

C11 Chromebook Accounts, Signing In, Adding and Removing Users

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 8/30/2022

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Summary

The following document describes the following:

- how to sign into a Chromebook at the beginning of each season
- how to delete old user accounts from a Chromebook
- how to create new user accounts
- how to set up your recovery email and phone number
- what to do if you are not able to sign into the Chromebook

High level Overview of Entire Process

At the beginning of each season, each user must first remove any pre-existing user accounts, if any are still left over on their Chromebooks, then reinstall their user accounts.

At the end of each season, all volunteers need to remove their accounts from their Chromebooks. For security reasons, all the cloud data in volunteer accounts are purged at the end of each season. The files that are stored locally on your Chromebook also need to be deleted, and this is done by removing all the user accounts from the Chromebooks.

If you do not remove the user accounts from your Chromebook at the end of the tax season, your account will no longer work during the off-season, **and worse, when you try to sign to that old account at the beginning of the next season, it may actually have some bad consequences that may require a support ticket to resolve the issue.**

User Account Activation

To sign into an AARP Foundation Tax-Aide Chromebook, you will need an active AARP Foundation Google Account. These Google accounts are created and managed by AARP Tax-Aide Foundation National Office and depend on your volunteer status and the time of year.

Prospective Volunteers

All new volunteers who have been accepted in the program as a prospective volunteer will be assigned a Prospective Volunteer (PV) AARP Foundation Google account. Your

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username would typically be "PVnnnn@AARPFoundation.org" where nnnn is a four-digit number.

New Certified Volunteers

Once you have been certified either as a Client Facilitator (CF) or a Counselor, and you have been assigned to an open active site, you are issued a volunteer AARP Foundation Google account. Your username for this account is typically "nnnnnnnnn@AARPFoundation.org" where nnnnnnnnn is your nine-digit volunteer ID.

Note that the new Google accounts are activated twice a week. As a result, it may take a few days before you can sign into a Chromebook after your district or state administrator has entered your new role as a Prospective Volunteer or as a Certified Volunteer (for example Client Facilitator or Counselor) into the portal.

In-Season Returning Volunteer Accounts

Returning Volunteers are issued new AARP Foundation Google accounts every year around mid-September. You should receive an email from your LC when the new accounts have been activated along with the initial password. Every year, you need to reset your volunteer account and your password (see procedure below). Your username for this account is typically "nnnnnnnnn@AARPFoundation.org" where 123456789 is your nine-digit volunteer ID.

Off-Season Volunteer Accounts

At the end of the tax season, all volunteer accounts are deleted. This occurs around Mid-May. For the off-season, you are issued an off-season account that is activated around May and is good till approximately the end of September. Your user name for these off-season accounts is typically "XXtannnnnnnn@aarpfoundation.org" where XX is the 2-digit calendar year (for example 22 for calendar year 2022) and nnnnnnnnn is your nine-digit volunteer ID.

When an in-season or off-season volunteer account is activated, an initial password is provided. This initial password must be used the first time you sign into the account. This initial password is typically **TaxAideXXXX!** Where XXXX is the year the account is created (Don't forget the exclamation mark!). (For instance, in 2022, the initial password is TaxAide2022!). This initial password is sent to you via email. Immediately after you first sign

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in, you must create your own password. Once you are signed into your account, you must enter a recovery email and a recovery phone number in case you lose your personal password (see procedure below).

Please contact your Local Coordinator or your District or State Administrator if you don't know your account username or initial password.

Sign into a Chromebook using initial password – new and existing volunteers at the beginning of the tax season

If you need more detailed instructions with examples, go to: [Appendices: Step by step instructions with examples.](#)

The first time you sign into your Chromebook with your reset Google account, do the following:

Screen	Action
N/A	<ol style="list-style-type: none">1. Fully charge the Chromebook.2. Power on the Chromebook3. Connect to the Internet
Sign In	<ol style="list-style-type: none">4. Remove any Username that appears on the sign-in screen by doing the following:<ol style="list-style-type: none">a. Click the arrow next to the username you want to remove.b. Select Remove Account from the drop-down menu. (See Appendix B)<p>Note 1: If you do not see “Remove Account”, your screen is probably locked but you haven't signed out of the account. Sign out of your Google account (bottom left corner of the screen, See Figure 3) or, power off the Chromebook then power it back on. When your username name appears, repeat a. and b. above.</p><p>Note 2: If multiple usernames appear in the Sign-in screen at the beginning of the season, you remove each of them separately following the steps above.</p>
Sign into your Chromebook	<ol style="list-style-type: none">5. Enter your Tax-Aide Google account email address which is typically nnnnnnnnn@aarpfoundation.org where nnnnnnnnn should be replaced with your nine-digit volunteer ID number. (See Figure 7)6. Click Next.

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Welcome	<p>7. Enter the initial password, typically TaxAideXXXX! Where XXXX is the year that the account is created (for example, in 2022, the initial password is TaxAide2022!) Don't forget the exclamation mark! (See Figure 8)</p> <p>8. Enter a strong unique password. Minimum 10 characters.</p> <p>9. Press Enter twice to confirm.</p> <p>Note: For all subsequent sign-ins, you will need your unique password.</p>
You are signed in	<p>10. Leave Review Sync options box unchecked.</p> <p>11. Click Accept and continue.</p>
Sync your Chromebook	<p>12. Do not check the box. Click Accept and continue.</p>
Google Play apps and services	<p>13. -Leave Backup to Google Drive checked.</p> <p>14. -Leave the Use location box checked.</p> <p>15. -Leave the Google Play options box unchecked.</p> <p>16. Click Accept.</p>
Landing screen	<p>17. Setup your recovery email and cell phone number by doing the following (See Appendix D):</p> <ul style="list-style-type: none">c. Click the Google Chrome button at the bottom of the screen.d. Select the Tax-Aide Links tab at the top left of the screene. Select Google Link from the drop-down menu.f. Select Google Update Recovery Infog. Scroll down the page to Ways we can verify it's you! and verify or enter your personal email address and cell phone number.

If you ever forget your Tax-Aide Google account password, you will then be able to recover it using either your personal phone or email you specified in this verification and recovery screen. If this happens, you will need to first remove the Google user account from the Chromebook per the procedure explained above, then add your Google Account back in. When you reach the screen to enter your password, click on the "Forgot Password" button and follow the instructions to reset your password.

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What to do if you are unable to sign in

If you cannot sign in to your Chromebook, first check the exact spelling of the username and passwords. Note that passwords are case sensitive. Most of the trouble with sign-ins are due to incorrect or misspelled passwords.

If after checking the spelling of your username and password, you still cannot sign in to your Chromebook, do not submit a support ticket on the volunteer portal. Instead, first ask your LC for assistance. If he or she can't resolve the issue, contact your TC. If your TC can't resolve the issue, he will escalate the problem to the state TCS for assistance. Only after the TCS has been contacted can a support ticket be submitted via the AARP Tax-Aide Foundation volunteer portal.

Signing Into Chromebook after initial Sign-in

When you turn on your Chromebook, all the user accounts registered on that machine will show up on the initial page. If you are sharing the Chromebook with other volunteers, there could be more than one user account listed there if more than one user had signed-on to that Chromebook.

If you had previously signed in on this Chromebook, your name should appear on the Sign-in screen, click your name and enter your password. You are signed in and the Landing Screen will appear. You are done!

If you don't see your name listed in the Sign In page, and the "Sign off" button shows up on the left bottom of the Sign In screen, someone else may still be signed in. In this case, click the "Sign Off" button. Your name should now appear on the Sign In page.

If your name still does not show up on the Sign In screen when all users are signed off, your account may not yet be registered on that Chromebook, or it may have been removed. In that case, you will need to register your account on that Chromebook by following the same steps described below. ([See also Appendix C](#))

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Screen	Action
N/A	<ol style="list-style-type: none">1. Power on the Chromebook2. Connect to the Internet
Sign In	<ol style="list-style-type: none">3. If you had previously signed in on this Chromebook, you name should appear on the Sign in screen, click your name and enter your password. You are signed in and the Landing Screen will appear. You are done!4. If you hadn't previously signed in that Chromebook, you will need to first add your user account. Make sure first all users are signed out (Click the "Sign Out" button if it shows on the left bottom corner of the Sign-in screen. See Figure 3).5. Click the "Add person" button on the left bottom of the screen. (See Figure 6).
Sign into your Chromebook	<ol style="list-style-type: none">6. Enter your full Tax-Aide Google account email address which is typically nnnnnnnnn@aarpfoundation.org where nnnnnnnnn should be replaced with your nine-digit volunteer ID number. (See Figure 7).7. Click Next.
Welcome	<ol style="list-style-type: none">8. Enter your unique password. (See Figure 8).
various	<ol style="list-style-type: none">9. If you see screens requiring Accept, click Accept and continue on all screens.
Landing screen	<ol style="list-style-type: none">10. If you have not done so already, verify your recovery email and cell phone number by doing the following (See Also Appendix D):<ol style="list-style-type: none">h. Click the Google Chrome button at the bottom of the screen.i. Select the Tax-Aide Links tab at the top left of the screenj. Select Google Link from the drop-down menu.k. Select Google Update Recovery Infol. Scroll down the page to Ways we can verify it's you! and verify or enter your personal email address and cell phone number.

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Appendices: Step by Step Instructions with Examples

Appendix A: Signing Into Chromebook

When you turn on your Chromebook, all the user accounts installed on that machine will show up on the initial page (See Figure 1). There could be more than one user account listed there if more than one user had signed-on to that Chromebook.

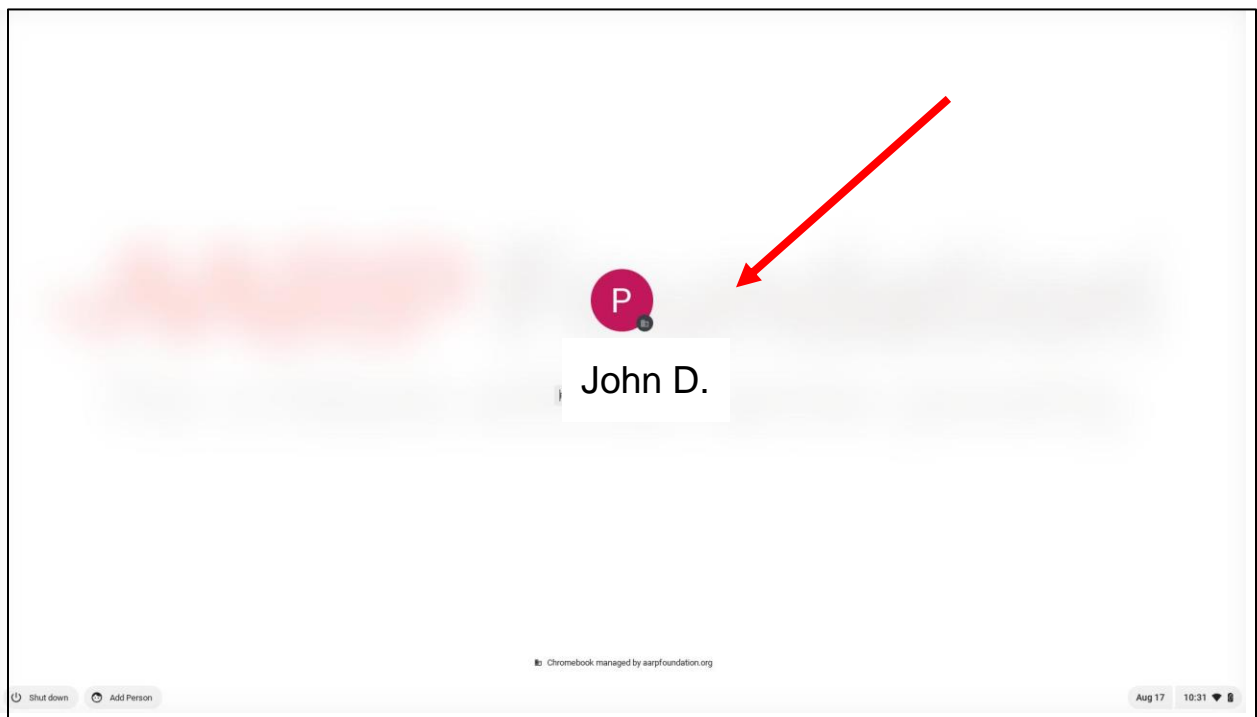


Figure 1: Chromebook Initial page with one user account

There are two very similar types of Sign In Screens which can be confusing. The first type of sign-in screen is the one that shows up if you restart your Chromebook from a complete shutdown or after signing out of all user accounts. That screen has 2 buttons on the bottom left: “Shut Down” and “Add person”. (See Figure 2).

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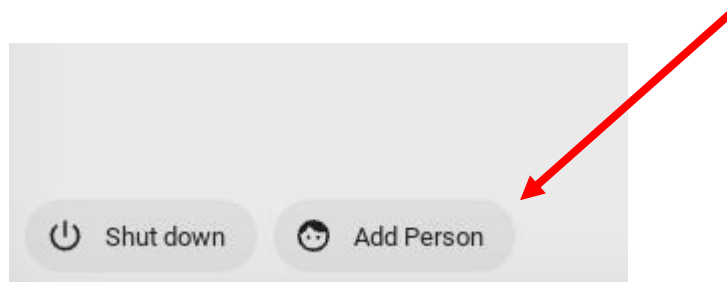


Figure 2: Bottom left corner of the screen after signing off.

The second very similar sign-in screen appears if the screen locks you out after a timeout, or if you close the lid. On that sign-in screen, the 2 buttons on the bottom left will say “Shut Down” and “Sign out” as shown in Figure 3. This means that you are still signed in but the screen has been locked.

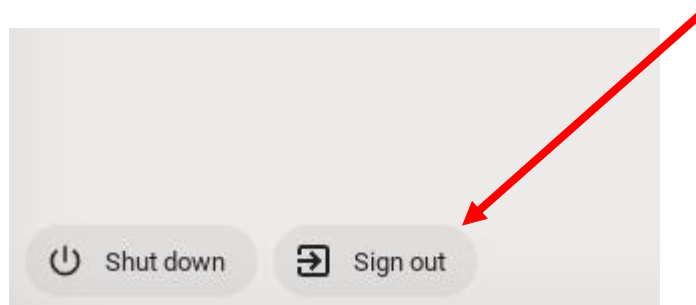


Figure 3: Bottom left corner of the screen after screen lock

If this is the case, you need to click on the “Sign out” button to sign out of the account first. After that, you should see the buttons “Shut Down” and “Add person” as shown in Figure 2 at the bottom left side of the screen. Note that you can only add or remove user accounts if you are signed out of all user accounts and the sign-in screen is of the first type with the “Shut down” and “Add Person” buttons on the bottom left corner of the screen.

Appendix B: Removing Old Chromebook User Accounts

To remove an account, click on the drop-down arrow next to the account owner’s name (See Figure 4). Click the “Remove account” button (See Figure 4).

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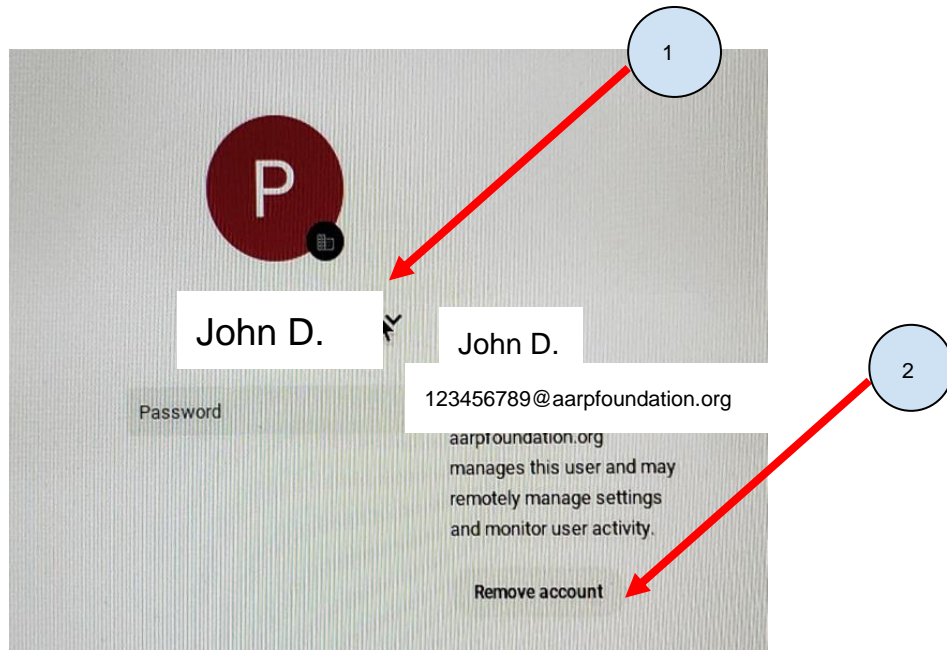


Figure 4: Remove account button

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then click “Remove account” again (See Figure 5).

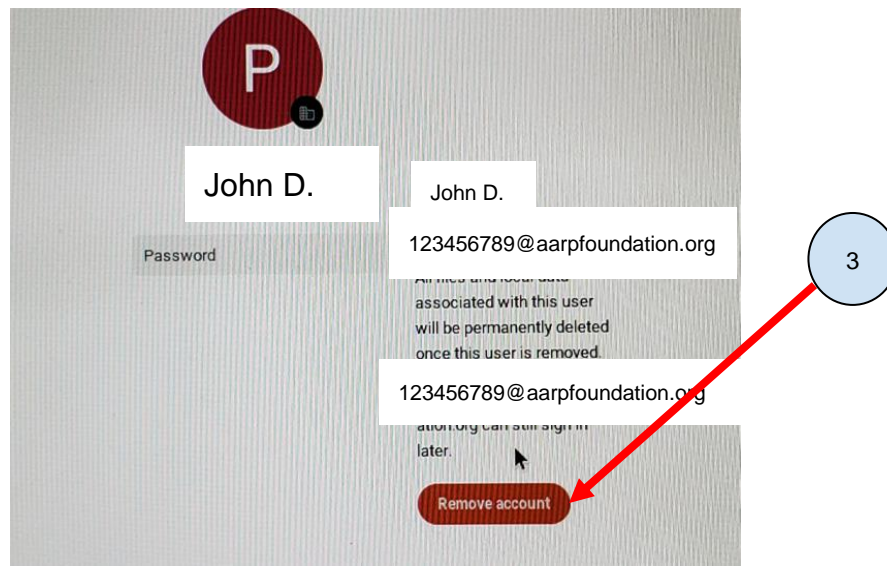


Figure 5: Remove account again

If there are more than one user account installed on the Chromebook, you will be back to the initial page and you can repeat the process to delete all existing user accounts.

When there are no other accounts left in the Chromebook, you will be brought to the Sign-On page as shown in Figure 7 in the next chapter.

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Appendix C: Adding a New Chromebook User Account

To add a new user account on a Chromebook, first make sure you are signed out (see above), then click on the “Add person” button on the bottom left of the initial page (See Figure 6).

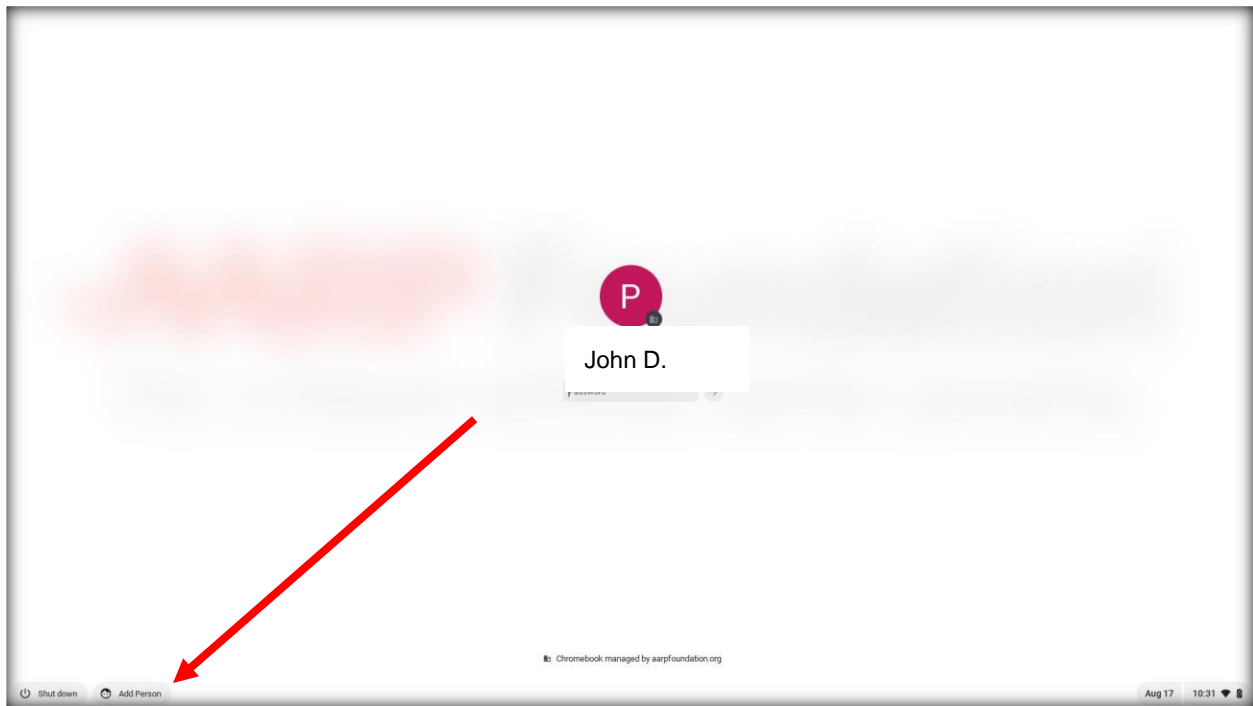


Figure 6: Initial page with “Add person” button to add a new user account

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This will bring you to the New User Sign-in page (See Figure 7).

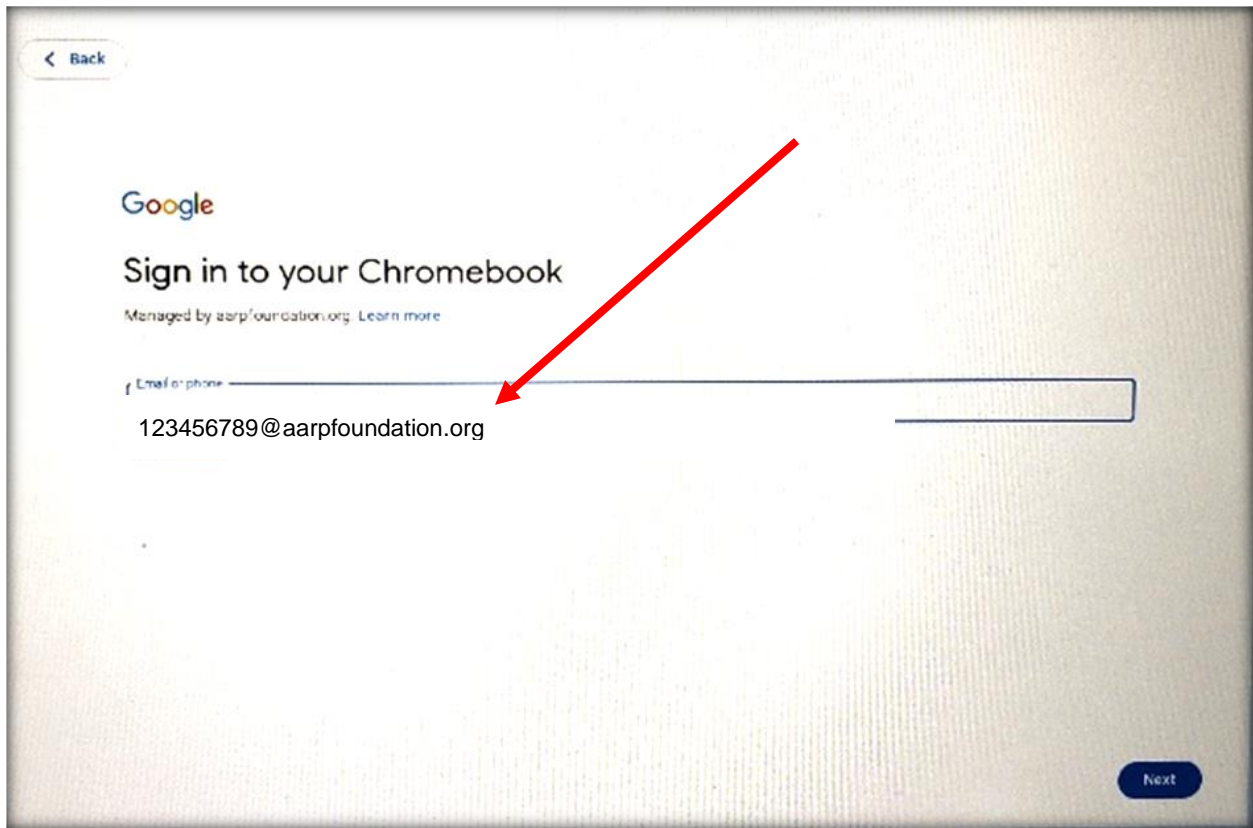


Figure 7: Sign-On New User Account to Chromebook

Enter your full AARP username which is also your Tax-Aide email address. The username depends on your volunteer status and the time of year. (See “User Account Activation” Chapter above). It should follow one of the following formats:

1. **For Prospective Volunteer:** PVxxxx@aarpfoundation.org, where “xxxx” is a 4 digit number followed by the domain name “@aarpfoundation.org”.
2. **For In-Season Certified Volunteer:** xxxxxxxx@aarpfoundation.org, your 9 digit AARP Tax-Aide volunteer ID number followed by the domain name “@aarpfoundation.org”.
3. **For Off-Season Certified Volunteer:** yytaxxxxxxxxx@aarpfoundation.org, where “yy” is the 2 digit current year and “xxxxxxxx” is your 9 digit AARP Tax-Aide volunteer ID number.

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The next step is to enter your password (See Figure 8). The first time you sign in to your user account at the beginning of a tax season, you will need to enter the default initial password. Your Local Coordinator will give you that password. You will then need to immediately change it.

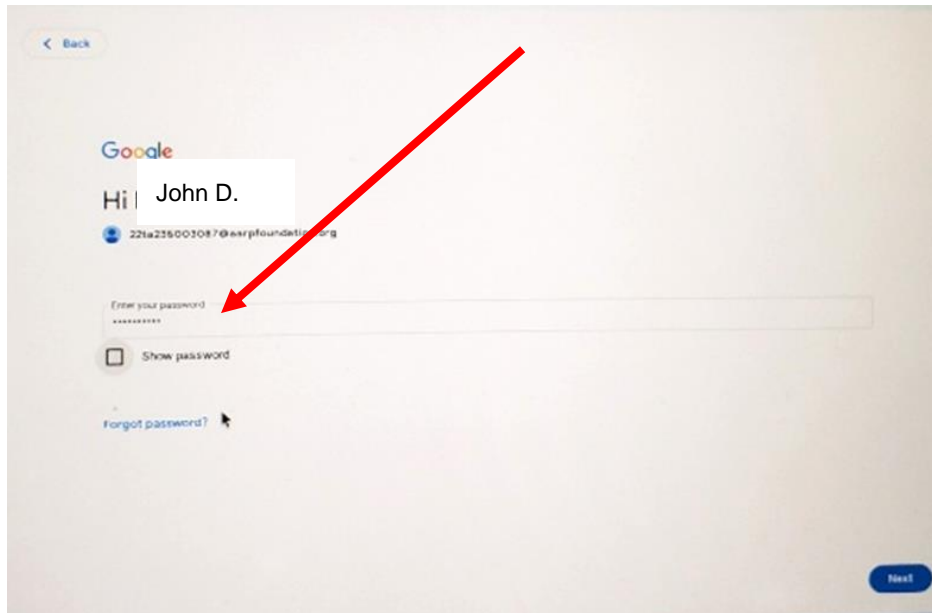


Figure 8: Enter your password

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For the next 3 pages, click “accept and continue” or “More” buttons to accept the default settings. (See Figures 9, 10 and 11).

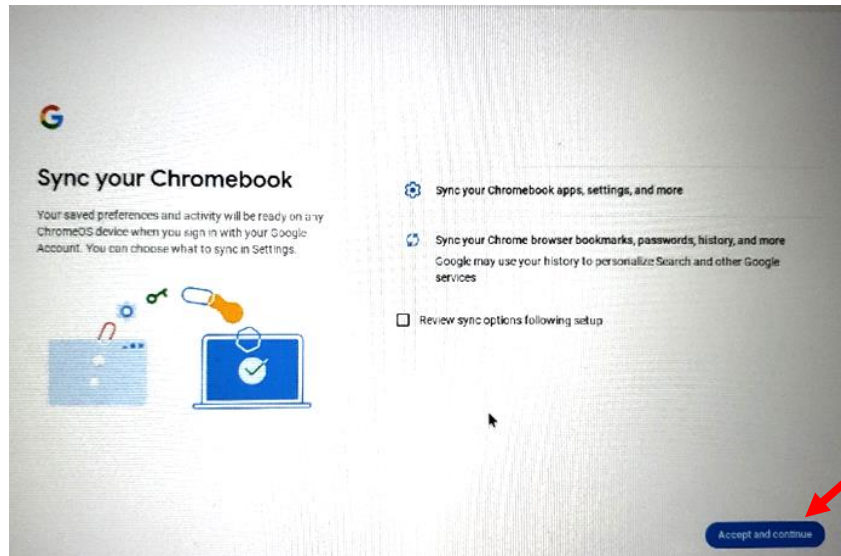


Figure 9: Sync Chromebook Settings

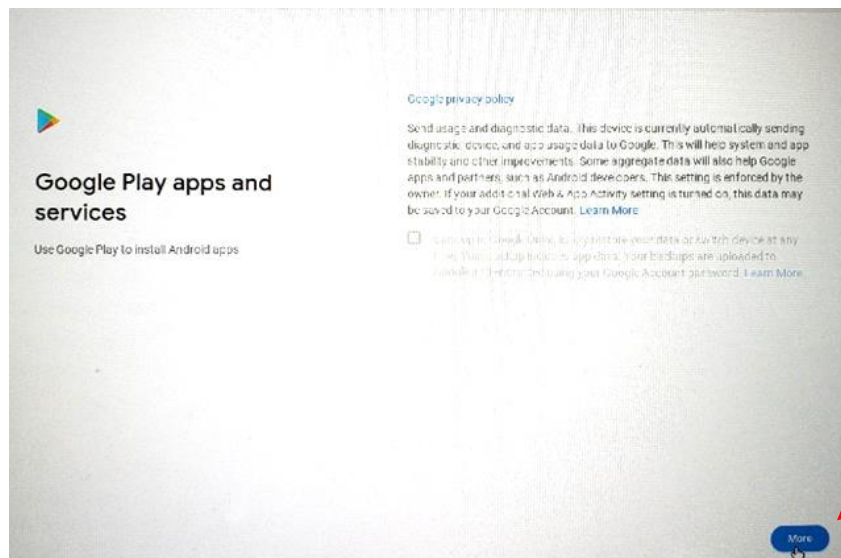


Figure 10: Google Play apps and services

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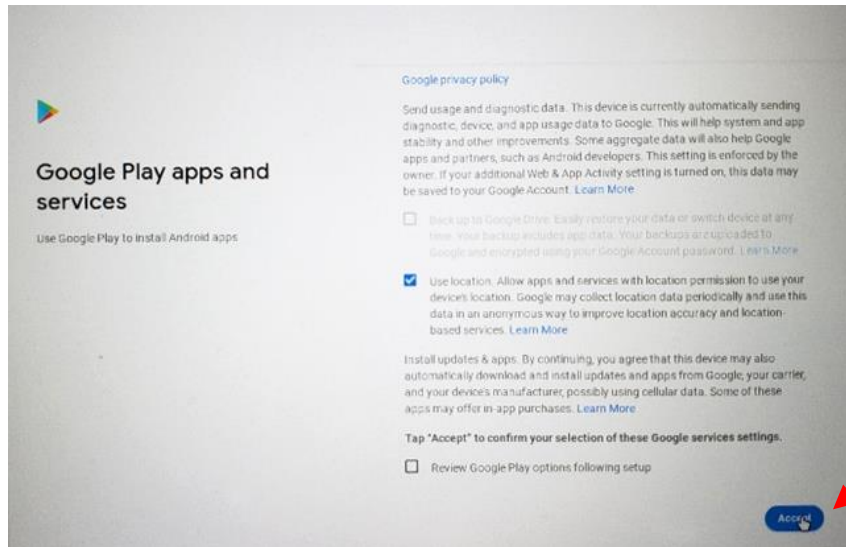


Figure 11: Google Play apps and services, page 2

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When this step is completed, you will be back to the initial sign-in page (See Figure 12) where you can then enter your password in the box just below the account owner's name to sign-on to your account to use the Chromebook.

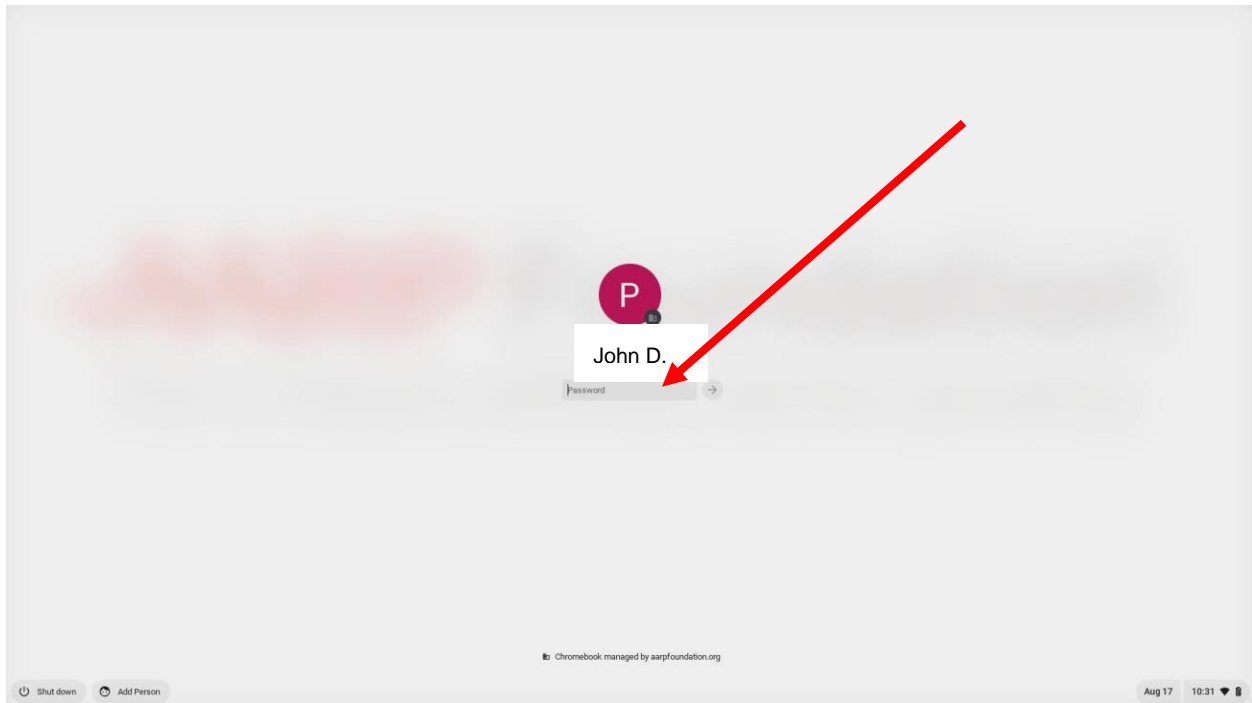


Figure 12: Initial Page – Select a User Account and enter password.

Appendix D: Enter recovery email and phone number.

The first time you sign in to a new account, for example at the beginning of each tax season, it is important to enter a recovery email and phone number just in case you forget your user account password. With a recovery email and password, you can restore a new password by yourself without outside assistance.

Note that it is necessary to re-enter your recovery email and recovery phone at the beginning of each tax season, because all this information is purged during the off-season account purge process!

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Once you are signed in, open a new tab in the Google Chrome browser, and type in “Account.Google.com” in the address bar **OR** go to the bookmark “Tax-Aide Links > Google Links > Update Recovery Info” as shown in Figure 13.

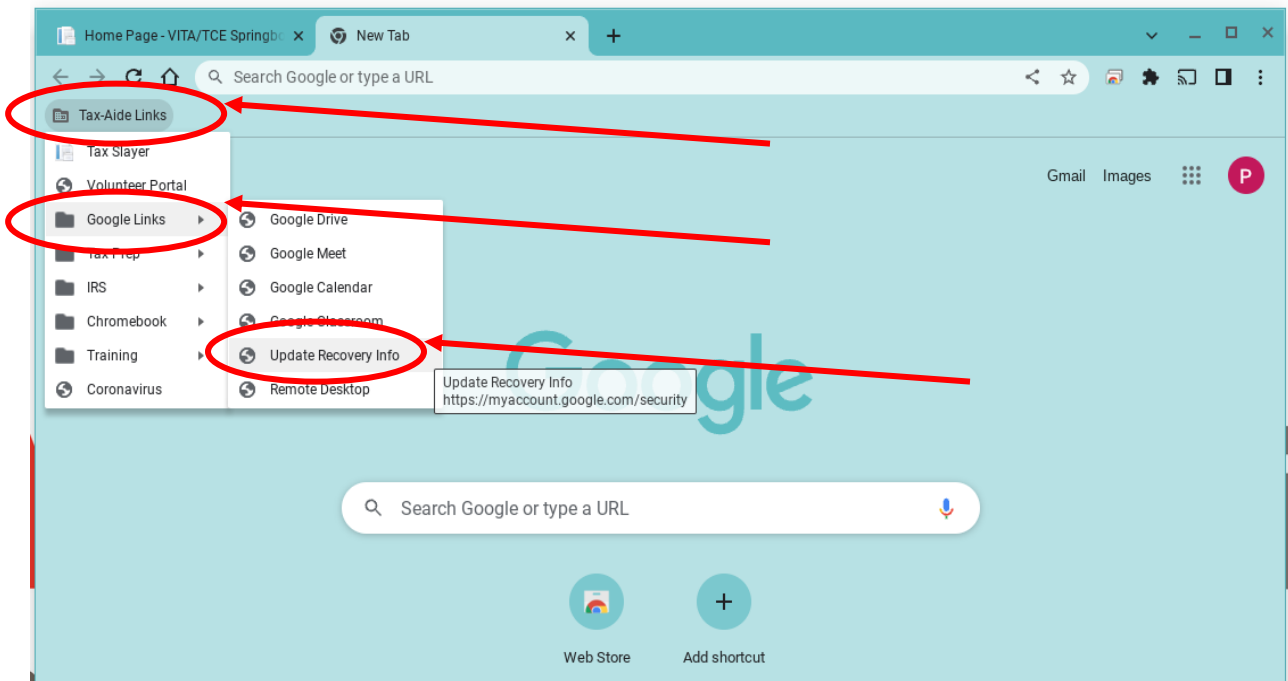


Figure 13. Bookmark to Update Recovery Info

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This bookmark will open the “Account.google.com” web page as shown in Figure 14.

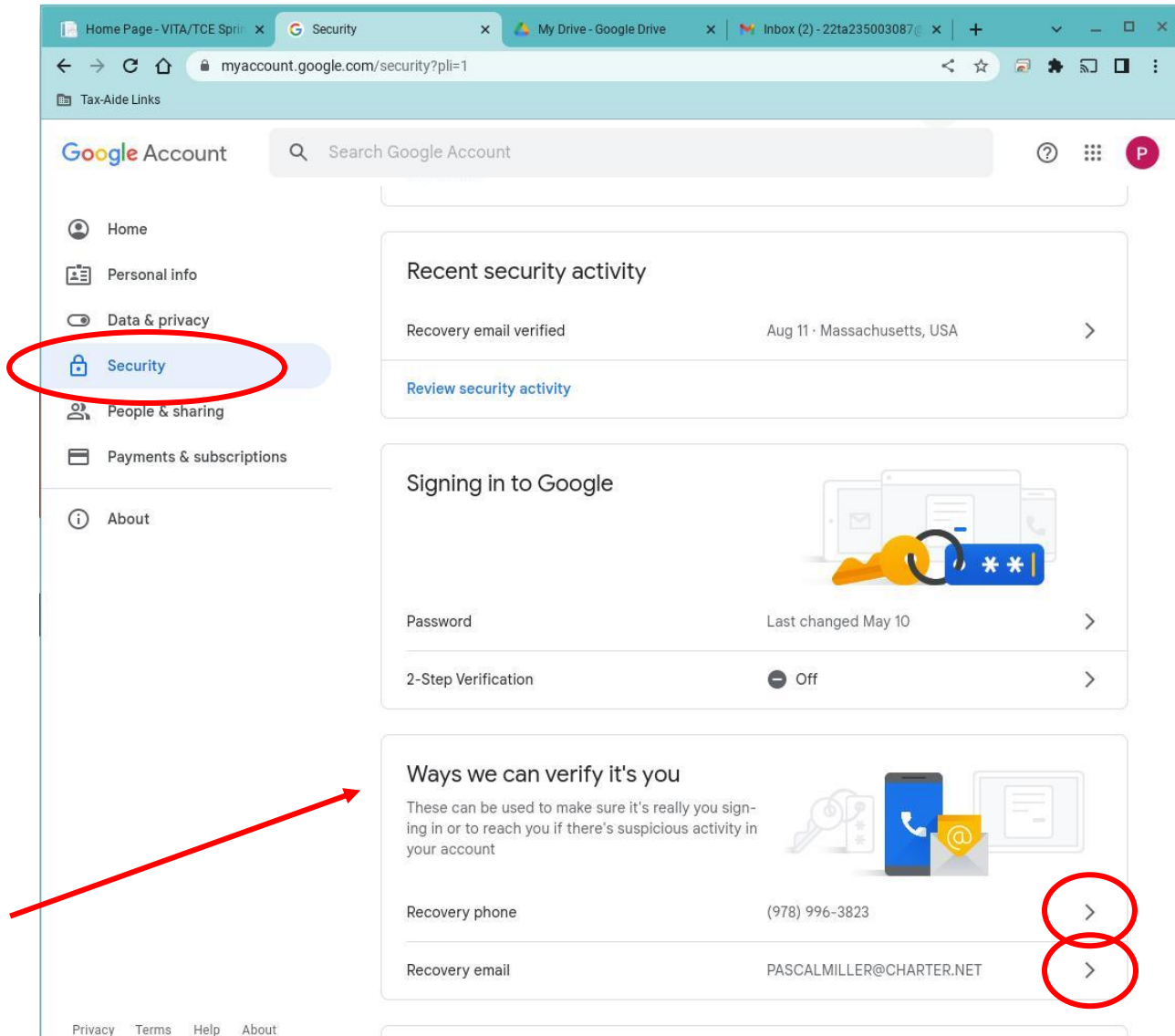


Figure 14: Google Account Setting Web Page

Go to the “Security” tab section then scroll down to the “Ways we can verify it’s you” section. Click on the arrow next to “Recovery phone” and follow the instructions to enter your recovery phone number (note that it will ask you for your password first). Click on the “Recovery email” and follow the instructions to enter your recovery email.

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If you ever forget your Tax-Aide Google account password, you will then be able to recover it using either your personal phone or email you specified in this verification and recovery screen. If this happens, you will need to first remove the Google user account from the Chromebook per the procedure explained above, then add your Google Account back in. When you reach the screen to enter your password, click on the “Forgot Password” button as shown in Figure 15 and follow the instructions to reset your password.

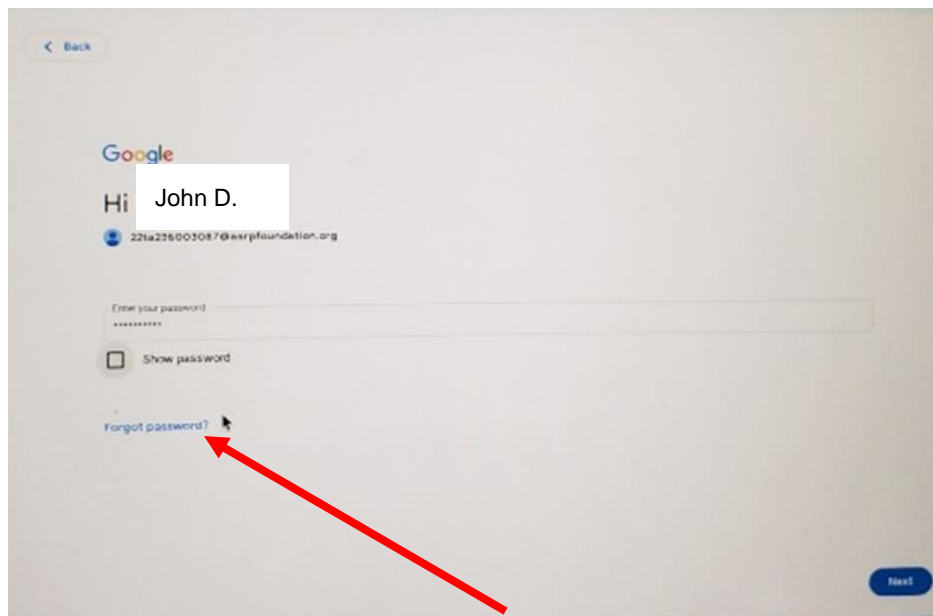


Figure 15. Google User Account Sign in - Password entry screen

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Revision History

Version #	Date	Initials	Comments
1	8/30/2022	PM	Initial Release