

# ***Please follow these steps to ensure your Chromebook is ready for school!***

1. Charge the battery for at least 24 hours
2. After fully charged, open lid and inspect for obvious damage  
-If damage is found please contact the Chromebook Depot
3. Power on the Chromebook  
-Unable to Power On? Follow *troubleshooting* steps below
4. Log into the Chromebook  
-Unable to Log In? Follow *troubleshooting* steps below.
5. Check if any updates are available (green arrow icon)
6. Open the Chrome Browser and visit your school website: <https://www.anderson5.net>

## **Troubleshooting**

### Power Issues:

1. Make sure the power adapter is plugged into the wall
2. Make sure the wires are not damaged
3. Make sure the light on the end of the adapter is lit (if applicable)- this indicates that the adapter has power
4. Hold the power button down for at least six seconds to make the CB power off and then try powering on again

### Log In Issues:

1. Make sure that you are using the correct username and password. An example of A5 account information is:  
Username: JohnDoe@anderson5.net  
Password: jd1234a5
2. Check/Verify that your CB is connected to a wireless network with access to the internet

## **Technical Support**

Chromebooks are very reliable. If you encounter something not working, please restart the chromebook several times and allow the system time to get online fully.

To report a broken, missing or stolen Chromebook, please call the Anderson Five Chromebook Depot at 864-222-4911, or your school's technology resource will be available to assist beginning the first day of school.

*\*Broken is defined as: obvious physical damage that causes the keyboard not to work, screen not displaying properly, battery not holding a charge, power cord is defective, or the Chromebook will not turn on.*