

Common Chromebook Troubleshooting

Camera Not Working:

When logging in, they want to make sure to allow the app or program to access the camera.

I would suggest logging out of the session then going back in and be sure to follow the prompts or pop-ups when logging into the session. I've seen this happen a few times when cameras aren't working.

It should say "Allow _____ to access camera".

[Webcam/Microphone Article](#)

Cannot Access/iBoss/Slow Chromebook,etc

First, try a hard reboot by holding the "Refresh" and "Power" keys down at the same time.

[Hard Reboot Article](#)

If that does not work, then sign out of the device. Once signed out, next to their name and icon there is a down arrow. Click on the down arrow and select "remove user". Once they've removed themselves, have them sign back into the Chromebook using their BHP Gmail account information. Please make sure to sign in to the classroom with the same information.

[Remove User Article](#)

Closeout any unneeded tabs (can cause Zoom/Meet issue).

Slow Chromebook/Apps not working

The Chromebook should update automatically. If it does not, you can force it to update by navigating to "About Chrome OS" in the Chromebook settings.

[Chrome OS Update Article](#)

Trackpad Disappearing

To fix a mouse not showing up on the Chromebook, try a hard reboot. This is done by holding "Refresh" and "Power" down at the same time.

[Track Pad Article](#)

General

Here is another helpful article on general Chromebook problems that students can follow to troubleshoot:

[Fix Chromebook Problems Article](#)