

# Chromebook Reset Instructions for County Chromebooks

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0.) Before beginning please make sure that...

- 0a.) Your Chromebook is a Hamilton County Schools Chromebook.
- 0b.) Your Chromebook is either charged or plugged in.
- 0c.) You are in range of a wifi network.
- 0d.) You know the name and a password for that wifi network.

1.) Turn off your Chromebook. The power button may be on the top-right of the keyboard with this symbol...



It may also be on the side of the Chromebook with a light-blue glow. In either case, holding down the button will cause the Chromebook to turnoff.

2.) Press and hold down the “**Esc**” button and the reload button simultaneously. The escape button will be on the upper left of the keyboard. The reload button will be usually be three buttons to the right and look like this...



3.) While holding down both the “**Esc**” and reload buttons, press and release the power button to turn on the Chromebook as you would usually. Continue to hold down both buttons until a new screen appears. Once it appears, you may let go of the buttons.

(In most Chromebooks, this screen will say “Please insert a recovery USB stick or SD card”. If your Chromebook is out of date, it may say something different).

4.) Once you are at this new screen (typically showing SD cards) press “**ctrl+d**”. That is, press the control button and the letter “d” down at the same time.

(A message will appear that says “To turn OS verification OFF, press ENTER”.)

5.) Press “**enter**” on the keyboard.

(The screen will go black, after a while you’ll see a new message saying “OS verification is OFF” and “Press ENTER to confirm...”)

6.) Press “**enter**” on the keyboard.

(The screen will show a green arrow and state that OS verification is ON. Afterward the Chromebook will reboot. You’ll eventually see a screen stating “Welcome!” You may have to

specify a different language at the bottom of your screen if it doesn't say "Welcome!" at the top but something else.

7.) Click "**Let's go**" on the screen.

8.) Select the Wifi network that is in range and your password for it.

(It is okay if the time displayed in the lower-right is incorrect. If the date is incorrect, you may have to change it).

9.) Click "**Accept and continue**".

(The Chromebook will download and apply updates. This may take a bit.)

Important: If, after updates, the screen says "Enterprise Enrollment", skip to step 10b.

10a.) Press "**CTRL + ALT +E**" to open the Enterprise Enrollment screen. Do not skip this step. Note: If a device has been previously enrolled, the Enterprise Enrollment screen should come up automatically.

10b.) Log in with the enrollment account below.

**Username:** [enrollhc@hcde.org](mailto:enrollhc@hcde.org)

**Password:** **Enroll#0878**

(In some cases you won't have to type the "@hcde.org" because the device has previously been enrolled.)

11.) You should see a message stating "You are enrolled successfully".

12.) Press "**Done**" to continue to the login screen.

13.) You can now log in with an HCDE Google account by clicking the **Add User** button in the bottom left of the screen. On newer devices, you may be automatically prompted for an account log in.

14.) If the above directions didn't work, try again at least 2x. It sometimes requires multiple wipes for a Chromebook to properly reset. In some situations a students' tech setup and/or Chromebook are beyond the realm of this document. In that situation, students can still access Google Classroom via any Apple (iPad, iPhone) or Google (Samsung, Pixel, etc.) device, as well as any internet-capable device.