



COMMON ISSUES AND SOLUTIONS
KNOWLEDGEBASE
(Students and Parents Edition)



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CHROMEBOOK SHORTCUTS

You can use keyboard shortcuts to complete some tasks more quickly.

Tip: To find shortcuts on this page, press Ctrl + f and enter what you're looking for.

Popular Shortcuts

Take a Screenshot	Press Ctrl + Show Window, or Ctrl + F5
Take a Partial Screenshot	Press Shift + Show Window, or Shift + Ctrl + F5, then Click and Drag
Turn Cap Locks On or Off	Press Search + Alt
Lock Your Screen	Press Search + L
Sign Out of Your Google Account	Press Shift + Ctrl + q (Twice)
See All Keyboard Shortcuts	Press Ctrl + Alt + /

All other shortcuts

Tabs and windows

Open a New Tab	Ctrl + t
Open a File in the Browser	Ctrl + o
Open the Link in a New Tab in the Background	Press Ctrl and click a link
Open the Link in a New Tab and Switch to the New	Press Shift + Ctrl and click a link
Dock a Window on the Left	Alt + [
Maximize Window	Alt + =
Minimize Window	Alt + -
Dock a Window on the Right	Alt +]
Switch Windows Between Screens (when your Chromebook is connected to a monitor)	Search + Alt + m

Page and Web Browser

Zoom in on the Page	Ctrl and +
Zoom out on the Page	Ctrl and -
Reset Zoom Level	Ctrl + 0
Save the Link as a Bookmark	Drag link to bookmarks bar
Save the Current Webpage as a Bookmark	Ctrl + d
Search the Current Page	Ctrl + f
Open the Downloads Page	Ctrl + j
Show or Hide the Bookmarks Bar	Shift + Ctrl + b
Open the History Page	Ctrl + h

System and display settings

See Your Notifications	Shift + Alt + n
Change Screen Resolution	Shift + Ctrl and + or -
Reset Screen Resolution to Default	Shift + Ctrl + 0
Rotate Screen 90 Degrees	Shift + Ctrl + Rotate

Text Editing

Turn Cap Locks On or Off	Search + Alt
Select Everything on the Page	Ctrl + a
Copy Selected Content to the Clipboard	Ctrl + c
Paste Content from Clipboard	Ctrl + v
Paste Content from the Clipboard as Plain Text	Shift + Ctrl + v
Cut	Ctrl + x
Delete the Previous Word	Ctrl + Backspace
Delete the Next Letter (forward delete)	Alt + Backspace
Undo the Last Action	Ctrl + z
Redo Your Last Action	Shift + Ctrl + z

Accessibility

Magnify Your Whole Screen	Search + Ctrl + m
Magnify Part of Your Screen	Search + Ctrl + d

Chromebook Tips, Care & How tos

How to power on your Chromebook and What to do if it doesn't power on

To turn on your Chromebook, simply open the Chromebook and tap the power button.

If turning on the Chromebook fails please try the following solutions:

- The Chromebook may need to be charged. Please plug the charger in, wait 15 -30 minutes, and try to power on your Chromebook again.
- If step 1 does not work, check the power indicator (this can be found near the charging port) while the charger is plugged in. If the power indicator has not turned on it may need to charge for a minimum of 30 minutes prior to turn on.

How to Connect to Wi-Fi

- Please open your Chromebook and click on Options section located in the lower right corner of the home screen.
- Once you have clicked on the Options Section please click on the down arrow next to the Network Name (under the Wi-Fi icon) then click on your home network name.
- Use your home network password to connect to Wi-Fi once prompted.
- You will know when you have successfully logged in when you see the network name under the Wi-Fi icon.

Chromebook Tips, Care & How tos (cont'd)

How to Boost Your Wi-Fi

- Check with your service provider (Verizon, Optimum, etc.) to make sure the Wireless Router and/or Modem is the most current device available.
- Make sure any unused devices on your Wi-Fi Network are turned off or disconnected from the network during school hours.
- The further away you are from the router the weaker the signal becomes. With this in mind, try to keep your wireless router in a central location.

How to Reboot Your Chromebook

- Tap the Power button and click on the Power Off icon when it appears, then tap the Power button to turn the Chromebook back on.
- Hold the power button until the Chromebook powers off then tap the Power button to turn the Chromebook back on.
- Close the Chromebook, wait 10 seconds and then open the Chromebook to power the device on.

How to Make Your Battery Last

- Turn down screen brightness
- Unplug external devices
- Turn off Bluetooth
- When inactive, close your Chromebook
- Close out unneeded web pages or applications

How to protect your Chromebook from damage

Please practice the steps below to prevent accidental damage:

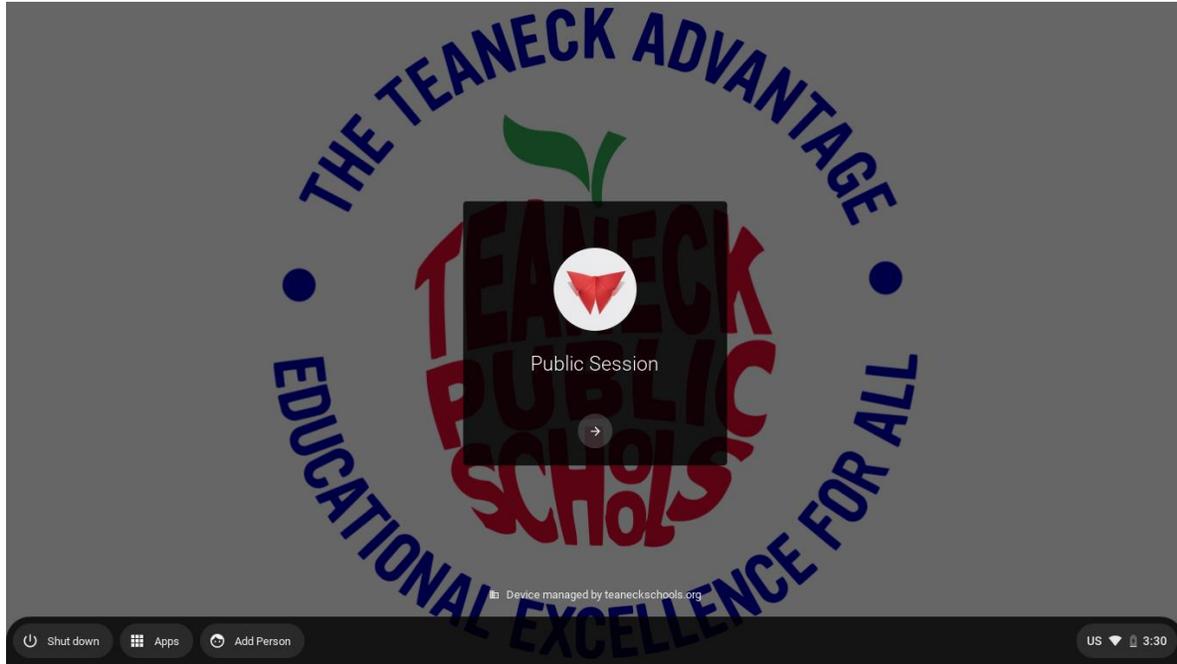
- Do not lean on the top of the device when it is closed.
- Do not place anything near the device that could put pressure on the screen.
- Do not place anything on the keyboard before closing the lid such as paper, pens, pencils or disks.
- If you need to adjust your screen, please use the plastic bezel around the screen. Try to avoid putting pressure on the screen.
- Do not place anything in a carrying case or bag alongside the Chromebook that will apply pressure to the screen.
- Clean the screen with a soft, dry cloth or anti-static cloth. **Do not use any type of chemical-based cleansers as they may damage and/or remove the protective coating of the device screen.**
- Do not “bump” the device against lockers, walls, car doors, floors, etc. as it will eventually break the screen.
- Never move a Chromebook by lifting from the screen. Always support a Chromebook from its bottom with the lid closed.
- The device can be damaged by extreme temperatures, both hot and cold. Please do not leave the device in cars or in direct sunlight.

General Precautions

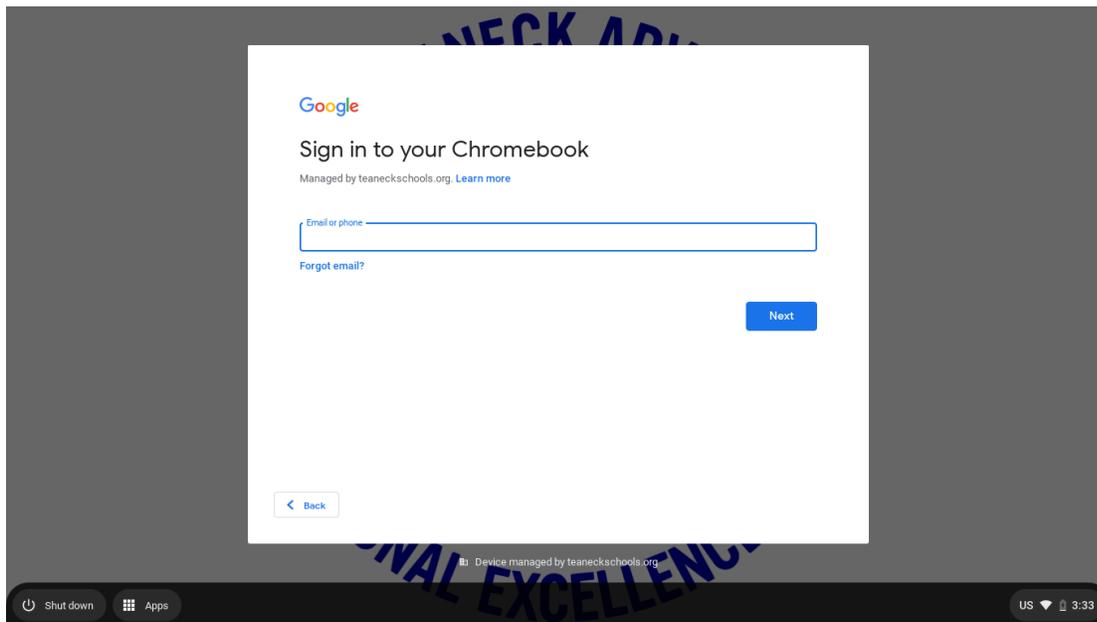
- The Chromebook is school property and all users will follow the Acceptable Use Policy and the Student Mobile Device Handbook.
- Only use a clean, soft cloth to clean the screen. Do not use cleansers of any type.
- Cords, cables, and thumb drives must be inserted carefully into the Chromebook to prevent damage
- Chromebook must remain free of any writing, drawing, stickers, labels, etc.
- Never leave device unattended or unsupervised.

How to sign in to your Teaneck Schools account on your Chromebook

1. On the bottom, click Add person.



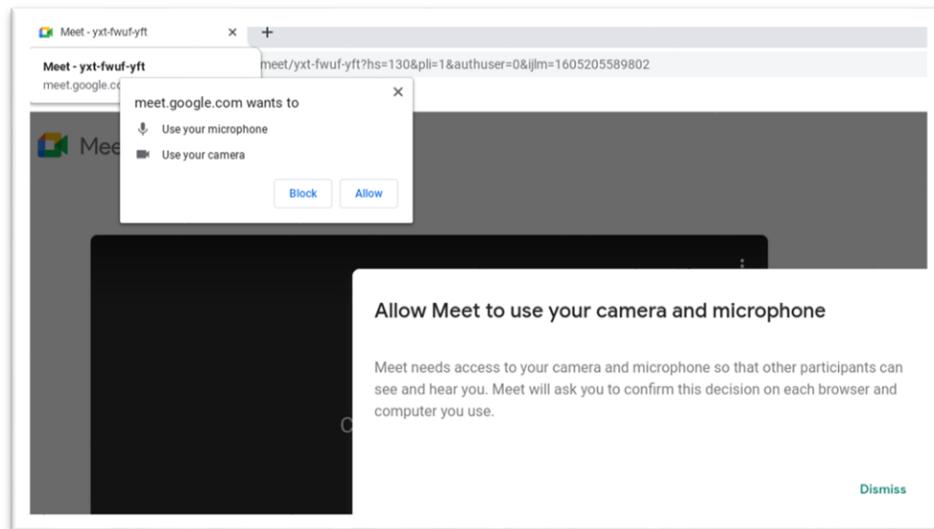
2. Enter the Google Account email address and password, then click Next.



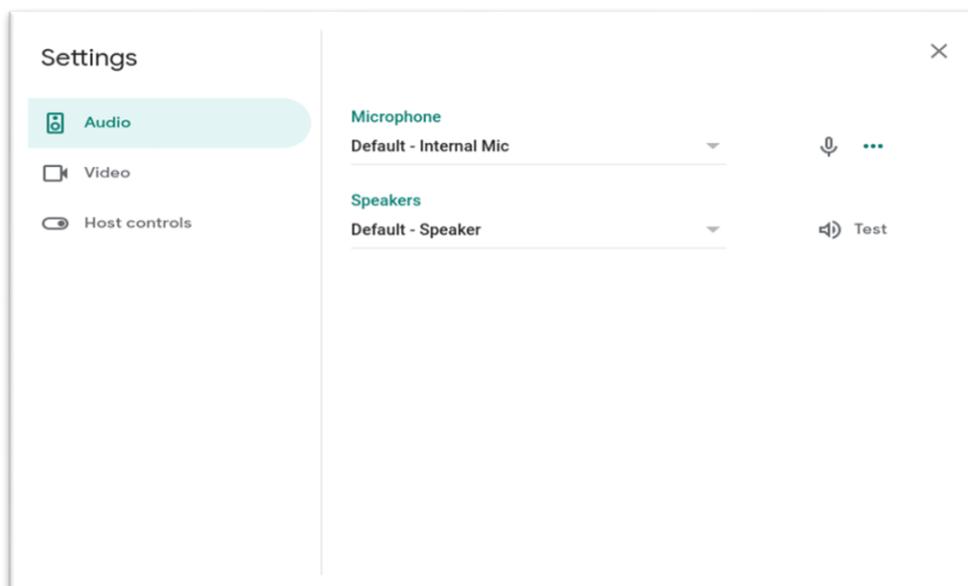
3. Follow the steps that appear.

Common Issues with Google Meet

- If you cannot join a Google Meet session or you were kicked out for any reason then ask the teacher to resend the google meet link to your Gmail.
- If you are a student, you cannot join the session if the teacher is not in the session first.
- If the teacher cannot see you or hear you, make sure your camera and microphone is enabled and allowed.



- Make sure the microphone and speaker are set to default.



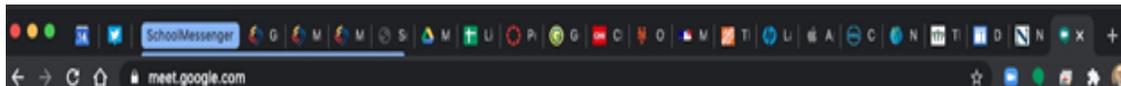
- Disable any extensions that may be causing Google Meet to crash
- If Google Meet is freezing, reduce the amount of tabs you have open.

5 Tech Tips for a Better Google Meet

Here are a few easy things you can do to improve the quality of Google Meet.

1. Close all unnecessary Chrome tabs.

Do your Chrome tabs look something like this? If so, you are crushing your machine's resources. Only keep necessary tabs open - close everything else.

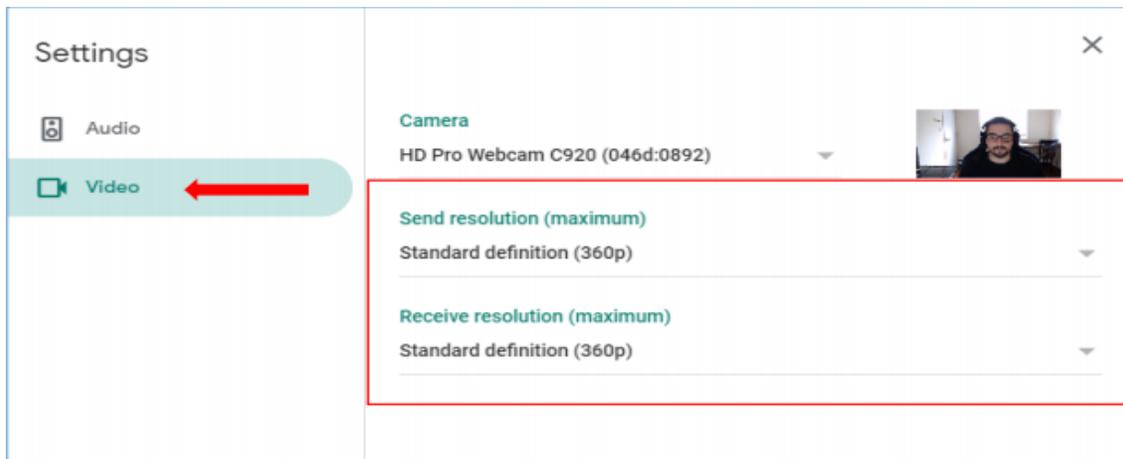


2. Use Standard Definition (SD) video.

High Definition (HD) video in Google Meet requires a lot of bandwidth. If you are having issues with bandwidth, switching to Standard Definition (SD) will reduce the amount of bandwidth required to join the Google Meet.

To use SD:

- Click the three little dots in the lower right corner – then settings.



3. Close all unnecessary apps.

Google Meet uses a lot of computer resources – only keep necessary tabs open – close everything else.

4. Reboot occasionally.

5. Turn off your webcam when not needed.

If you continue to have issues with Google Meet, you can turn off the webcam. Turning off the webcam reduces the amount of bandwidth required for that call.

Chromebook Hardware & Software Issues

Chromebook is not charging or its not powering on

- Make sure the charger or adapter cables are completely plugged in, both into the Chromebook and the wall.
- Plug the charger into another wall outlet.
- Leave the Chromebook charging for 30 minutes.
- After 30 minutes of charging, hold down the power button for 10 seconds while it's charging.

Chromebook has no sound

- Make sure the volume is enabled and adjusted.
- Change the sound input and output of the Chromebook.
- Reboot the Chromebook and play an audio or video to test the sound.

Chromebook is freezing or it's slow

- Remove any extensions that are not required.
- Reboot the Chromebook.
- Avoid having multiple tabs open at once.

Helpful Links

Google Meet cheat sheet

<https://support.google.com/a/users/answer/9300131>

Troubleshooting issues with Google Meet - Google Support Page

<https://support.google.com/meet/answer/7380413?hl=en>

Anti-Big Brother Act (N.J.S.A. 18A:36-39)

- A. Please be advised that all information transmitted from or received by District-owned devices while both on and off the District network may be subject to capture, inspection and/or storage by District monitoring software and appliances for routing, bandwidth/application control, security/firewall and usage-reporting purposes.
- B. Internet browsing history may be subject to review to ensure compliance with the District's Acceptable-Use policies.
- C. The District may also periodically access the device when on and off the District network using a Mobile Device Management solution to perform routine maintenance, "push", or remotely install, District-approved software, manage settings, and/or remove software that violates District-Acceptable-Use policies.
- D. In cases where a device is reported stolen or lost, the District may record or attempt to collect information regarding the Device's location or usage activity through the use of the network tracking software and utilities, which may include images taken using the device's built-in camera. Tracking may also be activated if the District receives credible information that a student has taken the device outside of the state and/or country without prior approval, which is in violation of the terms of this policy.
- E. Data collected may be retained for a period of up to seven years for archival purposes.
- F. Information collected will NOT be used in any manner that would violate the privacy rights of the student or any individual residing with the student.