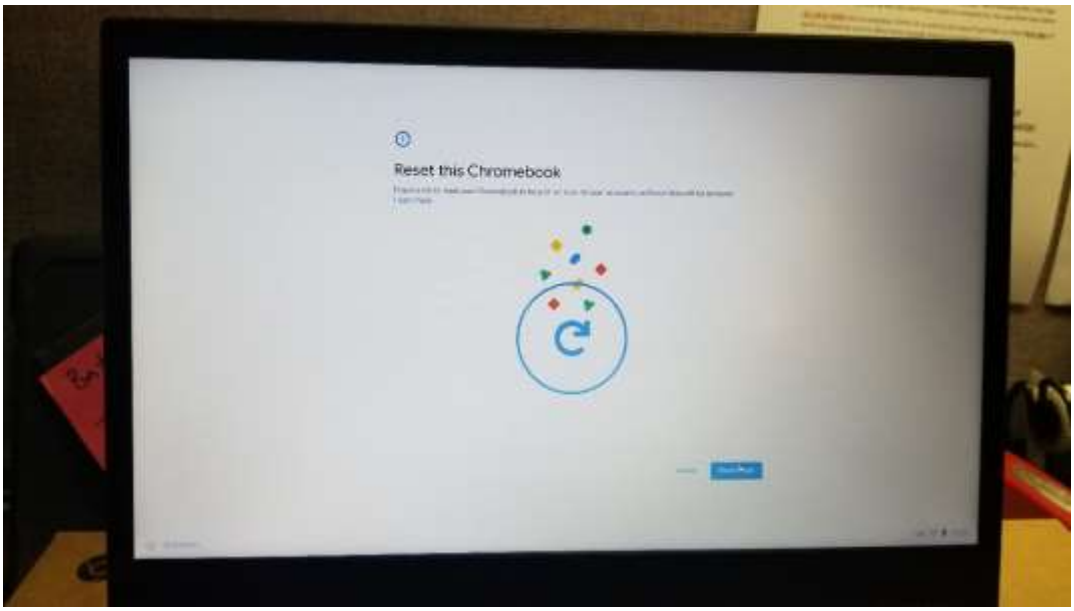
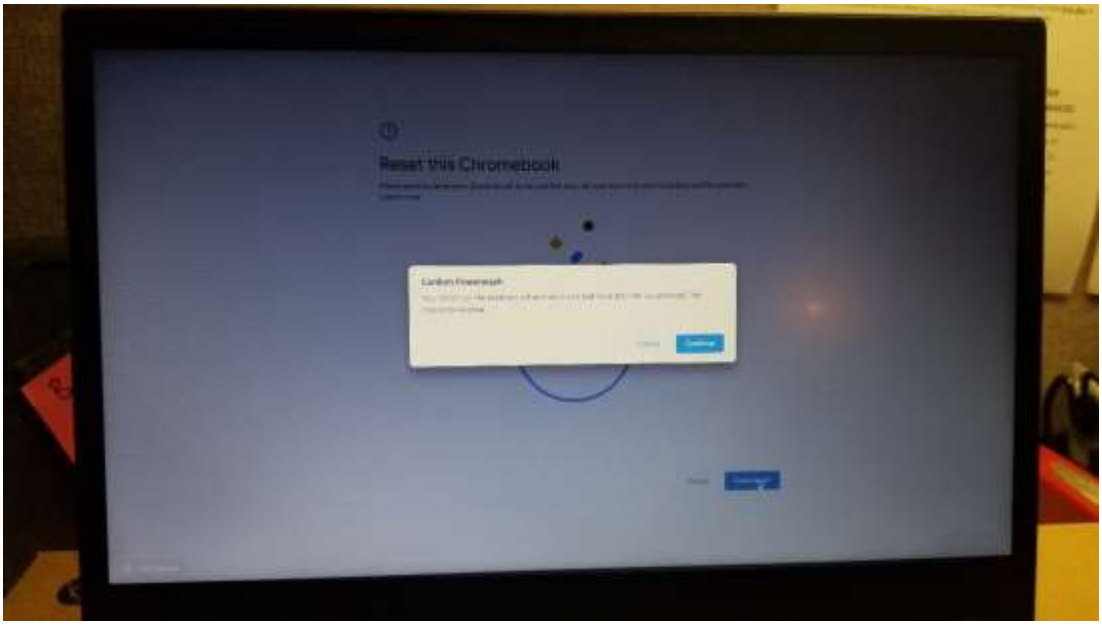
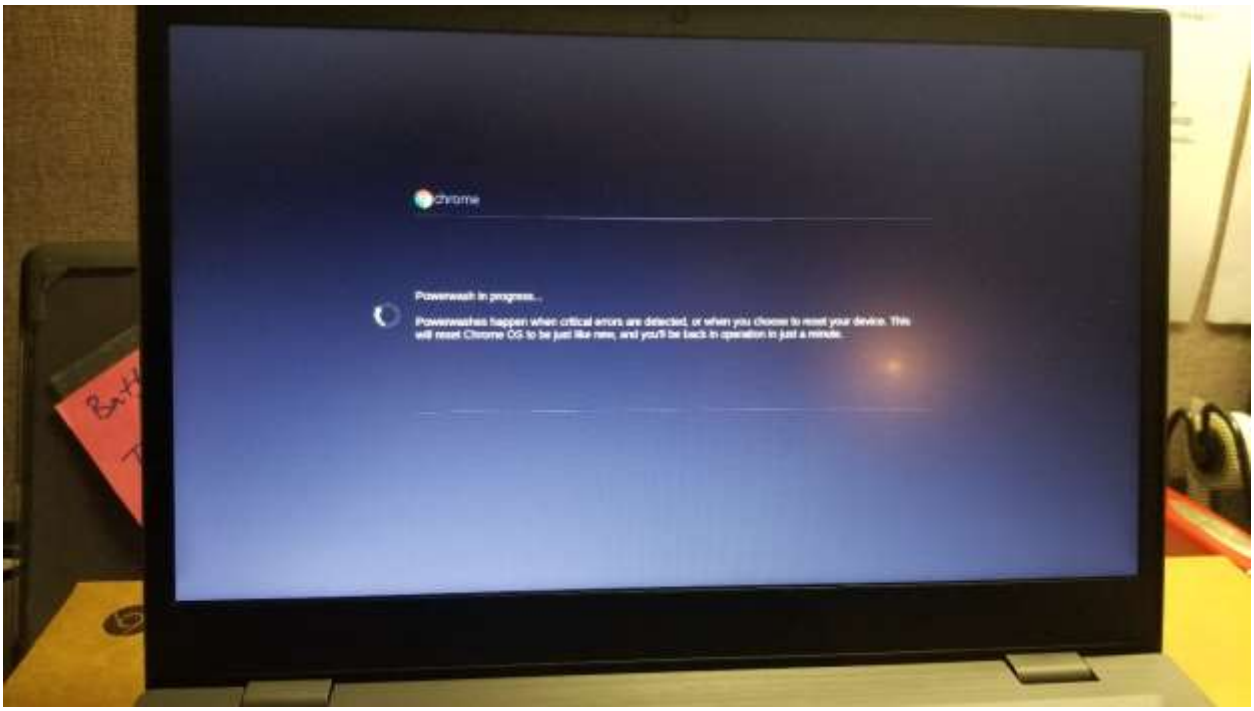
Factory reset your Chromebook

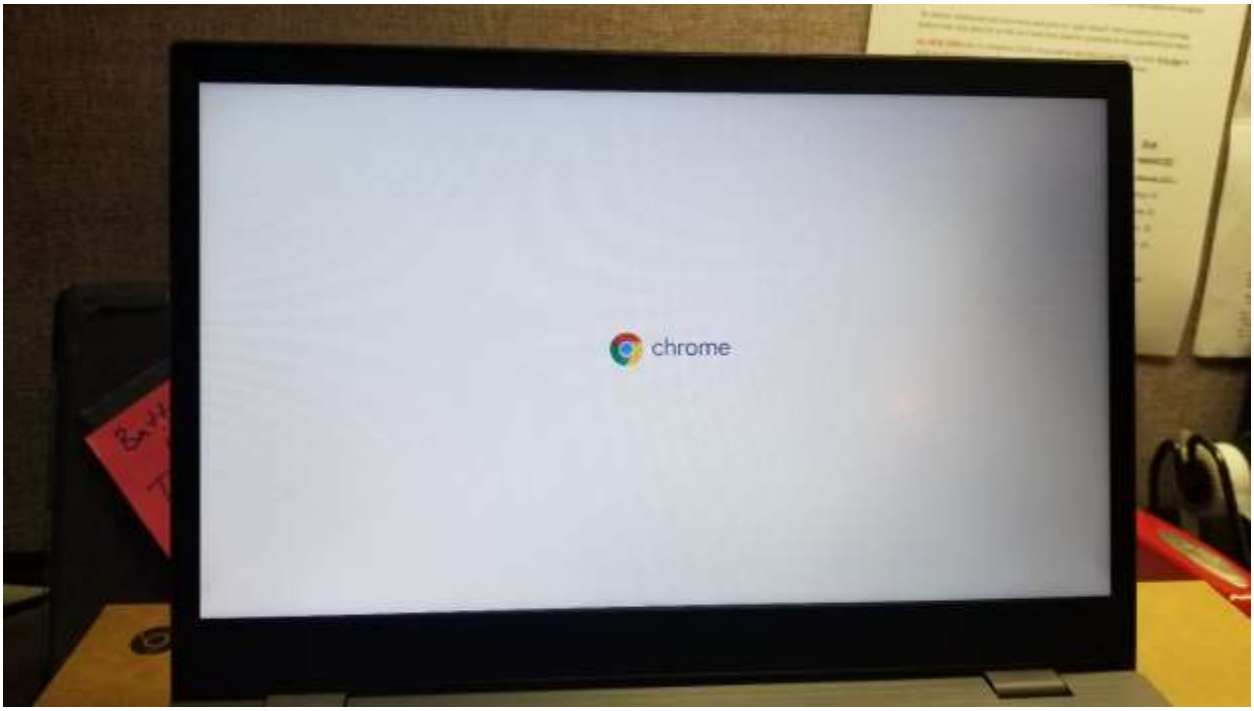
1. Sign out of your Chromebook.
2. Press and hold Ctrl + Alt + Shift + r.
3. Select Restart.
4. In the box that appears, select Powerwash



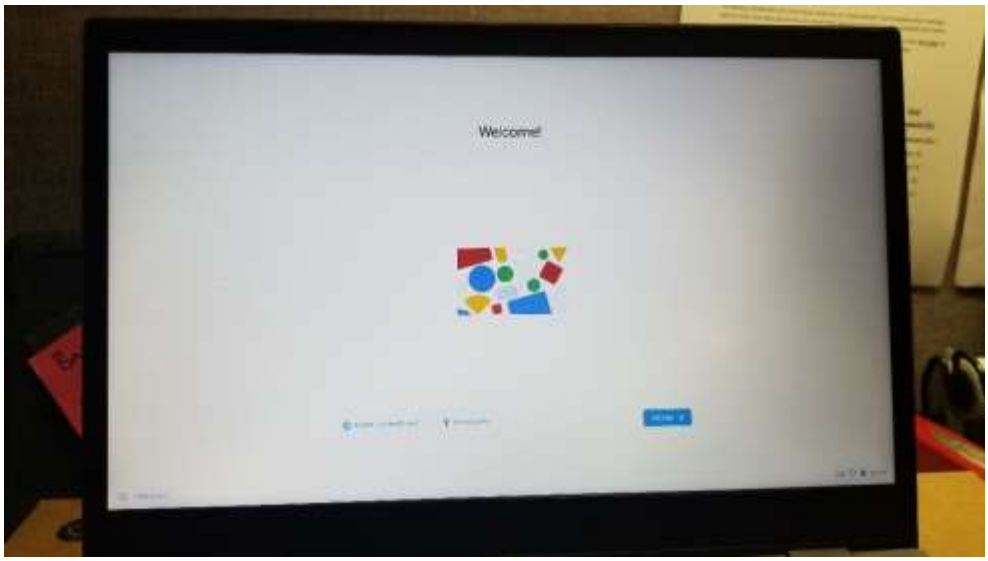
5. Continue.




Chrome
Powerwash in progress...


chrome

6. Follow the steps that appear and sign in with your Google Account.
   Note: The account you sign in with after you reset your Chromebook will be the owner account.



7. Once you've reset your Chromebook:
   a. Follow the onscreen instructions to set up your Chromebook
   b. Check if the problem is fixed