

"Unlock and restore local data" Error Message on Chromebook

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If after a student logs into a school Chromebook and gets a message stating "To unlock and restore your local data, please enter your old Chromebook password"

Allow the student to re-enter the same password again, then click "Next "

If that does not work, please click on "Forgot your old password?" link that is right below the textbox labeled "Enter old password"

Next, click on the button labeled "Proceed anyway"

Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=1185>