Chromebook Management FAQs

FAQs

1. **Q:Can students login to a Chromebook using their personal email accounts?**
   A: No. The devices are set to only allow those with CSD Domain Gmail accounts to sign in. If a student wants to sign into a Chromebook then they need to use their school account.

2. **Q:What happens if a student doesn't know their login information?**
   A: The student should refer to this guide to log in: **http://tinyurl.com/m6r9uvp**

3. **Q: What does the student need to do to use their Google account once they have signed into the Chromebook?**

A: Nothing! The one sign in that the student completed to get into the Chromebook will sign them into all of their Google Apps automatically. When they sign out it will sign out all Google Apps as well.

4. **Q: If a student downloads a photo, video, or some other file, where does it go?**
   A: The file will be downloaded to a "MyDrive" folder on Google Drive that can be seen by opening the in Chromebook's basic file manager (this is an app that is pinned to the little Apps Launcher in the bottom left - Google's start button.) So anything downloaded automatically saves to the cloud for them to access later.

5. **Q: Will closing the lid log a student out and delete their stored files?**
   A:No. Closing the lid does not log the user out. If they close the lid and open it all their work will still be there and they will be logged in.

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6. **Q:Does the student need to do anything to help erase their profile or data on the CB?**
   A:No. All the student needs to do when they are finish is remember to log themselves out. Everything else is automated.

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7. **Q:Should each Chromebook be turned off after each class period?**
   A:It is not necessary to constantly turn the CBs off as much as a full laptop. That being said if they have not been turned off for weeks it may help the performance and speed to have your students restart them. This process is fairly quick and will not use up much class time.

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8. **Q: How do student right-click?**
   A:Students can right click in two different ways on a CB. They can tap the touchpad with two fingers at the same time instead of a single finger and it will act as a right click. Or they can hold down the "Alt" key and then click the touchpad.

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9. **Q: How do students copy and past text?**

A: Copying and pasting text can be done using the copy/paste hot keys. To copy text a student should highlight the text they want, then press and hold "Ctrl" and then press C. To paste that text somewhere the student needs to click where he/she wants to paste the text and press and hold "Ctrl" and then press V.

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10. **Q: What other Hot Keys might be useful for students to know?**
    A: There are a bunch. I have added a document to highlight some of the most commonly used hot keys. Check them out.

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11. **Q: How do I find what apps my students have available to them?**
    A: Every CB has a button in the bottom left on the taskbar that is the Apps Launcher. It looks like this:

    If a student clicks on this button they can see all the apps that we have chosen for them to have "pre-installed" - apps that are pinned to their accounts. However the students have access to many more apps. If they want to see what is available on their school accounts they should go to the Chrome Store while signed into their Google Accounts. They can get there simply by googling "Chrome Store". Once there they will be presented with a series of apps and extensions, but if they want to see the collection we have created for them then they need to click on the "CHS Student App Collection" button on the left hand side. These are the apps they will be alowed to download, the rest will be blocked for students. Here's what it will look like on their accounts:

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12. **Q: What are the apps exactly? Why would I use them?**
    A: So, many of the Chrome apps available are really just portals to a website that has some cool/useful educational feature to it that, if we think it's worth adding, we will place in the Concord collection on the Chrome Store.
        Some apps do more than just bring you to an outside website, though. Some are programs that exist elsewhere, but by using the "chrome app" version, students can store their work in Google Drive without having to think about multiple sign ins and transferring work from several programs to Google Drive.

Lastly, there are some apps/extensions that only exist as Chrome programs and so a student would need to be able to install the app in order to use the program.

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13. **Q: What's the difference between apps and extensions?**
    A: The apps are programs that, when installed, will appear as icons to click in the Apps Launcher in the bottom left. They tend to be bigger programs or will connect a student to a full website with several features. Extensions are smaller programs that work with the chrome browser window .

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14. **Q: What should I do if the wireless fails and I have the Chromebooks for the period?**
    A: To some degree this depends on what you were intending on using them for and if the Chromebook is a shared device. There are several apps that allow students to continue to write (such as the Qwik Write app I installed for all student accounts) while offline - even a few apps that allow students to do the same with video and audio recordings. These apps will even let you save the text on the device. Google Drive even allows users to continue to work offline.

    Offline Chromebook Suggestion: I would recommend that students **do not** continue to work offline if the device is a **shared device** or if they are collaborating with others on a document. If the Chromebook has been assigned to the student and is part of our 1:1 initiative, then, at least for Drive documents, students can enable offline sync and continue to work knowing that once the device is reconnected to the internet their changes will be saved.

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15. **Q:What other apps are out there? Are there any good guides to useful apps?**
    A: EdTechTeacher has an awesome collection of apps that are organized by learning activity - which is exactly what the focus should be! Obviously there are some apps or Chromebook features that have multiple uses but this is definitely worth checking out:

    EdTechTeacher Apps Collections

If you find one you want your students to have access to please just email me the name and I will add it!

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