

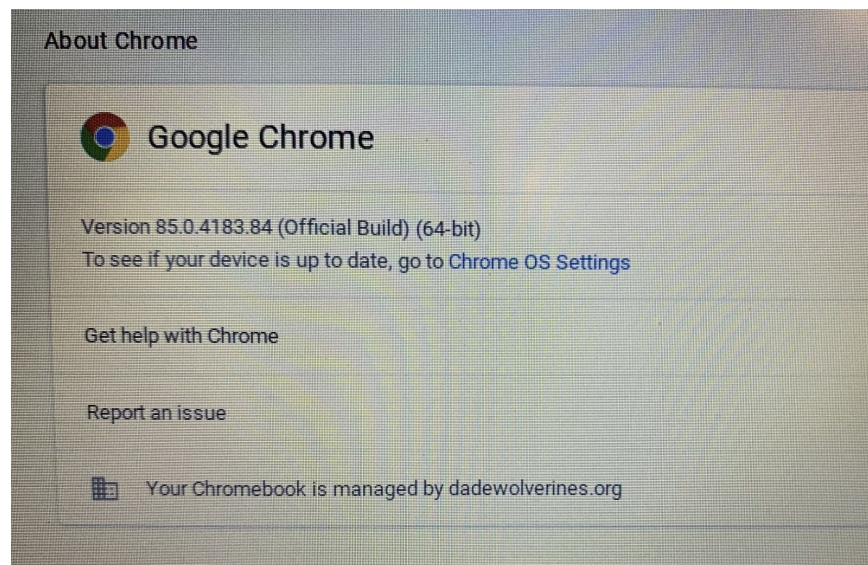
Basic Chromebook Assistance

Many Chromebook issues can be fixed with one or more of the following items:

1) Update the Chromebook

Here's how:

- While in Chrome, click the Chrome menu (the three dots at the top right corner)
- From the menu that appears, select Help
- From the next menu that appears, select About Google Chrome
- Depending on the version of ChromeOS that you are currently running you will see one of two things...
 - You may see a Check for Updates button in an older version of ChromeOS
 - In newer versions you would see a message that says, "To see if your device is up to date, go to Chrome OS Settings." Click the link "Chrome OS Settings" to get to the page where you can "Check for Updates" (see image below...)



- When the update finishes, a Restart button will appear

2) Check for Extensions

Here's how:

- While in Chrome, click the Chrome menu (the three dots at the top right corner)
- From the menu that appears, select More tools
- From the next menu that appears, select Extensions
- If any odd extensions appear, remove them
- Keep Google-related extensions

NOTE: uBlock Origin is an extension that has been added via the Management Console by the Technology Department to block excessive popups on Youtube and other sites. This extension cannot be removed by the user but can be temporarily disabled on a particular website by clicking on the uBlock Origin Shield icon located near the end of the URL field. Once clicked, simply click the on/off button. It toggles between on and off.

3) Remove a user

Here's how:

- Log off as any user that might be logged in
- Click on the user you want to remove (if they are not already the selected user)
- Once the device is ready for you to log in as the user, click the down arrow beside their name
- Next click the Remove account button
- Then click the Remove account button again

Please send any questions or comments about this installment of Tips & Tricks 2020 to technology@dadecs.org.