C11 - Chromebook Accounts, Signing in, Adding and Removing Users

AARP Foundation Tax-Aide National Technology & Security Committee
Revised 10/09/2023 **Edited Tom E 10/14/2023**

Edited for D50

QUICK START FOR FIRST TIME USE IN A NEW TAX SEASON

(NOTE: If you encounter any issues, please consult the rest of the document.) *located in the Portal Library*

Screen	Action
Connect to Network	1. Fully charge the Chromebook and power on the Chromebook, Connect to a network.

Sign In	2. Remove **any Username** that appears on the sign-in screen by doing the following:
	  a. Click the arrow next to the username you want to remove.
	  b. Select **Remove Account** from the drop-down menu.
	
	Note 1: If you do not see "Remove Account", your screen is probably locked but you haven't signed out of the account. Sign out of your Google account (bottom left corner of the screen, or, power off the Chromebook then power it back on. When your username appears, repeat a. and b. above.
	Note 2: If multiple usernames appear in the Sign-in screen at the beginning of the season, you remove each of them separately following the steps above.

Sign into your Chromebook	3. Enter your full Tax-Aide Google account email address which *changes every year. It is your AARP number (as before) followed by "ty23"* 4. Click **Next** EXAMPLE: 500288665ty23@aarpfoundation.org
Welcome	5. Enter the initial password, which *is TaxAide2023!*
Change Password	6. Enter a strong unique password. Minimum 10 characters. 7. Enter the password a second time 8. Press **Enter** to confirm. **Note:** For all subsequent sign-ins, you will need your unique password.
Accept all screens	9. Leave all default options as they are and click **Accept and continue**. 10. On the next screen, there is nothing to change. Click **More**. 11. On the last screen, leave all the default options as they are and click **Accept**.
Check Recovery email and phone	12. Launch Chrome from the icon at the bottom of the task bar 13. Go to **Tax-Aide-Links -> Google Links -> Update Recovery Info** 14. Scroll down the page to **Ways we can verify it's you!** and verify or enter your personal email address and cell phone number.
Check for Chrome OS Update	15. Click on the right bottom (time) button of the screen. 16. Click on the Gear Settings icon ⚙. Ignore any **Account Blocked** popups you see. 17. In the **Settings** window, click on the "**About ChromeOS**" tab. 18. Click on **Check for Updates**. 19. If there are any new updates, **Restart** the Chromebook. 20. After the CB restarts, log in and check again for updates. 21. Repeat this process until it says "**Your Chromebook is uptodate**". (Note: it may take a couple of restarts).