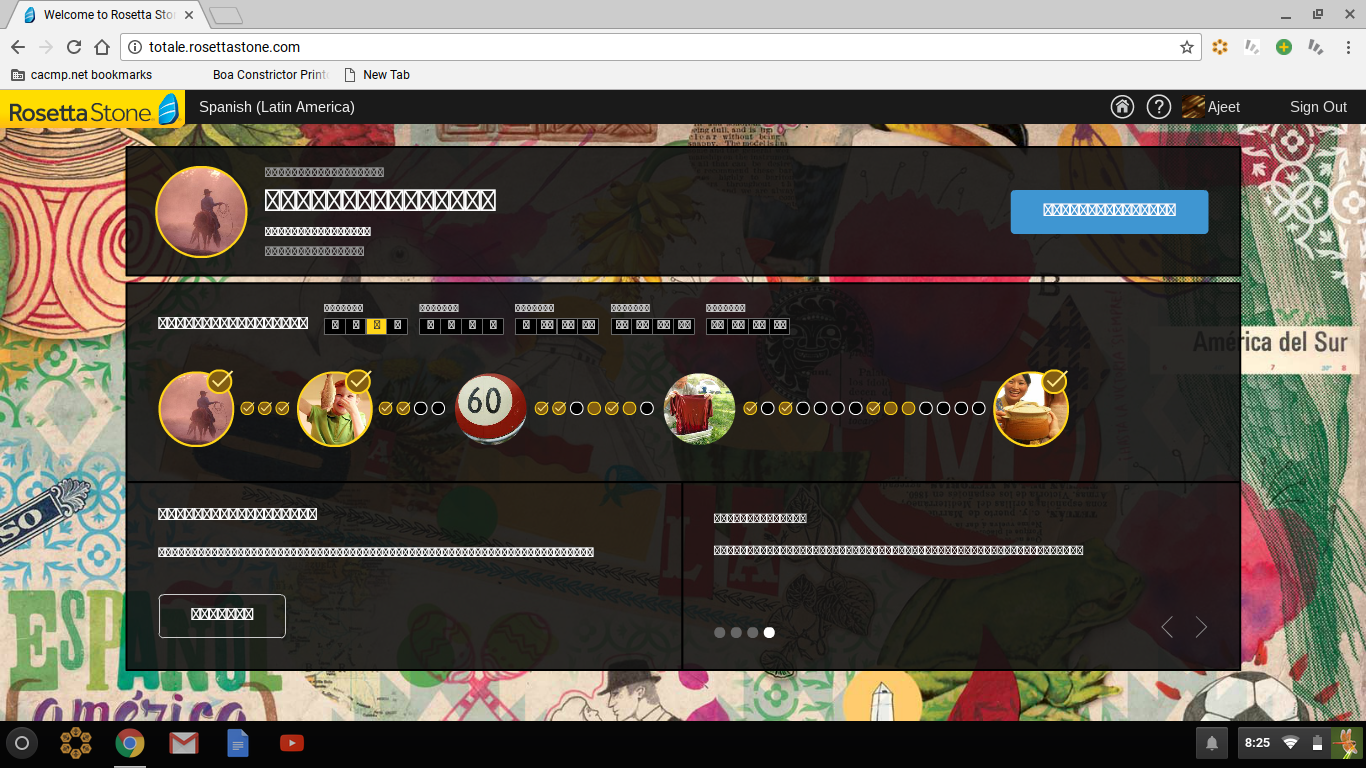
Rosetta Stone and Chromebook Picture Display Fix

Some Chromebooks are showing the following when students are logging into Rosetta Stone – many boxes with an “X” in them instead of text:



Please try the following steps to fix this issue. From any Chromebook that is displaying this screen:

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| 1. On the desktop, click in the system tray. |  |
| 1. Select “Settings” |  |
| 1. Click on “About Chrome OS” |  |
| 1. Click “Check for and apply updates” |  |
| 1. If there is an applicable update for your Chromebook, it will begin downloading the update and displaying a percentage completion. |  |
| 1. When the Chromebook reaches 100% and is ready to apply the update, click the button that says “Nearly up-to-date! Restart your device to finish updating.” – There will also be a small arrow in the system tray indicating that the Chromebook needs to restart. |  |
| 1. The Chromebook will reboot – have the student log back into their CMP profile. | |
| 1. Return to the update screen (Steps 1-3) and select “Check for and apply updates”. If there are more updates, the Chromebook will again begin downloading them. If the Chromebook is fully up-to-date, you will get a message that the Chromebook is up to date. |  |
| 1. Have the student log into Rosetta Stone. They should now be able to see the lesson names and their progress on each lesson. | |