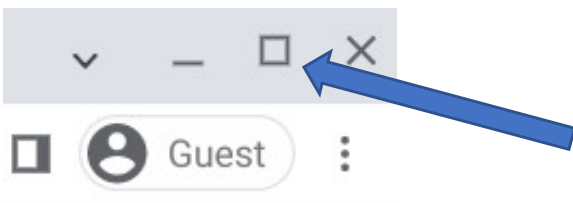


OPERATING INSTRUCTIONS FOR CHROMEBOOKS

- These laptops run Chrome OS Flex and are designed for use by Framework service users. They have been donated or funded by Framework sponsors or donors.
- These machines will be used to connect to the Internet using the Chrome Browser. Many people will sign in as a GUEST or others will use their own Google accounts and password. All browsing history is deleted when you sign off as a GUEST.
- There are no Apps on the machines, so use Google Docs or Office365 for documents and run applications such as Zoom in the Chrome Browser.
- The machines will connect to public wifi where possible. If there is no wifi available, then a wingle (a wifi dongle) will be supplied for each machine. These are limited to 20Gb of data per month, so the machines should be used for productive activities rather than streaming videos as this will quickly use the data up.

BROWSING AS A GUEST

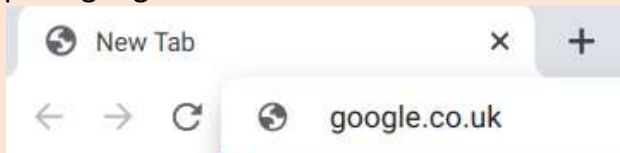
1. Switch the laptop on (button on the side)
2. Click 'Browse as Guest' in the bottom lefthand corner of the screen
3. When browsing as a Guest, the keyboard switches back to US. This is a bug that we can't fix at the moment. The instructions to change this are on the screen.
4. Chrome is automatically opened, make the screen full size by clicking the maximise icon in the top righthand corner as shown below.



This is the icon for Chrome

USING CHROME

1. As you are browsing as a Guest, there is no 'home page' or bookmarks saved.
2. Simply type in google.co.uk in the search bar as shown. You won't need to type http or www



3. The Google search page will then appear and you can search for sites such as the DWP, UC login, Zoom, BBC, Homefinder..... You'll find some of the main websites over the page.
4. Open a new tab by clicking the + symbol as shown above.

SIGNING ON WITH YOUR GOOGLE ACCOUNT

This is the best option as you will have access to all your favourite websites and documents. Just click Add Person on the start up screen

SWITCHING OFF

Close your Chrome windows and then click the Time in the bottom righthand corners of the screen.

Click 'Exit Guest' or the Power Symbol to shut the laptop down



TROUBLE SHOOTING

1. Has the machine 'gone to sleep'? - touch the mousepad/touchpad, or touch the power switch at the side of the laptop.
2. Chrome not working or finding websites – check the laptop is connected to the Internet. Click the Time at the bottom righthand side of the screen and check that wifi is connected.
3. Can't type the @ symbol – check you are not still using the US Keyboard.
4. Everything in capitals – is the caps lock button on?

USEFUL WEBSITES

www.google.co.uk

The most widely used Internet Search Engine

www.bbc.co.uk

News, sport and weather

www.frameworkha.org

Details on all Framework services

<https://www.nottshelpyourself.org.uk>

If you work with local people, or need information yourself as a resident of Nottinghamshire, then this is the best place to start.

<https://www.citizensadvice.org.uk/>

Find your local CAB office

<https://www.inspireculture.org.uk/>

Inspire: Culture, Learning and Libraries is a charitable community benefit society delivering cultural and learning services across Nottinghamshire.

<https://www.gov.uk/sign-in-universal-credit>

Sign in to your Universal Credit account

<https://www.goodthingsfoundation.org/learn/learn-my-way/>

Learn My Way has free courses for you to learn digital skills to stay safe and connected

More to follow.....

Email contact: digitalinclusion@frameworkha.org