

To All Botelle Families and Staff:

Typically, Chromebooks freeze, lock up or stop responding due to one of two main reasons: software issues or hardware issues, but with remote Teaching Lessons we can add Bandwidth, i.e. Internet Access. Possible culprits for your Chromebook freezing or running slow may include:

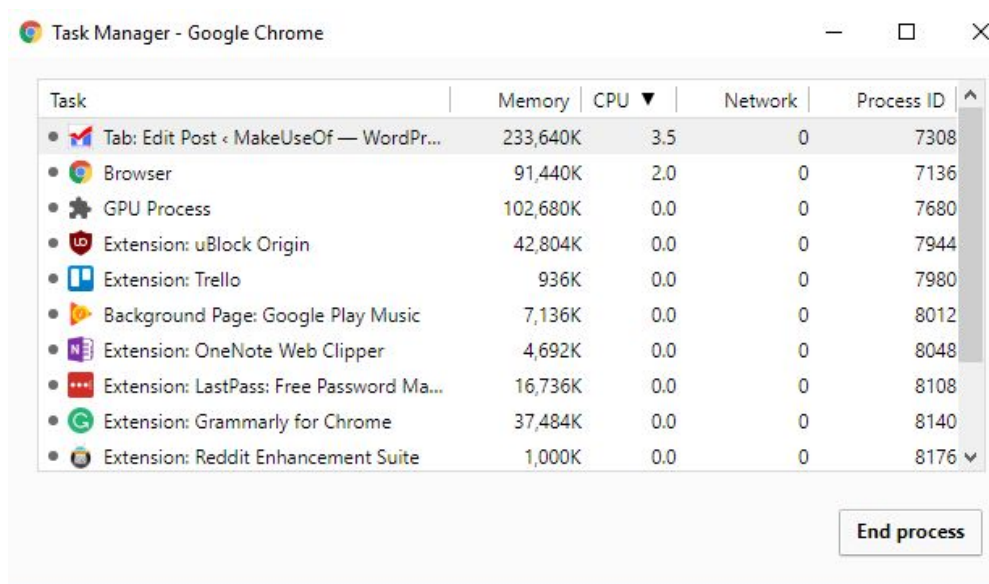
- A program that is currently running
- A device that's plugged into your Chromebook
- Problems with Chrome OS
- Internal hardware problems with your Chromebook
- Bandwidth Issues – Too many devices using the Network and speed of the Internet Access.

How to fix a Chromebook that is frozen:

Remove any external devices. If your Chromebook freezes up or becomes unresponsive, first **try removing USB drives**, headphones, or any other external devices you have plugged in, to make sure they are not causing the problem.

Check error messages. If you're presented with an error message while your Chromebook is frozen, write down the message and Send the message to helpdesk@botelleschool.org, Please give as much info as possible and your name.

Close some apps. If your screen is frozen and you can still control the mouse cursor, press the **Shift** and **Escape** keys on your keyboard simultaneously to **bring up the Chrome OS Task Manager**. Scan the list of currently running apps and web pages. If you see one that's consuming a lot of memory, click on it and select end task. Please let us know what app or web page that be causing the issue.



Perform a hard refresh of the tab or page. If you are in a specific tab in your browser and your Chromebook freezes, hard refresh the page: **Ctrl + Shift + r**. This forces the tab in your browser to completely refresh.

Perform a hard reset. If your Chromebook does not respond at all, you can perform a hard reset by holding down **Refresh+Power** simultaneously for about five seconds. This causes the Chromebook to reboot.

The refresh key looks like a circular arrow and is typically located at the top of the keyboard. Some Chromebooks have refresh buttons that look different; consult your device's user manual for help finding it.



Perform a hard Shutdown: If you still cannot control the mouse cursor, try performing a hard shutdown by holding down the **Power** key for approximately 3 seconds until your Chromebook turns off. When you turn it back on, open Task Manager (see above) to see if any apps are taking up too many resources.

Bandwidth – With extra apps or extensions trying to load and needing an internet connection to complete, this may cause freezes due to low bandwidth at a particular time or place. Try turning off any other devices using the bandwidth besides the Chromebook. i.e. Smart Phones, PCs, iPads, Tablets & laptops. Check the speed of your internet connection, <https://www.speedtest.net/> This will give you info on the speed of your internet connection at any particular time of the day. It will most likely vary.

Remember bandwidth issues could also be caused by the number of people working and learning remotely throughout the region. We have never come close to doing what we are doing now and it's a learning curve for all.

Hope this helps,

Tech Support,

Botelle Elementary School