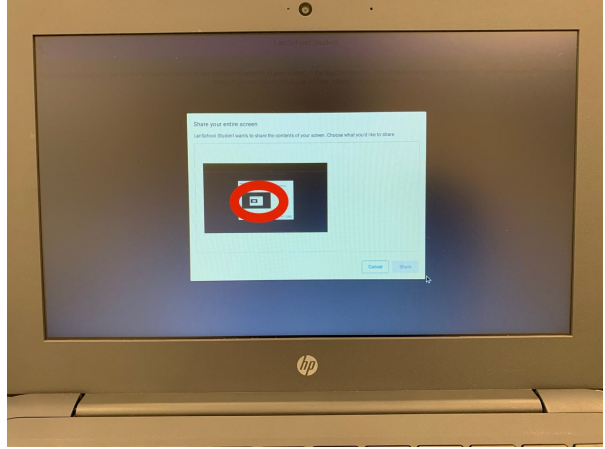# Tips for Fixing Common Chromebook Glitches

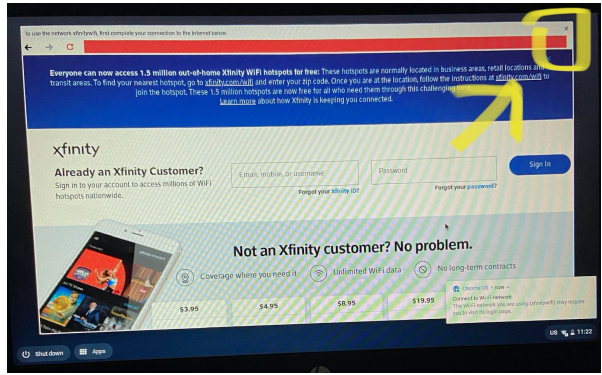| Problem	Fix
Chromebook won't turn on (black screen) (1)	Remove all the cables and power adapter that are connected to the unit. Press and hold the power button for 30 seconds. Connect the power adapter to the unit and check if it turns on.
Chromebook won't turn on (black screen) (2)	Press Esc+refresh ↻ +power; if it gets to an "Insert recovery stick", then press power to turn off. Allow it to shut down completely, then press power again to turn on.
LanSchool Share button grayed out	Click on the big icon of computer screen
A prompt says ContentKeeper is asking for a username and password	Close the message, then you will be able to resume your work. If that doesn't help, put in student username (without csddocs.org) and password. Give it time to connect, then it should clear.
Other software issues	Make sure Chromebook is updated **How to update Chromebooks** 1. Click the bottom right corner of the **Chrome OS** desktop. 2. Select the Settings icon. 3. Click About Chrome. 4. Click Check for **updates**. 5. To apply the **update**, click the arrow icon and select Restart to

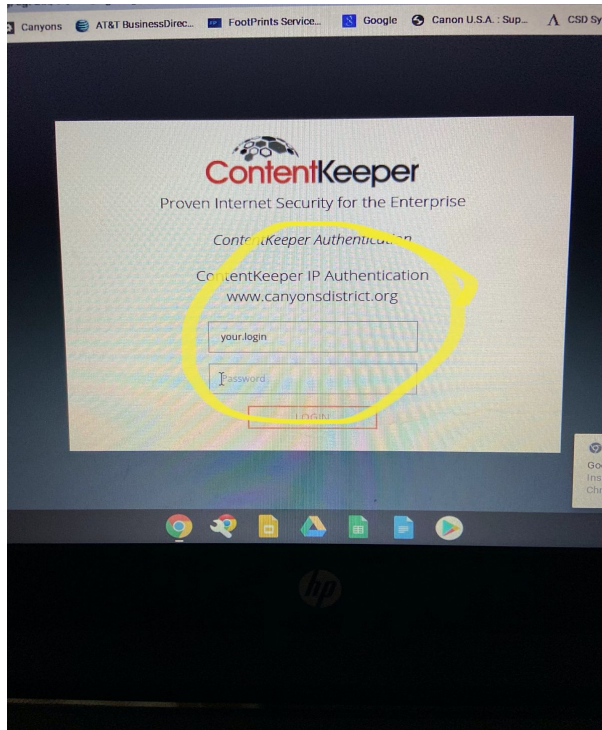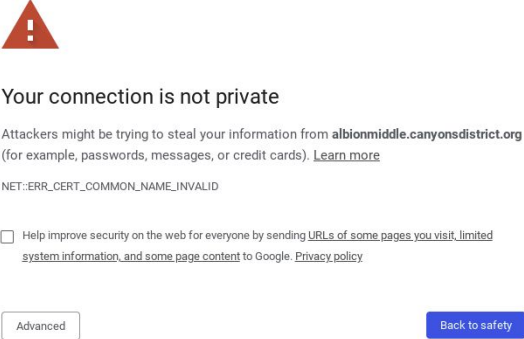|	**Update**.
Other software issues continued	See fix for: *Chromebook won't turn on (black screen) (1)*
(Online students) Xfinity log in page	Click the X in top right of screen.
(Online students) Content Keeper is asking for a login	The student needs to put in their credentials, give it a min to authenticate and it will connect and go away. If after a couple of minutes, nothing happens, refresh the page and ContentKeeper should come up again. Try again.
Cannot play video (1)	Make sure you click on the embedded picture of

	the video and not a link for it.
(Online students) Cannot play video (2)	Shut down the Chromebook all the way. Restart the Chromebook. Log into the Chromebook as the student. Wait for the ContentKeeper page to come up. Content Keeper should now be asking for login credentials - log in with student first.last/pswd
Canvas isn't working	Check status of Canvas @ https://status.instructure.com/
"Not private" message	Clearing all of history, cache and cookie data in chrome settings. AND/OR reset Chrome settings: Clearing Cache: 3 dots at upper right>Settings>Privacy and security>Clear browsing data Reset Chrome settings: 3 dots at upper right>Settings>Advanced>scroll down under Advanced and click on Reset Settings If this doesn't help, you may possibly see an Advanced button at the bottom of that warning page that you can proceed anyway by telling it you know the risks. There should not be any risk if going to a canyonsdistrict.org page.