

# Directions to Reset a LENOVO 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:*

*The screen "Let's step you through the recovery process." will appear*

- Use the down arrow key to select Advanced Options, Press Enter
- Press Enter key to select "Enable Developer mode"
- Press Enter key to select "Confirm"
- Use up arrow key to select "Confirm" to return to Secure mode.
- Follow the prompts to connect to your home wifi
- Please uncheck "Help improve Chrome OS features..."
- 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.