

# Chrome

- [How to Fix Chrome Crashing on Macbooks](#)
- [Google Chrome Keyboard Shortcuts](#)
- [Clear cache & cookies in Chrome](#)
- [Troubleshoot ZScaler](#)
- [Reset Chrome & zScaler](#)
- [How to Install & Use Screencastify](#)

# How to Fix Chrome Crashing on Macbooks

1. Uninstall Google Chrome
2. Trash everything in ~/Library/Application Support/Google/Chrome
3. Reinstall google Chrome fom Filewave

# Google Chrome Keyboard Shortcuts

This is a partial list. For a full list, see [click here](#).

To navigate windows and tabs in Chrome:

Action	Shortcut
Open a new window	⌘+N
Open a new tab	⌘+T
Open a new window in Incognito mode (enhanced privacy)	⌘+Shift+N
Reopen the last tab you closed (up to 10 of the most recent tabs)	⌘+Shift+T
Move to the tab in position (number)	⌘+(number) (1-8)
Close current window	⌘+Shift+W
Close current tab or popup	⌘+W
Go to previous page in browsing history	Delete or ⌘+[
Go to next page in browsing history	Shift+Delete or ⌘+]
Open home page in current window	⌘+Shift+H

To control text in Chrome:

Action	Shortcut
Copy highlighted text	⌘+C
Paste text	⌘+V
Paste unformatted text	⌘+Shift+Option+V
Copy and delete highlighted text	⌘+X or Shift+Delete

To control the address bar in Chrome:

Action	Shortcut
Perform a search on text in the address bar	Enter

<b>Open URL in a new tab</b>	⌘+Enter
<b>Highlight the URL in the address bar</b>	⌘+L
<b>Navigate drop-down menu</b>	Page Up/Page Down

## To control the current page in Chrome:

Action	Shortcut
<b>Print current page</b>	⌘+P
<b>Save current page (to your computer)</b>	⌘+S
<b>Reload current page</b>	⌘+R
<b>Stop reloading of current page</b>	⌘+,
<b>Open Find bar</b>	⌘+F
<b>Bookmark current page</b>	⌘+D
<b>Save all open pages as bookmarks in a new folder</b>	⌘+Shift+D
<b>Toggle full-screen mode</b>	⌘+Shift+F
<b>Scroll down the page</b>	Space
<b>Go to top of page</b>	Home
<b>Go to bottom of page</b>	End

## Miscellaneous shortcuts:

Action	Shortcut
<b>Toggle Bookmarks bar</b>	⌘+Shift+B
<b>Open History page</b>	⌘+Y
<b>Open Downloads page</b>	⌘+Shift+J
<b>Open Clear Browsing Data dialog</b>	⌘+Shift+Delete

# Clear cache & cookies in Chrome

1. On your computer, open Chrome.
2. At the top right, click More More.
3. Click **More tools** and then **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

# Troubleshoot ZScaler

Step 1. - Go to [ip.zscaler.com](https://ip.zscaler.com)

Step 2. This will show you if you are logged into ZScaler. If you are previously logged in, you can log out as pictured below.

**You are accessing the Internet via Zscaler Cloud: in the zscalerone.net cloud.**

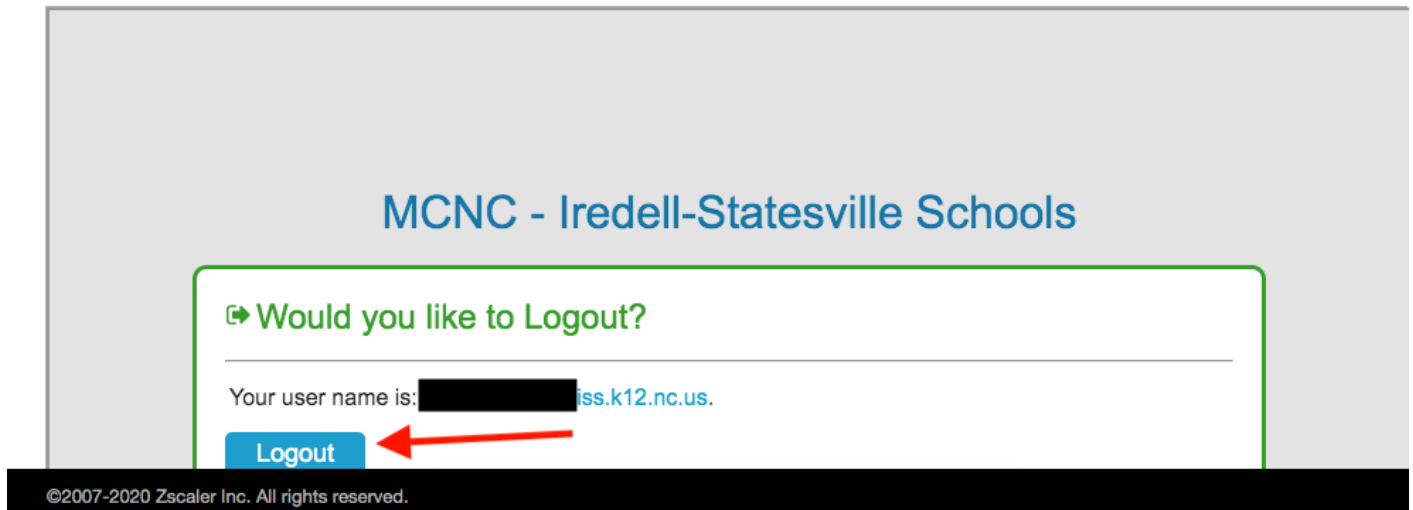
Your request is arriving at this server from the IP address 152.26.193.26

The Zscaler proxy virtual IP is 152.26.193.12.

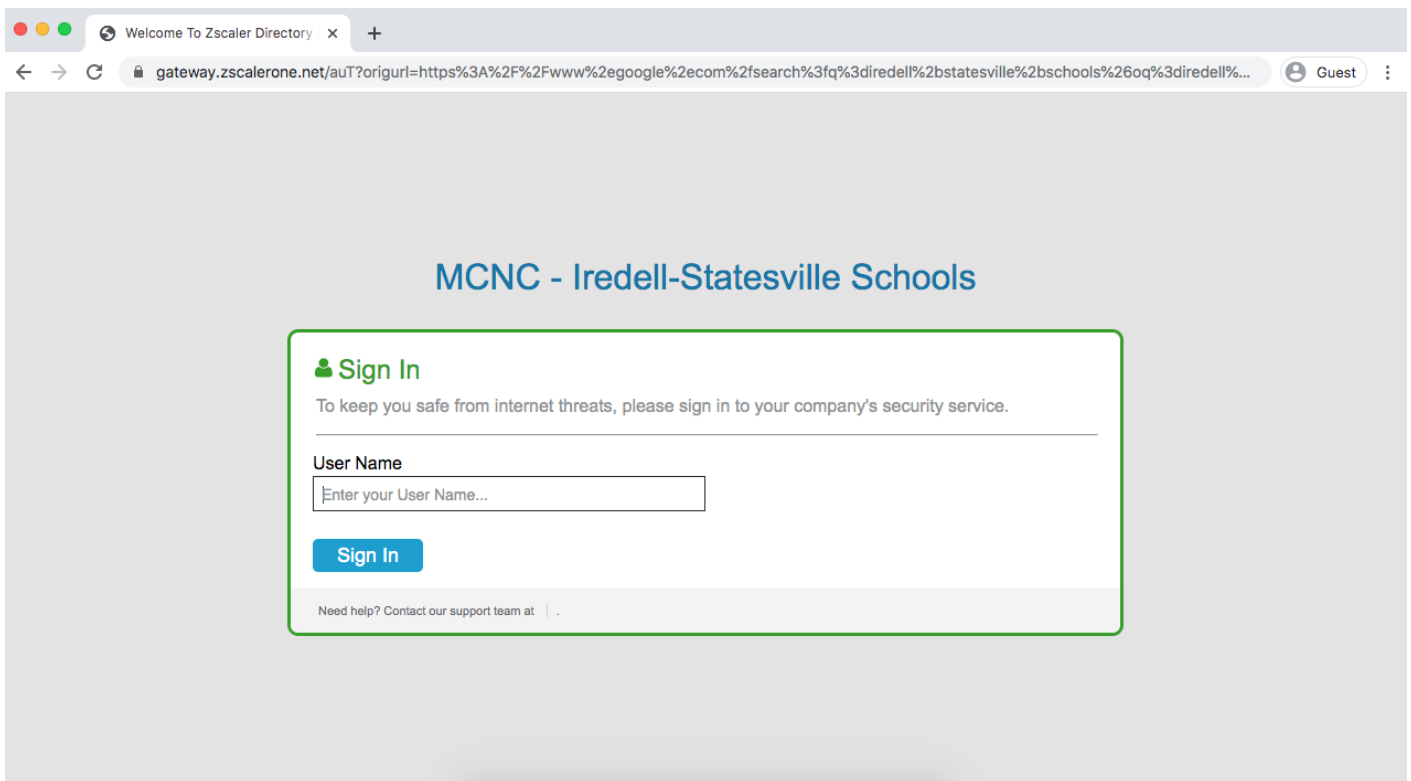
The Zscaler hostname for this proxy appears to be one-pmcnc11a3-sme.

The request is being received by the Zscaler Proxy from the IP address 198.85.255.11

Your Gateway IP Address is 198.85.255.11

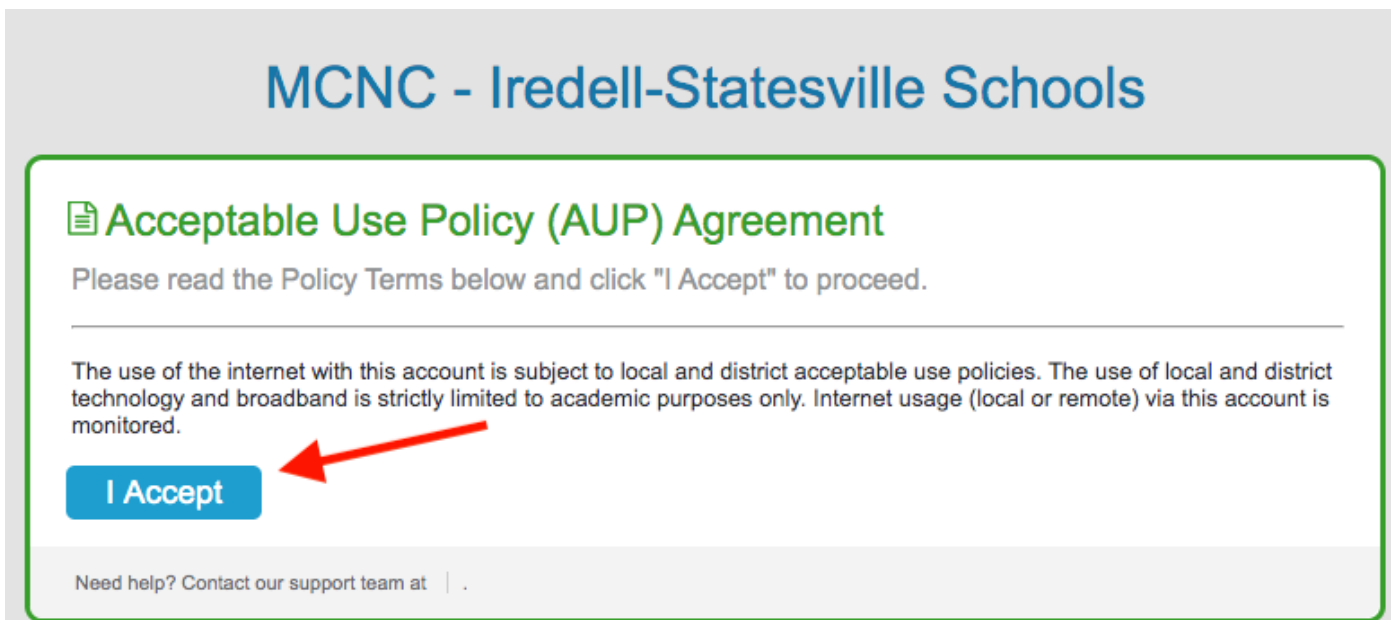


Step 3. After you are logged out, or if you have not previously logged into ZScaler, click in the top address bar of your browser and perform a simple google search for "iredell statesville schools" and you should be prompted to login to ZScaler as the screenshot shows below.



Step 4. Type in your full email address, and then click sign in. You should then be prompted to enter in a password, that will be the same password as your computer and email password. After entering your computer password, click sign in again.

Step 5. Click I accept on the prompt (pictured below), and then you should be logged into Zscaler.



If the above steps do not fix your issue, please **[click here](#)**.





# Reset Chrome & zScaler

[https://drive.google.com/file/d/1-2Ru09r8\\_5ilZTIGYARxCOZF1vFIQWp/preview](https://drive.google.com/file/d/1-2Ru09r8_5ilZTIGYARxCOZF1vFIQWp/preview)

# How to Install & Use Screencastify

<https://drive.google.com/file/d/1FOFHDgadKQ9c6mo68IFr7n-OEvjwLGb/preview>