

Reset Chromebox

All data stored on your Chromebox such as downloaded files, photos, owner permissions, and saved networks, will be deleted for all accounts when performing a factory reset. After clearing this data, you'll be guided through the initial setup again. Resetting your device will not affect your accounts themselves, or any data synced to these accounts.

There are two options to restore the Chrome OS.

1. **Powerwash** - Remove all user accounts and the user data will be cleared. See methods 1 and 2.
2. **Full Recovery** – Hard reset. Delete all locally saved data. See method 3.

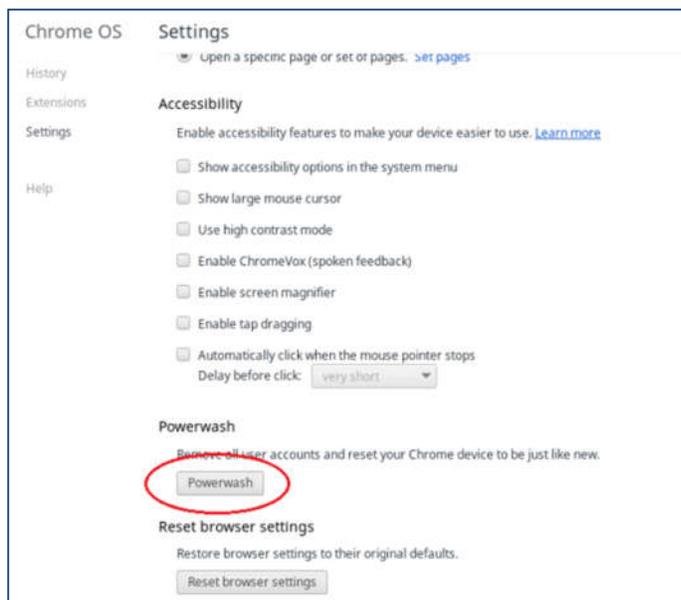
1. Powerwash

Powerwashing Chromebox is the simplest and fastest method to reset the device. The process will remove all associated Google Accounts, and erase saved files, saved networks, and owner account permissions.

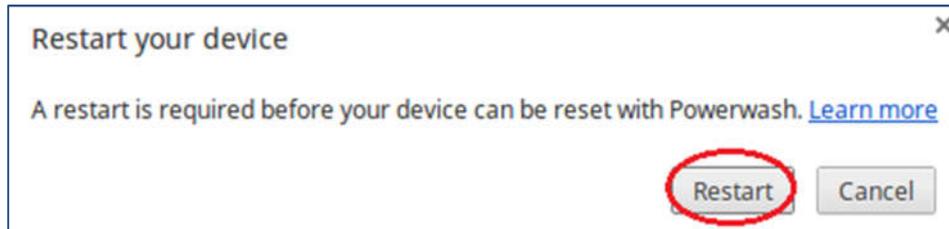
There are two ways to Powerwash Chromebox. Method 1 is done through user account profile from within ChromeOS; Method 2 is done prior to login to ChromeOS.

Method 1:

1. Enter your ‘Settings’ menu through the status area
2. Click on ‘Show Advanced Settings’
3. Find the Powerwash section, and click on ‘Powerwash’



4. You will be presented with a new dialogue box. Click Restart



Note: A less destructive way to reset Chromebox is to reset Chrome Browser Settings. Resetting Chrome browser settings restores only browser settings. User data will be kept.

Method 2:

Powerwash a Chromebox from outside a user account. It can be useful if you have forgotten your password

1. Turn on the device and wait to be presented with the sign-in screen. Do not login
2. Press Ctrl+Alt+Shift+R
3. You will be presented with a large onscreen warning. Click 'Restart' to initiate the process

Note: If Chromebox is a managed device, do not Powerwash. Instead, refer to Google's instructions on how to wipe device data and re-enroll the device [here](#).

2. Full Recovery

Perform a 'hard reset' or 'factory reset' on your Chromebox to see if it solves your problem.

Before starting, gather the following parts:

1. USB Keyboard
2. Paperclip
 1. Turn off the Chromebox by holding the power button down for 5 seconds. When complete the power light will be off.



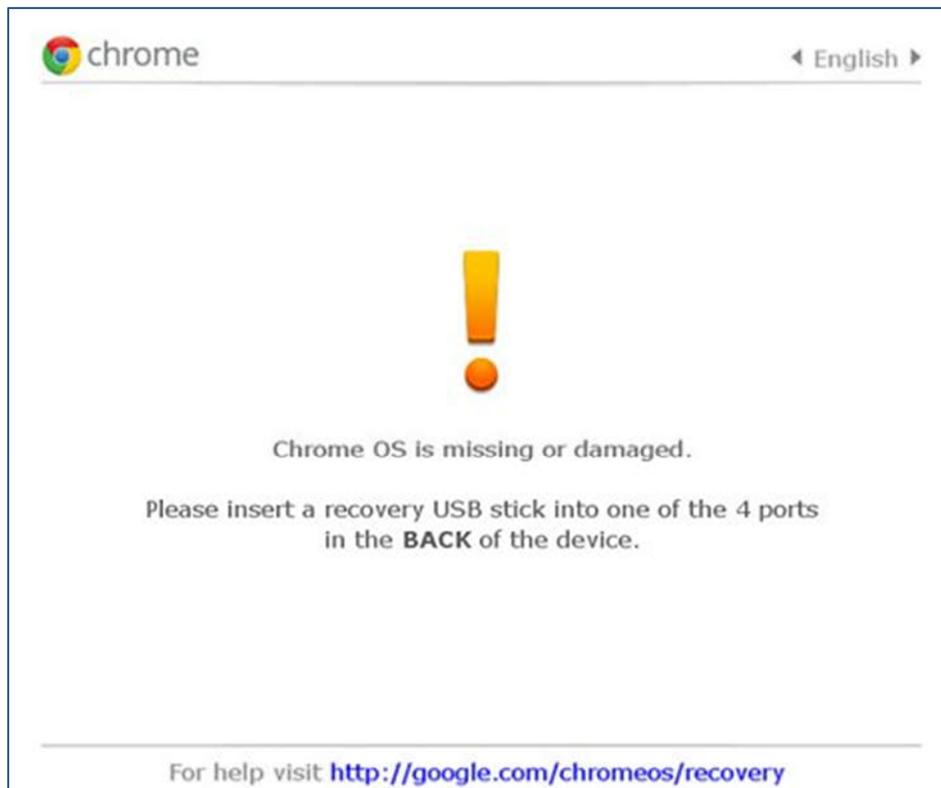
2. Connect a USB Keyboard to the front of the Chromebox, and put a paperclip into the recovery button hole:



3. Press down the recovery button with the paperclip while turning on the Chromebox



4. As the screen boots up, a yellow exclamation point will appear. Press **Ctrl + D** on the keyboard



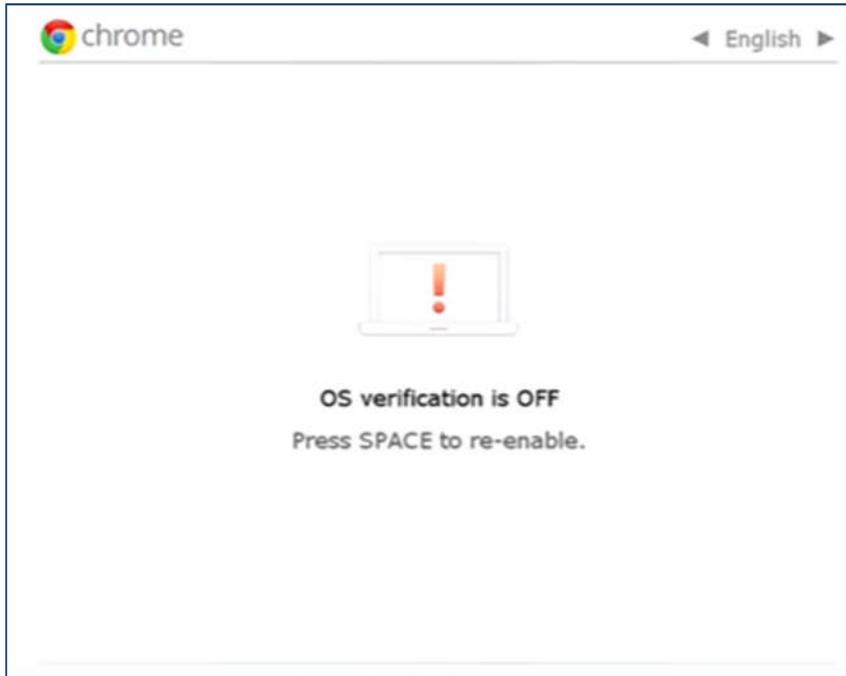
5. When the below screen appears, press the recovery button with the paperclip again:



To turn OS verification OFF, press the RECOVERY button.
Your system will reboot and local data will be cleared.

To go back, press ESC.

6. When the below screen appears, press the spacebar on the keyboard, then press Enter to confirm



7. Once Enter is pressed, the below screen will appear, and the Chromebox will reboot

