

Guide to Chromebook Wireless Issues by Symbol

In the bottom right hand corner of the Chromebook you will see the wireless symbol that looks a lot like an upside down triangle. ☹️ You should be on the network “FCPSDevices”.

Scenario #1: You were connected, but then you moved and suddenly went offline.

- Click the status area, where your account picture appears.
 - You’ll see the "Wi-Fi on" icon ☹️.
 - Click on that icon and you’ll see the "Wi-Fi off" icon ❌.
 - Count to 5 and click on the icon again to turn Wi-Fi back on. You should have more bars this time.

Scenario #2: You’ve turned the Chromebook on, but the wireless bars keep moving up and down.

- Your Chromebook isn’t getting an IP address from the Wireless.
- Power down your Chromebook then power it back up.
- Try another WAP (Wireless Access Point) and see if your Wi-Fi Icon goes solid. ☹️

Wireless/Connecting to Internet

- All FCPS Chromebooks should now connect to the FCPSDevices network instead of FCPS Guest (what your phone connects to).
- If your signal strength is low or internet slow, turn the Wi-Fi off and back on.
- When in doubt, reboot with Refresh + Power (⌂ + ⏻)

Files/Doing Work

- When working offline, you will be able to access most if not all of your google docs, slides, and sheets as well as create new ones through the Google Docs Offline extension. (<https://support.google.com/chromebook/answer/2809731>)
- When in doubt, download to the local drive or save to a flash drive.
- Once you establish an online connection, your offline content should sync to your google drive. **It is always a good idea to double check for accuracy.**
- Your access to Drive and Classroom require an internet connection, so be sure to save local copies of any information you will need ahead of time for homework completion.

Making Sure Chrome OS is Most Up to Date

- Open up the Chrome Browser and click on the three dots at the top right
- Go to Help and select About Chrome OS
- Under "Google Chrome OS," click **Check for Updates**.
- If your Chromebook finds a software update, it will start to download automatically.