

My Chromebook is locked

Ensure you are connected to your WIFI

- 1) If your Chromebook is showing the lock screen, double click the wireless icon (yellow arrow) in the lower right corner.
- 2) Then click the down arrow under the network icon (red arrow). This will bring up a window with your available Wi-Fi networks. Select the appropriate Wi-Fi and connect.
- 3) **Reboot** the Chromebook and you will the normal Chromebook login screen.

If the device is still showing the lock screen, you will need to submit a help ticket at

<https://techhelpccs.incidentiq.com/>

