

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:

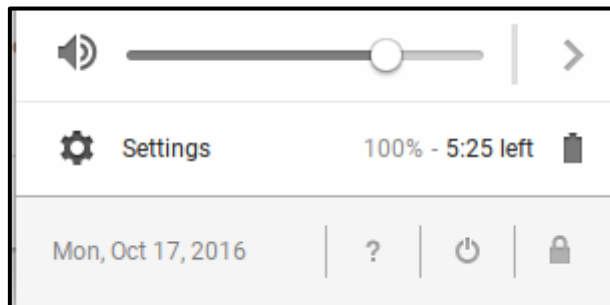


Please try the following steps to fix this issue. From any Chromebook that is displaying this screen:

1. On the desktop, click in the system tray.



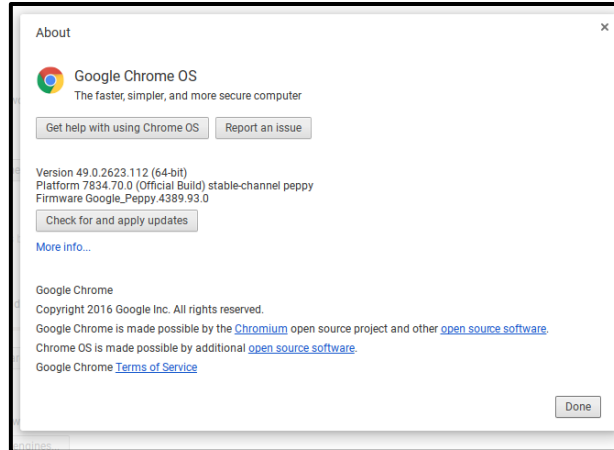
2. Select “Settings”



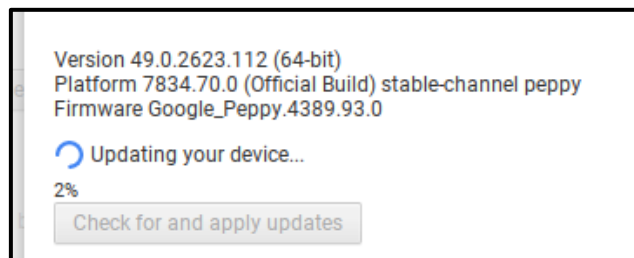
3. Click on “About Chrome OS”



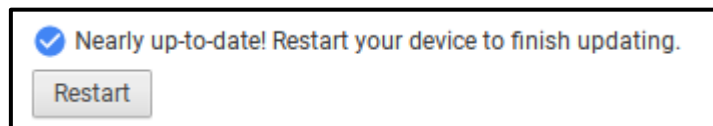
4. Click “Check for and apply updates”



5. If there is an applicable update for your Chromebook, it will begin downloading the update and displaying a percentage completion.

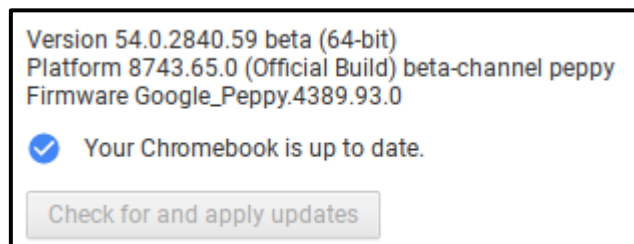


6. When the Chromebook reaches 100% and is ready to apply the update, click the button that says “Nearly up-to-date! Restart your device to finish updating.” – There will also be a small arrow in the system tray indicating that the Chromebook needs to restart.



7. The Chromebook will reboot – have the student log back into their CMP profile.

8. 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.



9. Have the student log into Rosetta Stone. They should now be able to see the lesson names and their progress on each lesson.