

# ECISD Student Chromebook FAQ

## My Chromebook will not turn on.

If the Chromebook does not power on immediately after it is opened, have them do the following:

1. Press the power button located in the top-right of the keyboard for 1 second. If the Chromebook still does not power on after pressing the power button, go to step 2.
2. Plug the power adapter into the Chromebook, wait a few seconds, then press the power button again for one second. If the Chromebook still does not power on, go to step 3.
3. If the battery power is completely drained, it may take up to 30 minutes of charging before the Chromebook can be powered on. Leave the power adapter plugged into the Chromebook for 30 minutes then press the power button to see if it powers on.

## I cannot sign in to my Chromebook.

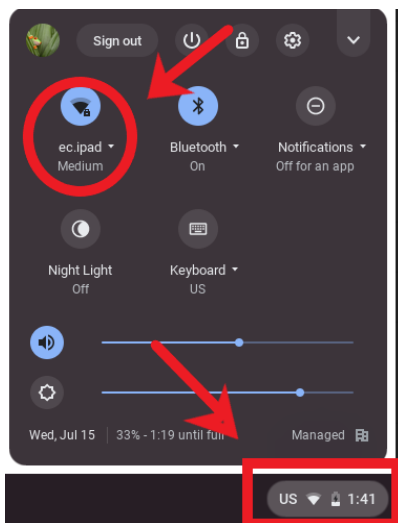
Verify the following:

The student is using their district issued Gmail account to sign in to the Chromebook.

- The student Gmail username is a combination of the student's first name, last name, and student ID followed by the @ecisd.net. Example: [robertsmi123@ecisd.net](mailto:robertsmi123@ecisd.net).
- The password is the same password used to sign in to the student's Gmail account.

The Chromebook is connected to Wi-Fi.

- Verify by having the user click on the time in the bottom-right of the login page. The first icon in the top left of the window that pops up will either show 'Not Connected' or the name of the Wi-Fi network with signal strength. If the status shows as 'Not Connected', walk them through connecting to Wi-Fi.



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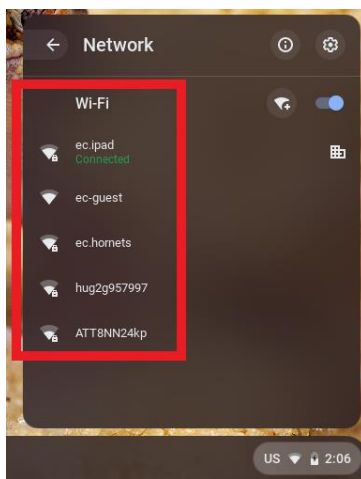
## How do I connect to Wi-Fi?

### Step 1: Turn on Wi-Fi

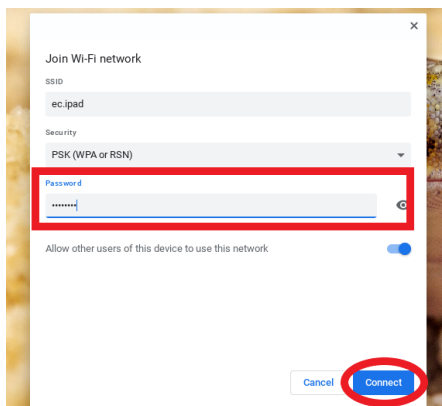
1. At the bottom-right of the screen, select the time.
2. Select 'Not Connected' in the popup window.  
Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. Turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

### Step 2: Pick a network and connect

1. Select the secure Wi-Fi network from the list of available connections.



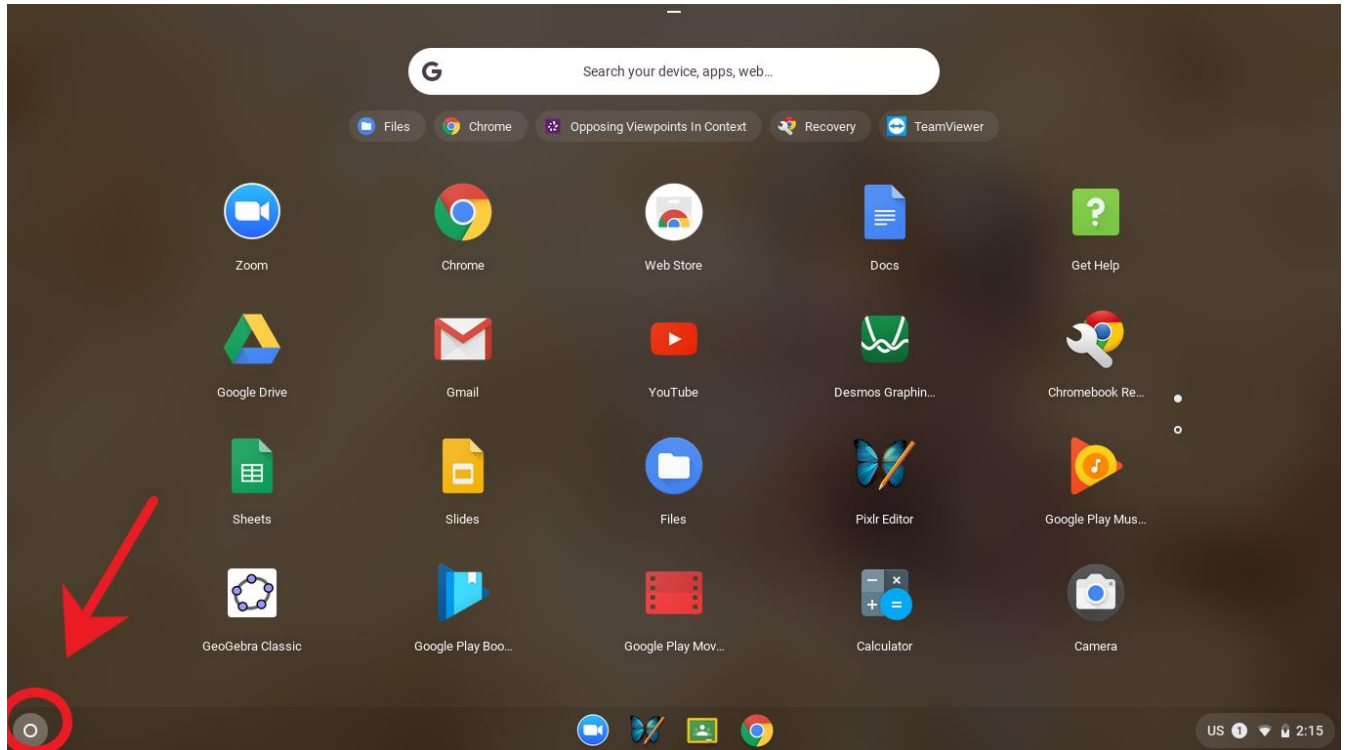
2. Type the network password.
3. Select 'Connect'.



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## How do I download apps and extensions?

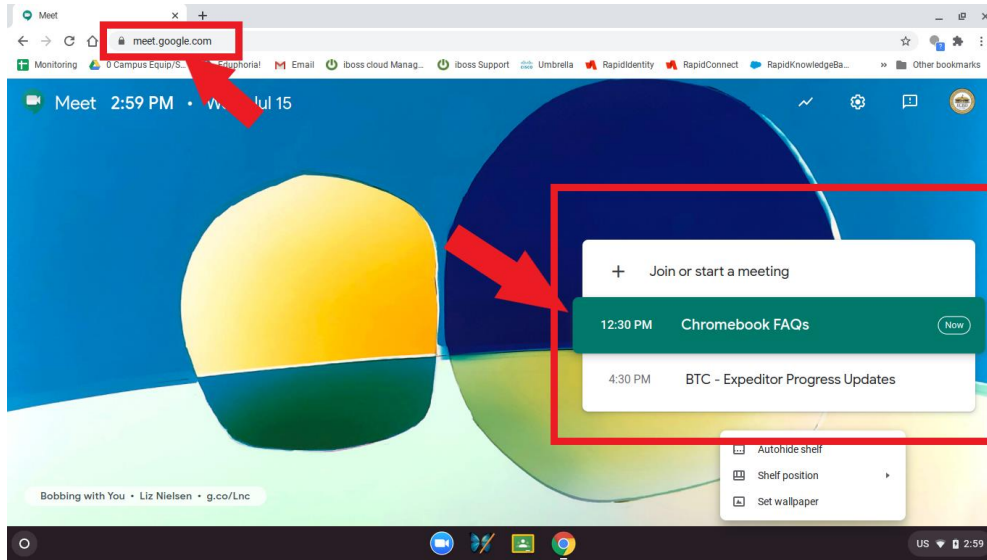
Students are not authorized to download unapproved apps and extensions. All approved apps and extensions can be accessed by clicking on the circle icon in the bottom-left of the home screen.



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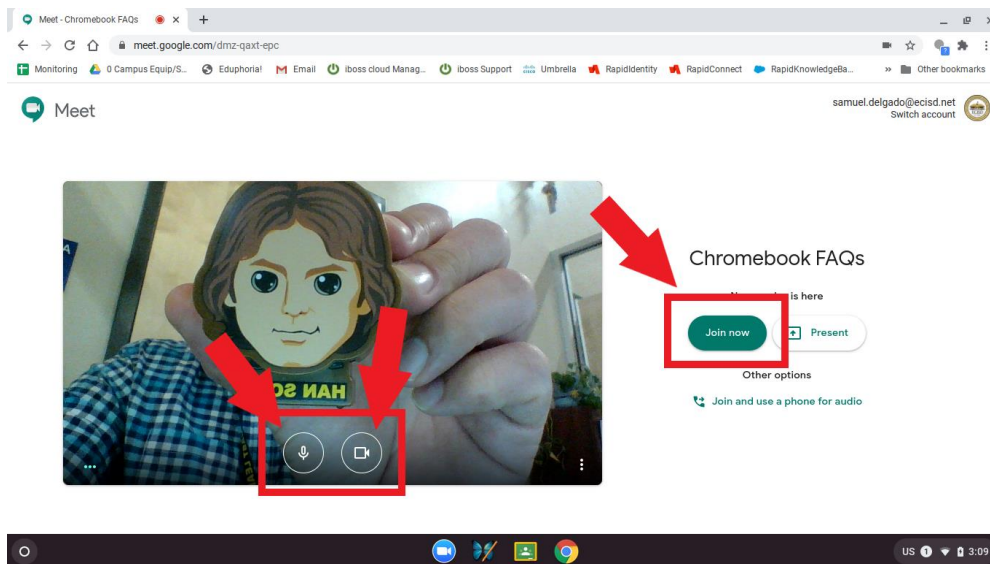
## How do I access Google Meet?

The easiest way to access Google Meet is to go to [meet.google.com](https://meet.google.com) in the Chrome web browser. Once you're there, you will see all scheduled meetings listed on the right. Click on the meeting you would like to join.



Now, click on 'Join Now' then make sure your camera and mic are turned on if desired.

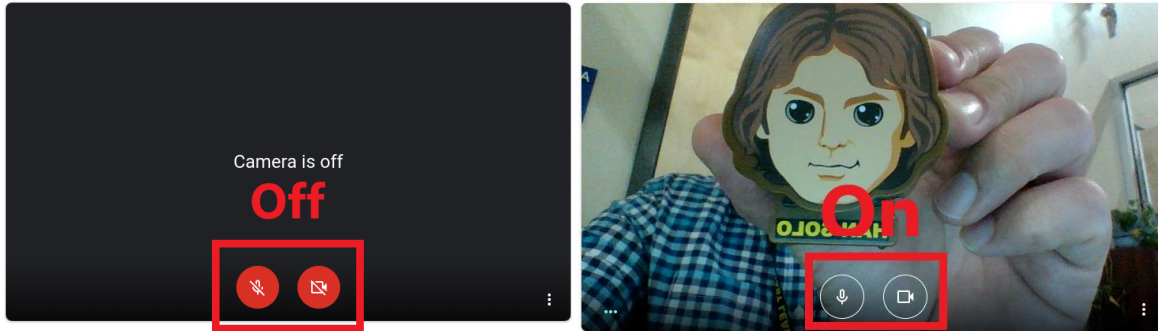
Note: Chrome may ask for permission to allow meets to use your camera and microphone after you click 'Join Now'. Be sure to click 'allow' for both.



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## I'm in the meeting but nobody can see or hear me.

Verify that the camera and microphone are turned on. Do this by checking the microphone and camera icons in the bottom of your Meets window. If either one or both show as off, click on the icon to turn it on.



## How do I access Google Classroom?

Step 1: Sign in to the Chromebook using the student's district Gmail account.

Step 2: Click on the Google Classroom icon in the taskbar at the bottom of the screen or go to [classroom.google.com](https://classroom.google.com) in the Chrome web browser.

