



# Chromebooks

NORTON PUBLIC LIBRARY

## FAQs

**What is a Chromebook?** Chromebooks are special use laptops that are fast, secure and simple to use. Chromebooks use Google Chrome as their browser and operating system. All of the Chromebook operations take place using the Chrome web browser and web applications.

**Do I need a Google account to use a Chromebook?** You can use it through your free Google account or, if you don't have a Google account, you can browse in "guest" mode. You can also click Create a Google Account in the sign-in box to set one up.

**How do I save my work?** Chromebooks do not have storage; you can temporarily download documents so that you can attach them to an email or upload them to a website. We strongly recommend using a USB flash drive or cloud storage like Google Drive, OneDrive, or Dropbox to store your files. When the device is returned to the library factory settings will be restored and all files and browsing history permanently deleted.

**What can I do with a Chromebook?** Chromebooks can create and share documents with Google Drive, play songs and movies with Google Play and video chat with Hangouts, all available at no charge. In addition, the Chrome Web Store offers thousands of free apps, themes and extensions.

**Can I check my email and go online?** Yes. Google Chrome is a web browser so you can check your email and visit your favorite websites. What programs does the Chromebook have? Chromebooks use applications (apps), so programs you might usually find on a computer are not available (such as Word and Excel). They are designed to be used primarily on the web, though there are a variety of apps that can be run offline. If you have a Google account, you can use Google Docs and Google Drive. Even without a Google account, you will be able to view documents.

**Can I add apps to the Chromebook?** The Chrome Web Store offers thousands of free apps you can add to the Chromebook. However, they will only be accessible for that session and will be removed from the device when it is returned to the library.

**Should I be concerned about privacy?** You'll get a fresh chromebook when you check one out and your browsing history and data will be erased from the device when you return it.

**Can I print from the Chromebook?** You cannot print directly from the Chromebook to the library's printer but you can save or email your work and then schedule an appointment to print from a library computer.

**How long can I borrow one?** You can borrow Chromebooks for up to 3 hours, once each week. The Chromebook must be picked up and dropped off to a staff member during Contactless Pickup hours.

**What if I don't have internet access at home?** The library offers free WiFi through the parking lot and Library Park. The library's WiFi is called Norton-Public-WiFi; there is no password.

**How can I borrow a Chromebook?** You must be an adult (18 years or older) resident of Norton with a library card in good standing. You will have to sign a user agreement, and abide by the library's Computer and Wireless Use policies. The Chromebook will be checked out to your library card and all rules and responsibilities will be explained before you borrow.

*We ask that you not use this service if you or any member of your household is ill, has been asked to quarantine or has been exposed to COVID-19.*