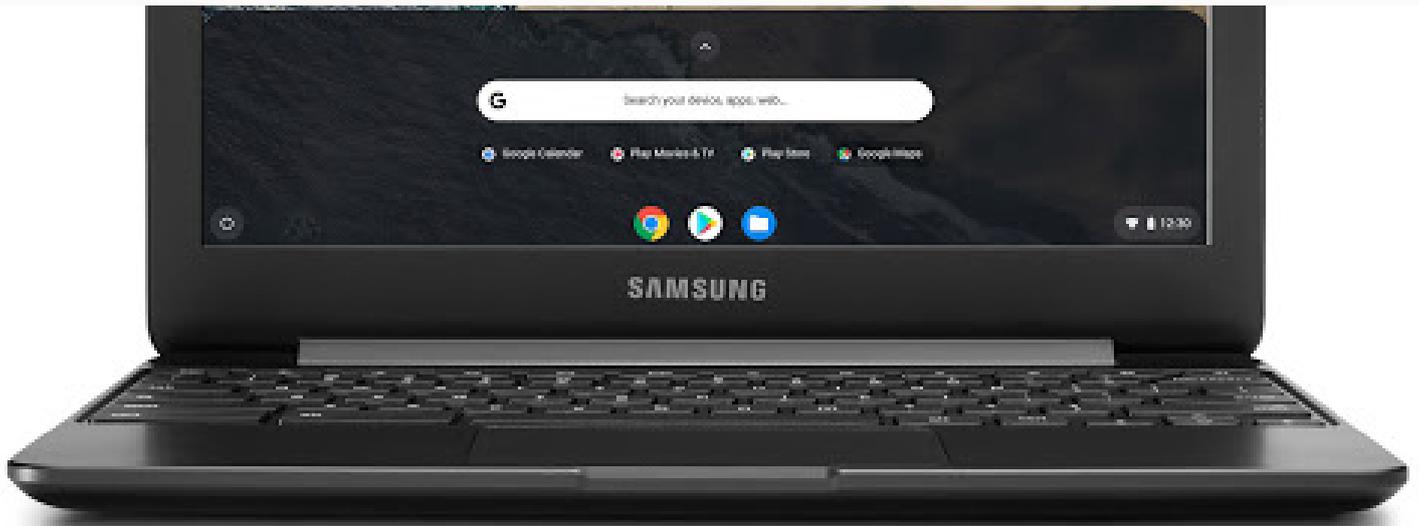


DIGITAL NAVIGATOR PROGRAM



CHROMEBOOK START GUIDE



"Serving Those Who Served"

CONNECTING VETERANS AND THEIR FAMILIES
TO EARNED BENEFITS



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Your Gmail: _____

Your Password: _____

Your Digital Navigator ID: _____

Your Digital Navigator is standing by to help you.

Call to connect.

WDVA Digital Navigators – 1-(800)-562-2308

Premier Wireless and T-Mobile Contact Info – 1-(844)-361-1310



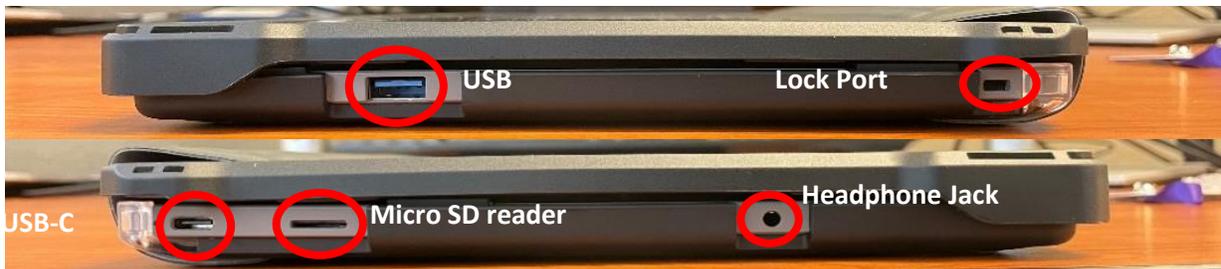
1. Included In Your Welcome Kit

- Samsung Chromebook 4
- MAX Cases Extreme Shell-S
- Power Supply/Charging Cord (USB-C)
- Revvl 6 5G
- Zizo Case
- Power Supply/Charging Cord (USB)



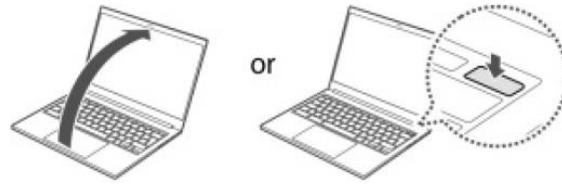
2. Chromebook Ports

**Note: USB-C can be used to charge devices and transfer files.*



3. Getting Started & Signing In

Step 1: Power on the Chromebook



Step 1.1: Click on [Let's go](#).

Step 2: Connect to your hotspot on your phone

Step 2.1: Follow the *Hotspot Guide* to set up and turn on your hotspot if you have not done so already.

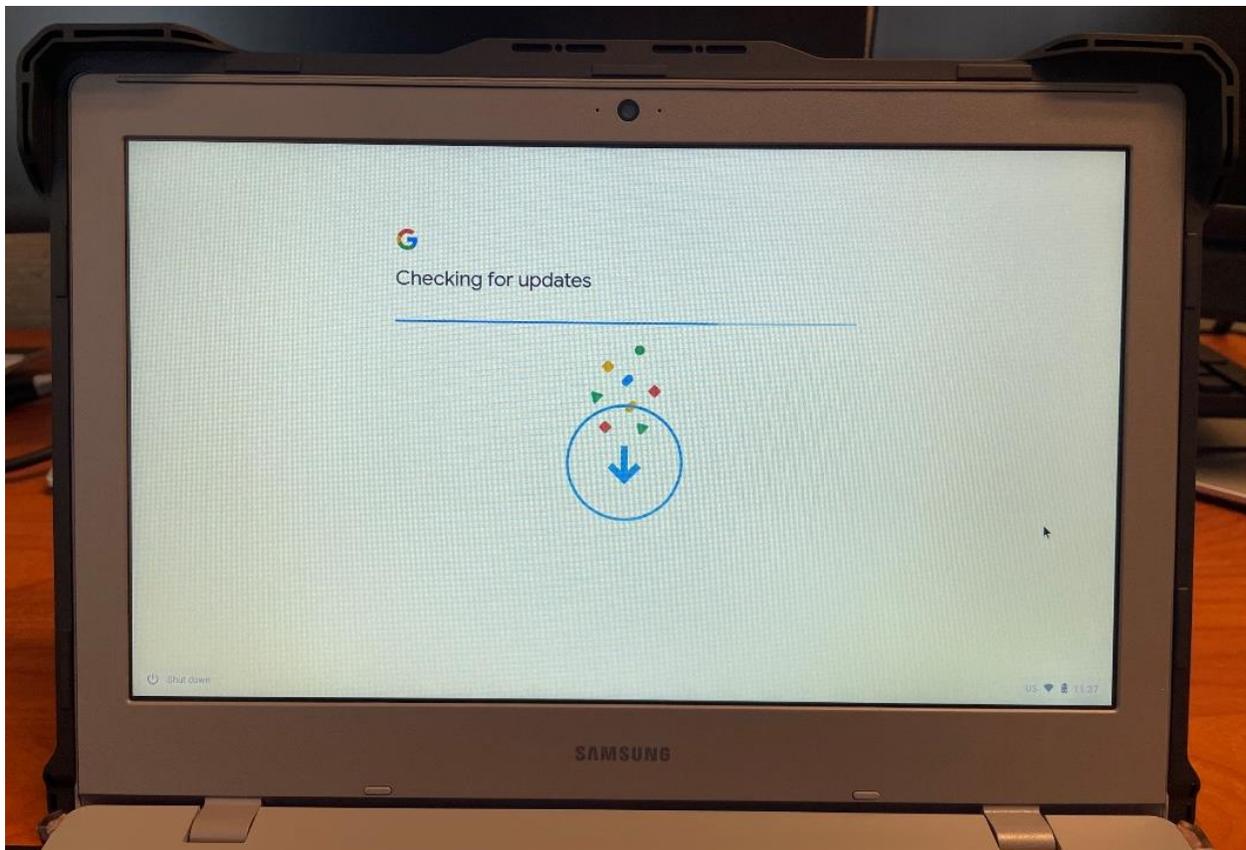
Step 2.2: Find your hotspot on the list and click on it.

Step 2.3: Type your password and press **Connect** to finish connecting. (Click the eye on the right side of the box to see if your password is typed correctly.)

Step 3: **Accept and continue** Google's *terms of service*

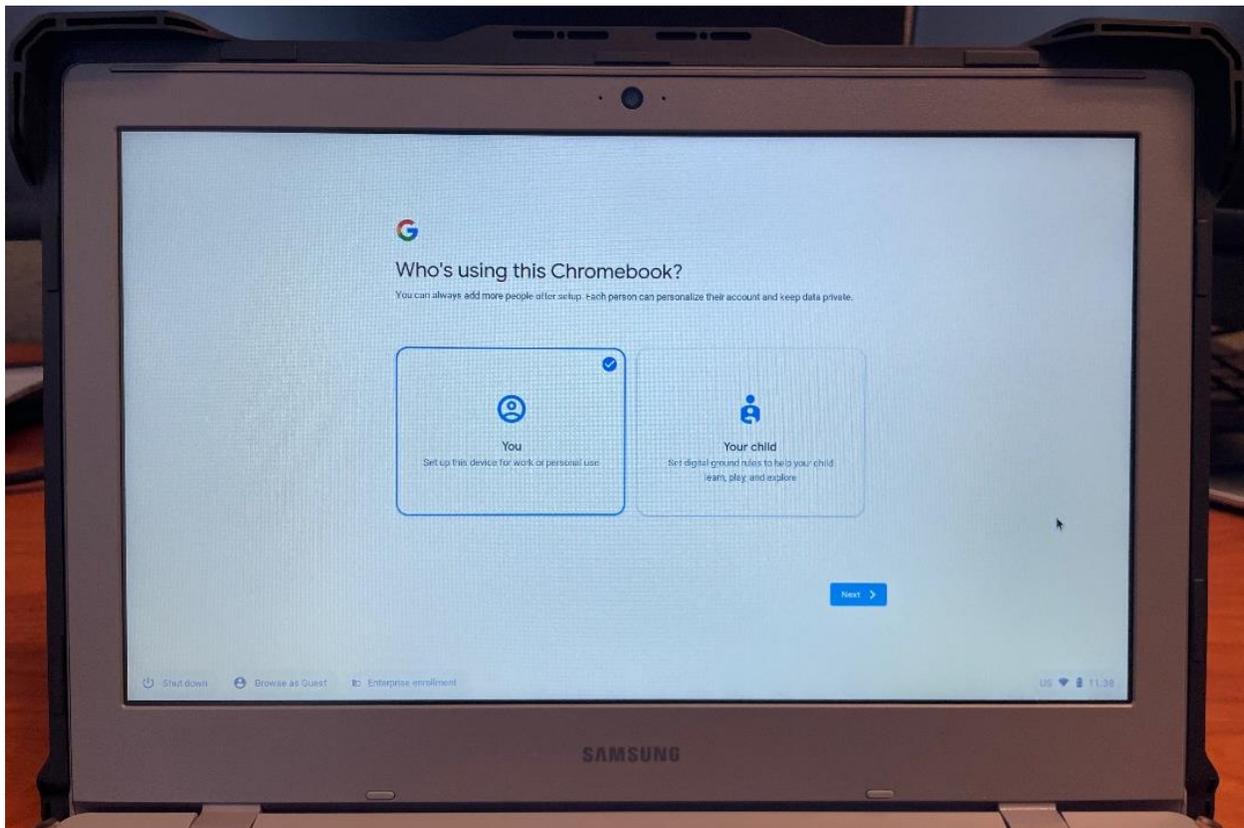
Step 3.1: Un-check the optional reporting feature if you do not want to send information anonymously with Google

Step 3.2: Let Chromebook check for updates.



Step 4: Log into your Gmail Account

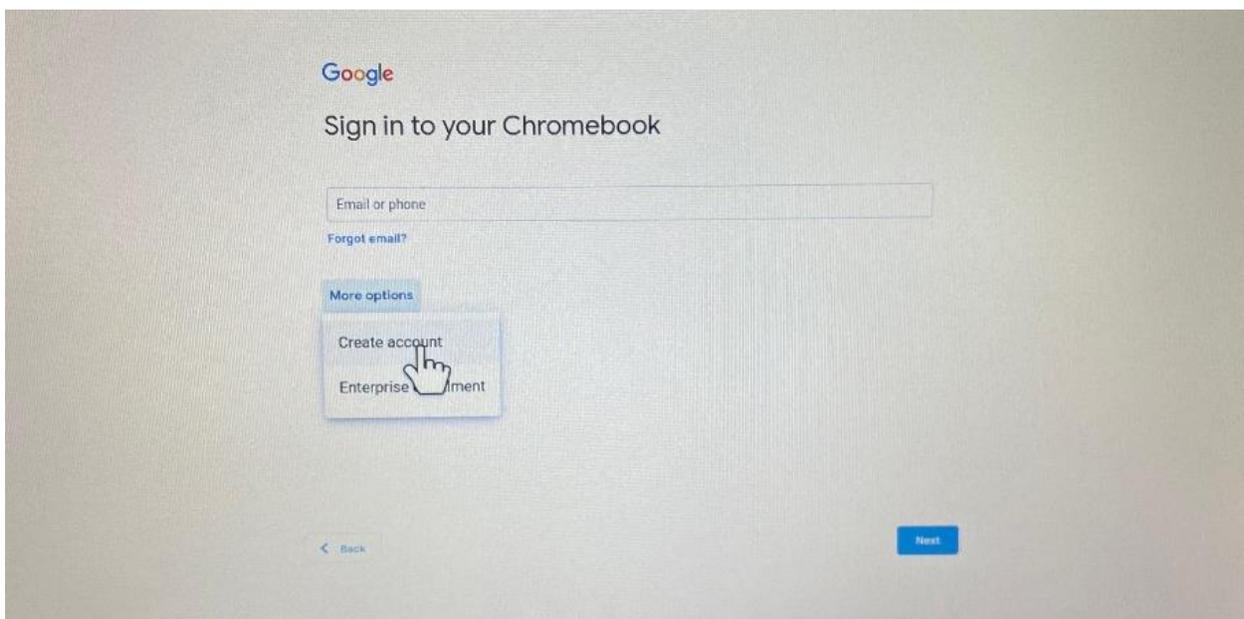
Step 4.1: Select that this Chromebook is for “You” and click **Next**



Step 4.2A: If you have a Gmail, sign-in to it. If you don't have a Gmail, skip to Step 4.2B

Step 4.2B: Create a new Gmail Account.

1) Click on **More options**, then select Create account.



- 2) Type your first and last name.
- 3) Fill out the basic information.
- 4) Create a username for your email address.
 - a. If your username isn't allowed or is already being used by someone else, you will see a message like the ones in red below. Select another name until you don't see the red message and you are able to click the **Next** button.

Username @gmail.com

! This username isn't allowed. Try again.

Username @gmail.com

! That username is taken. Try another.

- 5) Enter a password for your new Gmail account. The click **Next**.
 - a. Use this password checker to test how strong your password is: <https://bitwarden.com/password-strength/>
- 6) **Skip** entering a phone number.
 - a. You can add a phone number to your account for security purposes when your computer is set up.
- 7) Make sure your name and email are what you entered before hitting **Next**.
- 8) Scroll down to the bottom of Privacy and Terms and click **I agree**.
 - a. You can read Google's terms of service and their privacy rules anytime you want here: <https://policies.google.com/?hl=en-US>
- 9) Click **Accept and continue**.
 - a. Don't check "Receive sync options following setup".
- 10) Click **More**.
 - a. Make sure "Back up to Google Drive..." is checked so that you can access any documents on your computer on any other device that you sign into.
- 11) Click **Accept**.
 - a. If you do not want to share location data with Google, uncheck the box that says "Use Location..."
- 12) Click **No thanks** for setting up Google Assistant.
 - a. You can set this feature up later if you would like access to it.
- 13) Click **Get started!**.
 - a. Uncheck "Sign me up" if you don't want Chromebook tips from Google.

4. Getting To Know Your New Chromebook

Shortcuts to Apps (Programs). Shortcuts are customized and will be different for each Google Account.

- Google Chrome:** Internet Browser
- Gmail:** Email Tool
- Google Docs:** Word Processor
- YouTube:** Video streaming and sharing
- Files:** File explorer for files on the device

These icons are for your settings and clock. Click on them to expand the menu.

- Notification Icon**
- WIFI Icon**
- Battery Life Icon**

Bottom right is the profile picture for the account.

Launcher

This is the icon for the "Launcher". The *Launcher* icon is like the **Start Menu** on a **Windows PC**. Once clicked, it will give you a menu of apps to choose from (pictured below).

Sign Out Of Your Account

WIFI Options

Bluetooth Menu

Volume Level

Power Off

Google

Search on page URL

Google Docs, YouTube, Gmail, Chrome, Web Store, Get Help, Google Calendar, Google Maps, Google Drive, Google Sheets, Google Slides, Google+, Google Photos, Files, Play Music, Google Forms, Play Books, Play Movies, Google My Maps, Developer, Google Sites, Chrome, Google+ Settings, Classroom

5. How To Search Google Better

Shortcut	Description	Example
Informational Search Queries		
define	Returns a definition of the searched term.	define chance
time	Returns the current time at a location.	time rockville
to	Convert measurements from one unit to another.	1 cup to tbsp
in	Convert measurements from one unit to another.	1000USD in GBP
translate	Translates the searched terms into another specified language.	translate hello world spanish
map	Returns a map result.	map tacoma
stocks	Returns stock information.	stocks sbux
weather	Returns the weather forecast for the given location or ZIP code.	weather 98401
Basic Search Symbols		
-	Excludes search results that include this term.	best tablets -drawing
“ ”	Returns search results that include all terms within quotes in the exact given order.	“never gonna give you up”
OR	Returns search results that match terms on either side.	computer OR tablet
@	Returns search results that match a particular social media site.	WDVA @twitter
#	Returns search results that include a specific hashtag.	# WDVAdigitalnavigator
*	Returns search results where any words can be matched in place of the asterisk.	best * in America
.. or TO	When placed between two numbers, returns search results that match within the number range.	shoes \$30..\$50
“before” and “after”	Limits results by a specific date (the Tools button on the results page gives you the same options).	top 10 jobs after :2020-03-29
()	Used to group search terms and control the search logic of the query.	(best AND worst) resume programs
\$	Returns prices.	shoes \$ 30
Popular Search Operators		
cache:	Show Google's saved version of a specific page.	cache: dva.wa.gov
filetype:	Returns only search results that match a particular file type.	resume example filetype: pdf

Shortcut	Description	Example
related:	Returns other websites that are similar to the searched website.	related:dva.wa.gov
site:	Returns only search results from a specific website.	training site:digitallearn.org

6. Maintenance & Cleaning

Step 1: **TURN OFF THE CHROMEBOOK!!!** Wait for the Chromebook to cool down.

Step 2: Unplug any accessories.



Step 3: With the Chromebook opened, turn it upside down and gently shake it to clean the keyboard. Then wipe the keyboard with a DRY microfiber cleaning cloth. **NEVER SPRAY THE CHROMEBOOK!!!**



Step 4: Lightly dampen a microfiber cleaning cloth with water and GENTLY wipe the screen. Then DRY the screen with a microfiber cleaning cloth. **NEVER SPRAY THE CHROMEBOOK!!!**



7. Troubleshooting 101

When having any technical issues with your Chrome Book, go to Google's Chromebook Help Site: support.google.com/chromebook

Troubleshooting Common Issues



Page not working? Try the refresh key



Most problems can be solved by Signing Out and Signing In again, or restarting the Chromebook.



Deleting files in your downloads (located in your Google Drive) can sometimes speed up a slow computer.



Having too many extensions will slow down your internet and cause pages to close. Disable extensions through the Google Chrome Browser toolbar under "More Tools", then click on "Extensions".



Similar to extensions, having too many open tabs can slow down internet browsing and general functionality.

Issue	Key Commands
Screen isn't powering on	Refresh the Chromebook by pressing +
The Chromebook is sluggish	
The touchpad is not responding	
Chromebook has crashed or the screen is frozen	Turn the Chromebook off and on again by holding the Power button
The keyboard is not responding	Reset the keyboard by holding Click + Shift + Alt
Home screen image is rotated or upside down	Hold Ctrl + Shift + Refresh
The Power button won't work	Close the lid Plug your power cord into the Chromebook and the wall Open the Chromebook without pressing any keys
There is no sound when headset is plugged in	Make sure the headset is plugged in correctly Press the Volume Up button to make sure it isn't muted
Websites aren't loading	Clear the cache and reboot: Open Chrome Press Ctrl + Shift + Backspace Choose a "Time range"

Issue	Key Commands
	Click “Clear Data”

8. Additional Information

Congrats on the new Chromebook! But what is the difference between a Chromebook and a laptop?

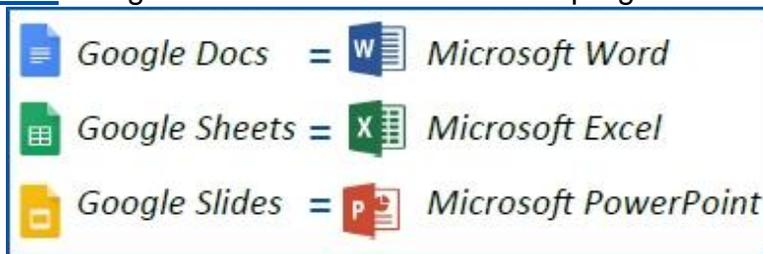
- Laptops usually run on the Microsoft Windows or Mac Operating System, while Chromebooks run on Google’s Chrome Operating System.
- It runs most of its applications out of the cloud (more about that below), whereas laptops run its applications on itself.

Ok, but what is the “Cloud,” and does it look like a bunny?

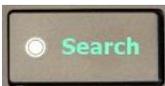
- Sadly, these clouds do not look like bunnies.
- Put simply, the cloud refers to computers that can store files and run programs for you from somewhere else. Think of it as outsourcing everything so your Chromebook does not have to do everything all on its own.

Interesting, but how do I know what to use when I need to work on a file?

- Below are the **FREE** Google versions of Microsoft Office programs that you can use.



9. Getting Around Faster With Shortcuts



****Note: The *Search* key is where the *Caps Lock* key is on typical keyboards**



Shortcut	Action
Basic Chrome Functions	
Ctrl + P	Open Print dialog
Ctrl + S	Save the current webpage
Ctrl + R	Refresh the page
Ctrl + Shift + R	Refresh the page without loading cache
Ctrl + O	Open a file
Ctrl + H	View History
Ctrl + J	Open Downloads
Ctrl + D	Bookmark current page
Ctrl + Shift + D	Bookmark all open tabs
Ctrl + Shift + B	Toggle bookmarks bar

Shortcut	Action
Alt + E	Open Chrome's menu
Search + Esc	Open Task Manager
Ctrl + U	View page source
Ctrl + Shift + I	Open the Developer Tools panel
Navigating Tabs and Windows	
Ctrl + N	Open new window
Ctrl + Shift + N	Open new incognito window
Ctrl + T	Open new tab
Ctrl + W	Close current tab
Ctrl + Shift + W	Close current window
Ctrl + Shift + T	Reopen last closed tab
Ctrl + 1 - Ctrl + 8	Switch to tab 1-8
Ctrl + 9	Switch to last tab
Ctrl + Tab	Move to next tab
Ctrl + Shift + Tab	Move to prior tab
Ctrl + Click	Open link in a new tab
Ctrl + Shift + Click	Open link in a new tab and switch to it immediately
Shift + Click	Open link in a new window
Apps and Shelf	
Alt + 1 - Alt + 8	Open shelf apps 1-8
Alt + 9	Open last app on the shelf
Alt + Tab	Switch to last-opened app; keep pressing to cycle through apps
Alt + Shift + Tab	Switch to least recently opened app; keep pressing to cycle through apps
Alt +] or Alt + [Pin current app to left/right side in Split Screen Mode
Alt + Equals (=)	Maximize current window
Alt + Minus (-)	Minimize current window
Search + Alt + M	Move window between screens (when using multiple monitors)
Webpage Navigation	
Ctrl + Plus (+)	Zoom in
Ctrl + Minus (-)	Zoom out
Ctrl + 0 (Zero)	Reset zoom to 100%
Ctrl + F	Search the current page
Alt + Left	Go back one page
Alt + Right	Go forward one page
Alt + Up	Scroll up page. Equivalent to Page Up key in Windows
Alt + Down	Scroll down page. Equivalent to Page Down key in Windows
Ctrl + Alt + Up	Jump to top of page. Equivalent to Home key in Windows

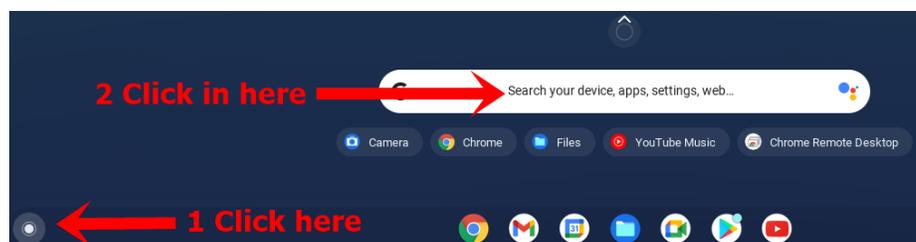
Shortcut	Action
Ctrl + Alt + Down	Jump to bottom of page. Equivalent to End key in Windows
Chrome OS System	
Shift + Alt + N	Show notifications
Ctrl + Forward Slash (/)	Open Help
Ctrl + Alt + Forward Slash (/)	Show Chrome OS shortcuts reference window
Search + L	Lock screen
Ctrl + Shift + Q (twice)	Sign out of Google account
Ctrl + Shift + Plus (+)	Increase screen resolution
Ctrl + Shift + Minus (-)	Decrease screen resolution
Ctrl + Shift + Zero (0)	Reset screen resolution
Alt + Brightness Up/Down	Increase/decrease keyboard backlight (if applicable)
Ctrl + Window Switcher	Take screenshot of the entire screen
Ctrl + Shift + Window Switcher	Take screenshot of selected region
Ctrl + Full Screen	Toggle external monitor modes (if applicable)
Text Editing	
Alt + Search	Toggle Caps Lock
Alt + Backspace	Delete next character. Equivalent to Delete key on Windows
Ctrl + Backspace	Delete previous word
Ctrl + Alt + Backspace	Delete next word
Ctrl + A	Select all
Ctrl + L	Select all text in the address bar
Ctrl + Right/Left	Move the cursor to the next/previous word
Ctrl + Shift + Right/Left	Select next/previous word
Shift + Search + Right/Left	Select all text to the end/beginning of the current line
Ctrl + Search + Right/Left	Jump to the end/beginning of a text field/document
Ctrl + C	Copy
Ctrl + X	Cut
Ctrl + V	Paste
Ctrl + Shift + V	Paste without formatting
Ctrl + Z	Undo
Ctrl + Y	Redo
Trackpad Shortcuts	
Alt + Click	Equivalent to a right-click
Click with 3 fingers	Equivalent to a middle-click
Swipe up or down with 2 fingers	Scroll up or down on the page
Swipe right/left with 2 fingers	Go forward/back one page
Swipe down with 3 fingers	Equivalent to the Window Switcher key
Swipe right/left with 3 fingers	Move between open Chrome tabs

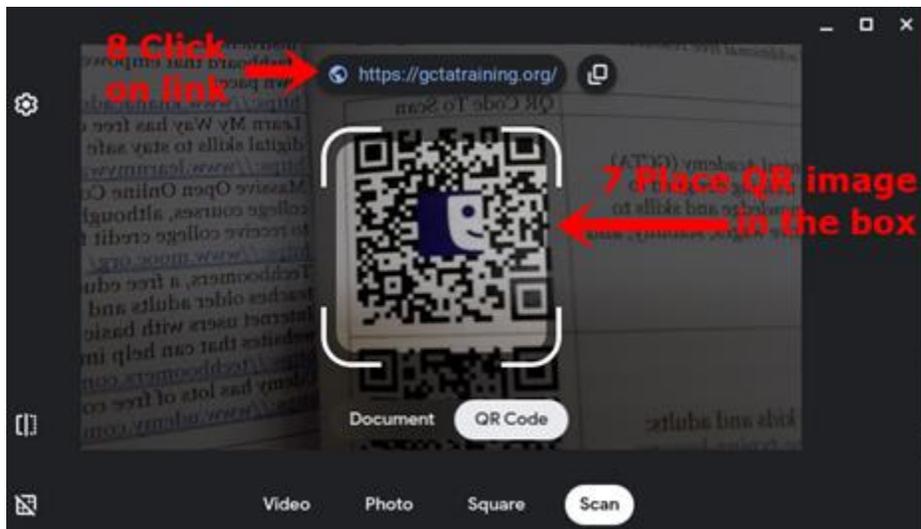
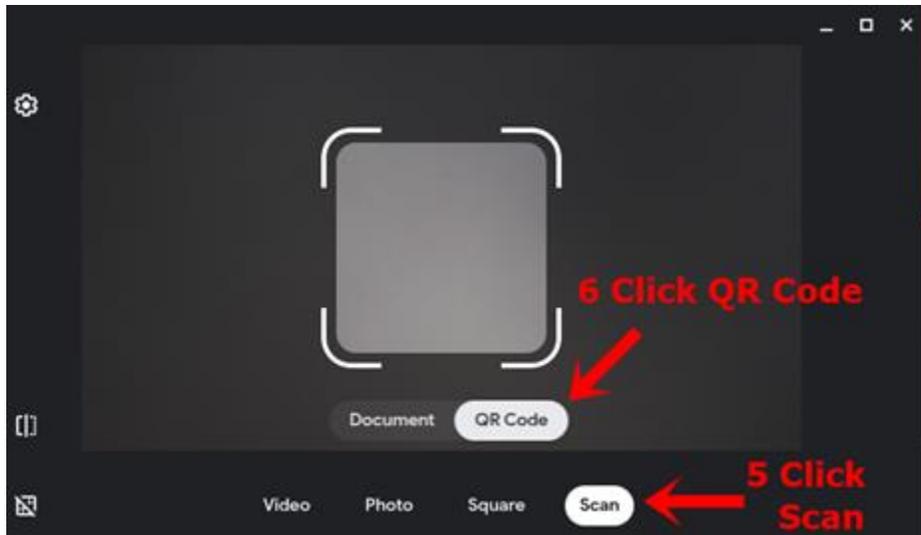
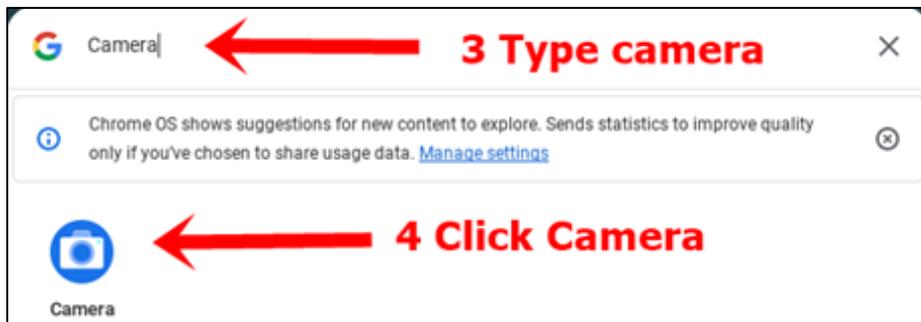
Shortcut	Action
Accessibility/Advanced Navigation	
Shift + Alt + B	Highlight bookmarks bar; use arrows to navigate
Shift + Alt + T	Highlight the icons in the address bar row
Shift + Alt + S	Highlight the status area at the bottom-right
Shift + Alt + L	Highlight the first shelf icon
Ctrl + Back	Move to previous keyboard-accessible area on screen
Ctrl + Forward	Move to next keyboard-accessible area on screen
Shift + Search + Volume Up	Opens right-click menu for highlighted element
Search + Ctrl + H	Toggle high contrast mode
Search + Ctrl + M	Magnify the entire screen
Search + Ctrl + D	Magnify part of the screen
Ctrl + Alt + Z	Toggle ChromeVox, the built-in screen reader
Miscellaneous	
Ctrl + Enter	Add "www." and ".com" to text in the address bar and open page
Ctrl + Period (.)	Show hidden files in Files app
Search + 1 — Search + Equals (=)	Use F keys (F1 through F12)
Ctrl + Alt + Period (.)	Switch to next user (if applicable)
Ctrl + Alt + Comma (,)	Switch to previous user (if applicable)
Ctrl + Shift + Space	Cycle between keyboard languages (if applicable)
Alt + Shift + M	Open Files app

10. FREE Additional Resources

Thanks, that is really helpful! Is there anything else I should know?

Yes, below is a list of additional **FREE** resources to help you reach your goals. As well as how to scan those codes so you do not have worry about typing the addresses in wrong.





Resource	QR Code To Scan
<p>Goodwill’s National Training and Career Advancement site is a great place to find MANY FREE resources to help you build a new future for yourself.:</p> <p>https://www.goodwill.org/jobs-training/training-and-career-advancement/</p>	
<p>Affordable Connectivity Program (ACP) helps low-income households pay for broadband service and internet connected devices. It is administered by USAC with oversight from the Federal Communications Commission (FCC):</p> <p>https://acpbenefit.org</p>	
<p>List of free typing lessons for kids and adults:</p> <p>https://www.lifewire.com/free-typing-lessons-1356656</p>	

Resource	QR Code To Scan
<p>How to get Microsoft Office 365 for FREE: https://www.cnet.com/tech/services-and-software/save-money-on-microsoft-office-get-word-excel-and-powerpoint-for-free/</p>	
<p>Alison has thousands of free online courses with certificates and diplomas with no enrollment or subscription fees: https://alison.com</p>	
<p>(Ask) Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues: https://askjan.org</p>	

Resource	QR Code To Scan
<p>BBC WebWise is a series of short films introducing topics in relation to Using Email, Using The Internet, Using Mobiles and Keeping Safe Online: https://www.bbc.co.uk/programmes/p023xv3k</p>	
<p>Coursera partners with more than 200 leading universities and companies to bring flexible, affordable, job-relevant online learning to individuals and organizations worldwide: https://www.coursera.org/</p>	
<p>Google's free video-based training for job-ready skills: https://applieddigitalskills.withgoogle.com/en/learn</p>	

Resource	QR Code To Scan
<p>Khan Academy offers practice exercises, instructional videos, and a personalized learning dashboard that empower learners to study at their own pace: https://www.khanacademy.org</p>	
<p>Learn My Way has free courses for you to learn digital skills to stay safe and connected: https://www.learnmyway.com/</p>	
<p>Massive Open Online Courses (MOOCS) are free college courses, although a fee is usually required to receive college credit from these Courses: https://www.mooc.org/</p>	

Resource	QR Code To Scan
<p>NPower creates pathways to economic prosperity by launching digital careers for military veterans and young adults from underserved communities: https://www.npower.org/</p>	
<p>Techboomers, a free educational website that teaches older adults and other inexperienced Internet users with basic computer skills about websites that can help improve their quality of life: https://techboomers.com/</p>	
<p>Udemy's mission is to create new possibilities for people and organizations everywhere. Their global marketplace features an extensive, multi-language library, which includes thousands of courses taught by real-world experts: https://www.udemy.com/</p>	

