



Welcome to your Chromebook!!

Please note: All Chromebooks have been disinfected both inside and out.


Let's get started!

1. **Before use, plug in your device for 2 hours to ensure that it is fully charged.**
2. Press the power button once for 3 seconds. Wait for it to start up.
3. Log in with your SMUHSD email account information:
 - a. Login: grad year, last name, first initial and last two #s of student ID
 - b. Enter your Password

Treat it kindly!

- Never pick it up by the screen
- Chromebook should not be wiped down with anything wet - do not spray with Lysol or Windex
- Do not eat or drink near Chromebook
- Use some rubbing alcohol on a damp (not wet) cloth to clean and disinfect as necessary

Ooops... something went wrong! Below, you will find easy-to-follow steps that can help you address some common issues.


 Hardware Problems	
A. Chromebook does NOT Start up	<p><u>How to perform a Hard Reset:</u></p> <ol style="list-style-type: none"> 1. If Chromebook does not start up after 30-35 seconds, plug Chromebook into a power outlet and then hold the power button down for approximately 1 minute. 2. Release power button. 3. Wait 5 seconds. 4. Press the power button again for 3 seconds and wait for Chromebook to start up.
B. My Touchpad doesn't work (cursor won't move)	<ol style="list-style-type: none"> 1. Make sure there is no dust or dirt on the touchpad. 2. Press the Esc key several times. 3. Drumroll your fingers on the touchpad for ten seconds. 4. Turn your Chromebook off, then back on again. 5. If you tried these steps and it did not work, perform a hard reset (See A, above)
C. Sound Doesn't Work	<ol style="list-style-type: none"> 1. Make sure sound isn't muted: <ul style="list-style-type: none"> • At the bottom right, select the time. • Adjust the volume using the slider. 2. Change the sound input or output: <ul style="list-style-type: none"> • At the bottom right, select the time. • Next to the volume slider, select the Right arrow ▶. • Change where sound comes from (output) or where you speak into (input). 3. Unplug audio devices (like headphones or speakers) from your Chromebook. 4. Do a Hard Reset of your Chromebook.




Connectivity Problems

D. Chromebook does connect to internet

Step 1: Turn on Wi-Fi

1. At the bottom right, select the time.
2. Select Not Connected .
Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. Turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

Step 2: Pick a network and connect

5. Select the Wi-Fi network .
6. If you have a password then enter it to gain access to Wifi Network.

Still not working? Try the following:

- Chromebook Help Website: <https://bit.ly/FixChromebook>
- Chromebook, Password or Canvas Issues: 650-558-2480 (select appropriate option)