

How to Powerwash a Chromebook

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** and then **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

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