

# Chromebook Troubleshoot Guide



If your Chromebook is not working properly, try troubleshooting to resolve the issue or narrow down the problem.

- Is it a username/password issue?
- Is the Chromebook connected to the wifi?
- Webpage Issues
  - [Fix "Aw, Snap!" page crashes](#)
  - ["This webpage is not available"](#)
  - ["The following plug-in has crashed"](#)
- Hardware Issues
  - [Touchpad isn't responding](#)
  - [Keyboard isn't working](#)
  - The battery won't charge
    - Make sure that your charger or adapter cables are securely connected to your Chromebook.
    - Make sure that the power outlet is working. If not, plug your Chromebook into a working power outlet
    - Unplug your charger from the wall and your Chromebook, then plug it back in.
    - Charge the device for at least 30 minutes.
- System Issues
  - [Chromebook is slow](#)
  - Chromebook crashes or freezes
    - Turn off your Chromebook, then turn it back on.
    - Close all your apps and browser windows.
    - If a specific tab in your browser causes your Chromebook to crash or freeze, hard refresh the page: **Ctrl + Shift + R**.
    - Reset your Chromebook.
  - Chromebook won't turn on
    - Make sure that your charger or adapter cables are securely connected to your Chromebook.
    - Make sure that the power outlet is working. If not, plug your Chromebook into a working power outlet.
    - Unplug your charger from the wall and your Chromebook, then plug it back in.
    - Charge the device for at least 30 minutes.
    - If these steps don't fix the problem, reset your Chromebook.
    - If resetting your Chromebook doesn't work, contact IT with a service request ticket for more help.

**If troubleshooting does not resolve the issue, please submit a [Chromebook Incident Report](#) and take your device to the library to swap out for a loaner.**