

I. Reviving Chromebook – unable to power up – **Restart Procedure:**

Over the past week I have had two of the newer Chromebooks (those with the number pad on the keyboard) fail. They function fine and then one day they refuse to boot. On both the charge light was/is blue so they were fully charged.

1. Unplug power cable
2. Hold down power button until blue light goes out
3. Close lid
4. Open lid, operating system will load and then will present the login screen

II. Chromebook freezes; blanks out; unable to power on – **Hard Reset Procedure:**

Hit the power button and refresh button at the same time. Whatever state my CB is in, it causes a reset/reboot and I am back in business. I don't even lose my log in picture (i.e. I don't have to log in with VoIID...)

III. Chromebook unresponsive – **Powerwash (Factory Reset) with Enterprise Enrollment**
(Recommended for TC only)

1. Turn off the Chromebook.
2. Press Esc+Refresh+Power.
3. A Recovery screen is presented with the default action to “Recover using external storage”. Additional options are a) Launch diagnostics, b) Advanced options, and c) Power off.
4. Select Advanced Options, then select Developer Mode, then Confirm (twice).
5. The Chromebook deletes its local data, returning to its initial state. This can take approximately 40 minutes. (usual time is closer to 2 minutes)
6. With Forced Enterprise Re-enrollment enabled for the device, the Chromebook will try to reconfigure itself over the Internet per NTSC standards. Proceed to connect to Wi-Fi and let the process proceed with the Enterprise Enrollment.
7. Follow the prompts to fill in your AARP Tax-Aide account credentials and login to your account.

If none of the above steps resolve your Chromebook start-up issues, please contact the Oregon TCS:

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