



How to Powerwash reset a Chromebook

Easily make your Chromebook run like new again by doing a factory reset. This is done if you will no longer be using your Chrome device.

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Reset this Chrome device

Powerwash to reset your Chrome device to be just like new. All user accounts and local data will be removed.

[Learn more](#)

Confirm Powerwash

Your device will be reset and all user accounts and local data will be removed.
This cannot be undone.

Cancel

Continue



Update firmware for added security. [Learn more](#)

Cancel

Powerwash

INTRODUCTION

While Google's ChromeOS devices are a nice low cost alternative to Windows and Mac computers, they do occasionally have stubborn issues that can't seem to be fixed.

Should an issue like this occur, restoring your device to the factory state may be necessary. You would also want to do this if you plan on passing along your device to a new owner, and you would want your personal information removed from the device beforehand.

Regardless of the reason, ChromeOS' Powerwash feature can be used to return the device back to the factory state.

Step 1 — Some things to know beforehand



⚠ All Local files and settings will be erased once the device is Powerwashed.

- ⚠ While most of Chrome OS' files are specific to the user's account there are still some files that are stored locally, and will be permanently deleted once Powerwashed.
- ⚠ Any files that are saved to your devices local drive are often stored in the Downloads folder. This folder should always be backed up to either an external device, or your Google Drive before the Powerwash process.
- ⚠ Any Google Accounts that were previously used on the device will be removed once the device is Powerwashed, along with settings that are associated with the account. These accounts can be readded to the device, given that you have the account information beforehand.
- ⚠ If you intend on turning your device over to a new owner, do not enter your account information once the process is complete.

Step 2 — Restart from the Browser



- Open the Chrome Browser and click the menu button (three vertically-aligned dots).
- Select **Settings** and choose **Advanced**.
- Scroll down until you locate the **Reset settings** section, and choose the **Powerwash** option.
- A dialog box titled **Restart your device** will be displayed. Click on **Restart**. The device will restart and the Powerwash process will be complete.

Step 3 — Reset your device from the login screen



- From the login screen, press the following the keyboard shortcut: **Shift + Ctrl + Alt + R**
- A window will appear titled **Reset this Chrome device**. Choose the **Restart** option to begin the process. The device will restart.
- Once the device is reset, a new window will display. Click the **Powerwash** button, and confirm the Powerwash by clicking **Continue**.

Once the process is complete, simply follow the on screen instructions to log back in. If you intend on giving your device to a new owner, then you are finished.