

C11 - Using the Chromebook for the First Time Each Year

EXCERPT FROM: AARP Foundation Tax-Aide National Technology & Security Committee
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QUICK START FOR FIRST TIME USE IN A NEW TAX SEASON

(If you encounter any issues, please consult the [the full c-11 document](#))

Screen	Action
Connect to Network	1. Fully charge the Chromebook. Power on the Chromebook. Connect to a network.
Sign In	2. If you see an old account username in the login screen, you need to first remove this old account (last year's accounts won't work and need to be removed!): - Click the arrow next to the username you want to remove. - 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 the Chromebook	3. Enter your Tax-Aide Google Account username <i>which changes every year. Is is your AARP volunteer number followed by ty25.</i> 4. Click Next. Example: 500288565ty25@aarpfoundation.org
Welcome	5. Enter the initial password which is. TaxAide2025!
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. On the next couple of setup screens, leave all the default options as they are and click Accept and continue. 10. If you see a screen titled "Connect to your phone", Click No Thanks.
Check Recovery email and phone	11. Launch Chrome from the icon  at the bottom of the task bar 12. In a new tab, Go to Tax-Aide-Links -> Google Links -> Update Recovery Info 13. Scroll down the page to How you sign into Google and verify or enter your personal email address and cell phone number.
Check for Chrome OS Update	14. Click on the right bottom (time) button of the screen. 15. Click on the Gear Settings icon . Ignore any Account Blocked popups you see. 16. In the Settings window, click on the "About ChromeOS" tab. 17. Click on Check for Updates. 18. If there are any new updates, Restart the Chromebook. 19. After the Chromebook restarts, log in again. 20. Repeat steps 14-19 until it says "Your Chromebook is up to date". It may take more than one restart.