

# Chromebook Powerwash Instructions

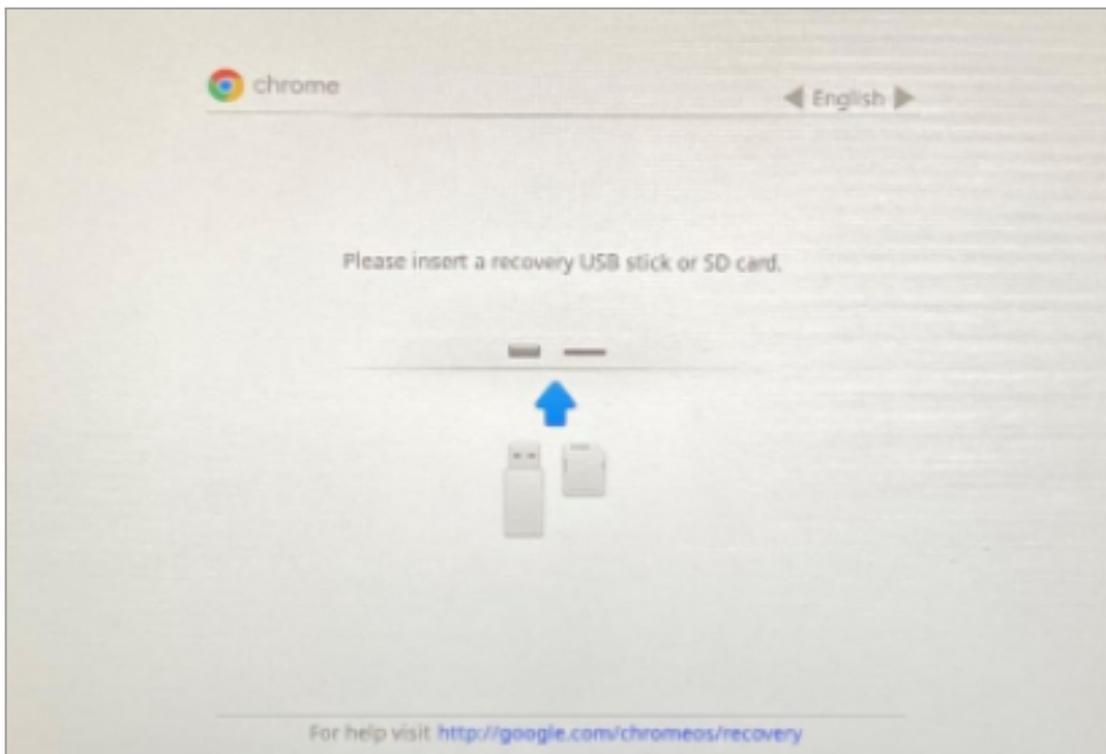
If a Chromebook is not functioning properly, it may be recommended that you “Powerwash” the device. This process resets the Chromebook back to its factory default settings and clears any data stored internally on the device.

The steps below describe the process in full:

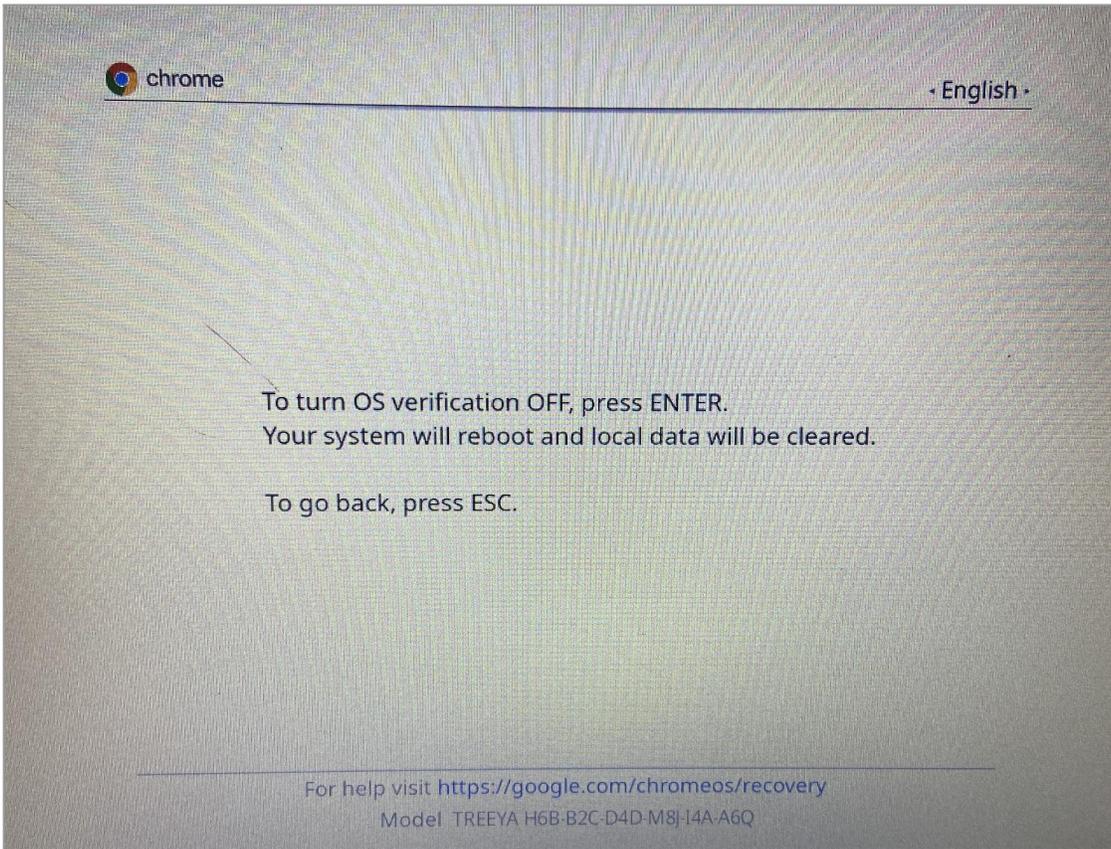
1. Shut down the Chromebook
2. Once it is OFF, press the key combination: ESC + Refresh + Power Button



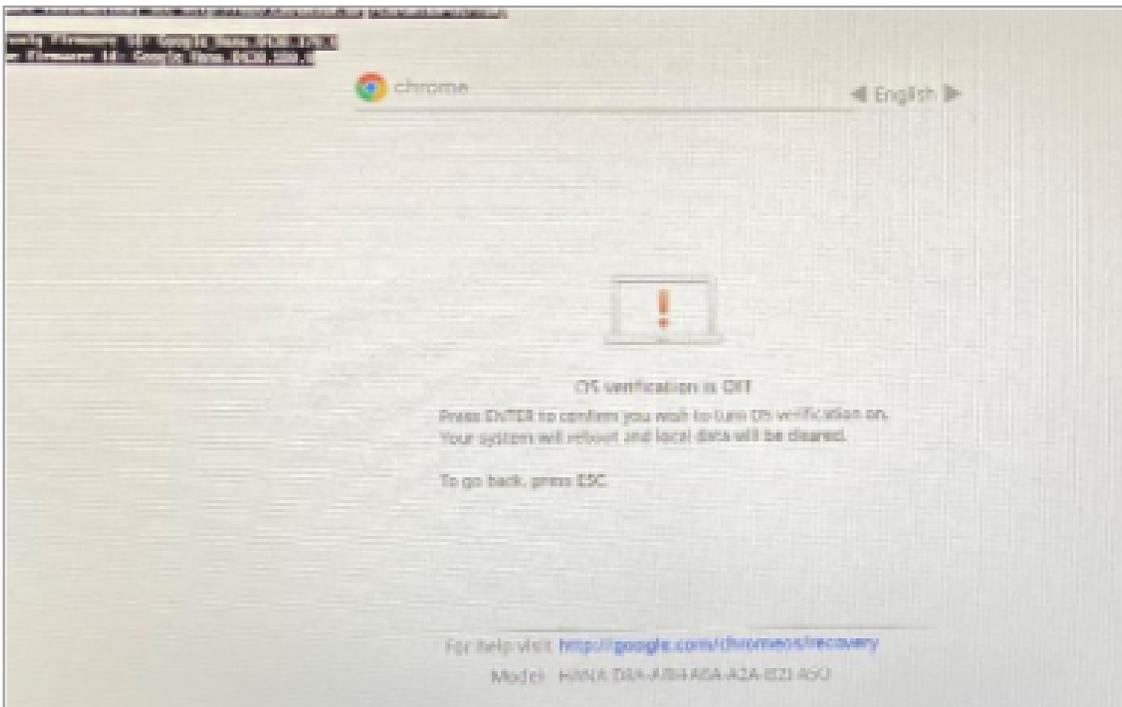
3. On the **Please insert a recovery USB stick or SD card** screen, press **CTRL + D**



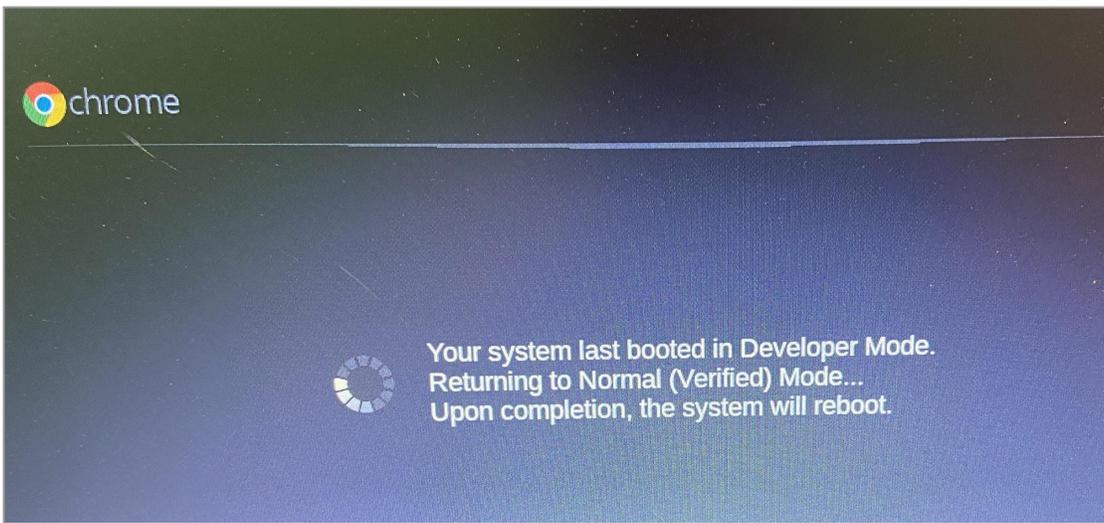
4. On the **To turn OS verification OFF, press ENTER** screen, press **ENTER**



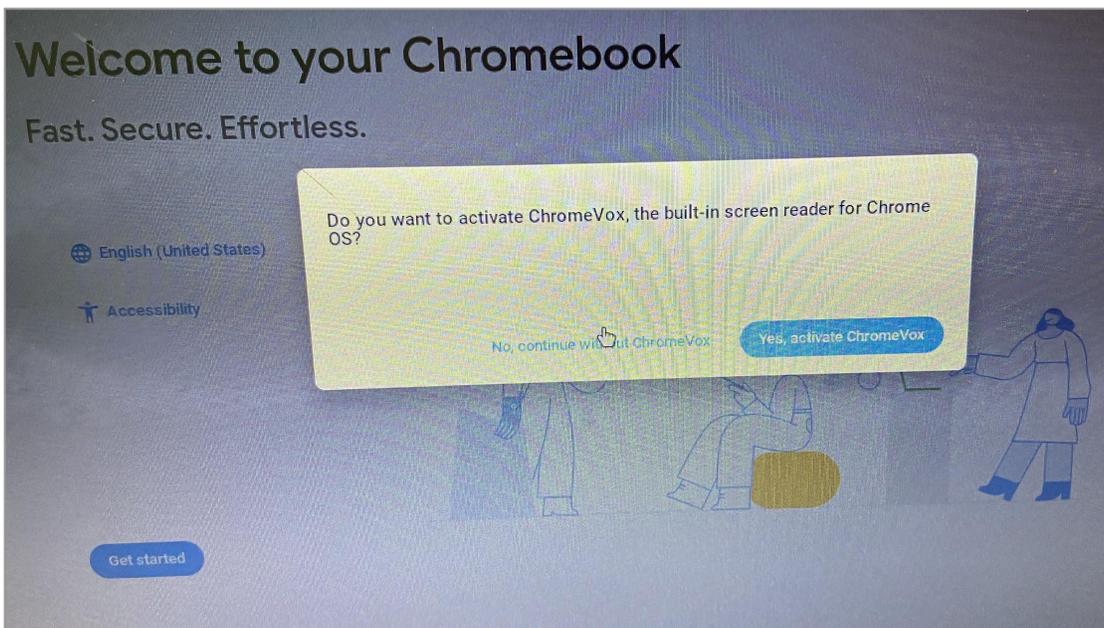
5. On the **OS verification is OFF** screen, press **ENTER**



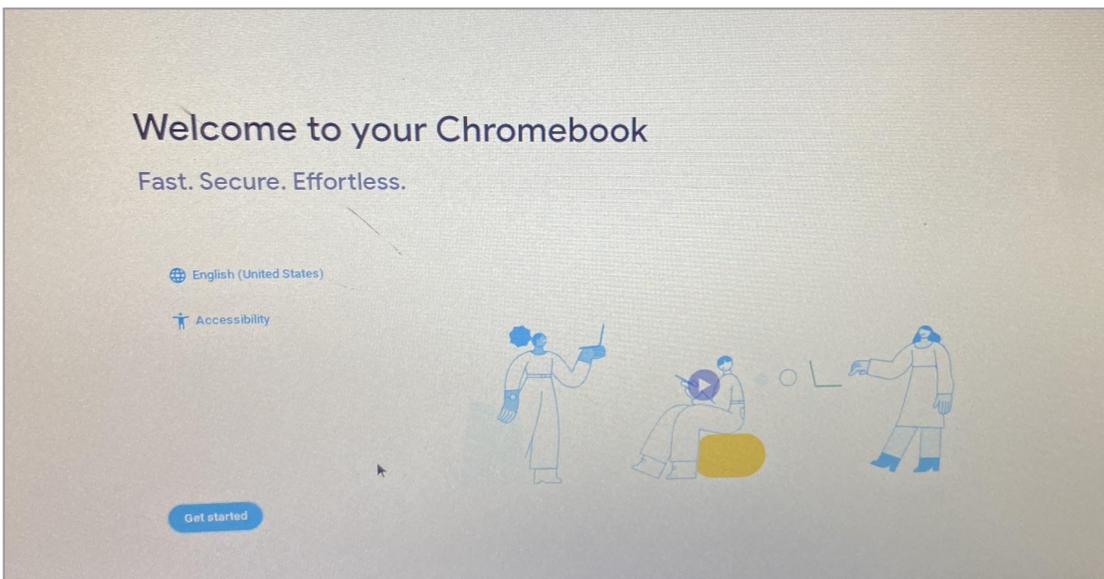
6. This will cause the Chromebook to restart



7. If you are prompted to activate ChromeVox, choose **"No, continue without ChromeVox"**

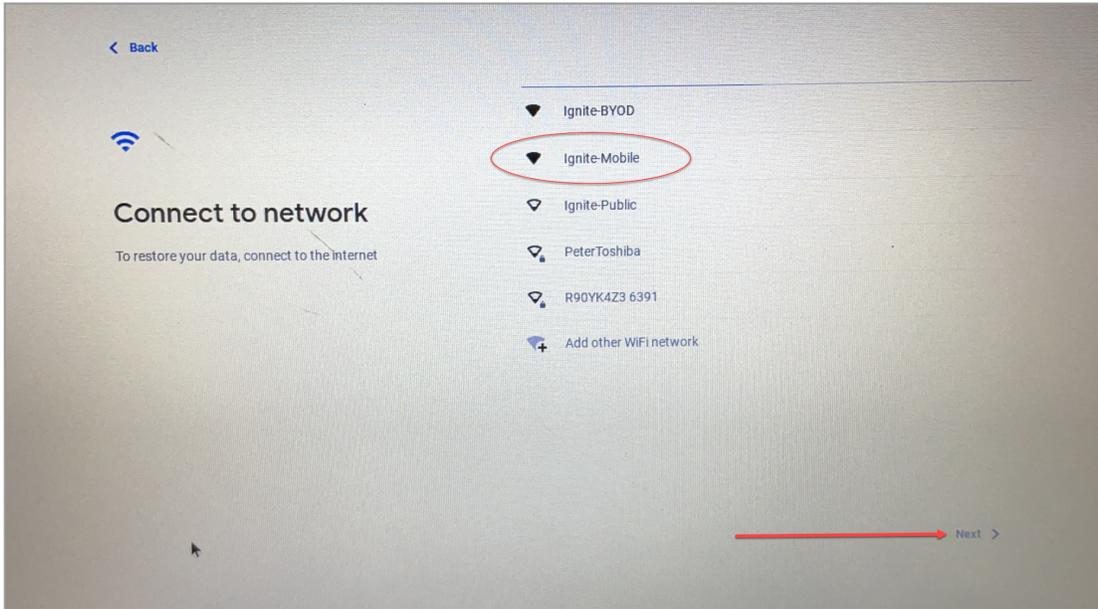


8. On the **Welcome to your Chromebook** screen, click the **"Get started"** button

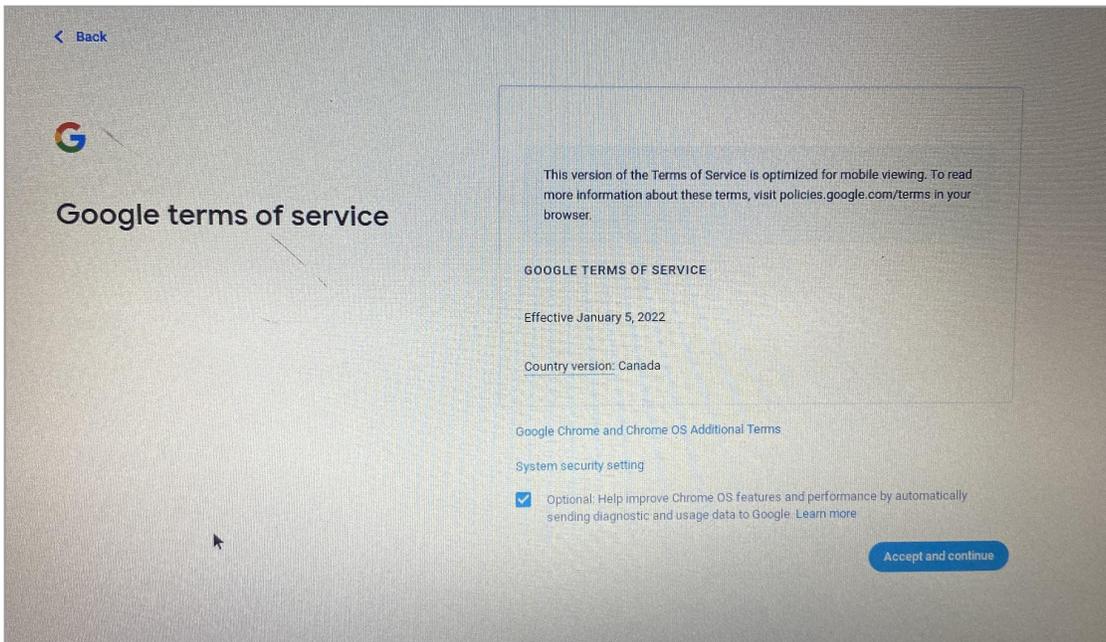


9. On the **Connect to network** screen, select a Wifi network and click **“Next”**

NOTE: If at a DDSB network location, select **Ignite-Mobile**



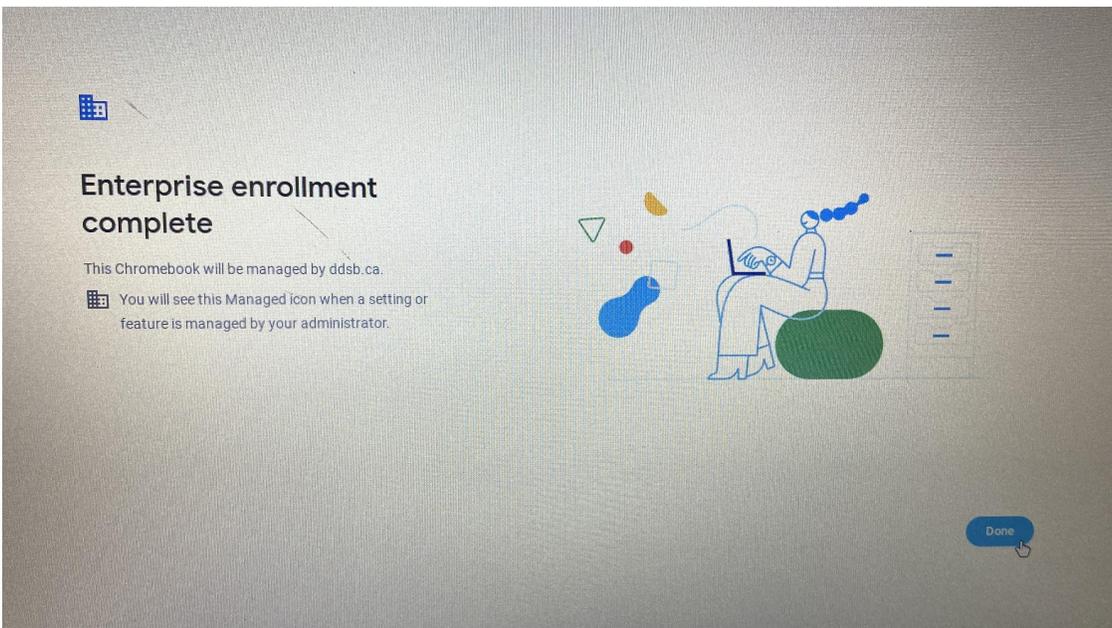
10. On the **Google terms of Service** screen, click **“Accept and continue”**



11. The Chromebook will check for updates and may update at this time

12. Automatic Enterprise Enrollment to DDSB will occur

13. On the **Enterprise enrollment complete** screen, click **“Done”**



14. The Chromebook is now successfully Powerwashed and is ready to use!

