Chromebook FAQ and Tips

Mountain Home School District #193

Mountain Home, Idaho

FAQ

What is a Chromebook?
- A Chromebook is basically a portable Google Chrome browser. The Chromebook allows users to access the internet and a few built in applications and tools. There is a small amount of local storage available on the Chromebook.

What if my student loses, breaks, or has an issue with their Chromebook?
- If the Chromebook has an issue because of the operating system or anything outside of their control the school district will use the warranty for the device to replace the Chromebook, and swap out the non-functioning Chromebook with a new one.
- If your student breaks or loses the Chromebook they are responsible for fixing the Chromebook, or replacing the Chromebook.
- Replacement of a Chromebook is approximately $204
- The cost of individual repairs is as follows but is subject to change:
  - ➔ Screen: $38
  - ➔ Individual keys on keyboard: $5.00 for each key
  - ➔ Charger: $54
  - ➔ Screen Cover: $30

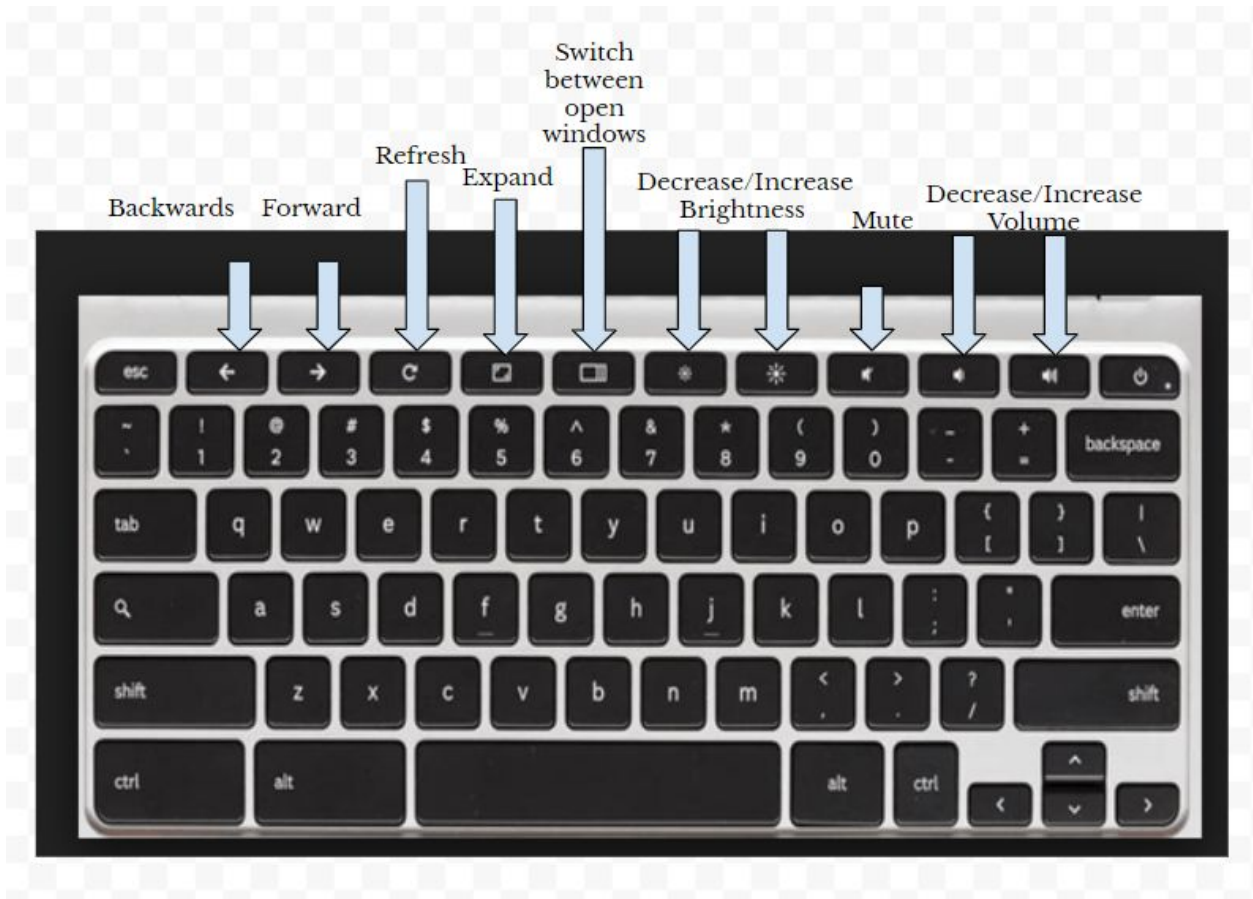 *Prices are subject to change

Chromebook Insurance
- You can purchase Chromebook insurance for your student at the High School front office.
- Chromebook insurance is 15 dollars a year
- The insurance will cover replacement of one of the following:
  - Screen
  - Individual keys on keyboard
  - Charger
  - Screen Cover
  - Level 1 damage

What measures do you take to protect students and monitor their activity?
- The Chromebooks are managed by our organization and require a school district email account in order to log into the device.

- Mountain Home School District offers a couple of protective monitoring systems to help combat some of the dangers of the internet. Those programs are GoGuardian and Lightspeed Web Filter.

- MHSD utilizes a tracking system that allows the district to track lost Chromebooks. This is important if students happen to leave it somewhere, if it gets stolen, etc.

Chromebook Keyboard Top Keys

Chromebook Lower Screen

Keyboard Shortcuts

Search Shortcuts	
[🔍] + Esc	Launch Task Manager
[🔍] + backspace	Delete
[🔍] + L	Lock screen
[🔍] + .	Insert
[🔍] + Left Arrow	Home
[🔍] + Right Arrow	End
[🔍] + Up Arrow	Page up
[🔍] + Down Arrow	Page down

How to Right Click
Place cursor over the item you want to right click on and press down on the touchpad with two fingers

Alt Shortcuts	
Alt + —	Minimize window
Alt + +	Maximize window or reset
Alt + Tab	Open previous window or application
Alt + E or F	Open chrome browser menu
Alt + [	Dock current window on left side
Alt +]	Dock current window on right side
Alt + Search	Caps Lock toggle
Alt + D	Focus search bar
Alt + Enter	Open typed URL/keyword in a new browser tab
Alt + Keypad	To right click you can hover over the item you want to right click on and press the keypad and Alt key at the same time

Ctrl Shortcuts	
Ctrl + 0	Reset Zoom
Ctrl + −	Zoom out
Ctrl + +	Zoom in
Ctrl + Tab	Go to the next tab
Ctrl + W	Close current tab
Ctrl + R	Reload current page
Ctrl + N	Open new window
Ctrl + ?	Launch Chromebook help manual

Ctrl Shortcuts	
Ctrl + T	Open new tab
Ctrl + P	Print current page
Ctrl + D	Bookmark page
Ctrl + F	Find text on current page
Ctrl + H	Show history
Ctrl + J	Show downloads
Ctrl + L	Select all in address bar
Ctrl + X	Cut
Ctrl + C	Copy
Ctrl + 🔌 + ⟳	Hard Reset

Top Row Special Key Combinations	
Ctrl + ▢	Mirror monitors
Ctrl + ▢	Take screenshot
Alt + ▢	Swap primary monitors
Ctrl + Shift + ⟳	Rotate screen
Ctrl + Shift + ▢	Take screenshot of selected region

Troubleshooting Tips and IT Squad Location

The first step to fix any problem is to press the following three keys at the same time.

 + +

Control   +Power + Refresh

If this doesn't work then take your Chromebook to Room C in the Annex so the IT Squad can troubleshoot the device.