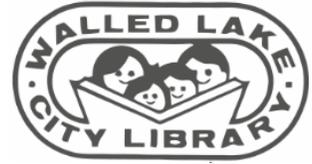


## WALLED LAKE CITY LIBRARY CHROMEBOOK FREQUENTLY ASKED QUESTIONS



**Q:** How long do they check out?

**A:** **14 days with no renewals.**

**Q:** How do I log in/log out?

**A:** Open and turn on the laptop. You must have access to a Wi-Fi network to use this device. If you do not have Wi-Fi, you can always checkout a mobile hotspot (if available). Once you have Wi-Fi access you will be signed in as **Library Guest**. To log out, **Exit Session** or close the laptop lid to log out and shut down.

**Q:** Can I use/access other accounts besides **Library Guest**?

**A:** Once you have logged in as Library Guest, you can access other accounts from the Chrome browser.

**Q:** How secure is it?

**A:** Very secure. As soon as you exit your session and/or shutdown the computer, **none of your personal data can be accessed by other users and will be completely erased.** Everything about you from the system will be erased. If you downloaded any files be sure to save them to a flash drive, external drive, or as an email attachment because **all downloaded files will be erased.**

**Q:** Are there any websites that are restricted?

**A:** The Chromebooks were purchased with federal funding from the CARES act and are required to be filtered to comply with the Child Internet Protection Act (CIPA). Certain websites that do not comply with CIPA will be blocked.

**Q:** Does it have Microsoft Word (or other programs) on it?

**A:** No. Chromebooks use a different operating system. You cannot install regular programs but there are plenty of other options. You can use Google Docs, Sheets, and Slides or any other online program you can normally access from a web browser.

**Q:** Can I change the settings or install other things on it?

**A:** Feel free to change layouts, or settings. Nothing you change or add will be seen by anyone else who uses the computer; in fact, it will all be deleted once you exit your session or shutdown the laptop.

**Q:** What happens if I download something?

**A:** If you download something like a PDF, Word document, image, video, or audio file, they will all go to the **Files** folder on the computer. You can find the **Files** folder in the launcher along the bottom of the screen. You can open or play most file formats from the Files folder, **but anything left in there when you log off or shutdown will be deleted**, so make sure to save anything you need to a flash drive, external drive or as an email attachment.

**Q:** Does it have a CD/DVD drive?

**A:** No. There is not an installed optical drive of any sort but you can access outside media via flash drive, external hard drive or from cloud storage.

**Q:** What input/outputs are there?

**A:** There is an audio input/output jack, 2 USB-C ports, 1 USB port, and 1 micro SD card reader.

You can find out more about Chromebooks and all the other versions at:

[www.google.com/chromebook](http://www.google.com/chromebook)