Frequently Asked Questions

Q1: "Sorry, your password could not be verified." message appears

- Check your email address and password again. If you forgot the password, login as a guest user and go to accounts.google.com/signin/recovery to reset your password
- Check your internet connection. Hover your mouse pointer over the WiFi symbol in the bottom right corner and check signal strength. If you are using a hotspot, you may need to try a different location around your house. If you are using your own wireless connection, you may need to check if it is working.

Q2: Cannot connect to the wireless network

- Try the wireless network password again, it is possible it was not entered correctly.
- The wireless signal is too weak. If you are using a hotspot, try moving it to a different location.

Q3: How do I do CAPS LOCK?!

- Press the Search key (magnifying glass on left hand side) + ALT key on your keyboard
- When you are done, press the same keys to turn caps lock off.

Q4: How do I take a screenshot?

- Press Ctrl + Show windows keys on the keyboard at the same time (everything on-screen will be in the screenshot)
- You will see a notification appear that you can click on to see your screenshot or find it in your Files app.

| ctrl | + | ▢□ |

Q5: Can I use the Chromebook when offline?

- There are some Chromebook features that you can use when not connected to the internet. To learn what works offline and how to set it up, see bit.ly/CBoffline

Additional Help

For additional help, please contact your local branch or fill out the help form on our Contact and Help page online. (cadl.org/techhelp).

Feedback

We would love to hear your feedback. Send your thoughts to cadl2go@cadl.org

Capital Area District Libraries

What is a Chromebook?

A Chromebook is portable computer that is optimized for internet use. These machines are designed to be used primarily while connected to the Internet, with most applications and documents living in the cloud. You can use the Chrome browser for many functions and are able to install apps, as needed. Other features include long battery life, easy updates, and easy user management.

CADL "Managing" the Chromebook

You might notice that there are places that say the Chromebook is managed by CADL. Managed Chromebooks have some features and restrictions. CADL manages the Chromebooks centrally to ensure they are maintained and cleared before they go to another patron. CADL does not monitor your use of the Chromebook. Between each checkout, Chromebook user profiles are wiped so that the Chromebook retains no memory of your login or information.

Turning On and Off

On: Open the cover and press the power button, located on the upper right side of the keyboard

Sleep: Shut the lid for sleep mode, it will start up when you open it again

Sign-out: Click on the time, then click the Sign out button

Off: You can turn the Chromebook off by clicking the time, then on the power symbol ⏻

Don't have a Google Account?

Login using the arrow under CADL Guest User. You can access the internet and web-based apps through the Chrome browser. If you would like, you can create your own Google account at accounts.google.com/signup then use it to login to the Chromebook.

Google Play Store

Google Play Store is a digital storefront for various types of media. With a Google Account, you are able to login and install free apps from the Play Store on this Chromebook. Chromebook apps allow you to do more than just what you can do in the browser.

For best results, **please open the Google Play Store upon your first login**. It will take a few minutes to install. Due to connection issues, the Play Store occasionally give an error instead of installing or opening. The Chromebook is still usable by using the Chrome browser instead of apps.

Even when you install free apps, you will be prompted to enter a credit card number. Select the Skip button.

If you do not have a Google Account and do not want one, you can login as a Guest User but will not be able to install apps.
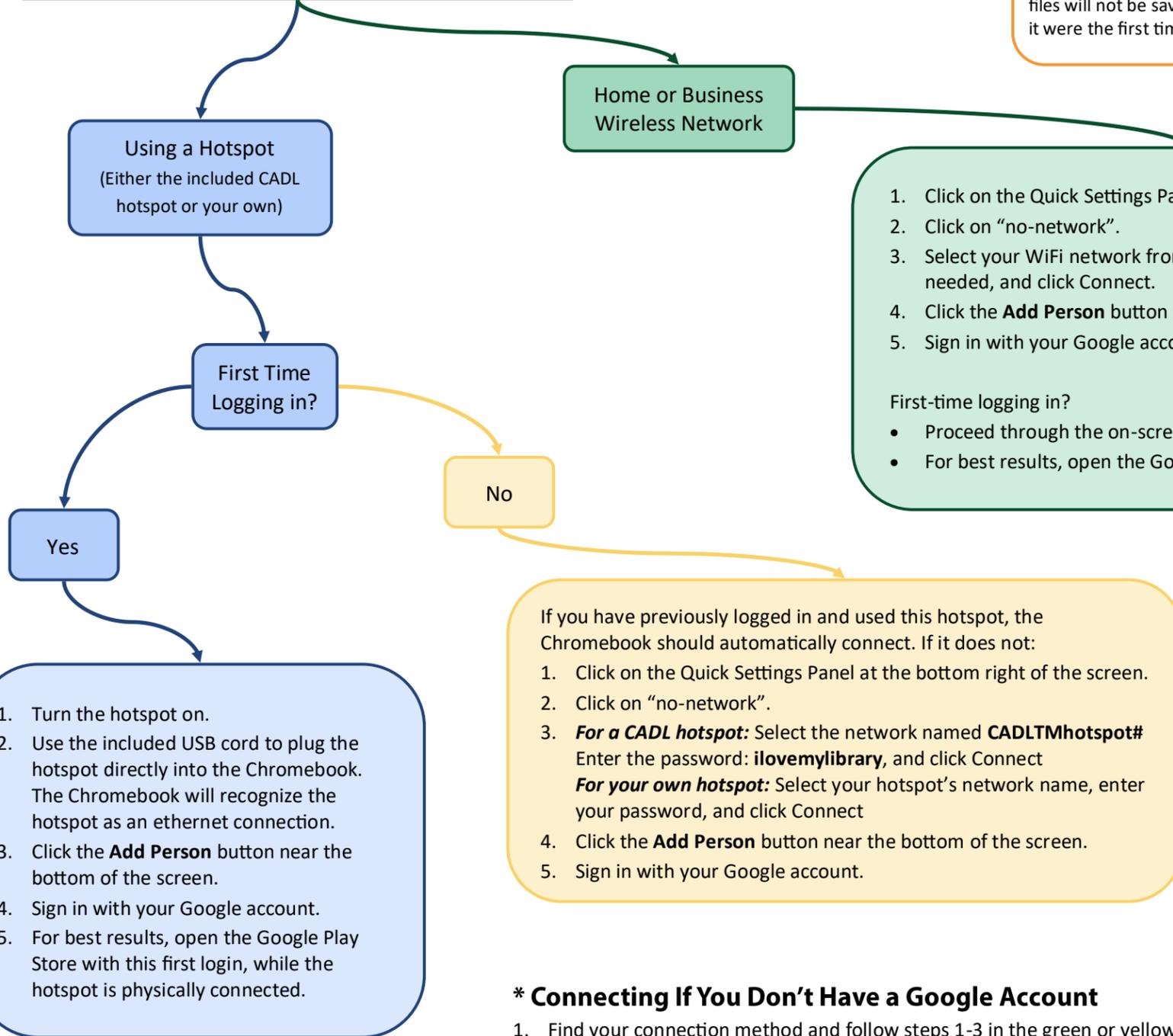
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Connecting and Logging In

The Chromebook has to connect to the internet before you can login with your Google Account. After turning the Chromebook on, you'll see the login screen. How you connect affects your setup. Choose from the chart below to get started.

How are you connecting to the internet?
(follow if you have a Google account)*

New To You Each Time
CADL clears the Chromebooks of user info between each checkout. If you have previously checked out a Chromebook, your information and files will not be saved. You will need to treat it as if it were the first time logging in.

Using a Hotspot
(Either the included CADL hotspot or your own)

Home or Business Wireless Network

First Time Logging in?

Yes

No

1. Click on the Quick Settings Panel at the bottom right of the screen.
2. Click on "no-network".
3. Select your WiFi network from the list. Enter the password, if needed, and click Connect.
4. Click the **Add Person** button near the bottom of the screen.
5. Sign in with your Google account.

First-time logging in?
- Proceed through the on-screen prompts.
- For best results, open the Google Play Store.

1. Turn the hotspot on.
2. Use the included USB cord to plug the hotspot directly into the Chromebook. The Chromebook will recognize the hotspot as an ethernet connection.
3. Click the **Add Person** button near the bottom of the screen.
4. Sign in with your Google account.
5. For best results, open the Google Play Store with this first login, while the hotspot is physically connected.

If you have previously logged in and used this hotspot, the Chromebook should automatically connect. If it does not:
1. Click on the Quick Settings Panel at the bottom right of the screen.
2. Click on "no-network".
3. ***For a CADL hotspot:*** Select the network named **CADLTMhotspot#** Enter the password: **ilovemylibrary**, and click Connect
   For your own hotspot: Select your hotspot's network name, enter your password, and click Connect
4. Click the **Add Person** button near the bottom of the screen.
5. Sign in with your Google account.

* Connecting If You Don't Have a Google Account
1. Find your connection method and follow steps 1-3 in the green or yellow boxes to connect to the CADL hotspot or your own network.
2. Instead of signing in with a Google Account, click on the arrow > under CADL Guest User.
   Note: Guest accounts cannot install apps and will need to choose how to save files.

Saving and Accessing Files

Google Drive is a storage solution for Google account users. Files are stored in the cloud, not on the device you are working on. You can access the files from almost any device. Google Drive includes Docs, Slides, Sheets, and more, which are similar to Microsoft Office.

Any files you want to access later must be saved to the cloud (ex. Google Drive) or on an external storage device (USB drive). CADL clears user info between checkouts, so your files will be gone once you return the Chromebook.

Signed-in Google Users
If you are using a Google Drive app, your work will save to your Google Drive by default.

There are multiple ways to access your Google Drive.
- Using the Chrome browser at drive.google.com
- On your keyboard, press the Search key, type Drive, then select Google Drive
- Click on the Launcher circle in the bottom left corner of the screen, select the Up arrow ⌃ then select Google Drive.

When you have to choose where to save a file, be sure to select Google Drive. You can move files to your Google Drive in the Files app. (Click and drag)

USB Storage Device
Plug your USB device into one of the USB ports

When you have to choose where to save a file, be sure to select your USB device in the left hand column. You can move files to your USB device in the Files app. (Click and drag)

Guest Users
Either use a USB drive or the cloud storage system of your choice.