

How to Care for and Clean Your Chromebook



Please take good care of this device. Students are responsible for the general care of the Chromebook they have been issued by the school. Students with Chromebooks that are broken or fail to work properly must contact Tech Support via a [Web Help Desk ticket](#) through the Student Portal at my.hsd2.org.

District-owned Chromebooks should never be taken to an outside computer service for any type of repairs or maintenance.

General Precautions

- Chromebooks should not be placed on soft surfaces (beds, blankets, etc.) during use due to potential overheating, especially while being charged.
- Chromebooks should not be used or stored near pets to avoid unwanted pet interactions. They also shouldn't be left on the floor to prevent them from being stepped on.
- No food or drink should be near Chromebooks.
- Cords, cables, and removable storage devices (e.g., thumb drives) must be inserted carefully into the appropriate port on the Chromebooks.
- Chromebooks should not be used with the power cord plugged in when the cord may be a tripping hazard.
- Heavy objects should never be placed on top of Chromebooks.
- **Do NOT apply stickers** to any part of the Chromebook, including the case, nor remove the district labels!
- Chromebooks should never be loaned to another student or individual during the school day or otherwise (unless requested by the helpdesk for troubleshooting).

Carrying Chromebooks

- Always transport Chromebooks with care.
- Students should hold the Chromebooks (cover closed) with two hands if they need to carry the Chromebook.
- Never lift a Chromebook by the screen.

Opening and Closing Chromebook

- Open and close the Chromebook only when it is resting on a flat surface such as a table or desk.
- If using in tablet mode, please fold the screen back carefully using two hands
- Before closing the screen, make sure there is nothing on the keyboard to prevent the full closure of the device. Obstacles on the keyboard could cause broken screens or damaged hinges.
- Close the screen gently using two hands—one on either corner of the screen.

Battery Care

- Keep the battery charged above 20% as much as possible.
- Restart the Chromebook at least daily to help keep the software updated and at its best.

Screen Care

The Chromebook screen can be damaged if subjected to heavy objects, rough treatment, some cleaning solvents, and other liquids. The screens are particularly sensitive to damage from excessive pressure.

- Do not put pressure on the top of a Chromebook when it is closed.
- Make sure there is nothing on the keyboard before closing the lid (e.g., pens, pencils, or disks).
- If necessary, follow the cleaning instructions below.

5 Steps to Clean and Disinfect a Chromebook

Important Note: The Chromebook you are receiving has been thoroughly cleaned and disinfected prior to you receiving it. It will be cleaned and disinfected again, once it is returned to the school. These instructions are only necessary for maintenance cleaning.

This information is geared towards the prevention of COVID-19. The cleaning techniques described below can be used to generally clean and disinfect devices, like shared Chromebooks, at the end of a school year, or during Flu season. The same process can also be used for any external peripherals like a Bluetooth keyboard and mouse.

Preparation

You will need some bleach-free disinfectant wipes or a solution of 40 percent rubbing alcohol and 60 percent distilled water. Using full-strength rubbing alcohol can damage the coating that helps to keep smudges off the screen. You will also need a couple of microfiber cloths or any cleaning cloths that are lint-free.

Harsh cleaning supplies like bleach should **NEVER** be used on your electronics since they can also damage the screen and other parts of your Chromebook. Also, avoid any abrasive cleaning brushes or cleaning pads that might scratch the surfaces of your Chromebook (this includes Magic Erasers). Finally, a can of compressed air is optional if you want to remove any dust that might be hiding in your Chromebook.

Last precaution – NEVER spray any cleaning solution directly onto your Chromebook or any electronics for that matter. You should always apply the cleaning solution to a microfiber cloth and then apply it to the device to avoid any liquid getting into the device and causing damage. With those warnings out the way, let's get started cleaning and disinfecting your Chromebook.

Procedure

- **Step 1** – Completely power down your Chromebook and unplug the power cord.
- **Step 2** – Disconnect any cables or peripherals that are plugged into your Chromebook. This will allow you to access and clean every part of the device.
- **Step 3 (OPTIONAL)**– Use compressed air to remove larger pieces of dirt or dust that might be in your keyboard and ports. When using compressed air, only give it a few short bursts and never turn the can upside-down.
- **Step 4** – Use the disinfectant wipe or apply a small amount of rubbing alcohol solution to the cleaning cloth and completely wipe down the entire Chromebook, including the screen and around each key of the keyboard. Use a small amount of pressure to remove any fingerprints or smudges on the screen, but not too much since this could damage the display. If you aren't comfortable using the cleaning solution on the screen, you can buy disinfectant wipes specifically designed for LCD and laptop screens.
- **Step 5** – After everything is dry, you can use a dry microfiber cloth to buff the screen softly and remove any haze that might be lingering on the display from the disinfecting process.