

Directions to Reset an ACER Chromebook:

Make sure the Chromebook is plugged in.

Press Escape, Refresh & Power Button keys AT THE SAME TIME:

- *Escape key ("esc") - located in upper left*
- *Refresh key (w/circular arrow) - located above the "4" key*
- *Power Button - located in upper right on keyboard*
- *A few seconds later, you will see the screen:*

"Chrome OS is missing or damaged. Please insert a recovery USB stick or SD card."

(PLEASE NOTE: YOU DON'T ACTUALLY NEED TO HAVE A RECOVERY STICK OR SD CARD)

- Press Ctrl key (*located lower left corner*) and "d" key at same time
- Press Enter key
- Press Space key (if prompted)
- Press Enter key
- Follow the prompts to connect to your home wifi
- Please uncheck "Help improve Chrome OS features..." and click next
- Log in with student's North Arlington Gmail account at the login screen
- Use Chromebook - see if the "wipe" fixes the issue you were having

Please try those steps and let us know if you are still experiencing these issues.