

Chromebook Support Guide

This document is a walk-through guide for any Chromebook-related issues, and for claiming warranty at the Acer Service Center. Follow the step-by-step process below.

1. Identify the problem, and establish a theory of probable cause (question the obvious).
2. Go through Google's [Chromebook Help](#) as a first level of troubleshooting. Select the appropriate category of problem as shown below.

Fix Chromebook problems

Use the guides below to fix common Chromebook problems.



Hardware and operating system problems [↗](#)

- Chromebook hardware (like the battery, keyboard, or screen)
- Chromebook software (including updates, speed, and performance)



Account problems [↗](#)

- Sign-in errors
- Permissions or Guest mode issues



Connection problems [↗](#)

- Wireless or mobile networks
- Wired networks



Other problems

- Webpage loads slowly
- "This webpage is not available"
- "Aw, snap!"



Google Cloud Print problems [↗](#)

- Printer not detected
- Documents not printing

(i.e. Select 'Hardware and operating system problems, then browse through specific issues for a possible fix)

Fix hardware and system problems

If you're having a problem with your Chromebook hardware or operating system, try the steps below. Test your Chromebook after each step to see if the problem is fixed.

If you're still having trouble after trying these steps, [contact your Chromebook manufacturer](#).

Hardware problems

[Battery won't charge](#) [↕](#)

[Bluetooth doesn't work](#) [↕](#)

[Camera doesn't work](#) [↕](#)

[Can't connect to monitor](#) [↕](#)

[Keyboard doesn't work](#) [↕](#)

[Sound doesn't work](#) [↕](#)



3. Search on Google and YouTube for further troubleshooting guides (if it's still not resolved through Chromebook Help).



4. In case the issue still persists, use the reporting form on the technology department page on the school website:
<http://www.mks.edu.bh/technology-department/>
Provide the complete details of the problem, and the actions attempted to resolve the issue.
5. You will be advised through our IT department on the next step. In case you were advised to take your device to the Acer Service Center, refer to guide below:

Important:

Ensure that the white sticker with the device information is on your device at all times. In case it was removed by accident, you must get it replaced by the school IT administrator. This is important to identify your device and get the warranty service.

Acer Chromebook Warranty

Ensure Services Bahrain

Postal Address: "JKR Computers, Block 334, Road 3419, BLDG 666, Mahooz Ave, (Near-B.A.P.C.O Petrol Station) P.O. Box 65441, Manama, KINGDOM OF BAHRAIN"

City: Manama

Telephone: 00973-17281189

Email: Bahrain@jkrit.com

Website: <http://www.jkrit.com/>

Schedule: Saturdays-Thursdays (except 2nd Saturdays), 9:00AM-6:00PM

JKR Computers Services Map



- a. Bring only the Chromebook unit and the charger. (Boxes and manuals will not be accepted at the service center)
- b. No need to bring a receipt. The SNID number found at the back of the device, would indicate the type of warranty and coverage when searched in their system.
- c. The customer (parent/student) should receive a receipt indicating a 'Case No.' and other details of the transaction.
- d. It will take 10-15 business days for the repair to be completed. The customer will receive an email if there would be costs associated (screen replacements).
- e. The customer may check for the status using the 'Case No.' from the receipt.
- f. The customer will be notified via email once the device is ready for collection.
- g. The customer should get a receipt upon taking the device from the service centre.
- h. Send an email to Mr Neil Reyes at: neilreyes@mkschoolsbh.com when you receive the Chromebook from the service center. This is to ensure that the user's device is enrolled in the system.