

Chromebook Will Not Print

When a Chromebook will not print (says connected to a Brother but won't print, can't connect to a Brother, etc), please check the following:

1. Make sure the Chromebook is connected to the AARP Network (the SSID and Password are available from your LC). If it is not connected to the AARP Network, see **CB WIFI Connection-Forget WIFI.pdf** on the Chromebooks page in the Technology Resources section of the Volunteer.nevadataxaide.com website. The only "Known" network on the Chromebook should be AARP Network.
2. Check the document, **CB Add-Remove Printer.pdf** on the Chromebooks page in the Technology Resources section of the Volunteer.nevadataxaide.com
3. Check the document **CB Restoring a User on a Tax-Aide Chromebook.pdf** on the Chromebooks page in the Technology Resources section of the Volunteer.nevadataxaide.com. Sometimes an account configuration can get scrambled and needs to be reinitialized. After completing the steps in Restoring a User, the account will reinitialize and you should automatically connect to the Brother, if not, go back to steps 1) and 2) above.