



Chromebooks for Business

Using a Managed Chromebook

Congratulations! Your organization has purchased Google Chromebooks for Business, which lets you and your colleagues use Google Apps—along with a host of other rich applications—on a very fast and easy-to-use **Chromebook**.

What's more, your Chromebook is being managed by your network administrator, which means that things like printers, apps, and organization policies may already be set up for you.

Use this guide to get started with your new Chromebook. For help after that, visit google.com/support/chromeos.



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What is a Chromebook?

Simply put, a **Chromebook** is a laptop that runs a web browser (the **Chrome** browser, to be exact). With other computers, you run various applications from a desktop—one of which is probably a web browser. With a Chromebook, your computer *is* a web browser, and *that's* where you run your apps. What's more, your applications and files are stored in the cloud (or on a server behind your firewall), and not on the Chromebook itself.

What's different about using a Chromebook...

- **You do all your work in a browser**
Send mail, schedule meetings, work on documents, edit graphics, use custom apps, and more—all in a Chrome web browser!
- **Use any Chromebook to access your stuff**
Need to borrow a Chromebook or replace one you lost? Your apps, documents, and settings are all stored safely in the cloud and *not* on your Chromebook, so you can sign in with your Google Apps account on *any Chromebook* and you'll find your personal workspace exactly as you left it.
- **There's no desktop!**
All you do is open and close browser windows—just as when browsing the web on other computers.
- **Use traditional apps on a virtual host**
You can also use non-web-based apps and access your old file system, via a virtual hosting system like Citrix® (requires setup by your administrator).
- **Get online via mobile broadband**
In addition to connecting to the Internet from a Wi-Fi or wired Ethernet network, you can get online anywhere you can make a phone call (requires a Chromebook with 3G mobile access).
- **No updates or maintenance**
Unlike a traditional PC, your Chromebook stays fast and up-to-date on its own. Each time you turn it on, it updates itself with the latest apps, features, system updates, and anti-virus software.
- **Fast boot, long battery life**
A Chromebook needs little processing power or local storage since all the heavy lifting happens in the cloud. As a result it boots super fast—in 8 seconds—and the battery can last up to eight hours!
- **Built-in security**
Each webpage and application you visit runs in a restricted environment. So visiting one page that's been infected with something malicious can't affect anything else on your computer.
- **You're almost always online**
You can do a few things on a Chromebook without an Internet connection. But since you typically work on the web, you'll need to be online to get most of your work done.

Signing in for the first time

1. **Plug your Chromebook in to a power outlet.**
2. **Power up your Chromebook.** Press the power button at the top-right corner of the keyboard.
3. **Select language settings.** On the "Let's get started" screen, select the language you'd like to use. If prompted, select a keyboard type, too.
4. **Connect to a network.** Select an available Wi-Fi network from the drop-down network menu. Or, plug in a USB Ethernet adapter to connect to a wired network. (See below for more details on connecting to networks.)
5. **Accept terms of service.** Your Chromebook will download any available system updates so you automatically get the latest features.
6. **Enroll your device (if instructed).** Your administrator might instruct you to enroll your Chromebook with your domain, in which case you should do that now. Otherwise, skip this step and continue below.
7. **Sign in with your Google Apps account.** In the sign-in box, enter your Google Apps account username and password and click **Sign in**. Enter your Google Apps password even if your organization uses a separate sign-in system. If you're not sure which password to use, ask your network administrator.

 Make sure you sign in with your organization's Google Apps account and not with your personal Gmail account (if you have one).

 If you receive an error message, make a note of the exact message and contact your network administrator for help.

8. **Set your account picture.** This picture will represent your account on the main sign-in screen. You can take a picture using the Chromebook's webcam or choose from a range of icons. Don't worry, you can always update your picture after you've signed in.
9. **Explore your new Chromebook** by following the brief tutorial that appears.
10. **Open a new tab and begin browsing the web.** Click the  next to the browser tab at the top of your screen.

Connect to the Internet

You can connect your Chromebook to the Internet via your company or school network, or from a mobile network while you're on the road. If necessary, get the password for accessing your network from your network administrator.

Connect to a Wi-Fi network

1. Click the  icon at the top-right corner of your screen to open the network menu.
2. If necessary, click **Enable Wi-Fi** in the menu to enable Wi-Fi. If the command instead reads "Disable Wi-Fi," your Wi-Fi is already enabled.
3. Select an available Wi-Fi network.

Chromebooks can connect to the following types of Wi-Fi networks:

- Standards: 802.11 a/b/g/n
- Security: WEP, WPA-PSK, WPA-Enterprise

Connect to a wired Ethernet network

1. Connect your network's Ethernet cable to a USB Ethernet adapter.
2. Plug the adapter in to your Chromebook's USB port.
3. Click the  icon at the top-right corner of your screen to open the network menu.
4. Select **Ethernet** from the menu that appears.

Connect to a mobile network

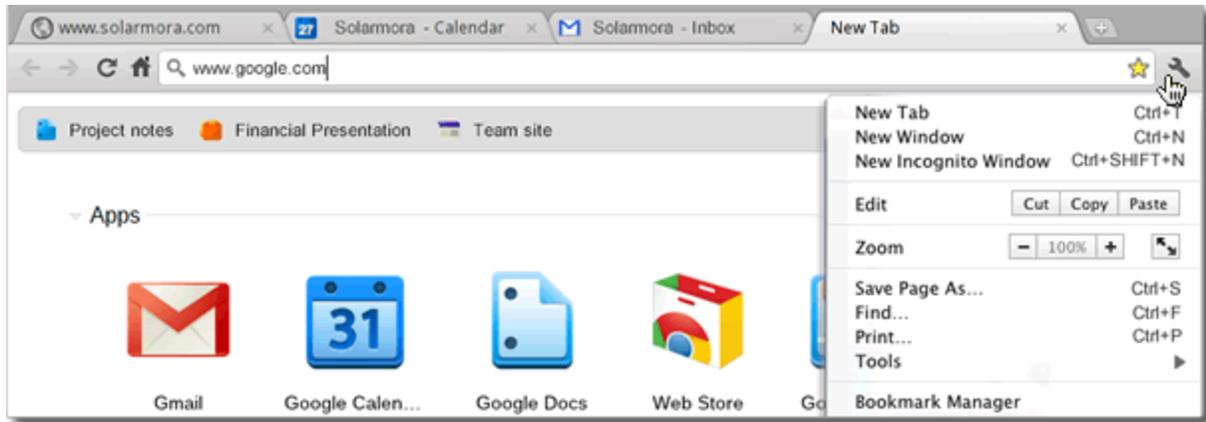
Your Chromebook may be able to access the Internet by connecting to a mobile network. If your Chromebook was purchased in the United States, you can activate mobile service with Verizon. If it was purchased in Europe or if you're traveling abroad, you can use another carrier's SIM card for mobile access.

To activate mobile service for your Chromebook, follow instructions at google.com/support/chromeos.

 Note that instructions for activating Verizon service are different based on whether your organization purchased a post-paid plan from Verizon. **Ask your network administrator if you're on a post-paid plan.** Then follow the appropriate instructions for activating your service at google.com/support/chromeos.

Start browsing the web

At the core of your Chromebook is the **Google Chrome web browser**. If you haven't used Chrome before, here's a quick overview of its main features.



Browse or search the web. Type a web address or search term in the address bar.

Switch between webpages you've opened. Click a browser



tab.

Open a menu with Settings, the Bookmark Manager, and tools. Click the  icon at the right of the search box.

Bookmark the current page. Click its star in the search



box.

Dock your bookmarks bar so it's available from any webpage. Choose  > Tools > Always show Bookmarks bar.

Open your company's home page. Click the  icon next to the address bar, if that icon is available. Or if your company hasn't defined a home page, open your **Settings** to choose your own.

Use apps in a browser

You can use any app on your Chromebook that runs in a web browser. These include the Google Apps productivity suite, apps from the Chrome Web Store, and custom-built tools installed by your administrator.

Find your apps

- **Open a New Tab page.** Click the  at the right of your tabs to access your app icons. Click an icon to open the app.
- **Browse to a web address and bookmark it.** You can open many apps by browsing to the app's web address. You can then click the page's  (in the address bar) to place the app on your bookmarks bar.

Use Google Apps

When you sign in to your Chromebook with a Google Apps account, you can access one or more of the following Google Apps, depending on which have been enabled by your administrator. Some of these such as Gmail might already be on your **New Tab** page. Open others by clicking links at the top-left of your Gmail window.

-  **Gmail.** Send and receive mail using your work or school email address (the same address you use to sign in to your Chromebook).
-  **Google Calendar.** Schedule and track meetings and events with other Google Apps users.
-  **Google Docs.** Create, edit, organize, and share all kinds of documents.
-  **Google Sites.** Build an intranet, public web site, or wiki that other people can work on, too.
-  **Google Talk.** Send instant messages and use voice or video chat.

 For help using Google Apps, visit learn.googleapps.com.

Add apps from the Chrome Web Store

You can add more apps from the Chrome Web Store. Here you'll find apps for doing pretty much anything you're used to doing from a traditional computer—editing graphics, playing music, managing projects, and much more. Many apps are free.

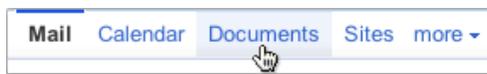
- **Browse the Chrome Web Store.** Click the  icon on a **New Tab** page to go to the store. Browse or search for apps by category. Install an app to add it to your New Tab page.

Create and manage files with Google Docs

Google Docs lets you create, edit, and share many types of business documents, including richly formatted text documents (like this one), spreadsheets, presentations, drawings, and even web forms. You can store all your files in Docs, including ones uploaded from your old computer. You can easily organize and search for docs. And since your docs are in the cloud, you can access them from a web browser on any computer, not just from your Chromebook.

Open Google Docs

- On any browser tab, go to http://docs.google.com/a/your_domain_name (where *your_domain_name* is the name of your domain).
- Or click the **Documents** link at the top left of your Gmail window.

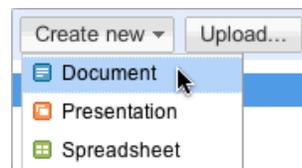


- Or click the Docs icon on your **New Tab** page. (If the icon isn't there, try adding it from the Chrome Web Store—just search for “Google Docs.”)



Create a new doc

Open Google Docs. Then from the left of your Google Documents List, click **Create new** and choose the type of doc to create.



Upload files to Google Docs

You can upload files from other computers to Google Docs. Upload a file in its native format to view in Docs. Or convert it to Google Docs format so you can edit it, as well. You can do this with dozens of file types, including Word, PDF, PowerPoint, Excel, PhotoShop, Open Office, and many more.

 To upload files from another computer, perform these steps on that computer. To upload from an external storage device like a USB drive, connect the device to your Chromebook and perform these steps on the Chromebook.

1. Open any tab on your Chromebook (or web browser if you're using another computer).
2. Open Google Docs, for example, by navigating to http://docs.google.com/a/your_domain_name.
3. If you're doing this from another computer (not your Chromebook), sign in to Google Docs with your Google Apps address and password (the same as when you sign in to your Chromebook).
4. Click **Upload**. Then choose **File** or **Folder** to upload a single file or entire folder.
5. Choose whether to convert the file to an equivalent Google Docs format, or leave the file in its native format.

 Learn more about using Google Docs at docs.google.com/support.

Understand the File Manager

Your Chromebook has a **File Manager** for temporarily storing files you download from the web. In addition, when you connect an external device to your Chromebook such as a USB storage device or SD card, you can browse the device's files in the File Manager.

Open your File Manager: Choose  > Tools > File manager (or just press **Ctrl+M**).

Files stored temporarily on your Chromebook

Ok, so we've been saying that everything you use on your Chromebook is stored in the cloud or on a server behind your firewall, *not* on your Chromebook. However, a few files might reside on your Chromebook temporarily in its File Manager. These include:

- Web pages you save while browsing websites (by pressing **CTRL + S**).
- Attachments you download from messages you receive in Gmail.
- Screenshots you take from your Chromebook by pressing CTRL + .

To save these files permanently, upload them to Google Docs, Picasa, or whatever Google Apps service can store them. **They'll be deleted from the File Manager after five days** (or sooner if your Chromebook runs low on memory).

Access files from an external device

You can also use the File Manager to browse files from an external storage device that's connected to your Chromebook, such as a supported USB storage device or SD card. Just connect the device to the Chromebook. The **External Storage** folder in the File Manager then opens to show you detected files on the device.

You can open the file on your Chromebook if it can be viewed in a web browser. Or upload it to a one of your web services, such as Google Docs.



Learn more about file management at google.com/support/chromeos (or choose  > **Help**).

Use traditional non-web-based apps

Your Chromebook normally runs apps designed to work in a web browser. However, if your administrator has set up a virtual hosting system like Citrix® Receiver, you can use apps from other operating systems, too, such as Windows® or Mac OSX. You do this by opening the virtual host on a browser tab.

Open your virtual host

1. Open any tab on your Chromebook.
2. Browse to the hosting system's web address (get this from your network administrator).
3. Sign in as instructed by your administrator.
4. Launch apps, browse your file system, and create and save files, just like on your old computer.

 Learn more about using your virtual host from your administrator or the host's documentation.

Move files between web apps and your virtual host

To move files between a web app and your virtual host, access the web app using a browser on your *virtual host*—not from your **New Tab** page. (Remember, you can open most web apps in any web browser, not just Chrome.) For example, let's say someone emails you an image file that you want to open in Adobe Photoshop. The image is an attachment in Gmail, and Photoshop is on your virtual host:

1. Open a web browser from your virtual host (hopefully your admin has installed one for you).
2. Navigate to your Gmail account at **www.google.com/a/your_domain_name**.
3. Sign in with your Google Apps address and password (the same as when you sign in to your Chromebook).
4. Open the message in Gmail and download its attachment to your virtual host. You'll then be able to open it in Photoshop.

If instead you opened Gmail from a **New Tab** page, you'd only be able to download to your Chromebook's File Manager, which is *not* directly accessible from the virtual host.

Your organization's settings

You can make personal choices about using your Chromebook by opening your Chromebook **Settings**. When using your work or school account on a managed Chromebook, however, some settings might be made for you, based on your organization's policies. In that case, those settings are locked so you can't change them yourself.

Open your Chromebook Settings: Choose  > Settings.

	Settings that might be locked by your administrator
Basics	Startup pages. Which page or pages open when you first sign in.
	Home page. Which page opens when you click the  in your browser bar.
	Home button. Whether the  button appears in your browser bar.
	Search provider. Which search provider (eg Google or Yahoo) returns results when you search in a browser tab's address bar (called the omnibox).
Personal Stuff	Waking from sleep. Whether you must enter a password to wake your Chromebook from sleep.
	Sync. Whether your apps, bookmarks, and settings are available when you sign in to a Chrome browser on other computers.
	Saving Passwords. Whether your browser can save passwords to websites you log in to frequently.
	Autofill. Whether your browser can automatically fill in forms with your address, financial information, or other data you enter frequently.
System	Time Zone.
Internet	Forgetting a network. Whether you can remove a network from the Chromebook's list of remembered networks.
Under the Hood	Privacy. A number of privacy settings.
	Blocked content. Whether popups, cookies, javascript, and so on are allowed.
	Your network proxy.
Users	Guest browsing. Whether people can use your Chromebook to browse the web anonymously in guest mode.
	Friends signing in. Whether friends outside your organization can sign in with a personal Google Account on your Chromebook.

Share your Chromebook

Because you can access your Google Account from any Chromebook, it's easy to share your Chromebook with others—at work and maybe even with friends.

- **Share Chromebooks within your organization.** If you forget to bring your Chromebook to a meeting, borrow one from a co-worker and use it, instead. Or maybe your company doesn't even *have* personal Chromebooks but you arrive each day and grab one from the stack. No matter which Chromebook you use, you'll always find your personal work, email, apps, and settings.
- **Share with friends.** Depending on your administrator's settings, people *outside* your organization might be able to sign in with their personal Google Account your Chromebook. In that case, they'll see *their* email, apps, documents, and settings, and not yours.
- **Let guests browse the web.** If guest mode is enabled for your Chromebook, you can let people sign in anonymously to simply surf the web. In that case, they can only browse webpages, they leave no history of where they've been, and they have no access to anyone's apps, files, or personal data.

To sign in as guest. Click the Guest box on the sign-in screen. If the Guest box isn't available, it means your administrator has disabled guest mode for your organization.

Use your personal Google Account

In addition to the Google Apps account you use at work or school, you might have a personal Google Account that you created on your own—such as a Gmail account—that has a totally different username and password. If your administrator allows it, you can sign in to your personal account on your Chromebook, too. When you do so, you'll likely notice some differences.

Personal vs. work/school account

- **Settings.** In your personal account, your Chromebooks settings aren't managed by your Google Apps administrator (except those under Settings > Users). So you'll be able to make personal choices, such as whether you have to enter a password to wake your Chromebook from sleep, that you can't make when signed in to Google Apps.
- **Printers.** When you're signed in to your Google Apps account, you might have access to printers set up by your administrator. From your personal account, however, the only available printers are those you add yourself.
- **Apps.** You'll probably have a different set of apps in your personal account, too—that is, those you add yourself and not ones added by your Apps administrator.
- **Documents.** You'll have access to docs you create or upload to your personal account, but not those available from your Google Apps account.