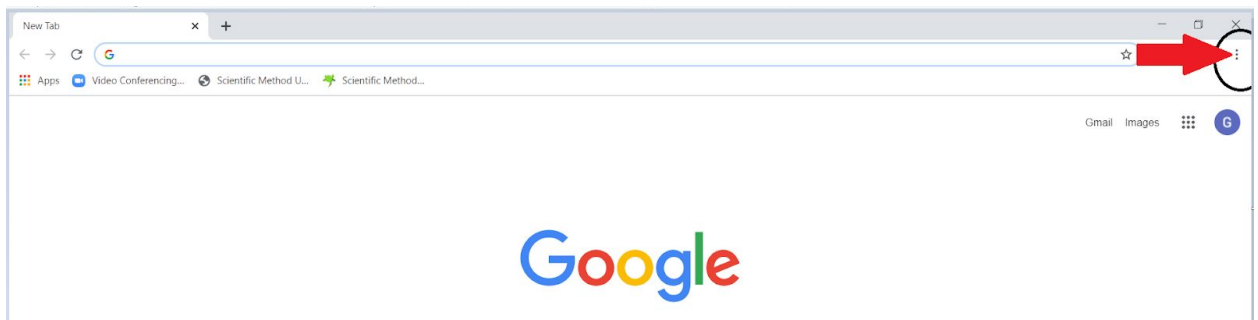# Chromebook Troubleshooting Strategies
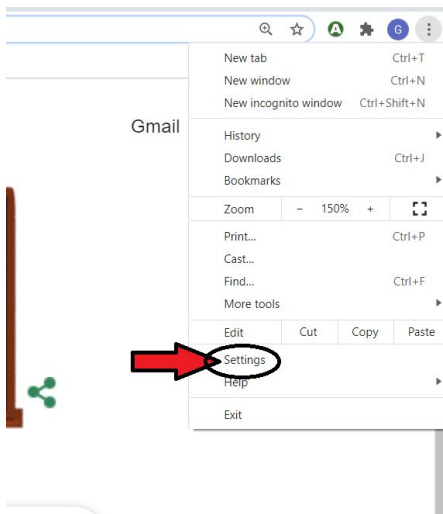
1. Please try the following solutions if your Chromebook is operating slowly, seems to be lagging or is not loading web pages correctly:

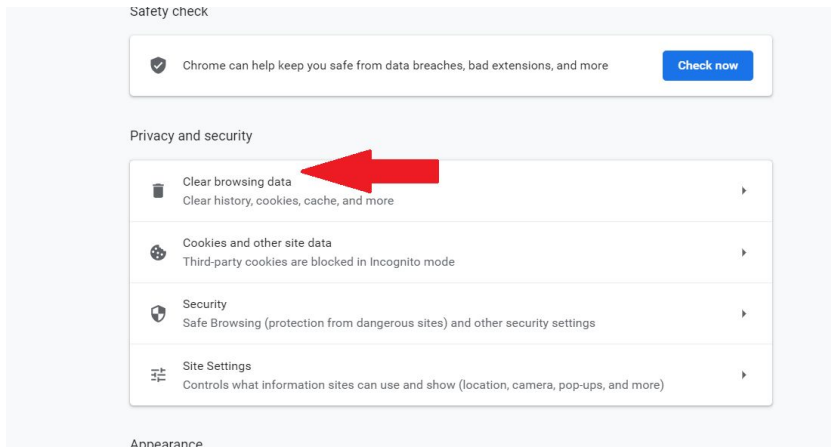## Clear your Browser Data

1. On your computer, open Chrome.
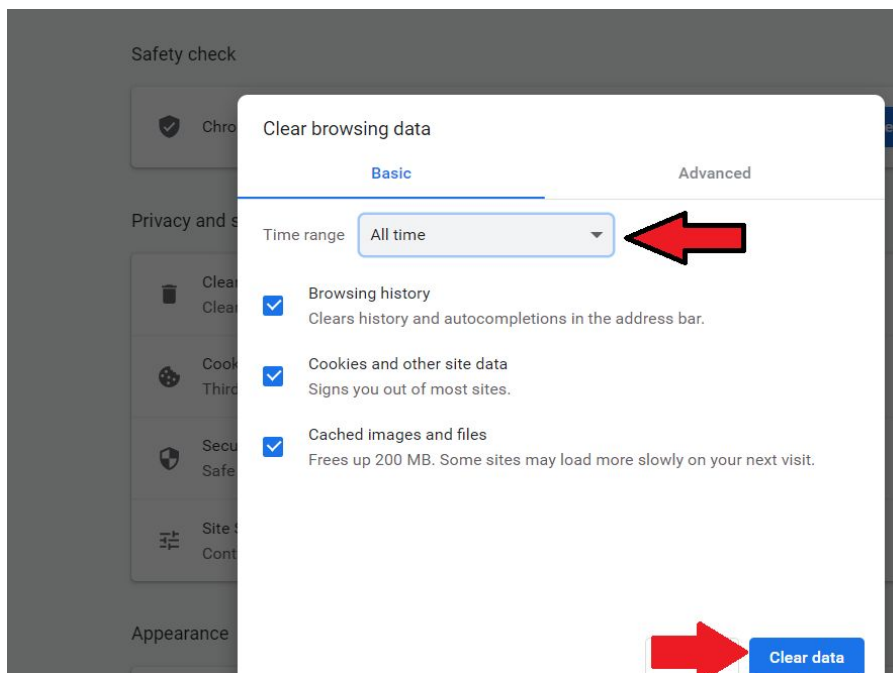2. At the top right, click More ⋮ .

3. Click Settings:

4. Scroll down to Privacy and Security and choose **"Clear Browsing Data"**

5. Click the **"Time Range"** and change to **"All Time"** and then click clear data.

2. Zoom error message "Waiting for host to start session"

    a. To correct this message a full reboot of the computer is required. Follow these steps

        1. The Chromebook must be fully restarted by either:

            a. Holding down the power button for 10 seconds to force a restart

            b. Powering off the Chromebook by clicking in the lower right corner and clicking on the power options and click shutdown.