

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 > Continue.
5. 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](#).
6. Once you've reset your Chromebook:
 - Follow the onscreen instructions to [set up your Chromebook](#)
 - Check if the problem is fixed

After you reset your Chromebook

Step 1: Turn on your Chromebook

1. If the battery is detached, install the battery.
2. Press the power button.

Step 2: Follow the onscreen instructions

1. To choose your language and [keyboard settings](#), select the language that appears on the screen.
2. Optional: To turn on [accessibility features](#), select Accessibility.
3. Choose your network.
4. Accept the terms of service.

Step 3: Sign in with your Google Account

To choose your [Chromebook owner](#), enter your Google Account email or phone number and password.

- If you've already turned on [2-Step Verification](#), you'll be sent a code to your selected device.
- If you don't have a Google Account to add, [create one](#). On some Chromebooks, you can select More options > Create new account.
- To use your Chromebook [without an account](#), select Browse as Guest.
- If you're having trouble signing in with your Google Account, use the [sign-in troubleshooter](#).

Once you sign in, your bookmarks, extensions, and apps will appear automatically.