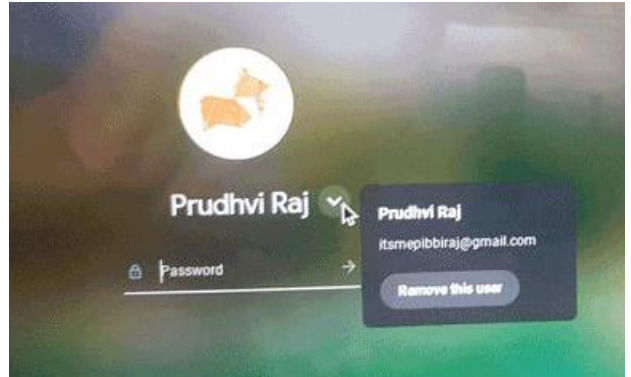# Chromebook not working? *Kompyuta haifanya kazi?*
Try these steps. *Jaribu hatua hizi*

Step 1 - Remove any users: *Hatua ya 1- Ondoa mtuamiaji yeyote:*

If you do not see any user profiles, move on to Step 2.:
Kama huoni mtumiaji yeyote nenda hatua ya 2

1) On the Chromebook sign-in screen, select the profile you want to remove./*Kwenye Chromebook (kompyuta) ingia kwenye skrini, chagua profile (maelezo mafupi) unayotaka kuondoa*

2) Next to the profile name, select the down arrow./*Halafu kwenye profile (maelezo mafupi) chagua mshale wa chini*

3) Select "**Remove this user**."/*Chagua kuondoa mtumiaji*

4) In the box that appears, select "**Remove this user**" again./*Kwenye boksi ambalo anatokea chagua "mtoe huyu mtu" tena*

Step 2 - "Sign in with a different account" to run updates:
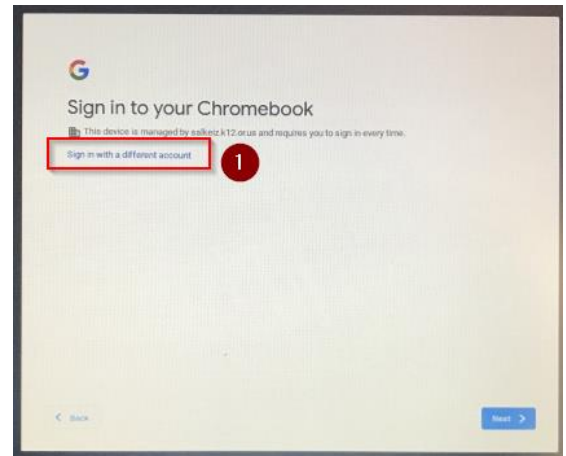
Hatua ya 2- " Ingia kwa kutumia akounti tofauti na endesha masahihisho (run updates)

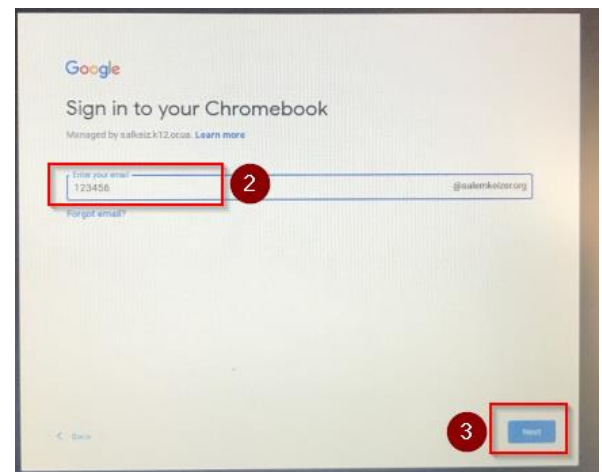Before starting, refresh the Chromebook by pressing the **Refresh** button – **Kabla ya kuanza chromebook(kompyuta) bonyeza** Refresh (**kuchagamsha**) ↻ **halafu tena bonyeza kifungo cha nguvu -** > and the **Power** button ⏻ **wakati mmoja** at the same time.
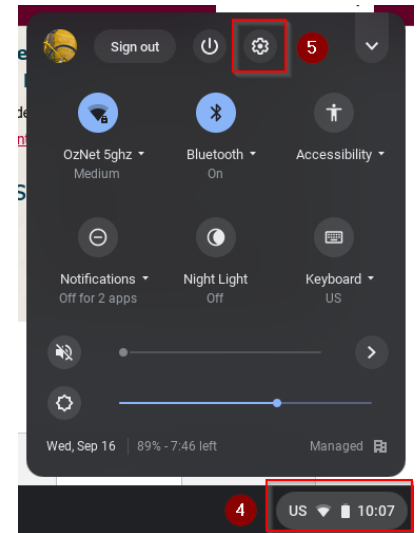
1) On the Chromebook sign-in screen, click "**Sign in with a different account."/ 1) kwenye Chromebook (kompyuta) ingia kwenye skrini halafu bonyeza mtuamiaji mwingine.**
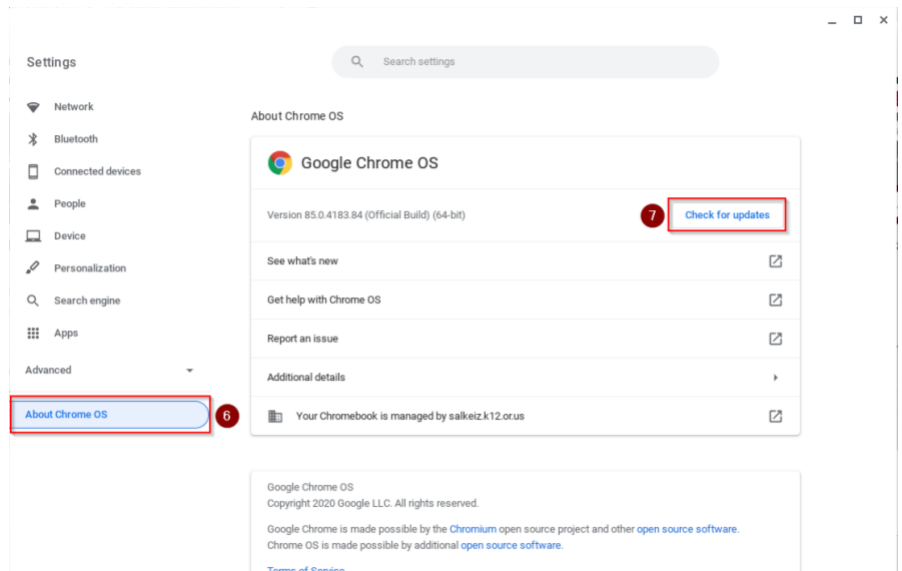
2) Enter the student ID. 2) Ingiza namba ya mwanafunzi

3) Click the "**Next**" button. Enter your student password on the next screen (not shown). 3) Bonyeza (next) nexti halafu litatokea kiboxi uandikie neno la siri (password) la mwanafunzi.

4) Once logged on, click in the system tray next to the time. **4) Ukichaingia, bonyeza system tray (trai ya mfumo)**

5) In the window that opens, click the Settings button ⚙. **5) Kwenye dirisha lilifunguka, bonyeza settings button (kifute cha kuweka)**

6) In the Settings window, click "**About Chrome OS.**"/**6. Katika dirisha la kuweka bonyeza kama Chrome OS**

7) Click the "**Check for Updates**" button. **7) Bonyeza angalia cha kiboxi cha marudio (Updates)**

8) If prompted, click the "**Restart to finish update**" button (not shown).**Kikitokea bonyeza mwanzo mpaka mwisho wa marudio (Restart to finish update) hakipo kwenye picha**

9) Once the restart is complete, *Mara itakapoisha*, sign in by *Ingia kwa kubonyeza nexti* clicking the blue "**Next**" button and login as indicated. **Halafu ingia kama itakavyoonyesha**

10) Try logging in again. **10) Jaribu kuingia tena**

11) Repeat this Step 2 until no further updates are available. **11) Rudia tena hatua ya pili mpaka mwisho wa marudio** (updates are available) **tena.**

As Chromebooks come online after the summer, updates may take time and Step 2 may need to be repeated multiple times. We apologize for any inconvenience this may cause, but appreciate your patience and understanding during this important update process. / **Kama Chromebooks/Kompyuta zinapoanza kufanya kazi tena baada mapumziko yaliyopita, marudio yanaweza kuchukua muda na hatua ya pili (2) itatakiwa kurudiwa mara mara. Tafadhali utuwie radhi kwa usumbufu wowote utakao tokea. Tunatanguliza shukrani kwa uvumilivu wenu na kutuelewa katika kipindi hiki muhimu za mchakato.**