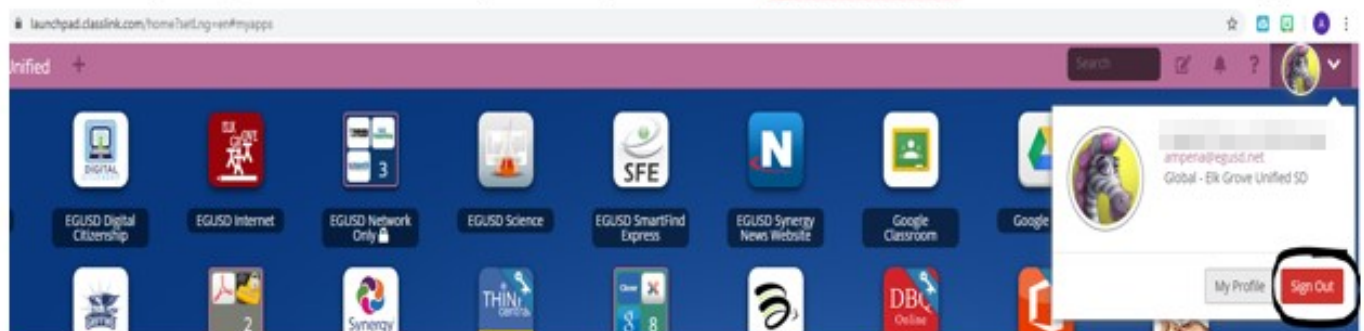


Zoom Password Problems and Fix for Other Issues



Step 1: Clear the Cache and Cookies

- 1) Open Chrome browser & click **CTRL+SHIFT+BACKSPACE**
- 2) Select **Advanced tab>Time range: All Time**
- 3) Check **all BOXES**
- 4) Click **CLEAR DATA**

Step 2: Sign Out completely out of ClassLink Portal/Launchpad



Step 3: Reset your school Chromebook

Hold the reset key  and the power button  at the same time for 15 seconds. Your computer screen will turn off.



Step 4: Turn on the Chromebook and log into Classlink Portal.

This should reset your computer and get you back on Zoom without the incorrect password notification.