

Do you need a Chromebook or are you experiencing problems with your Chromebook? Thankfully, most common device problems can be resolved by our students and parents by following these simple fixes from the **NPS Chromebook troubleshooting guide**.

Common Problem	Tips for resolving
My Chromebook won't turn on. The power light is not on while plugged in.	<p>→ The issue could be the port. If it is USB C, try charging for 10 minutes and powering on. If that does not work, try the same on another port.</p> <p>→ Try another power adapter.</p> <p>→ Try another power outlet.</p>
My Chromebook will not turn on if it's not connected to the charger.	<p>→ This could be a charging port. If it is USB C, try charging for 10 minutes and powering on. If that does not work, try the same on another port.</p> <p>→ Try another power charger.</p> <p>→ Try another power outlet.</p>
My Chromebook won't connect to WIFI.	Please follow these directions here
My Chromebook is unresponsive - e.g. my screen is frozen, my keyboard or trackpad won't respond	→ Power down the computer completely. Press and hold down the power button until the light turns off, wait 10 seconds, and turn it back on.
My Chromebook is damaged	→ Please email Mr. Howard Goulbourne or by phone at 973-908-8107

If the above instructions fail to fix the problem, they do not apply to the Chromebook issue or the device has a hardware problem (broken screen, missing keys, battery will not charge, screen is black and will not brighten) the student should then submit the device for repairs and a replacement will be issued.

REPAIRS:

The NPS district technology staff is responsible for all Chromebook repairs. Broken devices should be brought to NVHS where students will fill out a repair ticket.

CHARGES FOR DAMAGED OR LOST ITEMS:

The cost for families for a damaged or lost Chromebook is as follows:

- **Lost Charger \$50**
- **Chromebook Replacement \$250**

If the technology team assess a device with damage, and they determine that the damage goes beyond normal wear and tear an invoice will be issued to the student's family for the cost of the repair in compliance with our [Student Acceptable Use Policy](#).

Further information about Newark Public Schools technology policies, important tips for caring for your device, helpful videos and contact information for the technology department can be found [HERE](#).

Students who still need a Chromebook, Chromebook repairs/troubleshooting, and getting set up or connected please call 973-908-8107 or email: HGoulbourne@nps.k12.nj.us