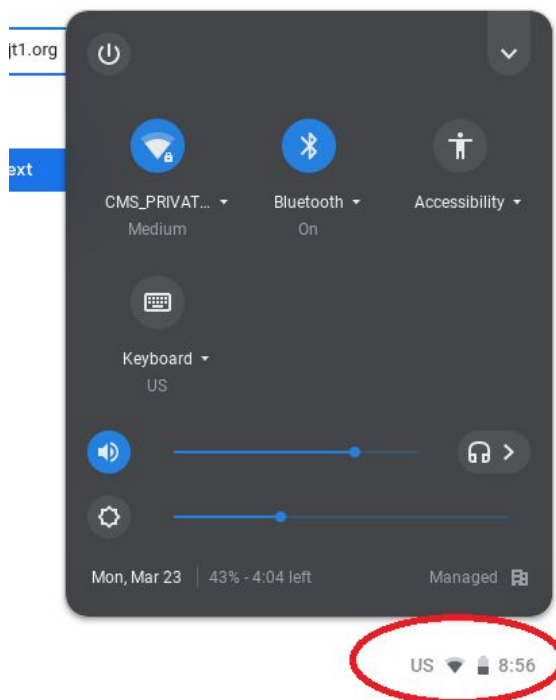


Problem: Keys on Chromebook are typing incorrect letters.

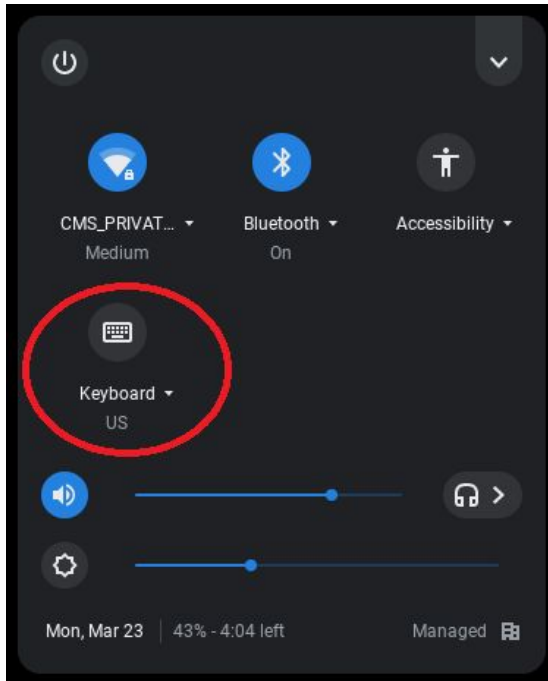
Solution: The most common cause is having the incorrect keyboard layout selected. Switch the keyboard layout to the US layout.

Procedure

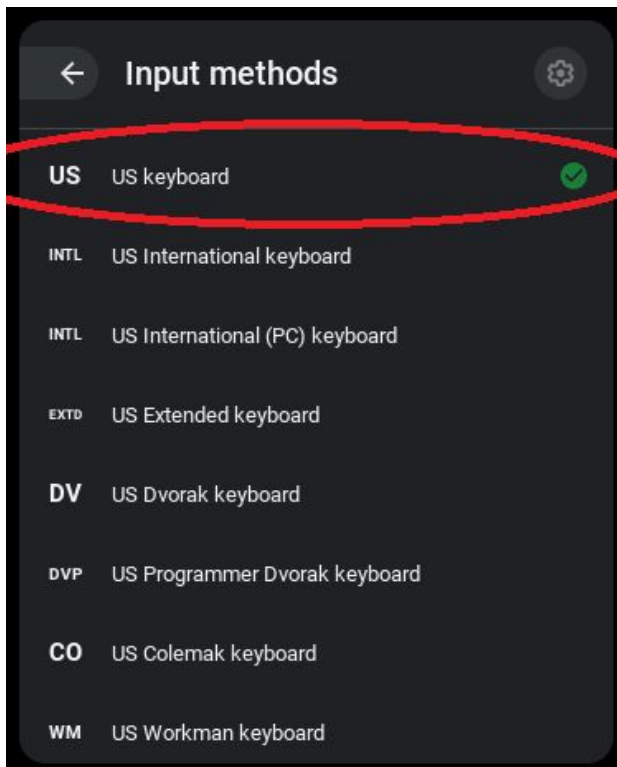
1. Start at the Chromebook's login screen.
2. Click the system menu in the bottom right corner of the screen:



3. If the keyboard layout does not indicate it is set to "US," click on "Keyboard"



4. Select the "US keyboard" layout



5. Verify that keys are typing the correct characters now.
6. If keys continue to not work, please call the Technology Department at 262-670-1678 or email covid-tech-help@hjt1.org.