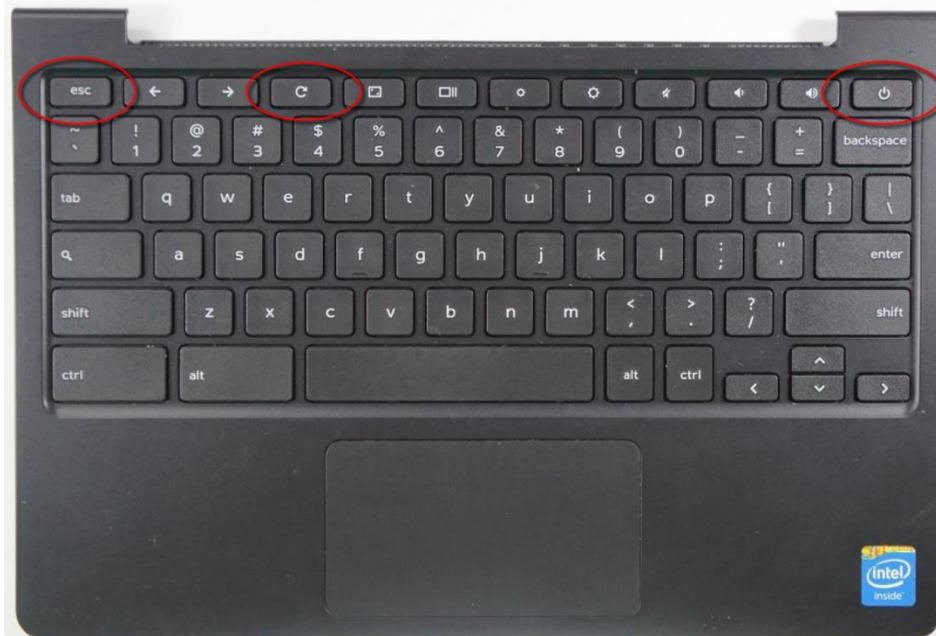


Chromebook Issue?

This should only be performed if your Chromebook is behaving strangely or not responding at all. There is no reason to perform the steps below if your Chromebook is functioning without issue. Please remember that certain apps and websites may also be slow during this time and this is not a reason to perform these steps. If this does not resolve the issue you are having, please email hardwaretechsupport@npsd.k12.ri.us and someone will get back to you with a solution.

Thank You

- 1.) Turn off the Chromebook.
- 2.) Press Esc+Refresh+Power.



- 3.) A yellow exclamation point (!) or "Please insert a recovery USB stick" is displayed.

- 4.) Press Ctrl+D to begin Developer mode, then press Enter.
- 5.) Press Space, then press Enter.
- 6.) The Chromebook deletes its local data, returning to its initial state. This can take a few minutes.
- 7.) When the Chromebook displays a "Welcome!" screen, please choose "Lets Go"
- 8.) Connect to your WIFI
- 9.) Agree to Google Chrome OS terms by choosing "Accept and continue"
- 10.) You may or may not be asked to Enroll your device into enterprise enrollment. If you are asked just enter your email and password.
- 11.) If asked for asset tag information, please DO NOT CHANGE this number and click Next
- 12.) Your Chromebook is now ready to be used.