

Chromebook Reset Instructions

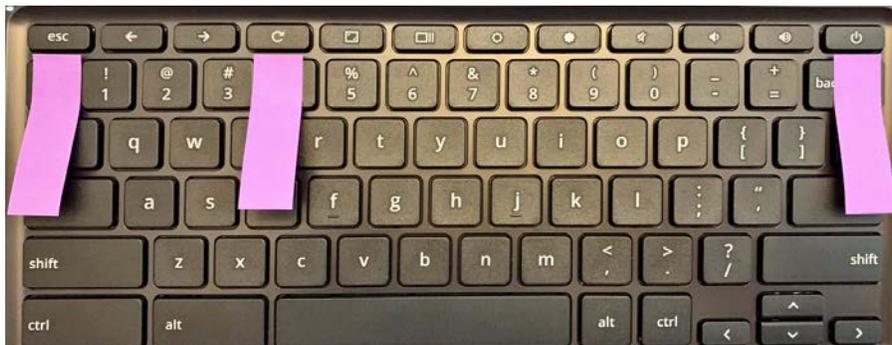
April 6, 2020 – First CJUHSD “It’s a Miracle” Edition

If Chromebooks won’t accept a login, or if they’re just saying, “Please Wait”, we have had great success in walking students through these instructions to perform a full system reset.

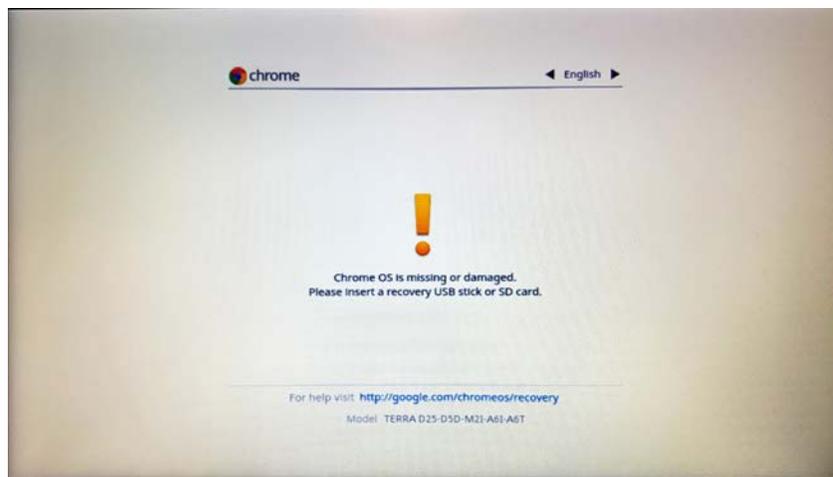
If they’re just too frustrating to read, students may leave a message with their call-back number at our IT Help Line (909-946-5664) and we can call back to talk them through the process.

Chromebook Reset Steps:

1. Make sure you have your Wi-Fi password handy. You’ll need it after the reset.
2. If the Chromebook is on, hold down the power button until it shuts off.
3. After a few moments, turn the Chromebook back on.
4. Connect to your Wi-Fi network.
5. At the login screen (big white square) or if you see a long “Please Wait” message, press and hold **ESC**, **REFRESH** (the rounded arrow), and the **Power** button (at the far right). The screen will usually go dark for a moment.



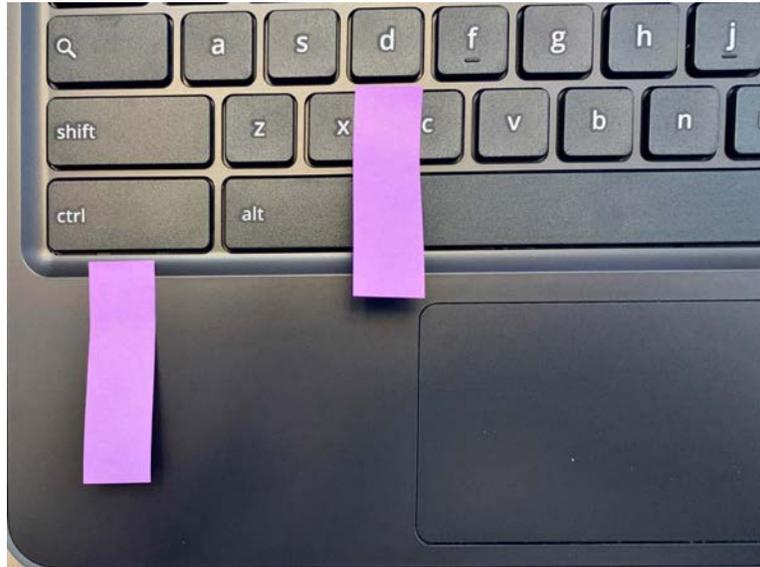
6. You should soon see a screen with a big exclamation point on it:



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7. At the exclamation point screen, press '**ctrl**' and '**d**' at the same time:



8. Next, press '**Enter**.' The screen should go blank, and then it will start showing a series of messages that you can ignore. Don't touch anything for several seconds until after you hear multiple **beeps**.
9. The Chromebook will reboot itself. After it reboots, you should see more unimportant messages, followed by a message that says “**Let’s Go**” or “**Welcome**” or both. The factory reset should now be complete.
10. This is when you’ll need that Wi-Fi password to reconnect to your network.
11. Click to accept Terms & Conditions.
12. Sign in successfully with your @cjuhsd.net credentials!

Please note, it's not uncommon for you to have to reconnect to Wi-Fi again after you've connected and after you've signed in on the first login.

If this does not fix the problem, please repeat the steps from Step #1. If you still can't log in after 2 tries, and you're definitely connected to your Wi-Fi network, please email mike.bement@cjuhsd.net with your phone number and a description of your ongoing problem. We'll find someone to give you a call and talk through next options.