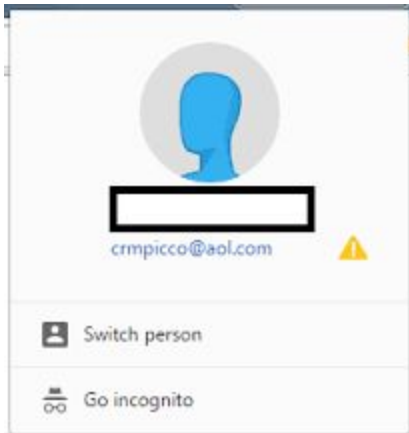


# Chromebook Troubleshooting Tips

These tips will help correct very common problems w/ our Chromebooks.

Students have been taught how to remove orange triangle & should fix it when it happens.

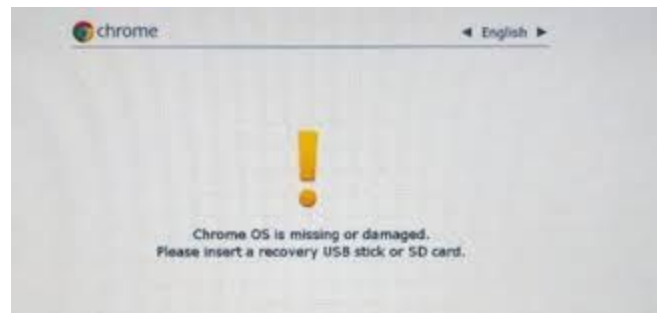
## Orange Triangle at login screen:



If this orange triangle appears at the login screen it will not allow the user to login. You must Remove the User Profile.

1. Put mouse in upper right hand corner for grey drop down to appear.
2. Select "Remove User"
3. Another popup will appear & select "Remove User Profile"
4. This will go back to the login page where you will login w/ your computer number & password.
5. Take your profile picture again & wait a few minutes for everything else to load, including your wallpaper.

**IF this screen appears:** Send the Chromebook back to school and let Mrs. Rush know.



If these problems do not fix the problem, please send the Chromebook back to school the next day and have the student notify Mrs. Rush. Until then, if you still need to do work, many things can still be accessed with your student Google Account. Using another computer or tablet, go to Google.com and sign in with your chromebook account ([5600#####@boe.mono.k12.wv.us](mailto:5600#####@boe.mono.k12.wv.us)) and computer password. Students will be able to go to their Google Classroom page and get their work off of it, save it to their Google Drive (file storage) and complete the assignment.

Many students have accounts for math websites, Myon Reader, Epic!, and other education sites that can be found on our Symbaloo page under the Student Section.