

Re-enrolling Chrome Book Devices

1177 April 6, 2023 [Chromebook](#), [Mobile Devices](#) 1101

Re-enrolling an already LPS managed chrome book

Factory resetting and Chrome OS is Damaged

1. If the **Chrome OS is damaged**, normally this could appear on the chrome book's screen display

2. A chrome book that was **factory reset** may show this screen at the login page

3. To resolve those issues please press and hold the chrome book's **Power button>Esc key>Refresh key** in order to factory reset the chrome book. If necessary please complete this one step **twice**.

4. You will see this screen where you would then press **CTRL** and **D** keys then **ENTER**

5. Next you will see this screen where you would then press the **SPACE bar** then **ENTER**

6. The chrome book should now boot up to it's **Welcome** screen and you may be prompted to activate **ChromeVox**. In that case click **No** and when prompted to **Exit Tutorial** please do so.

7. The chrome book will now need some type of **network connection**.

8. A **hardwire** network connection is recommended. Plug in your **USB-A/USB-C ethernet adapter**. This means plugging an ethernet cable from the network drop on the wall into the adapter. Then plug into the **Chrome book's USB-A or USB-C port**.

9. Now with it's **internet connection**, this chrome book will now **re-enroll itself** on this screen. **IF** the chrome book does not auto enroll you can **manually enroll** by clicking on **Enterprise Enrollment**

(press **ALT+CTRL+E** if you do not see this option).

10. Type your **Google Admin Student account credentials** (your credentials will re-enroll the chrome book manually). Once **enrolled**, the chrome book should **auto-connect to LPS-Wireless** within a few seconds.

11. After entering your **Student account** you may be required to log in using your **STAFF LPS EMAIL account**. Please do so and you should eventually see that the chrome books says "**managed by students.lawrence.k12.ma.us**"

***If you see "managed by Help desk@lawrence.k12.ma.us" please RESTART the chrome book to fix that.**

12. Once connected to **LPS-Wireless** you can **unplug the ethernet adapter**.

13. After enrollment, log into the chrome book using your account and make sure the chrome book is up to date running the **[newest Chrome OS version](#)**. If you choose to not use your account you can use the **test.student account** and the password would be the same thing.

***If you see "managed by "helpdesk@lawrence.k12.ma.us" please RESTART the chrome book to fix that.**

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