Summer VTC Q&A
Chromebooks for Geeks
Bill James, VP Computer Club of Oklahoma City

Question: If Powerwash is used to remove data from the Chromebook for recycling, Is there a way to keep it from removing anything from the cloud?

Answer: Resetting a Chrome OS device using Powerwash wipes all user accounts and locally stored content. In order to preserve any saved files, you only need to move them to your Google Drive folder, wait for it all to sync up, then proceed with the reset.

All in all, wiping a Chrome OS device isn't all that intrusive, as most of what you store on it is stored in the cloud. Signing into a reset device will sync all of your previous settings, returning the device to a familiar state.

Question: What features would you prefer if buying a new Chromebook?

Answer: These features are optional, but they are the ones that I choose for my Chromebook: Touchscreen, lighted keyboard, and 2 and 1 convertible (lid that can be folded to make a tablet) and a writing stylus. Performance-wise, there a wide variety of processors to consider. They may make a considerable difference in performance. All of your choices depend on what you plan on doing with your Chromebook. If you want to do more than browsing and email, consider more memory, a faster processor

Question: Is there a way to check for the end of life date in a Chromebook setting??

Answer: To check it, Chrome OS users should navigate to the **Settings menu via the System Tray, click About Chrome OS | Additional Details**. Here users will see the End of Life Date for their device. If the user clicks Learn More, they'll navigate to a support page that details the Final Software Update. The Chromebook Settings | Additional details Page.

Question: After the end of life how long can you use your Chromebook

Answer: Essentially, after its EOL has passed, your Chromebook stops being able to support the security/software updates released. You want to use a device that gets security updates to keep your information safe, and your favorite websites may eventually stop supporting the older version of the Chrome browser your Chromebook is using. You have plenty of time to decide whether to buy another one, etc.

Question: How large is the screen?

Answer: Current models on the market are from 11 to 15". I have a 13" which seems to be adequate for me.

Question: Somehow I keep touching something & all my open tabs disappear.

Answer: I have not experienced this problem, but when I do a search this is the answer that I get: If you then **drag again at the rightmost edge of the browser-window**, ALL **TABS DISAPPEAR. The same thing happens if you restart Google Chrome with a browser-window** that is wider than your screen. It starts up with just the first, active tab. No other tabs are visible.

Question: 1st-time user switching to chrome, what are the steps to take in order to use MS Excel file on the Chromebook? Does the chrome book have a backward-compatible spreadsheet that supports MS Excel? Or, is there an extension I have to install, how do I do it?

Answer: There are several answers to this question.
1st you can use Sheets which is a part of Google docs. This app is supposed to be compatible with MS Excel. I cannot say with any certainty that some of the special features in Excel translate to Google sheets.
2nd, you can download the Microsoft Office Android Mobile Apps which has the functionality of the desktop program.
 3rd you can use the Chrome extension for Microsoft Office.
 4th is to use the Google Remote Desktop which will allow you to connect to a computer that has the Desktop Microsoft Office install.
Options 2 and 3 require the use of MS OneDrive. Installation of any of these options is to use the Google Playstore for both Microsoft Office extensions. Google Docs is built into Chrome. Launch the Chrome Browser > sign-in to your Google account using your Gmail account password > Select Google docs from the list.

Question: Is there a PRINTABLE LIST OF CHROMEBOOK SHORTCUTS as I'm completely NEW to using Chromebook
Answer: No guarantee that this is a complete list, but it is printable:
https://support.google.com/chromebook/answer/183101?hl=en

Question: Have you heard of microphone problems with HP Chromebooks? Do you have any suggestions?

Answer: No, I haven't but here is what I have found that may be a solution:

Welcome to the HP Support Community!
I recommend you follow the below steps and check if it helps.

1.   Open Chrome.
2.   At the top right, click More Settings.
3.   At the bottom, click Advanced.
4.   Under "Privacy and security," click Content settings.
5.   Click Camera or Microphone.
6.   Turn Ask before accessing on or off.

If you continue facing the issue, I recommend you turn off the Bluetooth and check if it helps.

Question: What is the limitation of the User-Account vs Chromebook account? Can we update our Chromebook from User-Account?

Answer:
Standard user
Adding an additional user with full use privileges to a Chrome OS device is done by clicking on the "+ Add User" text on the bottom left of the log-in screen. The new user will also need to use a Google account to log in to the device.

Supervised user
A supervised account is ideal for families who want to train a watchful eye on a child's Internet activities. A Google account is not required for this account, as you're asked to set up a username and password. After adding the account you will need to visit Chrome.com/manage to set limitations to the sites and services the user can access, including approving requests by the user for you to grant access to additional sites.

After clicking on "+ Add User" on the log-in screen you'll find an option to add a supervised user on the right of the log-in prompt. Click on the link and follow the prompts.

Guest Mode
This feature requires no additional setup or management. You only need to click on "Browse as Guest" on the log-in screen to use it. Any guest user will then have full access to Chrome, where history, cookies, and bookmarks will be forever forgotten after the guest's browsing session ends.

If Guest Mode isn't an available option, you'll need to enable it using the device owner's account. Launch Chrome and enter "chrome://settings" into the address bar. At the bottom of the page, you'll find options to manage user accounts where you can then enable guest mode.

Question: Can you use Microsoft Office extension in the User Account?

Answer: Yes, you have to sign-in with your Microsoft account.

Comment -- Chrome OS works great with a touchscreen, Especially, if you have fat fingers.