

CHROMEBOOK FREQUENTLY ASKED QUESTIONS

1 WHAT IS A CHROMEBOOK?

A Chromebook is a laptop computer running the Google Chrome operating system (Chrome OS). These laptops are designed to be used while connected to the Internet. Chromebook programs or apps are located on the internet, instead of computer applications like Microsoft Office that are stored on the computer itself.

2 WHAT IS CHROME OS?

Chrome OS is the operating system installed on a Chromebook computer. The Chrome operating system is different than Microsoft Windows, which is created by Microsoft; or Apple iOS, which is created by Apple. Both Microsoft Windows and Apple iOS were created before the internet was as advanced as it is today. Although they are updated regularly, they are computers that have been designed to work without an internet connection. This is different from Chrome OS, which has been created with the internet in mind.

3 WHAT CAN I USE A CHROMEBOOK FOR?

You can read and send emails, access the internet, write reports or other documents, create and edit spreadsheets, edit photos, read e-books, and access the apps in the Google Play Store.

4 HOW DO I TURN THE CHROMEBOOK ON AND OFF?

Turn on the Chromebook by opening the lid and then pressing the power button. Shutting the lid puts a Chromebook into sleep mode. It will start up when you raise the lid. You may also shut down your Chromebook from the login screen by clicking on the Shut Down button for a second. The Chromebook will immediately shut down.

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5 DO I NEED TO BE CONNECTED TO THE INTERNET TO USE THE CHROMEBOOK?

You can do a lot more with the Chromebook when you are connected to the internet, but many programs or apps can be used offline. You must be connected to the internet to store files in Google Drive.

6 HOW DO I LOG INTO THE CHROMEBOOK?

Use your Gmail email and password or log in as a Guest. You can also create an account on the startup screen after turning on the Chromebook.

7 DO I NEED A GOOGLE ACCOUNT TO USE THE CHROMEBOOK?

No, you can log in as a Guest. None of your preferences, history, or files will be saved if you are logged in as a Guest. When you first open the Chromebook, it will ask you for your Google account email address and password. You can create an account here if you don't yet have one. The Google account is free and comes with Gmail, which is Google's email service and is widely considered the best email service available in the world. A Google account also comes with many other features, which you'll likely become familiar with the more you use the Chromebook.

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8 HOW DO I SET UP A GOOGLE ACCOUNT IF I DON'T ALREADY HAVE ONE?

Go to: <https://accounts.google.com/signup>

Please refer to the “Chromebook Quick Start” guide on how to create your Google account.

9 WHAT IS GOOGLE DRIVE?

Google Drive is a cloud storage service owned and developed by Google. Google Drive allows you to save your files in the cloud, so it takes up less local storage space on your Chromebook, and allows you to access your files from any computer—as long as you are logged in to your Google account.

10 HOW CAN I SAVE DOCUMENTS OR FILES ON THE CHROMEBOOK?

Your documents, files, or photos can be saved to your Google account using Google Drive. You can also save your files to a USB storage device. You can also save files temporarily to the Chromebook, to a folder called ‘files.’ This folder will be erased when you return the Chromebook to the library. There is not a desktop you can save files to on a Chromebook.

11 WHAT HAPPENS WHEN I DOWNLOAD A FILE?

When you download files on a Chromebook they are automatically saved in the ‘downloads’ folder. To keep files that you’ve downloaded, you need to move these files from this folder to your USB storage device or your Google Drive.

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12 HOW SAFE IS A CHROMEBOOK FROM VIRUSES OR OTHER SECURITY CONCERNS?

The Chromebook uses Chrome OS, which is built with many layers of security. The Chromebook receives regular Chrome OS updates, so any security flaws are removed very quickly.

13 CAN I CHANGE THE SETTINGS OR INSTALL OTHER PROGRAMS ON THE CHROMEBOOK?

You can change layouts, settings, and accessibility options on the Chromebook, and these changes will be saved if you are logged in to your Google account. The next time you use the Chromebook your previous settings will be available. You can download additional apps on the Google Play store.

14 WHAT PROGRAMS OR APPS DOES THE CHROMEBOOK HAVE FOR MY CHILD/ME TO USE?

You can use Google Docs or Microsoft Word to create or edit word documents, Google Slide to create slideshow presentations, Google Sheets to create spreadsheets, and Gmail to read and write emails. There are many other apps built for the Chromebook you can learn about here: <https://support.google.com/chromebook/answer/1056325?hl=en>

15 CAN I PLAY A DVD OR A CD USING THE CHROMEBOOK?

No, there is no DVD or CD drive port on a Chromebook.



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16 WHO CAN CHECK OUT A CHROMEBOOK FROM THE CITY OF HAYWARD LIBRARY?

Hayward Unified School District (HUSD) student borrowers will be given first priority. A borrower must read, understand, and sign this agreement electronically before a Chromebook is delivered on a scheduled day and time.

17 HOW LONG CAN I KEEP THE CHROMEBOOK?

The loan period for a Chromebook is four (4) weeks. The Chromebook and Wifi hotspot must be returned upon the due date and time indicated on your Library receipt.

18 HOW CAN I BE SURE MY CHROMEBOOK IS CLEAN BEFORE I USE IT?

A professional cleaning service will properly sanitize upon return of the computer.

19 WHERE IS THE CAPS LOCK KEY?

There is no Caps Lock key on a Chromebook. To type all capital letters, press the “search” key and the “Alt” key at the same time. You'll see an arrow appear on the bottom right notifications bar and a pop-up will alert you that Caps Lock is on. Press the “Shift” key to turn off the Caps Lock.

20 HOW DO YOU RIGHT CLICK ON THE CHROMEBOOK?

Click the mouse touchpad with two fingers to open the right-click menu. Use one finger on the touchpad to move or scroll.

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21 HOW DO I COPY, CUT AND PASTE TEXT?

To COPY, highlight the text and press “Ctrl” and “C” at the same time. To CUT, highlight the text and press “Ctrl” and “x” at the same time. To PASTE, highlight the text and press “Ctrl” and “v” at the same time.

22 WHY DOESN'T THE KEYBOARD SHORTCUT I TRIED WORK?

Chromebooks use different keys on their keyboards, and there are different keyboard shortcuts when using a Chromebook. To see a full list of keyboard shortcuts for the Chromebook, please visit this page: <https://support.google.com/chromebook/answer/183101?hl=en>

23 WHERE CAN I LOOK FOR MORE LESSONS ON HOW TO USE THE CHROMEBOOK?

This website has many useful “how-to” guides:

<https://www.laptopmag.com/articles/chromebook-tutorials>

You can also visit Google’s Chromebook site for more info:

<https://www.google.com/chromebook/howto/>

PLEASE NOTE

User information **will not** be saved once the Chromebook is shut down.