Chromebook FAQs

How do I log in?

Firstly, the Chromebook needs to be connected to the Wi-Fi network.

You can then log in using your Glow username and password. The password is synchronised with Glow so it will change automatically if you change your Glow password.

Once you're logged in you will automatically be logged into Glow too.

Where do I save my work?

Whilst the Chromebook does have a small storage area on the device, work will mostly be saved to either Google Drive or Microsoft OneDrive.

The exact location will depend on whist application you're saving from. If you're working on a file from Microsoft Word, Microsoft Excel, etc. then it will be saved in Microsoft OneDrive. If you're working on a Google Doc, Google Sheet, etc. then it will be saved in Google Drive.

I've saved a file but can't find it.

It will depend on which app you saved it from. If it was a Microsoft app, then it will have been saved to Microsoft OneDrive. If it was a Google app, then it will have been saved to Google Drive.

If the file cannot be found in either Microsoft OneDrive or Google Drive then it may have been saved to the local storage area on the Chromebook you were working on. To check, click on the circular icon towards the bottom left of the screen, click on up arrow icon above the search bar, then click on the Files icon. If you do find your file here, it would be best to copy it to Google Drive or Microsoft OneDrive.

How do I access my Glow files?

When you log into the Chromebook you are also automatically logged into Glow. You can find your Glow files in the usual place. Clicking the My Files link at the top right of the main Glow screen is quick way to access these.

I tried to install an app or extension but it failed. What went wrong?

Since our Chromebooks are hosted within Glow, which is a national system, Education Scotland (who manage Glow) need to check that any app or extension is safe to use and won't cause any risk to either Glow users or the data within Glow.

If the app you are trying to use won't install, then it had likely not been checked by Education Scotland.

To request a new app please contact graeme.slapp@aberdeenshire.gov.uk. A form will need to be completed and checked both by Aberdeenshire Council's Information Security Officer and by Education Scotland.

How do I install apps?

Apps can will either be installed automatically, if it's something which would be helpful to everyone, or need to be manually installed from the Chrome Web Store.

Apps from the Chrome Web Store need to be checked and authorised first.

To request a new app, please contact graeme.slapp@aberdeenshire.gov.uk for details.

How do I print from a Chromebook?

At present we are not able to print directly from Chromebooks.

This is something which is currently being investigated.

In the meantime, if you save your work you will be able to open it on a Windows computer and print from there.

Can I use a Chromebook out of school?

Yes, although you'll probably still need a wireless internet connection.

When at the Chromebook login screen, you'll be asked to select your Wi-Fi network and enter its password.

Once logged in, you might need to select this network again by clicking on the Wi-Fi icon in the lower right of the screen.

Where do I find the programs on the Chromebook?

At the bottom of the screen there is a black bar with icons along it. This is called the Shelf.

To the left of the shelf is a circular icon. Clicking on this expands the shelf and shows some of the most often used apps as well as a search bar. Clicking on the up arrow icon above the search bar shows all of the apps installed on this Chromebook

How do I turn on accessibility features on the Chromebook?

Accessibility features should be available by clicking on the clock in the lower right of the screen to bring up the Status Area. Here you can click on the Accessibility icon.

If this is not visible, you can go back into the Status Area by clicking on the clock, click Settings (cog icon), at the bottom click Advanced. In the 'Accessibility' section, click Manage accessibility features. Once enabled, this should continue to show in the Status Area in the lower right.

How do I log off of the Chromebook?

Towards the right of the shelf (the black bar at the bottom of the screen) there is a red Sign out button. This logs you out and takes to back to the sign in screen.

Alternatively, click on the clock in the lower right of the screen to bring up the Status Area and then click the Sign Out option and the top of the pop out box.

How do I shut down the Chromebook?

Holding the power button for around 5 seconds will turn the screen white, then shut down the Chromebook.

Alternatively, click on the clock on the lower right of the screen to bring up the Status Area and then click the power icon as shown below.