



CHARTER ONE

TECHNOLOGY



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Disclaimer: If multiple students try to login at the same time, and you notice none of the students are able to login. Please, wait a few minutes (2-5 minutes) before having the students login again.

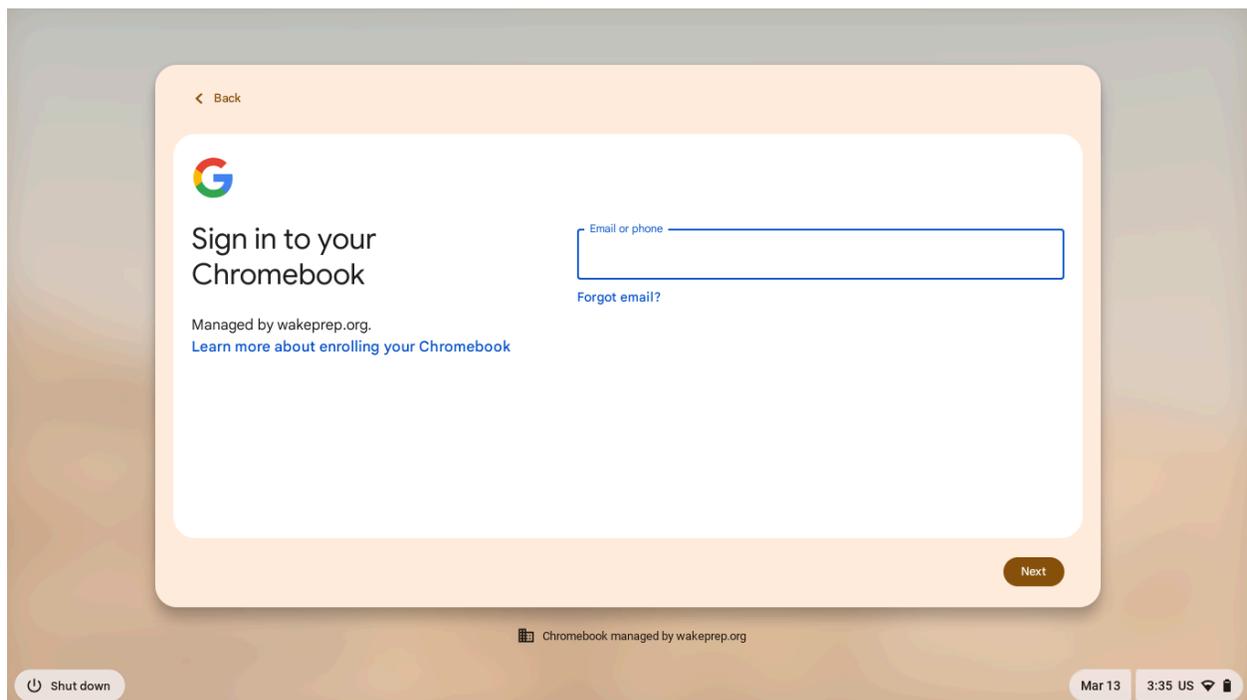


Chromebook Login

Chromebooks are essential to our day-to-day operations. The usage of Chromebooks could vary from teachers using them to access curriculum or students using them to access their class materials in Canvas or Clever. Before teachers and students can utilize their Chromebooks, they need to log in. This guide will outline the steps for logging in to your Chromebook using your Google email and password.

How to Log into a Chromebook?

When you turn on your Chromebook, the first page you should see is:



Typically, in the text box, there should be a predefined domain. Which typically are the right side of your email address:

Example:

- For teachers and staff Chromebooks: **@*alaschools.org***
- For students Chromebooks: **@*stu.alaschools.org***

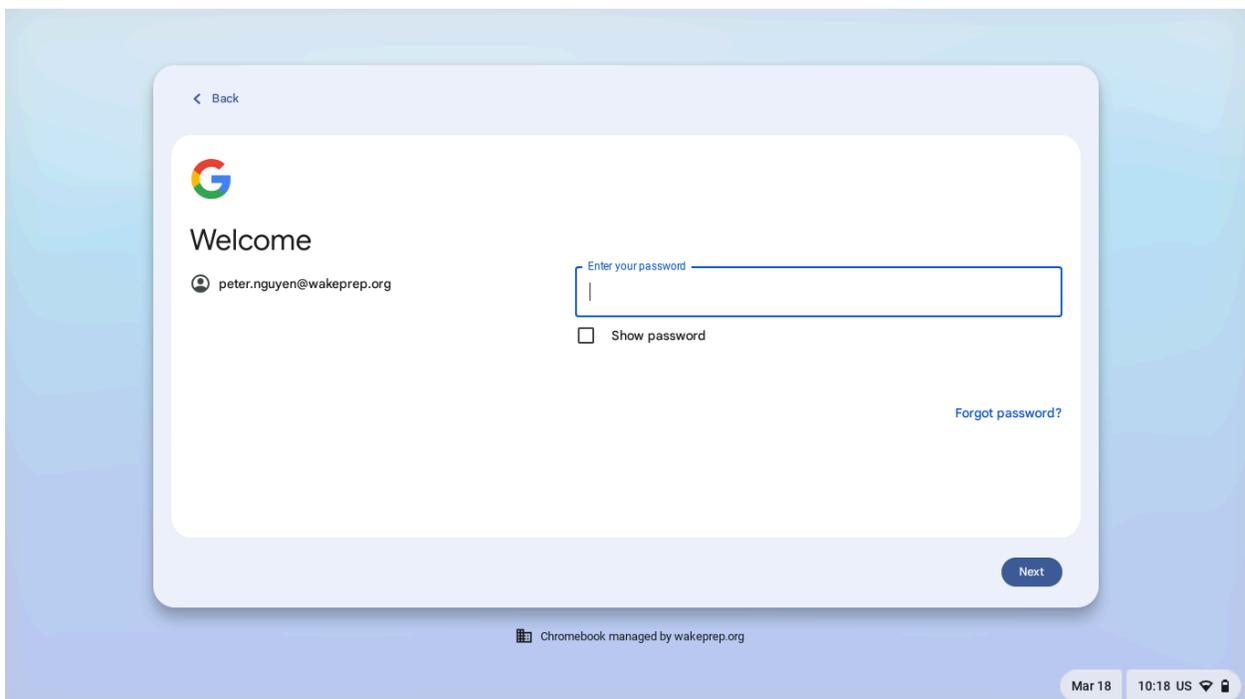
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NOTE: No personal emails can login to these Chromebooks. Only authorized emails accounts. (Emails that are provided by the schools)

After you enter your email, either *click* **Next** or press the **Enter** Key. The next screen will prompt you to enter the password that goes along with your email.

NOTE: Please double-check your password to see if it's correct. Below the text box, there should be a checkbox where you can click "Show your password" to double-check your spelling.



Once you enter your password, either *click* **Next** or press the **Enter** Key. To log in to the Chromebook.

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NOTE: Staff or teachers that couldn't remember their password please enter a ticket in the helpdesk so get technical assistance.

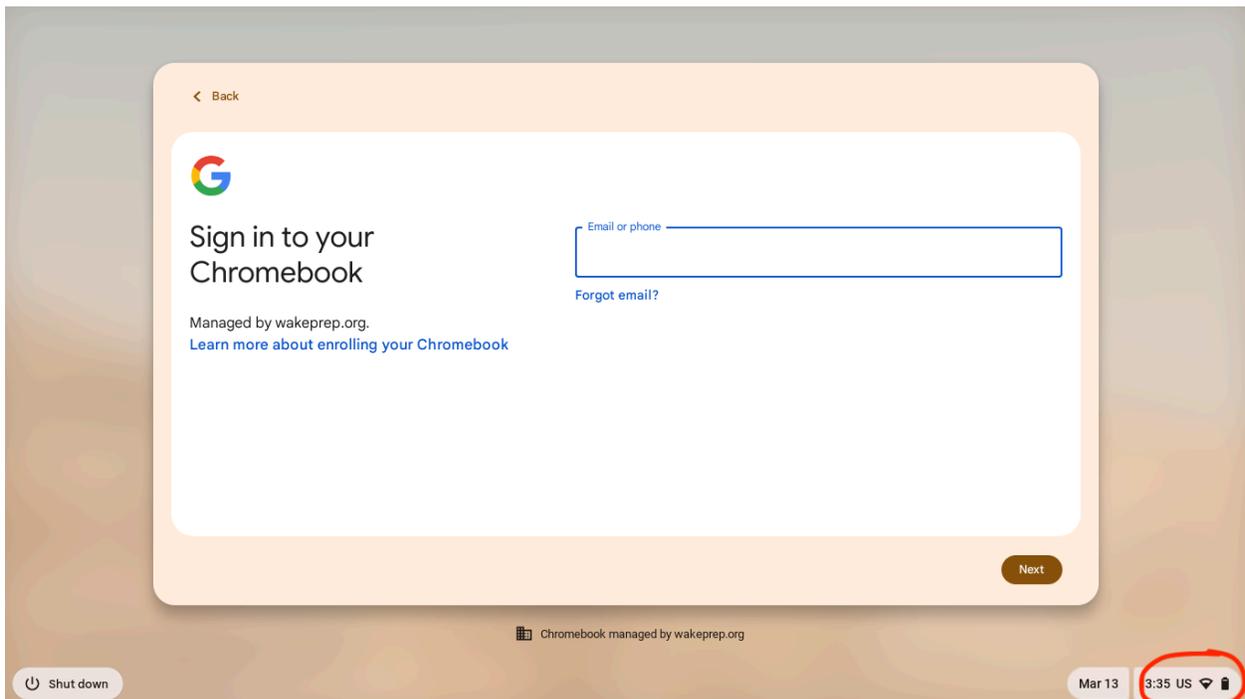
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Keyboard Layout

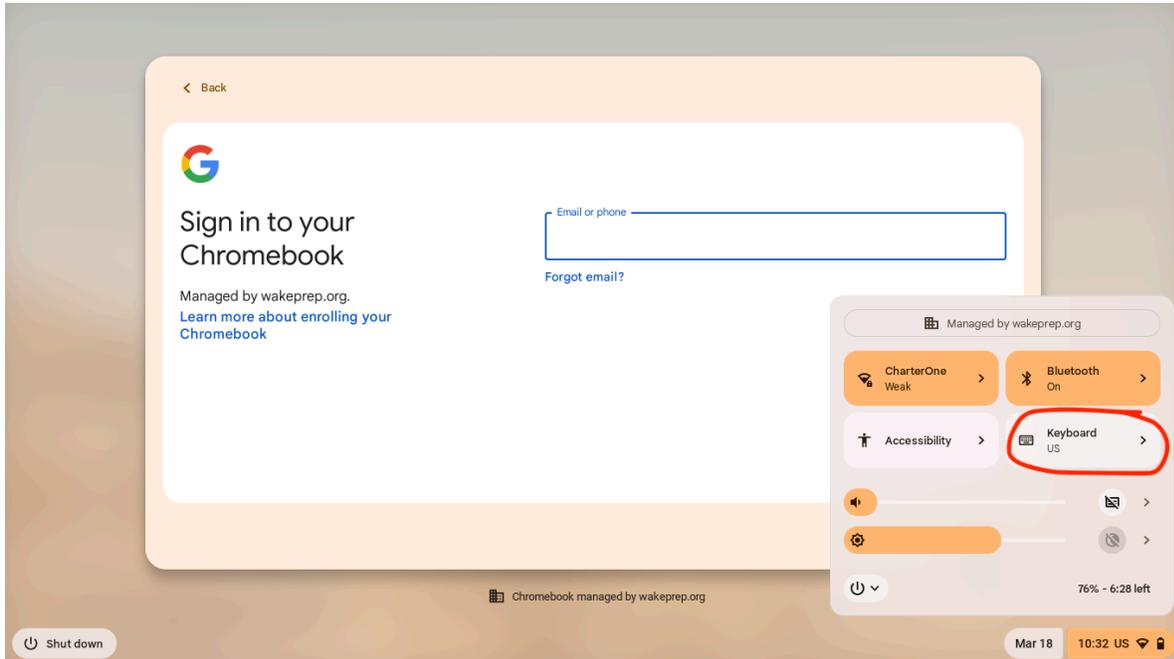
At times, students may approach a teacher, reporting an issue where pressing a key results in a different letter or symbol appearing. To resolve this, we'll need to adjust the “**Keyboard Language**” settings back to English. To change the keyboard language, on the bottom corner of the screen you should see a widget that contains:

- Time
- Language (US)
- Wi-Fi Status
- Battery Status



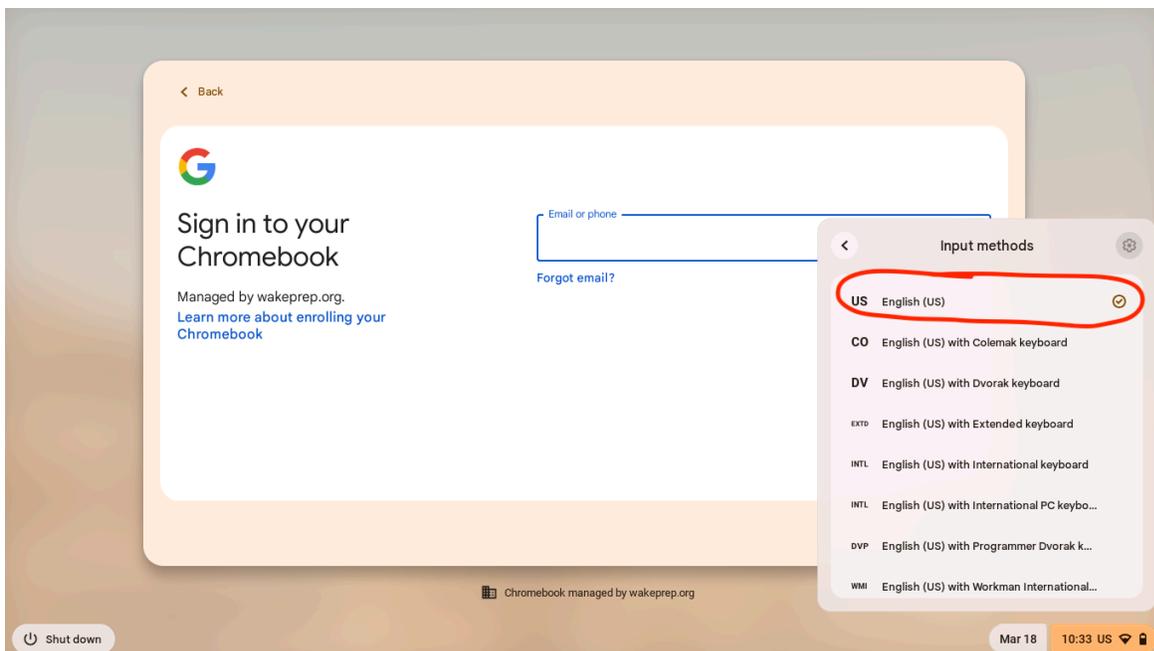
Click on the widget and it will expand to show more features, like the screen below.

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Once the widget expands you will see slides and buttons. On the screen you should see the “Keyboard (US)” button.

- Click on the button and the screen will be replaced with this.



If the English (US) is not checked, please check it as it turns the keyboard language back to English.

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No Sounds in Chromebooks

Having trouble getting sounds to play from your Chromebook? Here are some steps to solve the issue.

Keyboard

One way to solve the sound issue is on the keyboard.



Looking at the picture above, you will notice three keys that have the volume symbol. Going from the left to the right:

- Mute
- Volume Down
- Volume Up

A common issue we face is when people accidentally mute their Chromebooks.

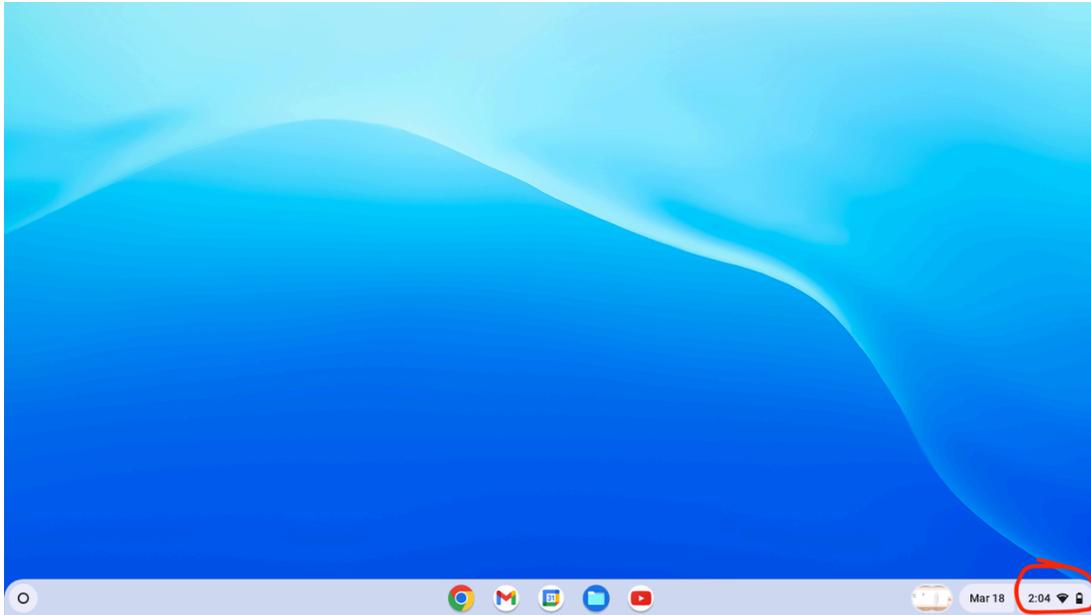
- To solve this issue, just press the “High Volume” key until you reach your preferable volume.

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On the Screen Volume

Another way to resolve your sound issue is on the screen interface.

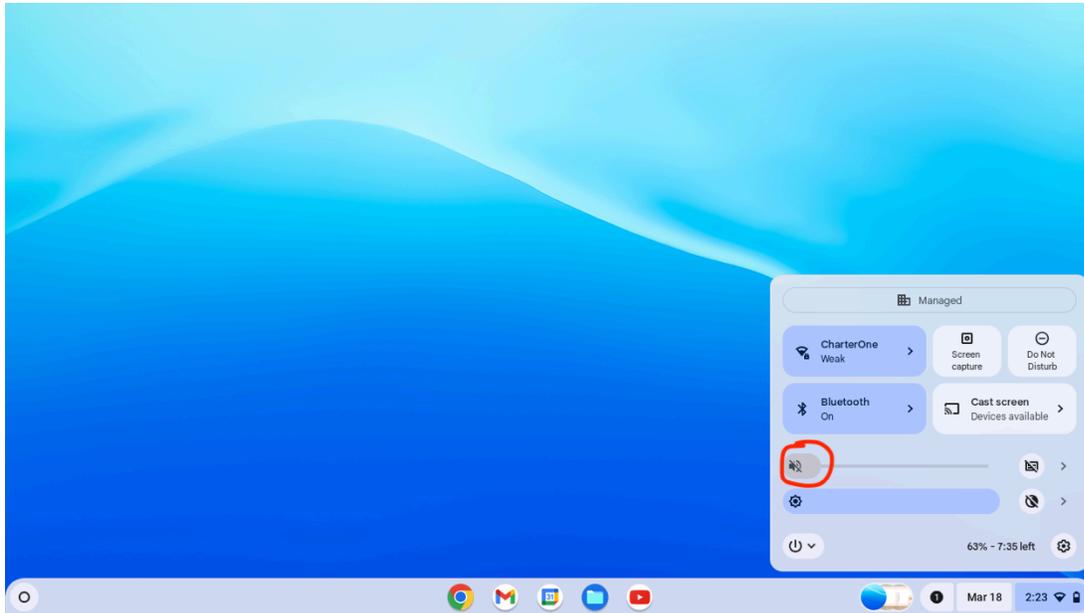


On the bottom right corner there is a widget that displays:

- Time
- Wi-Fi Status
- Battery Status

Click on the widget, and an advanced menu will pop up.

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The volume is muted, so to unmute the volume, press the volume up key on your keyboard.

Chromebook Accessibility

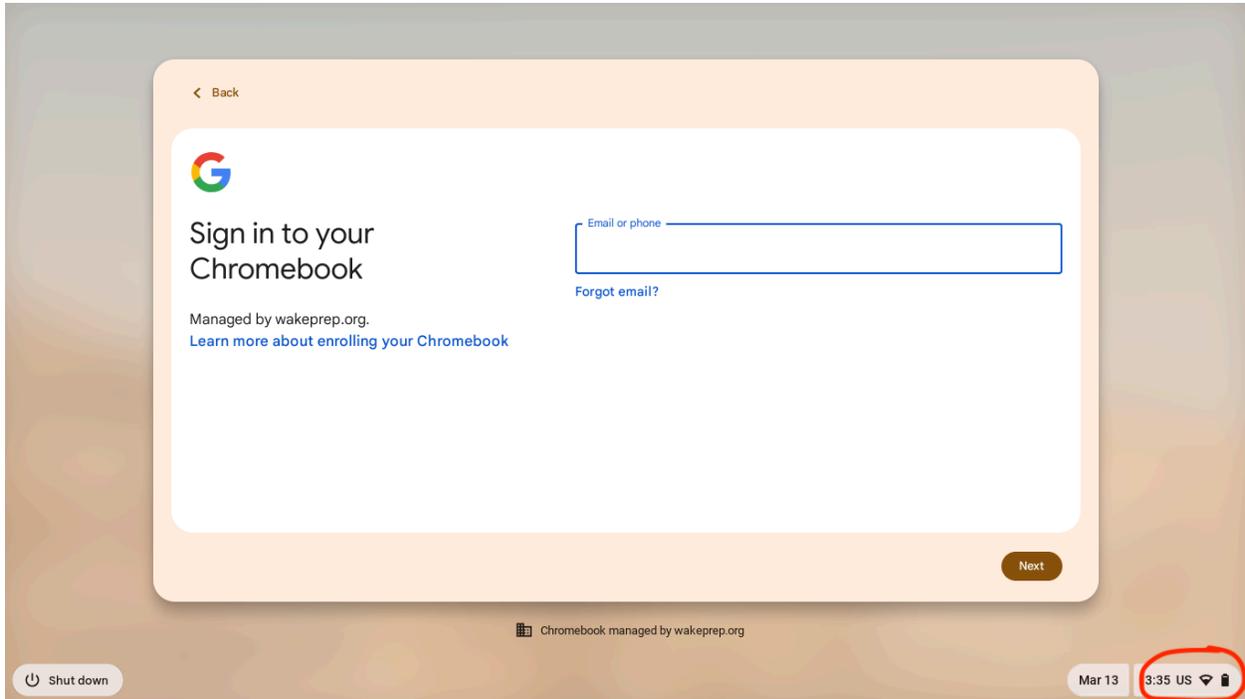
The accessibility features were created to empower people with disabilities to learn, play, and connect. In this troubleshooting guide, we will show you where to locate the accessibility features and describe what each of these features does.

How to Access the Accessibility Features

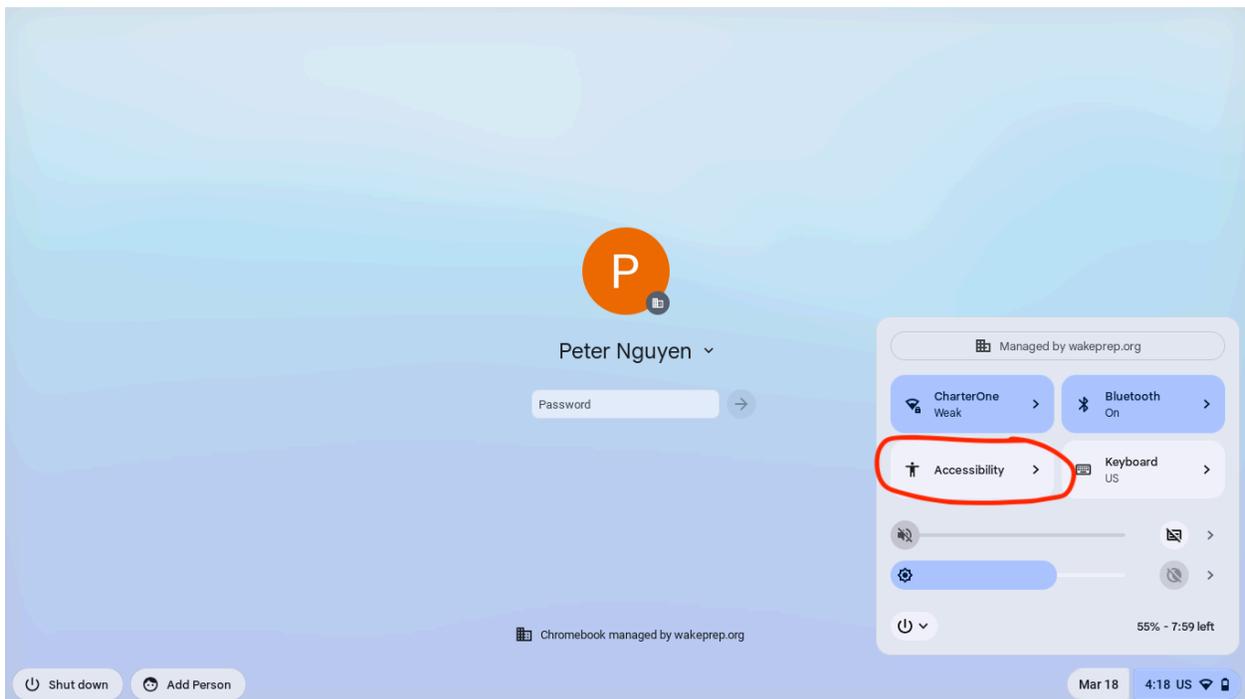
When logging into the Chromebook, on the right bottom corner of the screen you should see a widget that displays the following features:

- Time
- Battery Status
- Wi-Fi Status

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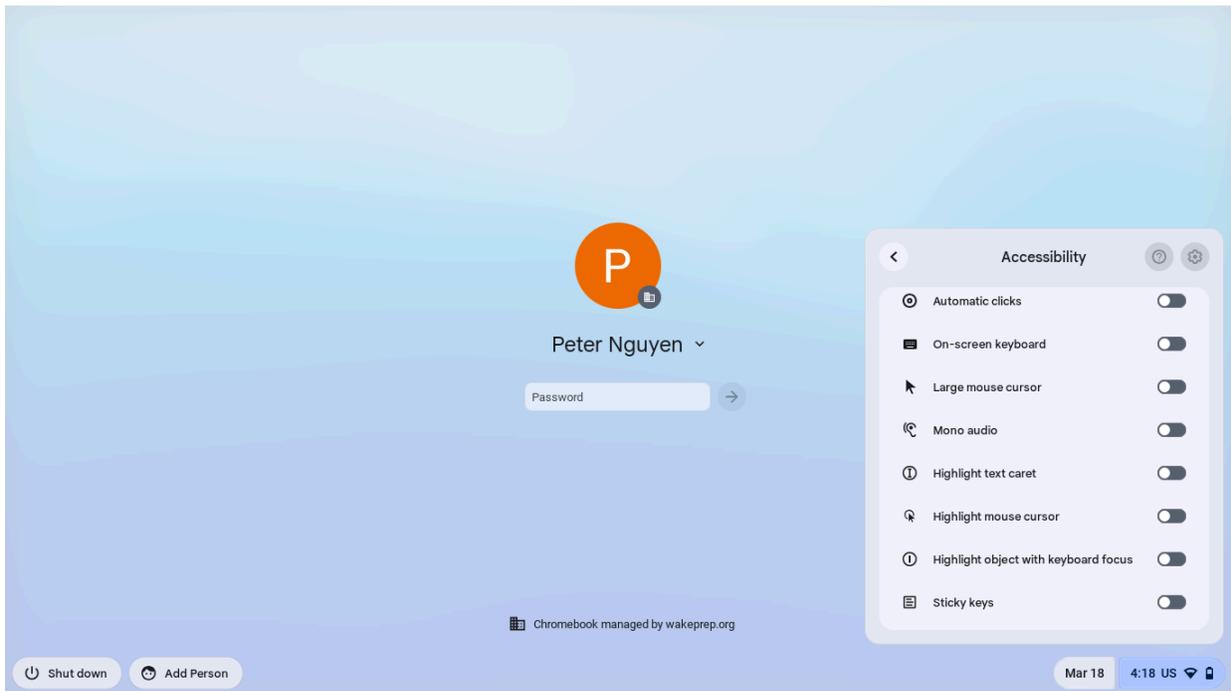
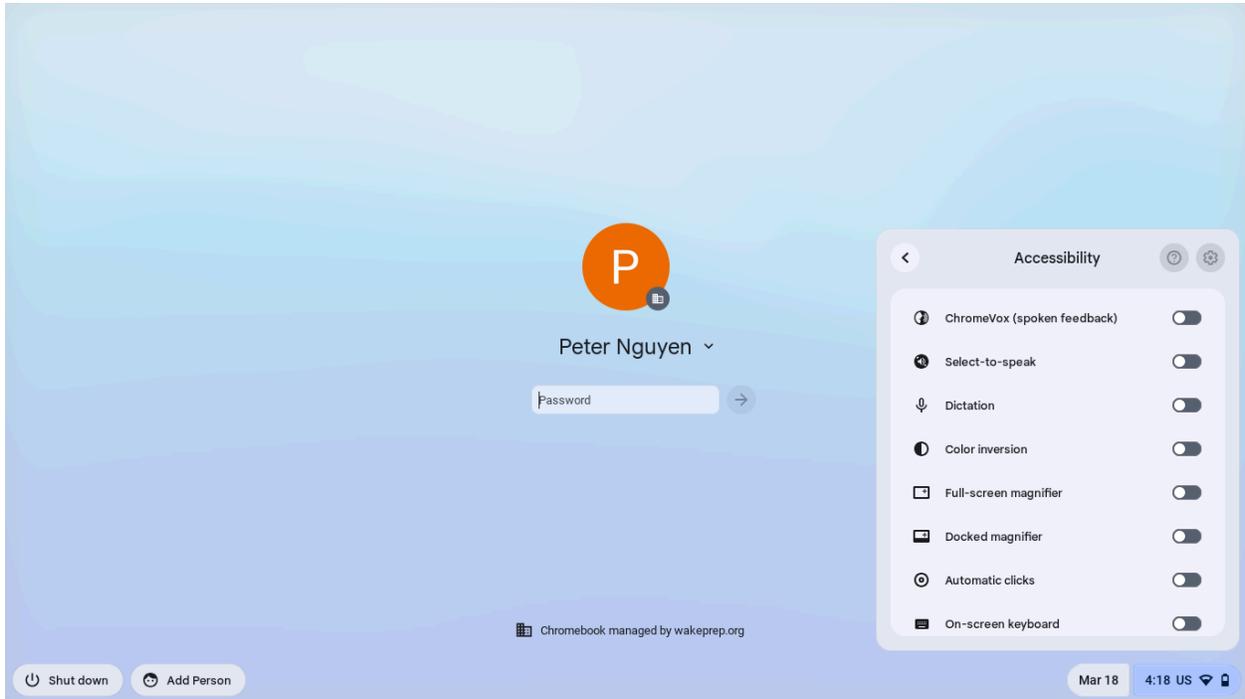


Click the widget and a menu will pop up advanced features.



Click on the **Accessibility** button and you will be shown the following menu.

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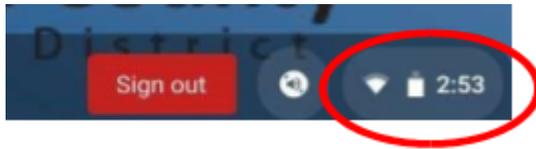


Or you can go on your home screen:

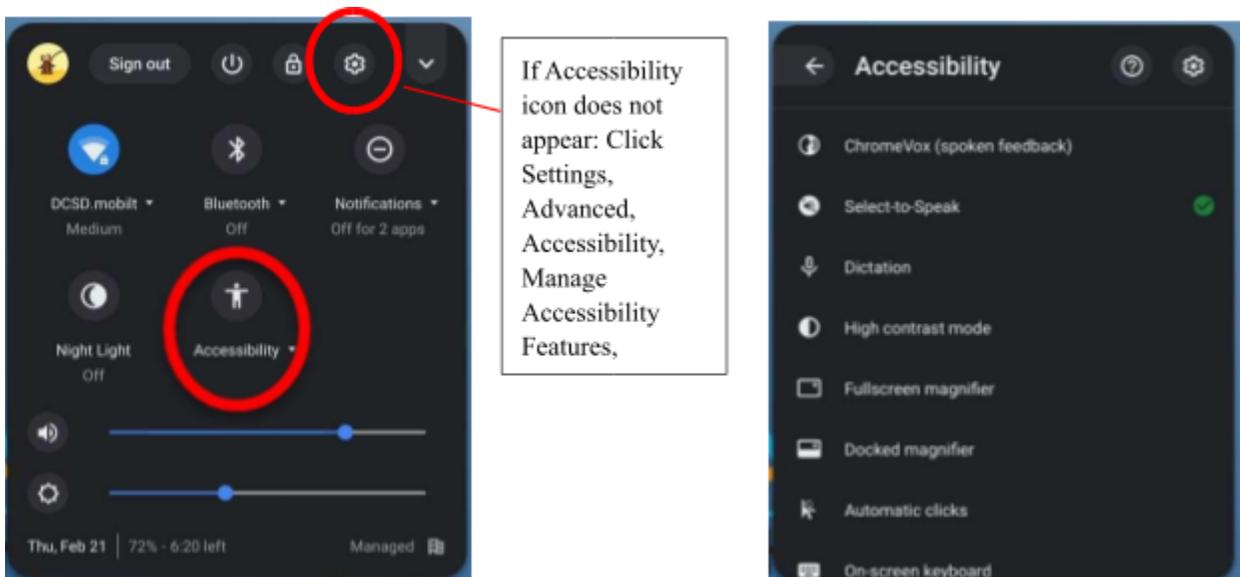
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Click in the bottom right of your Chromebook screen to access the Control Panel.



1. Either click on the Accessibility icon OR if the Accessibility icon does not appear, Click on the Settings gear, scroll down to Advanced- Scroll to Accessibility, Toggle Always Show Accessibility Options in the System Menu to keep Accessibility settings available, then Select Manage Accessibility Features, to access all accessibility features.



Features Explained

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1. **ChromeVox** – is a free screen reader created by Google that allows users with visual impairments to browse the Internet with the aid of synthesized speech played through their speakers or headphones.
2. **Select-to-Speak**– allows a user to select specific text on a page to be read by a computer-generated voice. Highlight what you want to hear, then press Search + S. You can also press and hold the Search key or tap the Select-to-Speak icon to select. Click on Open select-to-speech settings to enable/disable customizable word-by-word highlighting colour choice as well as the choice of voice and the accompanying rate, pitch, and volume speech properties.
3. **Dictation**– uses voice recognition to turn speech into text. To enable, select the icon in the bottom right corner of your screen, or press Search + d (for dictation).
4. **High contrast mode**– lets you use your Chromebook to change or invert the colour scheme to make content easier to read.
5. **Full-screen magnifier**– allows users to magnify the whole screen to up to 20x. On a touchscreen, use two fingers to move around the screen after zooming in.
6. **Docked magnifier**– allows users to magnify part of the screen up to 20x and keep the magnifier in a docked position.

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7. **Automatic clicks**- allows users to set the cursor to automatically act when the cursor stops moving for a customizable amount of time. Allows you to automatically left-click, right-click, double-click, click and drag, scroll, and dock the automatic clicks menu where desired on screen. This feature can be helpful for users with motor impairments.

Customize your automatic click settings:

Delay before click: Choose how long your Chromebook pauses before it automatically clicks.

Stabilize click location: Keep your ring in one place until your cursor moves outside of it.

Revert to left click after action: Automatically return to left click after other actions.

Movement threshold: To click items within a certain range, adjust the size of your ring.

8. **On-screen keyboard**- enables you to enter text and activate keyboard shortcuts using your mouse, trackpad, or other input devices.
9. **Large mouse cursor**- allows users to customize the size of the mouse cursor.
10. **Mono audio**- means that the same sound is sent to both the left and right earphones (or speakers)
11. **Highlight text caret**- users can add a blue halo around the text caret (otherwise known as the cursor) so that it is easier to see whenever it appears or moves across the screen.
12. **Highlight mouse cursor**- Users can add a red halo around their mouse pointer whenever it moves to make it easier to see.

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13. **Highlight objects with keyboard focus**– this is helpful when interacting with form fields. Whenever a text field or other form element gets focused it is surrounded by a thick yellow border.

14. **Sticky keys**– allows modifier keys (e.g., Shift, Ctrl, etc.) to remain active even after they have been pressed and released, making it easier to complete keyboard shortcuts by typing them sequentially

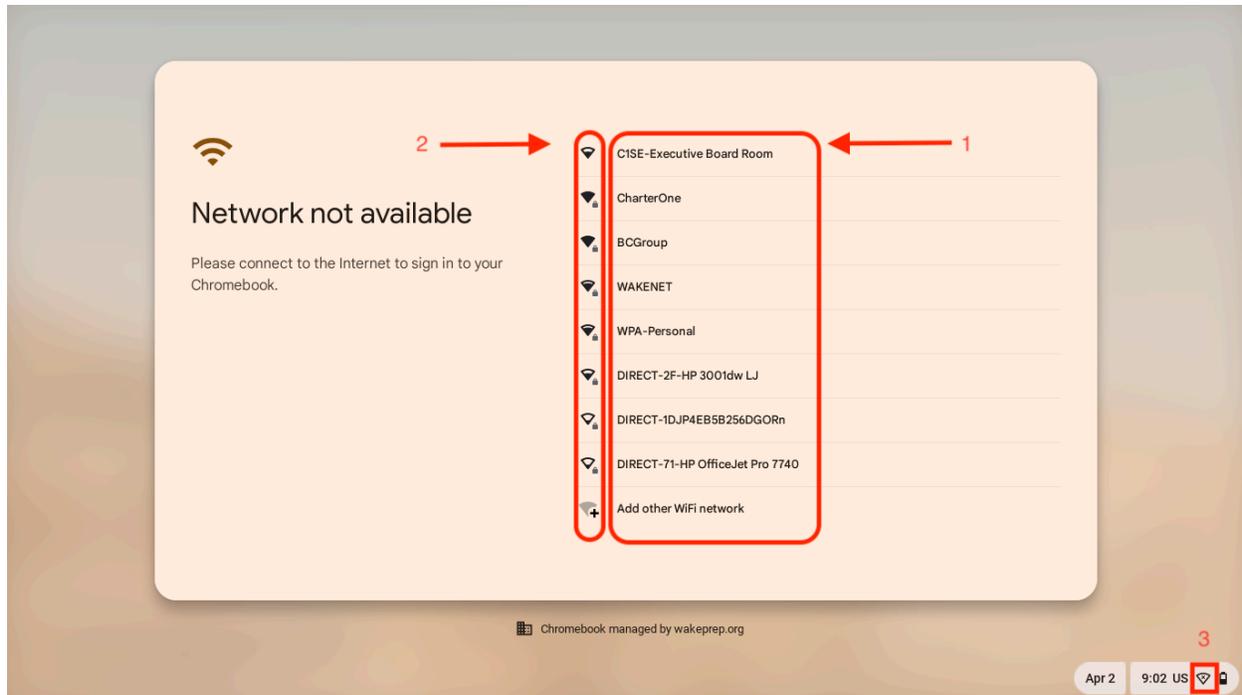
* **Night Light**– To help your eyes in dim light, you can change the colours of your Chromebook screen. Red hues are easier to see at night and can help you fall asleep later. (In Accessibility, Display, Open display device settings–enable/disable, select colour temperature, and customize a schedule)

Setting up Wi-Fi

When you first receive your Chromebook or when you are in a different location and need to gain Wi-Fi access, you will have to sign in to the respected Wi-Fi.

When you open your Chromebook in a new location where the device was never connected to the Wi-Fi before, you will get the following screen.

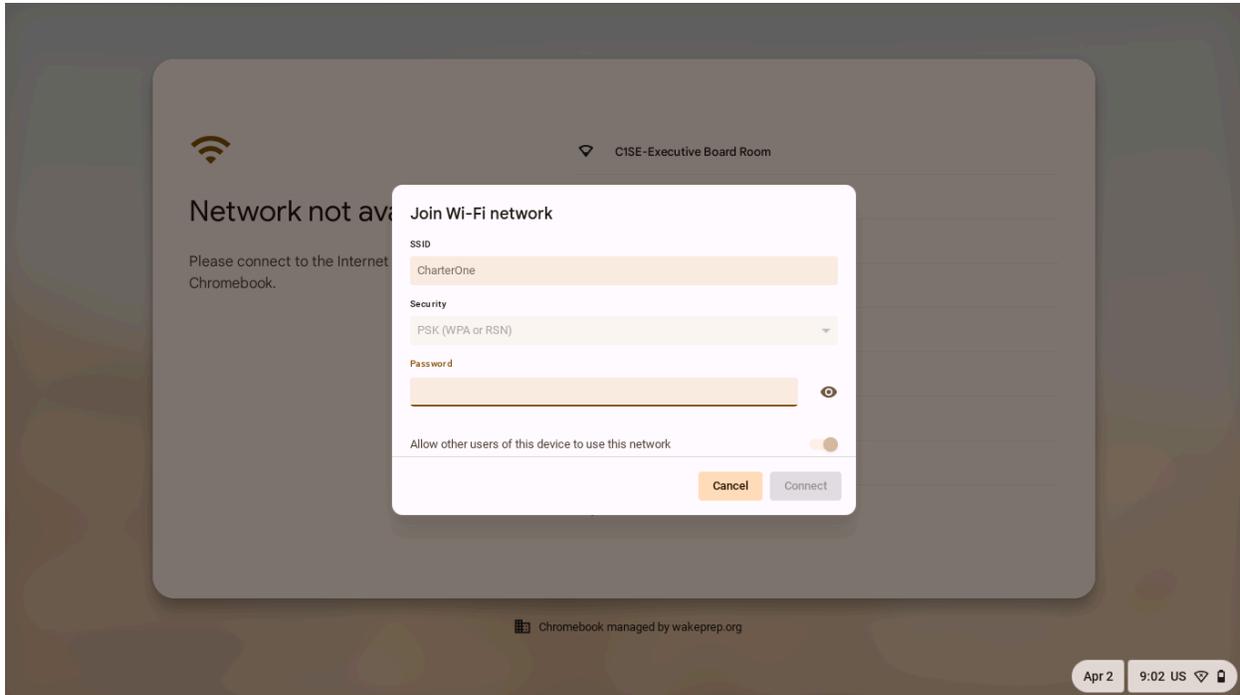
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- 1) These are the Wi-Fi names the Chromebooks can connect to if they enter the password that is associated with the Wi-Fi
- 2) These are indicators of the Wi-Fi signal strength, if the indicators are filled then you have a strong signal.
- 3) If you see the indicator is empty with an "x" on it. It means that the Chromebook is not connected to Wi-Fi.

Click on the Wi-Fi name that you want to connect to and a pop-up menu will appear that will prompt you to enter the password to the Wi-Fi

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Once you've entered the Wi-Fi password and if the Wi-Fi signal is strong; your Chromebook will connect to the said Wi-Fi.

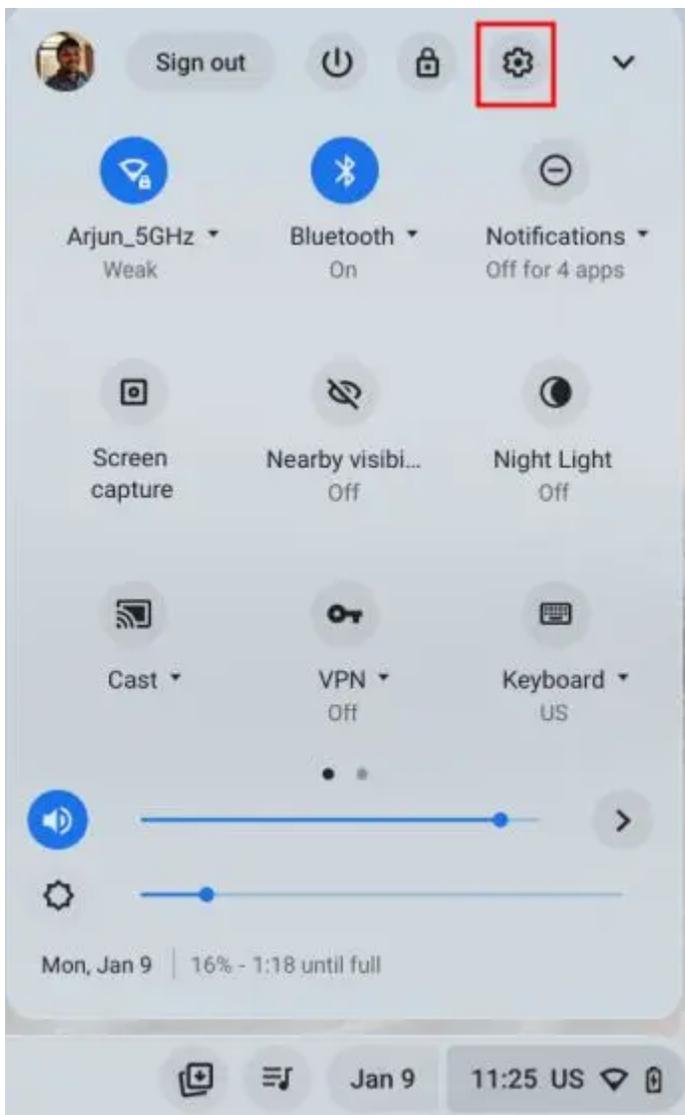
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Update Chrome OS on Your Chromebook

If you want to update the Chrome OS operating system on your Chromebook, follow the steps below.

1. Open the Quick Settings panel from the bottom-right corner and click on "Settings".



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2. Next, move to “**About ChromeOS**” in the left sidebar.

 Search and Assistant

 Security and Privacy

 Apps

 Accessibility

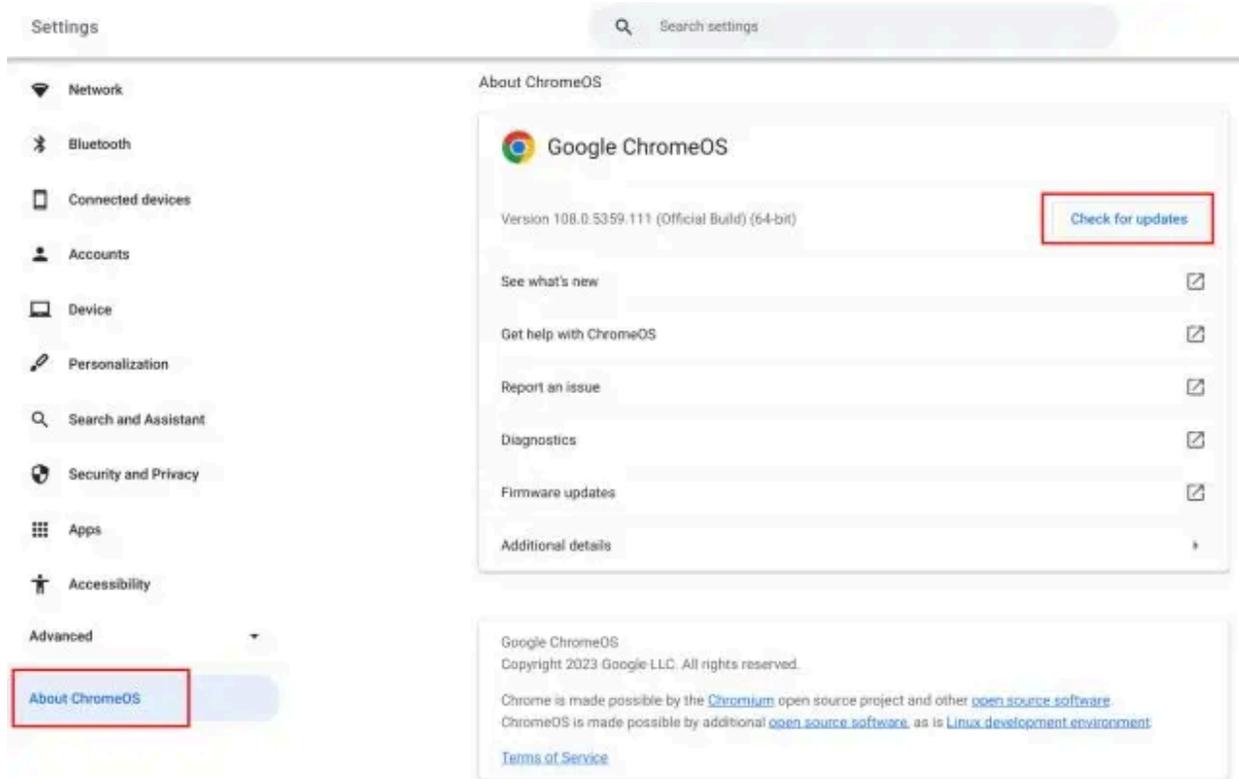
Advanced 

About ChromeOS

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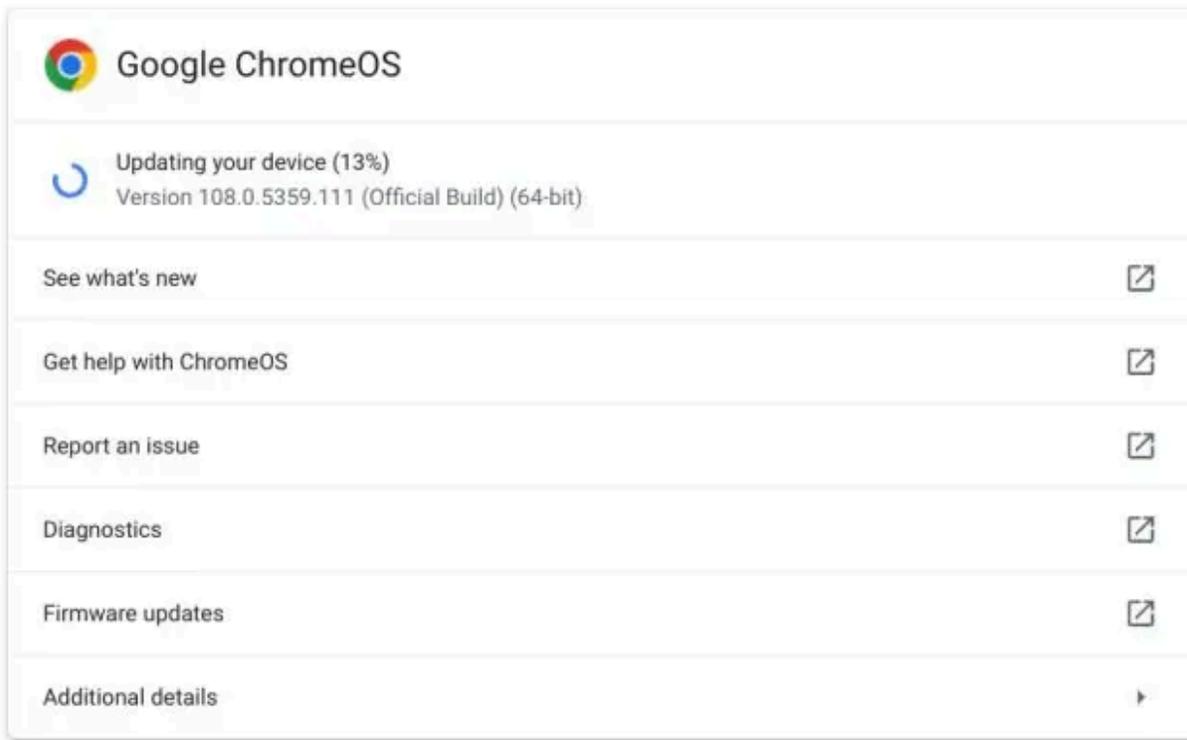
3. Then, click on “**Check for updates**” in the right pane, and your Chromebook will search for any pending updates.



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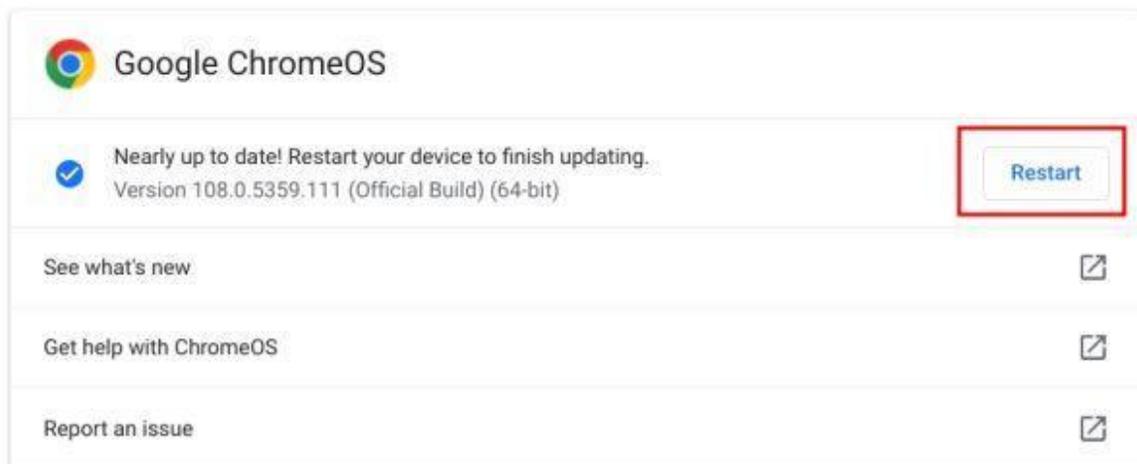


4. If there is an update available, your Chromebook will start **downloading the fresh build** automatically.



5. After a few seconds, click on **“Restart”** to install the new build. Your Chromebook will be updated to the new version after the restart.

About ChromeOS



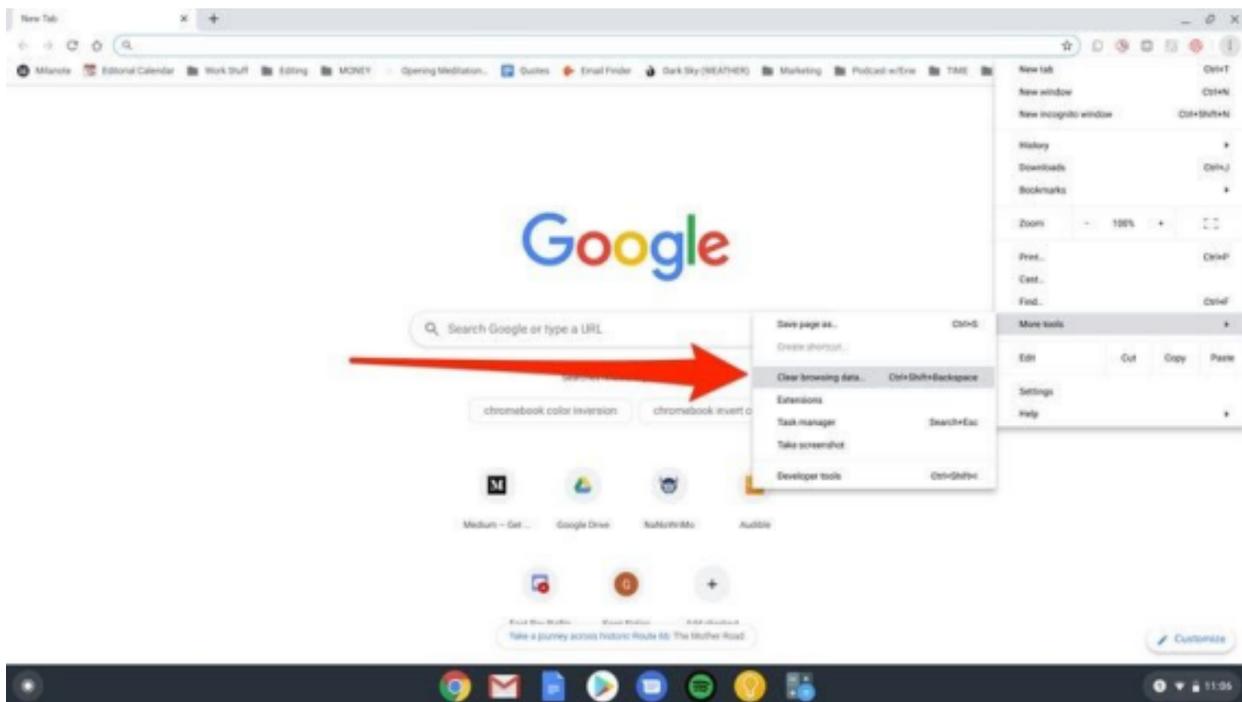
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Clear the cache and cookies

You'll want to clear the cache on your [Chromebook's](#) Chrome browser every so often to ensure your computer is running at optimal efficiency.

1. Open your Chrome browser.
2. Tap the three dots in the top-right corner of the screen, hover over "More Tools" and then select "Clear browsing data" (Alternatively: Hold down the CTRL, Shift, and Backspace keys simultaneously).



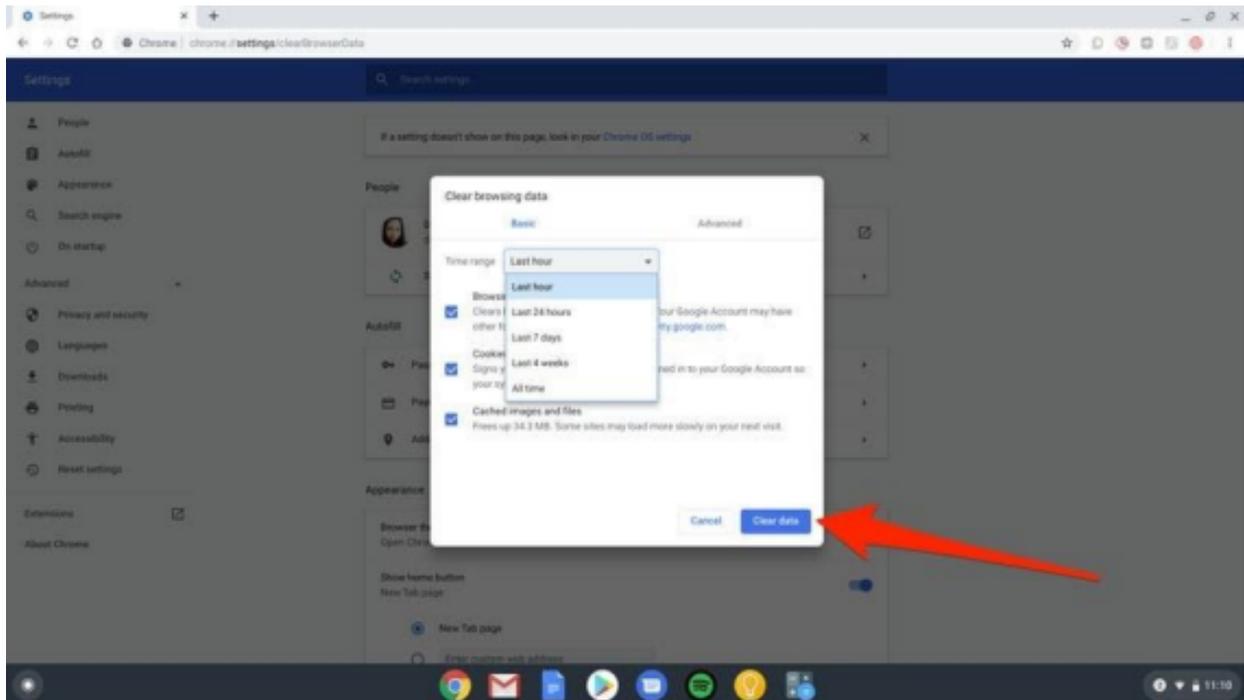
Click on Clear browsing data or use the shortcut.

3. Select the time range from the dropdown menu at the top, and choose

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which (if any) parts of your data you don't want to clear (browsing history, cookies and other site data, and cached images and files) by unticking the box next to the corresponding selection.



Select the cache you'd like to delete and click Clear data. 4. Click "Clear data."

If you toggle over to the "Advanced" section of the "Clear browsing data" window, you will also have the option to clear passwords and other sign-in data, autofill form data, site settings, and hosted app data.

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