Factory reset your Chromebook

1. Sign out of your Chromebook.
2. Press and hold Ctrl + Alt + Shift + r.
3. Select Restart.
4. In the box that appears, select Powerwash

5. Continue.
6. Follow the steps that appear and sign in with your Google Account. 
   Note: The account you sign in with after you reset your Chromebook will be the owner account.

7. Once you've reset your Chromebook:
   a. Follow the onscreen instructions to set up your Chromebook
   b. Check if the problem is fixed