

# SAU19



## Chromebooks:

Frequently Asked Questions  
(for Students/Parents)

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### 1. What is a Chromebook?

A Chromebook is an Internet-dependent laptop that starts up super fast. When you turn on the Chromebook you'll notice the only browser is the Google Chrome Internet browser. Chrome is the only browser that will be available. Other Web apps for email, photos, documents, etc. will only run when the Chromebook is connected to a network.

### 2. How do I log in?

Students in grades 3-12 are to log in with your individual school google account. Remember it is: your school [username@sau19.net](mailto:username@sau19.net). Your password is your school assigned password. (They may need to click the "add account" button the first time)

Students in grades K-2 are to click the "SAU19 Student" button which will log you in automatically. (Note the SAU19 Student account will allow you to work as a web browser and access zoom only. It may not let you save additional settings.)

Also non-sau19.net accounts will not be able to be used on these devices.

### 3. Is there a hard drive on a Chromebook?

Yes, there is a hard drive on a Chromebook. It is used mainly for the Chrome operating system (Chrome OS). There is very little storage space on a Chromebook as a Chromebook using cloud-based storage.

**4. How do I save documents when using a Chromebook?**

You can save documents, files, and photos to cloud-based storage such as Google Drive. You could also use an external flash drive through the USB port.

**5. What can I do on a Chromebook other than searching the Internet?**

A chrome book is effectively a web browser. Chromebooks provided by SAU19 are limited to accessing web resources and running a few pre-installed apps.

**6. Which browsers are available on the Chromebooks?**

The Chromebooks only support the Google Chrome browser for ChromeOS.

**7. Can I install additional software or browser plugins on the Chromebook.**

No, student accounts do not have the ability to install additional software.

**8. How do I access assistive technologies on the Chromebooks (such as text-to-speech or speech to text)?**

Tutorials on using browser assistive technologies can be found here:

<https://goffstown.k12.nh.us/index.php/technology-data-security/443-browser-accessibility-tools>

**9. Can you print from a Chromebook?**

Yes. You can print from a Chromebook to any Google Cloud Print-connected printer. The Districts are not providing printers or supporting print capability.

**10. Is there a DVD/CD drive on a Chromebook?**

**No.** There is no DVD/CD drive on a Chromebook.

**11. Is it possible to play a DVD on a Chromebook?**

**No.** Chrome OS does not currently have support for playback of video DVDs

**12. Can a Chromebook be used at locations other than my school?**

Yes, it can connect to any available Wi-Fi network. Please note that all school district policies apply when using the Chromebook.

### 13. Is the keyboard on a Chromebook the same as a computer keyboard on a PC or Mac?



No, you will notice the keyboard on a Chromebook looks a bit different. There is no “Caps Lock” button, and the top row has different shortcut keys.

*Note: Use **two finger touch** on the touchpad to open up the cut, copy, and paste function.*



#### Some shortcuts that are frequently used:

- **Screenshots:**

Ctrl+ 	Take a screenshot of your current page
Ctrl+ Shift+ 	Take a partial screenshot

- **Lock Screen** (chromebooks do NOT lock when you shut the lid!)

-  (search)+L

- **Copy** (cntrl + C)
- **Paste** (cntrl + V)
- **Open the last tab accidentally closed** (cntrl+shift+T)
- **Zoom in screen** (cntrl+shift+ +)
- **Zoom out screen** (cntrl+shift+ -)
- **Reset screen to 100%** (cntrl + shift+ 0)

#### CB Caps Lock

1. Hit **Alt + search** (the magnifying glass or Assistant icon), the latter of which is in the place you'd look for a Caps Lock key. You'll see an arrow appear on the bottom right notifications bar and a pop-up will alert you that Caps Lock is on.

2. Tap **Shift** to turn off Caps Lock.

### 14. How long will the battery last?

A fully charged battery should last for about 10 hours. **Is it important that you remember to charge the Chromebook each night!**

**15. What if I need technical support?**

Please contact your child's teacher first. If they are unable to help, they will connect you with a member of the tech support staff.