


# C11 - Chromebook Accounts, Signing in, Adding and Removing Users

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 10/09/2023

## QUICK START FOR FIRST TIME USE IN A NEW TAX SEASON

(NOTE: If you encounter any issues, please consult the rest of the document.)

Screen	Action
Connect to Network	1. Fully charge the Chromebook and power on the Chromebook, Connect to a network.
Sign In	2. Remove <b>any Username</b> that appears on the sign-in screen by doing the following: <ol style="list-style-type: none"> <li>Click the arrow next to the username you want to remove.</li> <li>Select <b>Remove Account</b> from the drop-down menu.</li> </ol> <p><b>Note 1:</b> 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, or, power off the Chromebook then power it back on. When your username appears, repeat a. and b. above.</p> <p><b>Note 2:</b> 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	3. Enter your full Tax-Aide Google account email address which depends on the account type (see <a href="#">table</a> below). 4. Click <b>Next</b> .
Welcome	5. Enter the initial password, which also depends on the account type (See <a href="#">table</a> below).
Change Password	6. Enter a strong unique password. Minimum 10 characters. 7. Enter the password a second time 8. Press <b>Enter</b> to confirm. <b>Note:</b> For all subsequent sign-ins, you will need your unique password.
Accept all screens	9. Leave all default options as they are and click <b>Accept and continue</b> . 10. On the next screen, there is nothing to change. Click <b>More</b> . 11. On the last screen, leave all the default options as they are and click <b>Accept</b> .
Check Recovery email and phone	12. Launch Chrome from the icon at the bottom of the task bar 13. Go to <b>Tax-Aide-Links -&gt; Google Links -&gt; Update Recovery Info</b> 14. Scroll down the page to <b>Ways we can verify it’s you!</b> and verify or enter your personal email address and cell phone number.
Check for Chrome OS Update	15. Click on the right bottom (time) button of the screen. 16. Click on the Gear Settings icon  . Ignore any <b>Account Blocked</b> popups you see. 17. In the <b>Settings</b> window, click on the “ <b>About ChromeOS</b> ” tab. 18. Click on <b>Check for Updates</b> . 19. If there are any new updates, <b>Restart</b> the Chromebook. 20. After the CB restarts, log in and check again for updates. 21. Repeat this process until it says “ <b>Your Chromebook is uptodate</b> ”. (Note: it may take a couple of restarts).

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## Account Types, Usernames and Initial Passwords Summary

**YY or YYYY** is the current Tax Year or the next Tax Year after May 1 of the current year.

Type of Account	User Name Format	Initial Password Format
Prospective Volunteer	<a href="mailto:PVx@aarpfoundation.org">PVx@aarpfoundation.org</a> x is the PV number (1 to 999999)	<b>TaxAideYYYY!</b> (e.g. TaxAide2023!)
Certified Volunteer	<a href="mailto:nnnnnnnntyYY@aarpfoundation.org">nnnnnnnntyYY@aarpfoundation.org</a> YY=current calendar year of creation, nnnnnnnn=Vol ID. e.g. for calendar / tax year 2023: <a href="mailto:123456789ty23@aarpfoundation.org">123456789ty23@aarpfoundation.org</a>  Next year's accounts will be created in Mid April and the current year accounts will disappear in early May	<b>TaxAideYYYY!</b> (e.g. TaxAide2023! for calendar / tax year 23)
Google Voice Account (1 per site)	<a href="mailto:zzzzzzzz@aarpfoundation.org">zzzzzzzz@aarpfoundation.org</a> zzzzzzzz is your 8 digit site ID (without the S)	<b>TaxaideYYYY!</b> (See Note 1)

**Note 1:** Active sites that have not used their Google Voice Account during the Tax Season will have their account password reset to the default password by May 1 for the next tax season. For example, Taxaide2023! will be the default password for new or previously unused Google Voice accounts between May 1 2023 and April 30 2024. The password of active sites that use their Google Voice account during the last tax season will not be reset for the next season.

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## Summary

This document describes the following:

- how to sign in 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
- how to reset or change your account password
- what to do if you are not able to sign into the Chromebook
- How to test your new account
- How to customize your account

## 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 last year's user account(s) from your Chromebook at the end of the tax season, your last year account will no longer sync properly with the cloud and you will wonder what is wrong.

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### 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 username would typically be "PVx@AARPFoundation.org" where x is a random number from 1 to 999999. ***There are 5000 valid PV accounts among 999,999 possible accounts. Groups of those accounts are allocated to each state. Please have your DC contact your ADS or SC to get an account for a new PV.***

#### **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 "nnnnnnnntyYY@AARPFoundation.org" where nnnnnnnn is your nine-digit volunteer ID, and YY is the current year of account creation or the tax year if created in Jan or Feb of the following year. For example an account created in Calendar 2023 or early 2024 for tax year 2023 will be

[123456789ty23@aarpfoundation.org](mailto:123456789ty23@aarpfoundation.org)

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.

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### Volunteer Account Annual Change

At the end of the tax season, all volunteer accounts are deleted and new accounts are issued. The new accounts are activated around mid-April, and the old accounts are deleted in early May. This overlap of a couple of weeks allows the transfer of any data that you may want to retain from one year to the next from the old account to the new account.

Your Volunteer Account username is “**nnnnnnnnntyYY@aarpfoundation.org**” where YY is the 2-digit calendar year and nnnnnnnnn is your nine-digit volunteer ID. For example, for calendar / tax year 2023, the username would be similar to:

[123456789ty23@aarpfoundation.org](mailto:123456789ty23@aarpfoundation.org)

When a new 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 **TaxAideYYYY!** Where YYYY is the year in which the account is created or the current tax year if the account is created early in the next calendar year. (Don't forget the exclamation mark (!) ! (For instance, accounts created from April 2023 through Feb 2024 will be 2023 accounts and the initial password is TaxAide2023! ).

Immediately after you first sign 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.

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## 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"><li>1. Fully charge the Chromebook.</li><li>2. Power on the Chromebook</li></ol>
Connect to Network	<ol style="list-style-type: none"><li>3. Select your secure Network SSID from the list</li></ol>
Join Wi-Fi Network	<ol style="list-style-type: none"><li>4. Enter Password for Network router</li><li>5. -Leave Security at Default (PSK)</li><li>6. -Leave “allow other users of this device to use this network” on</li><li>7. Click <b>Connect</b></li></ol>
Sign In	<ol style="list-style-type: none"><li>8. Remove <b>any Username</b> that appears on the sign-in screen by doing the following:<ol style="list-style-type: none"><li>a. Click the arrow next to the username you want to remove.</li><li>b. Select <b>Remove Account</b> from the drop-down menu. (<a href="#">See Appendix B</a>)</li></ol><p><b>Note 1:</b> 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, <a href="#">See Figure 5</a>) or, power off the Chromebook then power it back on. When your username appears, repeat a. and b. above.</p><p><b>Note 2:</b> 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></li></ol>
Sign into your Chromebook	<ol style="list-style-type: none"><li>9. Enter your Tax-Aide Google account email address which is typically <b>nnnnnnnnntyYY@aarpfoundation.org</b> where nnnnnnnnn should be replaced with your nine-digit volunteer ID number and YY is the last 2 digits of the tax year. (<a href="#">See Figure 9</a>)</li><li>10. Click <b>Next</b>.</li></ol>



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Welcome	<p>11. Enter the initial password, typically <b>TaxAideYYYY!</b> for in-season volunteer accounts where YYYY is the current tax year (for example, for TY 2023, the initial password is TaxAide2023!) Don't forget the exclamation mark (!) (<a href="#">See Figure 10</a>)</p>
Change Password	<p>12. Enter a strong unique password. Minimum 10 characters.            13. Enter the password a second time            14. Press <b>Enter</b> to confirm.  <b>Note:</b> For all subsequent sign-ins, you will need your unique password.</p>
Sync your Chromebook	<p>15. Leave all default options as they are and click <b>Accept and continue</b>. (<a href="#">See Figure 11</a>)</p>
Google Play apps and services	<p>16. On the first screen (<a href="#">See Figure 12</a>), there is nothing to change. Click <b>More</b>.            17. On the second screen (<a href="#">See Figure 13</a>), leave all the default options as they are and click <b>Accept</b>.</p>
Landing screen	<p>18. Setup your recovery email and cell phone number by doing the following (See <a href="#">Appendix D</a>):</p> <ol style="list-style-type: none"> <li>a. Click the <b>Google Chrome</b> button at the bottom of the screen.</li> <li>b. Select the <b>Tax-Aide-Links</b> tab at the top left of the screen</li> <li>c. Select <b>Google Links</b> from the drop-down menu.</li> <li>d. Select <b>Update Recovery Info</b></li> <li>e. Scroll down the page to <b>Ways we can verify it's you!</b> and verify or enter your personal email address and cell phone number.</li> </ol>
Check for Chrome OS Update (See also Appendix H)	<p>19. Click on the right bottom (time) button of the screen.            20. Click on the Gear Settings icon . Ignore any pop ups which say "<b>Account Blocked</b>". Access to Google Play is limited to a subset of apps.            21. In the <b>Settings</b> window, click on the "<b>About ChromeOS</b>" tab.            22. Click on <b>Check for updates</b>.            23. If there are any new updates, <b>Restart</b> the Chromebook.            24. After the CB restarts, log in and check again for updates.            25. Repeat this process until it says "<b>Your Chromebook is uptodate</b>". (Note: it may take a couple of restarts).</p>

Once your recovery email and phone are set, if you ever forget your Tax-Aide Google account password, you will then be able to recover it using either your specified personal phone or email. (See [Appendix E: Reset Account Password](#).)




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### What to do if you are unable to power up your Chromebook

When your Chromebook does not start/boot, you can use the steps below to get your Chromebook to start/boot again.

1. Make sure that all external devices are disconnected.
2. Connect the power adapter to your Chromebook and charge the Chromebook for 30 minutes.
3. Power on the Chromebook by pressing the Power button . If the Chromebook still does not boot, proceed with the next step.
4. Leave the Chromebook connected to the power adapter and press the Power button  for 8 seconds to make sure that the Chromebook is completely powered off.
5. Press and hold the Refresh button , and briefly press the Power button.
6. When the Chromebook starts, release the buttons.

### 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 Local Coordinator (LC) for assistance. If he or she can't resolve the issue, contact your Technology Coordinator (TC). If your TC can't resolve the issue, he will escalate the problem to the state Technology Specialist (TCS) for assistance. Only after the TCS has been contacted should a support ticket be submitted via the AARP Tax-Aide Foundation volunteer portal.

### Testing a new account

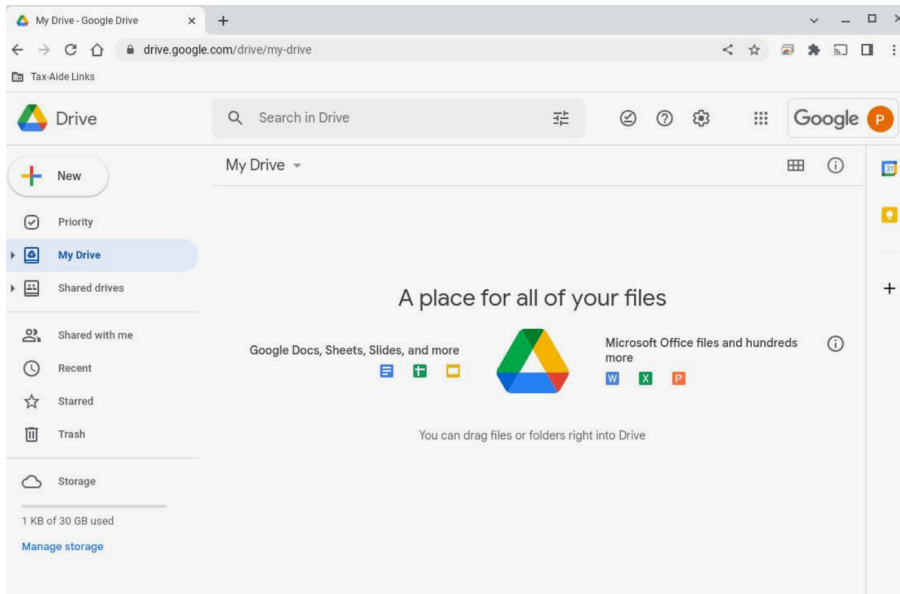
Once you sign up to a new account, you should test if this account is properly activated. If the account has been properly activated, all the Google apps such as Gmail and Google Drive will work properly. If the account is installed on the Chromebook but not active, for instance if you use last year's account, everything may still work, except for Google specific applications.

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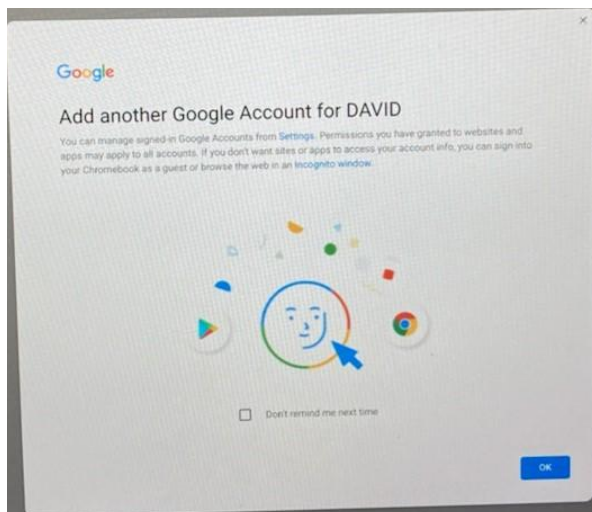
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Open Google Drive app and check that it displays correctly. The Google Drive window should appear similarly to Figure 1 below.



**Figure 1: Google Drive Window**

If the Google account is not active, Google Drive will not be able to open and a pop-up window similar to Figure 2 will ask you to Add Another Google Account.



**Figure 2: Pop-up Message asking to Open another Google Account**

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***If this message appears, you are most likely logged in to a previous year's account. In this case, log out of the account, remove the account, then add the account back in the Chromebook per the procedure described above. Finally, test again by opening the Google Drive application.***

### 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"> <li>1. Power on the Chromebook</li> <li>2. Connect to the Internet (if not already connected)</li> </ol>
Sign In	<ol style="list-style-type: none"> <li>3. 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!</li> <li>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. <a href="#">See Figure 5</a>).</li> <li>5. Click the "Add person" button on the left bottom of the screen. <a href="#">(See Figure 8)</a>.</li> </ol>
Sign into your Chromebook	<ol style="list-style-type: none"> <li>6. Enter your full Tax-Aide Google account email address which is typically nnnnnnnntyYY@aarpfoundation.org where nnnnnnnn should be replaced with your nine-digit volunteer ID number and YY the current calendar year or the current tax year if the account is created early the next year. <a href="#">(See Figure 9)</a>.</li> <li>7. Click <b>Next</b>.</li> </ol>
Welcome	<ol style="list-style-type: none"> <li>8. Enter your unique password. <a href="#">(See Figure 10)</a>.</li> </ol>
various	<ol style="list-style-type: none"> <li>9. If you see screens requiring Accept, with some options, leave all the default options and click <b>Accept and continue</b> on all screens.</li> </ol>
Landing screen	<ol style="list-style-type: none"> <li>10. If you have not done so already, verify your recovery email and cell phone number by doing the following <a href="#">(See Also Appendix D)</a>:               <ol style="list-style-type: none"> <li>h. Click the <b>Google Chrome</b> button at the bottom of the screen.</li> <li>i. Select the <b>Tax-Aide-Links</b> tab at the top left of the screen</li> <li>j. Select <b>Google Links</b> from the drop-down menu.</li> <li>k. Select <b>Update Recovery Info</b></li> <li>l. Scroll down the page to <b>Ways we can verify it's you!</b> and verify or enter your personal email address and cell phone number.</li> </ol> </li> </ol>

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## Account Customization and File Transfer from another Google Account

Once you are signed in to your account, you may want to connect your printer and customize your screen by adding bookmarks and pinning frequently used apps on the shelf.

You may also want to transfer files and folders from another account into this new account. For instance, prior to the purge of last year accounts, you may want to transfer and save some of your old files or folders to a new account. Contact lists and bookmarks can also be transferred in this fashion from one account to another.

Add Printer	See “ <a href="#">P01 Chromebook Printer Installation Guide</a> ” document in the Portal Library→ Blue Technology folder→ Equipment→Printer and Scanner subfolder.
Pin Current Apps	Click on Launcher in the lower left corner of the screen to see all installed apps. To pin any app to the shelf, right-click and <b>Pin to shelf</b>
More Apps	Open the <b>Play Store</b> app to see additional optional Tax-Aide approved apps that can be installed on your Chromebook.
Transfer files from another Google Account	See: “ <a href="#">GW02 How to Move Files from one Google Drive Account to Another</a> ” in the Portal Library→ Blue Technology folder→ Google → Google Workspace subfolder

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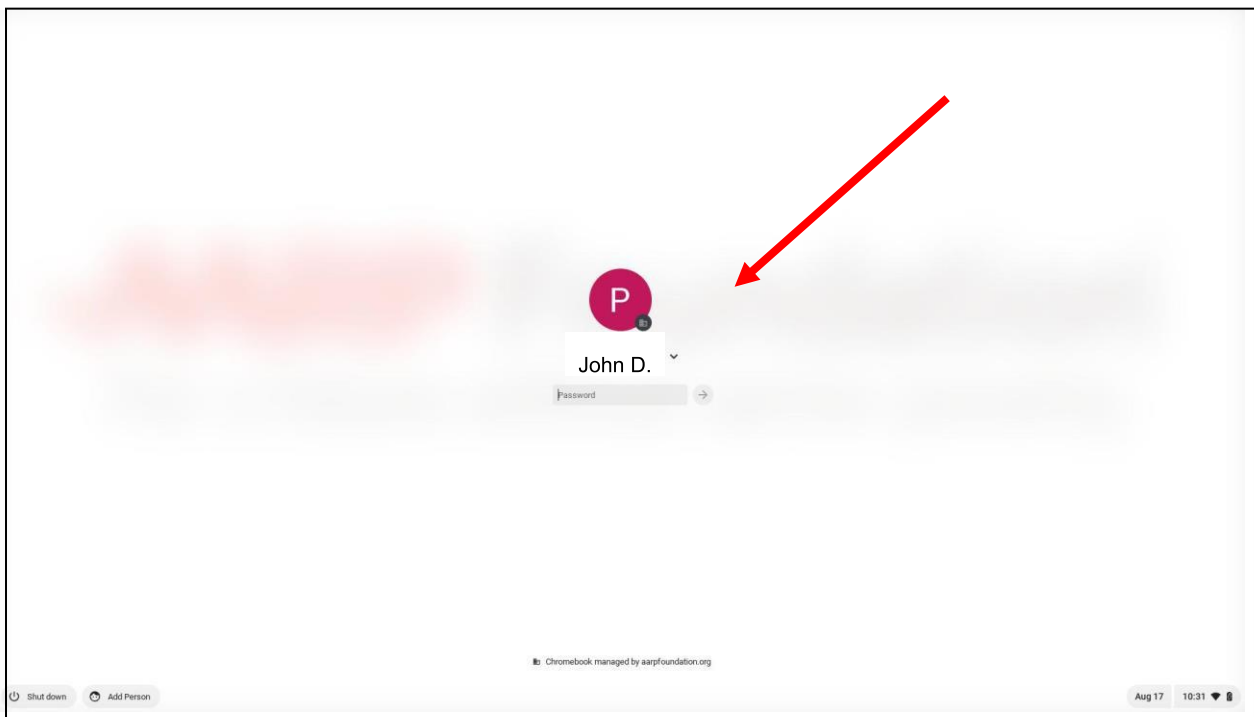
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## Appendices: Step by Step Instructions with Examples

### 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 3). There could be more than one user account listed there if more than one user had signed-on to that Chromebook.



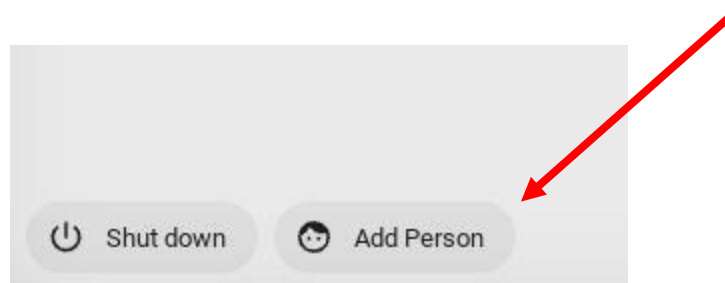
**Figure 3: Chromebook Initial page with one user account**

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 4).

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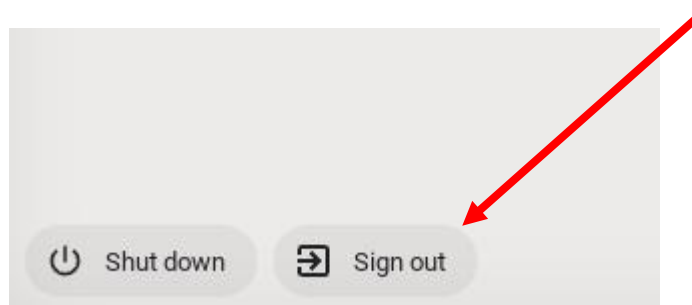
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**Figure 4: Bottom left corner of the screen after signing off.**

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 5. This means that you are still signed in but the screen has been locked.



**Figure 5: 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 4 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.



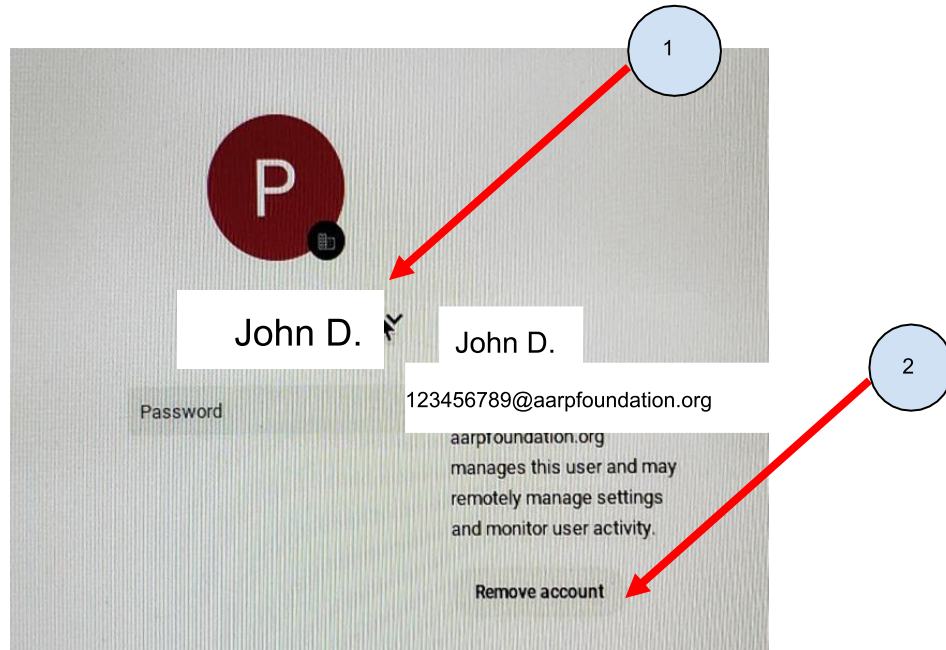
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## Appendix B: Removing Old Chromebook User Accounts

To remove an account, click on the drop-down arrow next to the account owner's name then click the "Remove account" button (See Figure 6).



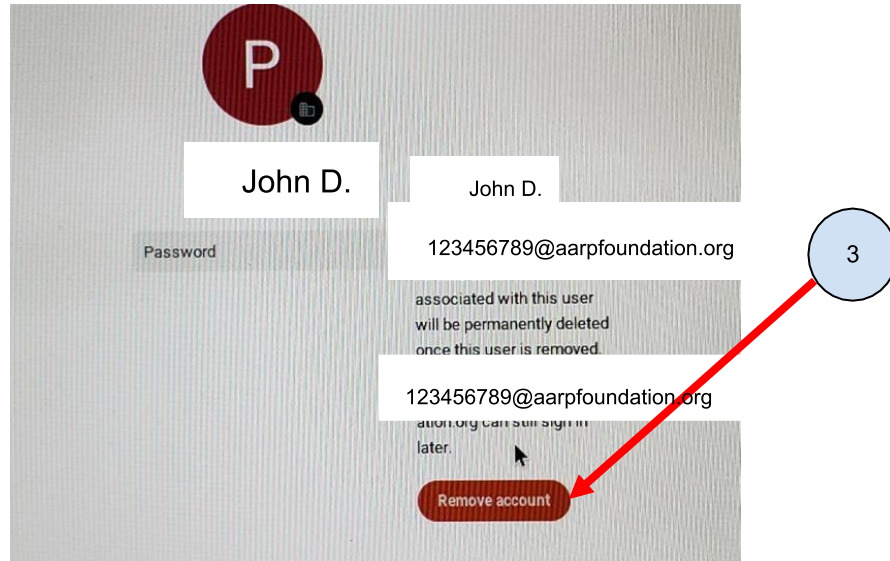
**Figure 6: Remove account button**

then click the "Remove account" button again (See Figure 7).

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**Figure 7: 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 9 in the next chapter.

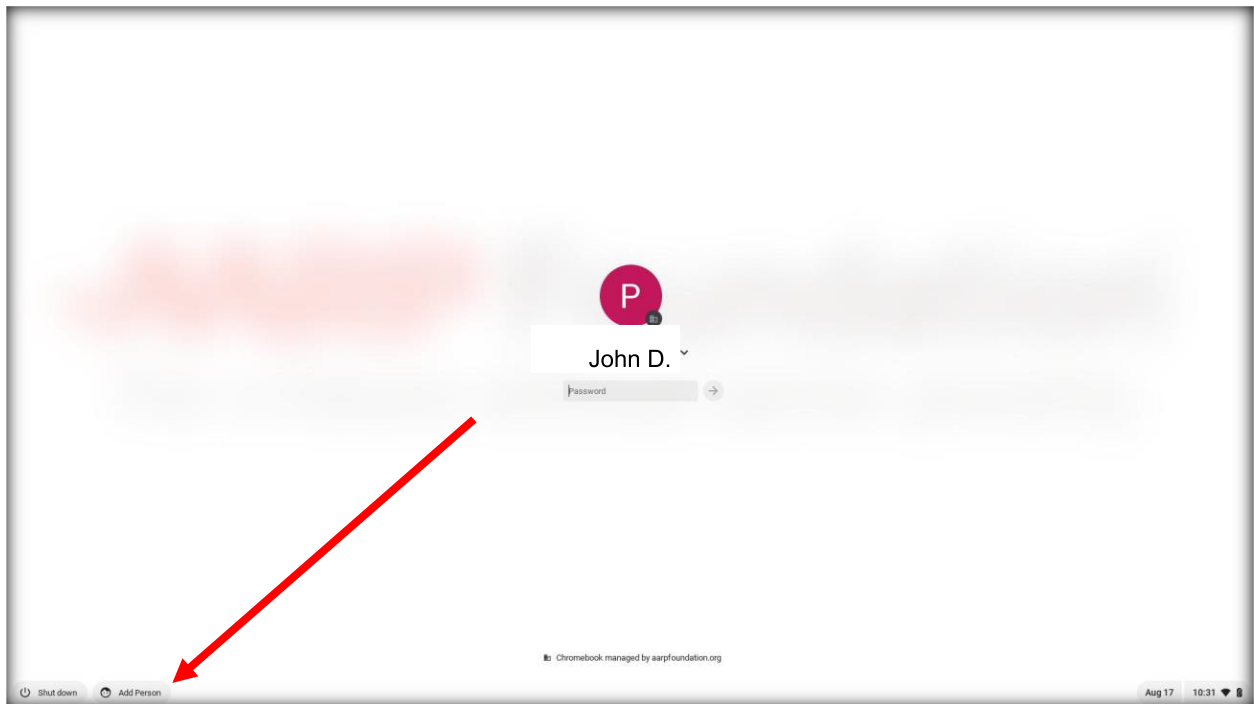
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## Appendix C: Adding a New Chromebook User Account

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 8).



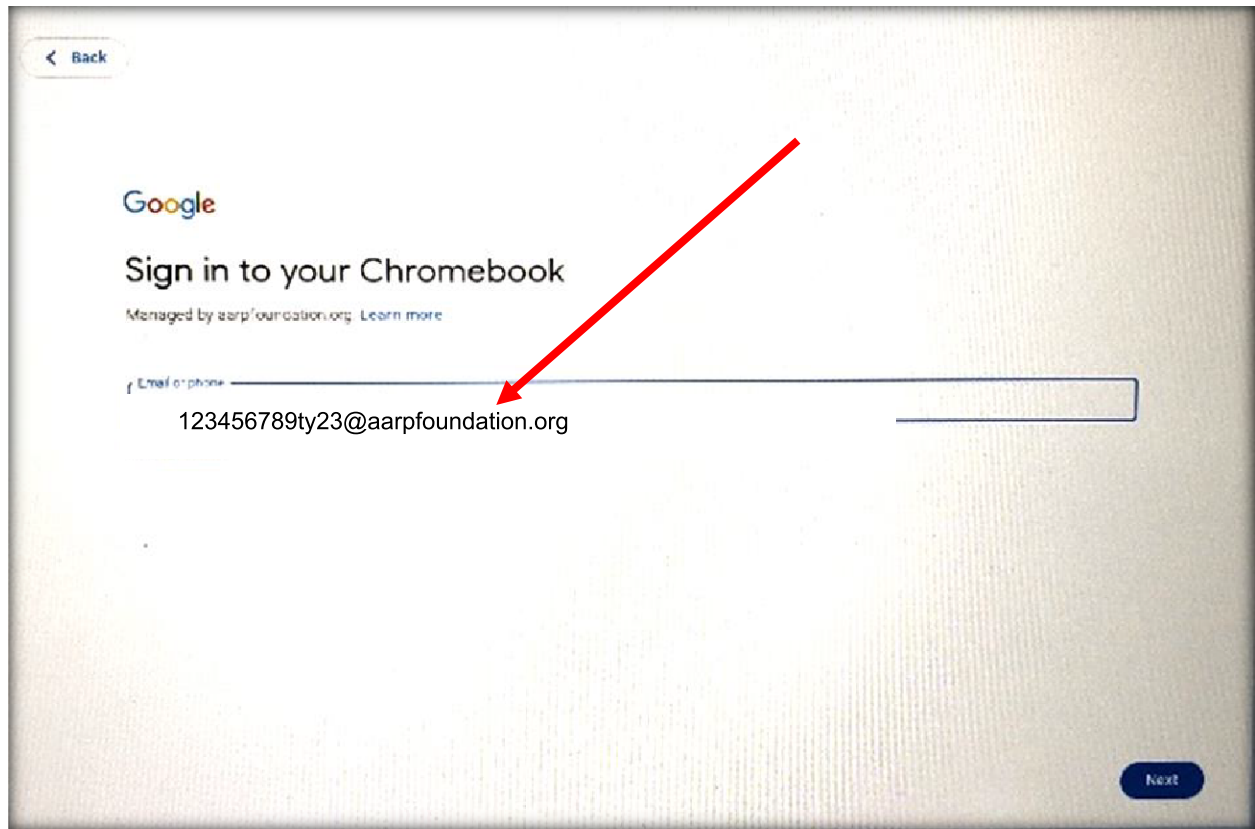
**Figure 8: Initial page with “Add person” button to add a new user account**

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This will bring you to the New User Sign-in page (See Figure 9).



**Figure 9: 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:

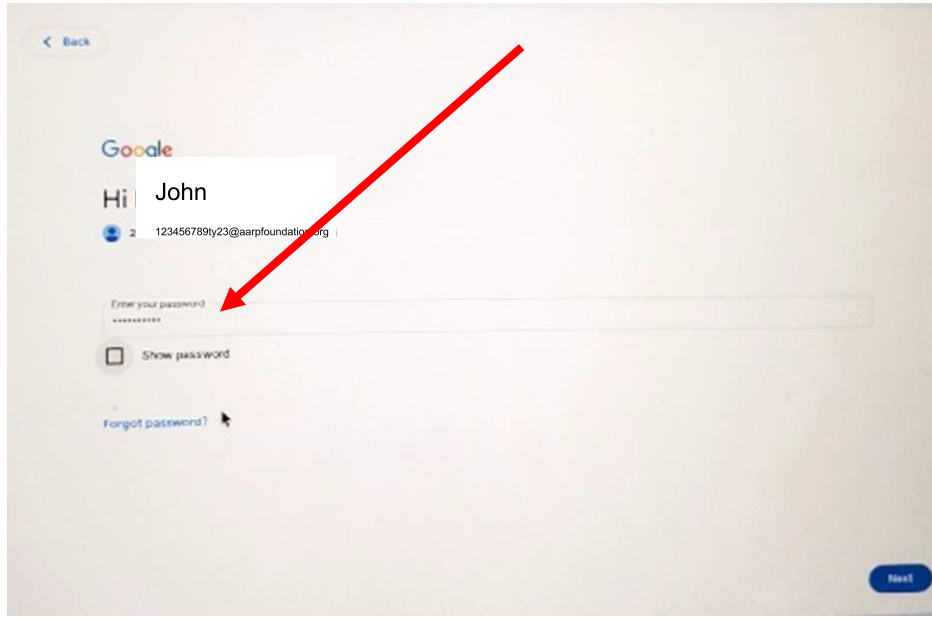
1. **For Prospective Volunteer:** [PVxxxxxx@aarpfoundation.org](mailto:PVxxxxxx@aarpfoundation.org), where “xxxxxx” is a 6 digit number followed by the domain name “@aarpfoundation.org”.
2. **Certified Volunteer:** nnnnnnnntyYY@aarpfoundation.org, where nnnnnnnnn is your 9 digit AARP Tax-Aide volunteer ID number and YY is the current year or current tax year if the account was created in Jan or Feb of the next year followed by the domain name “@aarpfoundation.org”.

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The next step is to enter your password (See Figure 10). 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.



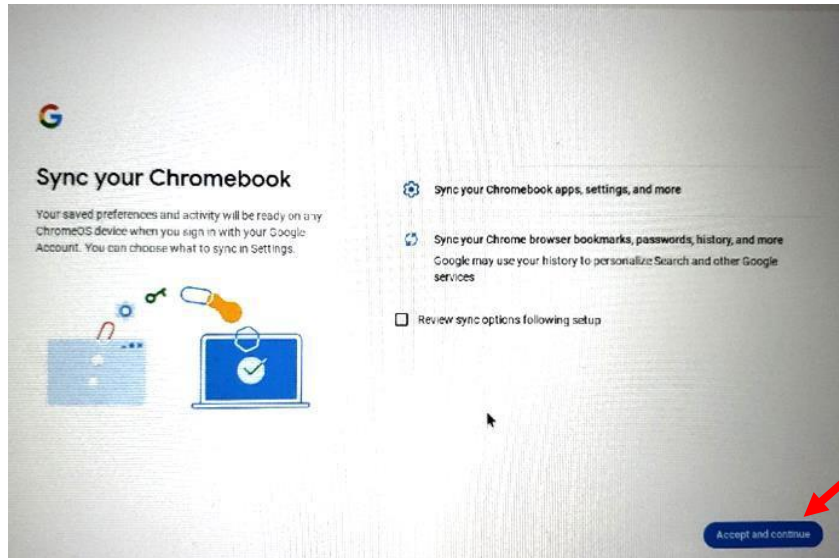
**Figure 10: Enter your password**

For the next 3 pages, click “Accept and continue” or “More” buttons to accept the default settings. (See Figures 11, 12 and 13). (Note that some of the details shown in these figures may vary)

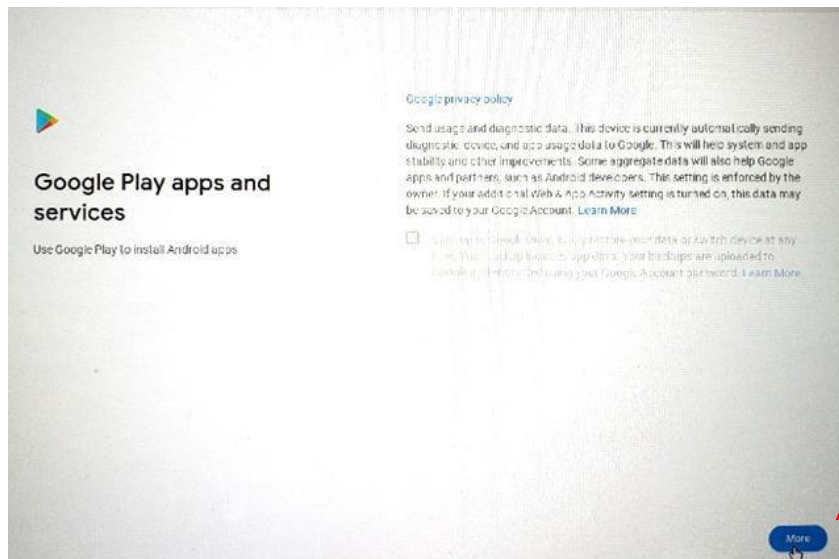
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**Figure 11: “Sync your Chromebook” page (leave all default settings, details may vary)**

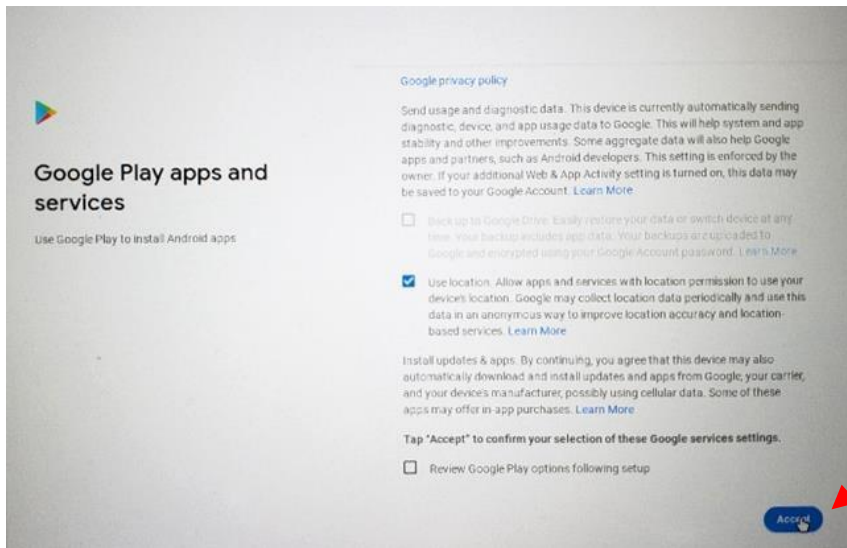


**Figure 12: “Google Play apps and services” – page 1 (leave all default settings, details may vary)**

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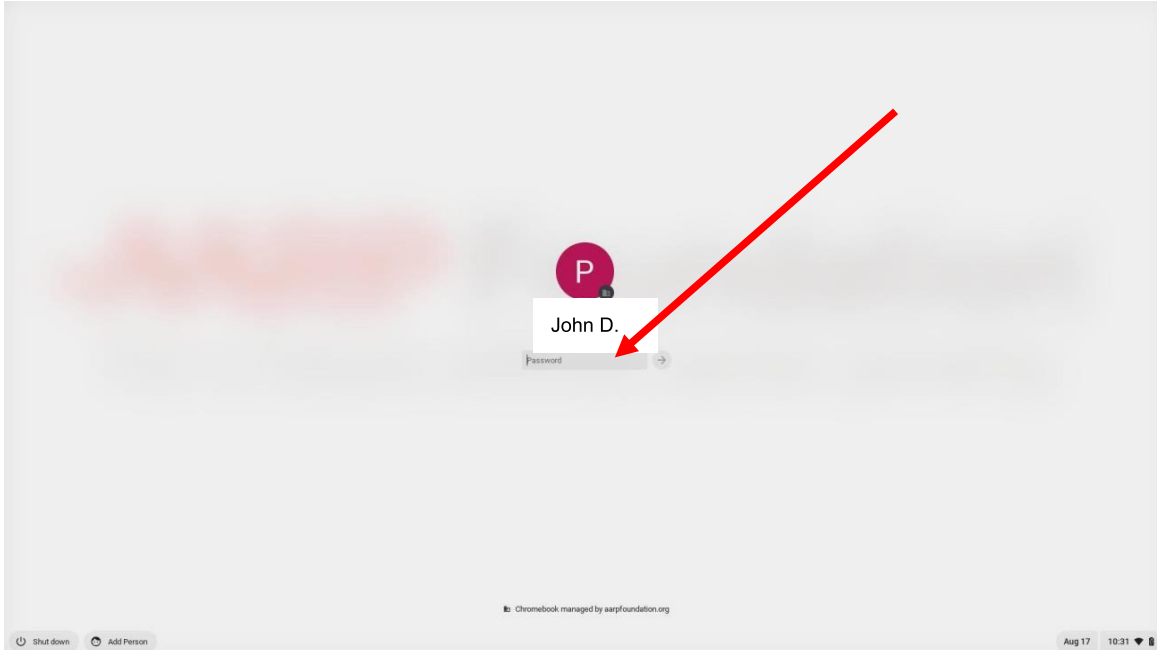
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**Figure 13: “Google Play apps and services” - page 2 (leave all default settings, details may vary)**

When this step is completed, you will be back to the initial sign-in page (See Figure 14) 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 14: Initial Page – Select a User Account and enter password.**



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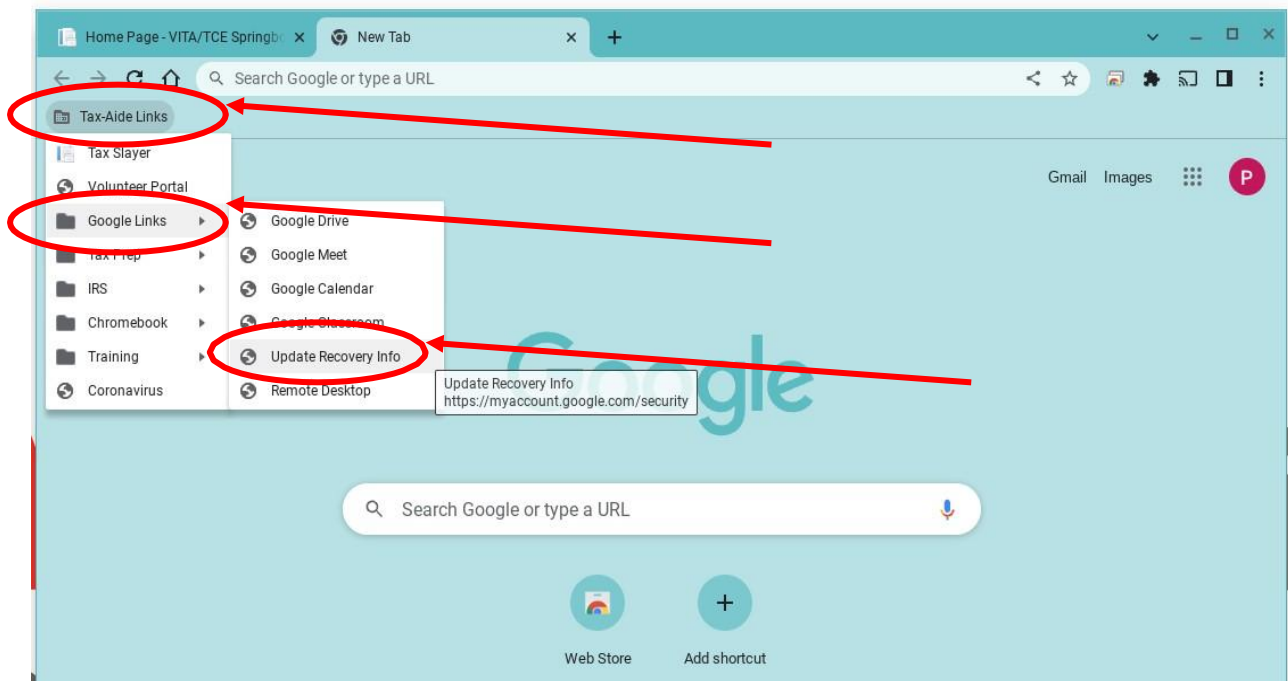
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## Appendix D: Enter recovery email and phone number.

The first time you sign into 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 check your recovery email and recovery phone at the beginning of each tax season, because some of this information may disappear during the off-season account purge process!

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 15.



**Figure 15. Bookmark to Update Recovery Info**

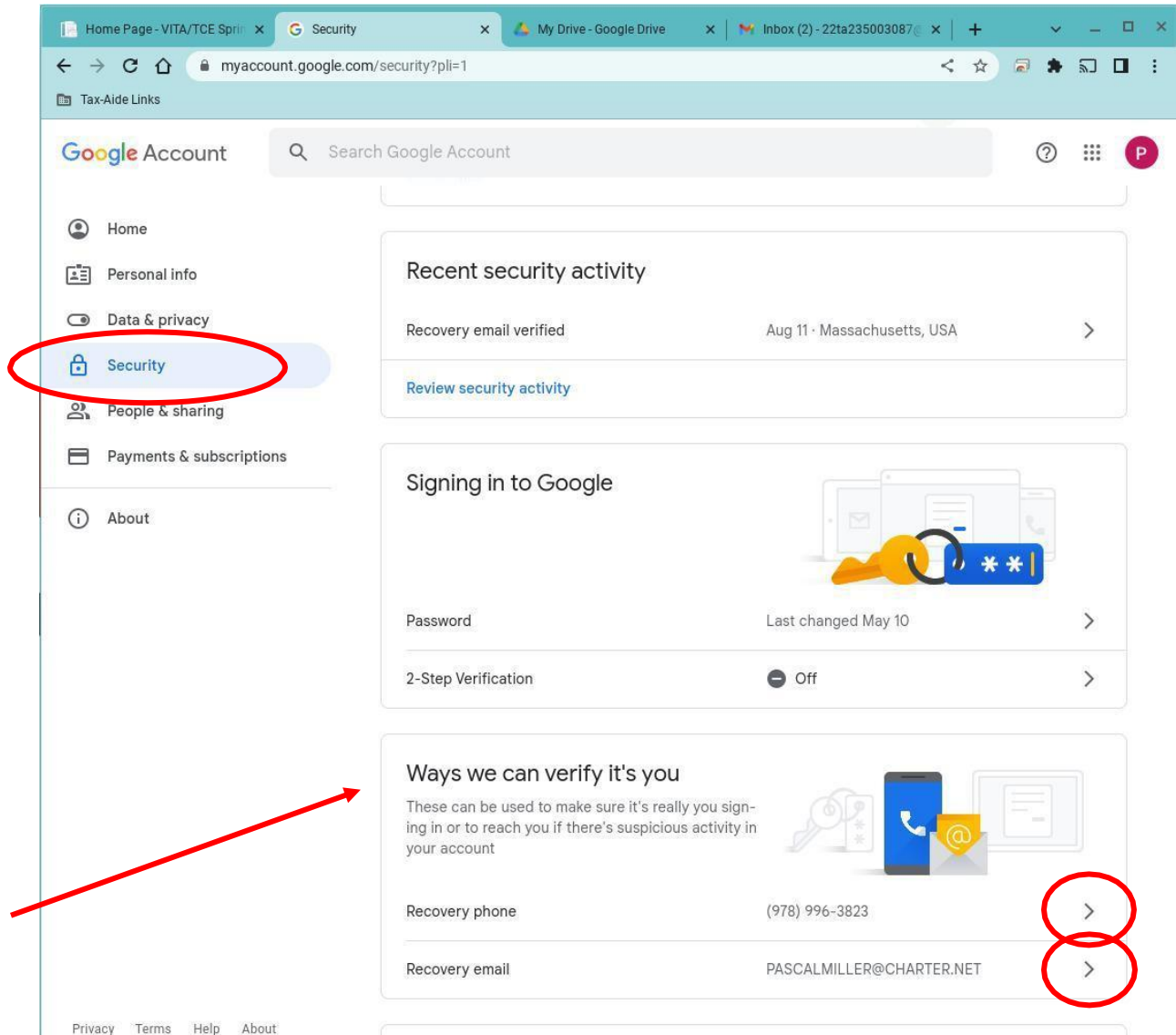


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This bookmark will open the “Account.google.com” web page as shown in Figure 16.



**Figure 16: 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.

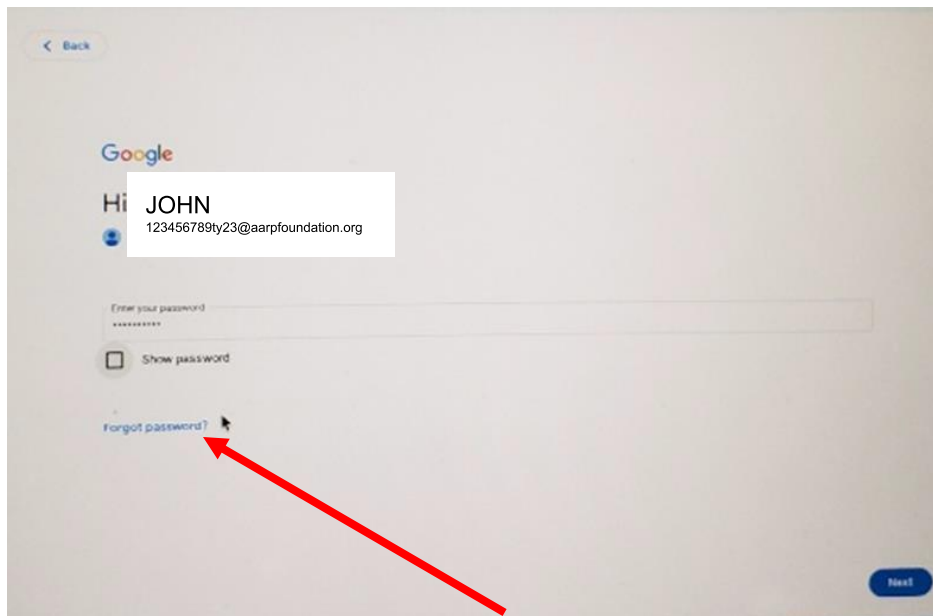
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### Appendix E: Reset Account Password. (You lost your password).

If you ever forget your Tax-Aide Google account password, you can recover it using either your personal phone or email that you specified in the verification and recovery screen shown in [Appendix D](#). If this happens, you need to first remove the Google user account from the Chromebook per the procedure explained above in [Appendix B](#), then add your Google Account back in as explained in [Appendix C](#). When you reach the screen to enter your password, click on the “Forgot Password” button as shown in Figure 17 and follow the instructions to reset your password.



**Figure 17. Google User Account Sign in - Password entry screen**

**Note:** If you forget your password and you use the password recovery procedure described above, all your local data files will be lost since you first have to remove your account from your Chromebook to reset your password. All the data stored in My Drive or in My Shared Drive will be restored since this data is stored in the Cloud. Therefore, it is never advised to leave any data in local storage (in **My files**) on the Chromebook.

The procedure goes as follows from a Power OFF or Sign OFF state:

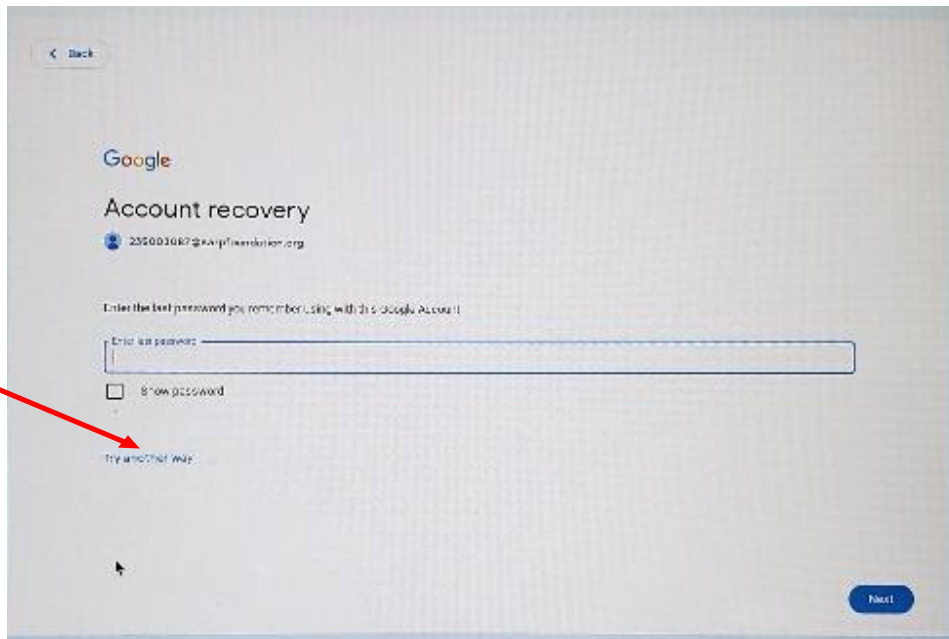
1. Turn on the Chromebook if it is off
2. Remove the existing account by clicking on the **Remove Account** button twice (See [Appendix B](#)). Note that this will remove any data stored locally.

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3. In the Sign on screen, enter your username.  
Note: If other accounts are registered on this Chromebook, click first the **Add person** button on the bottom left side of the screen to open a new account Sign On screen.
4. On the Password entry screen, click the **Forget password** button (See Figure 17 above)
5. On the account recovery screen, click the **Try another way** button (See Figure 18)



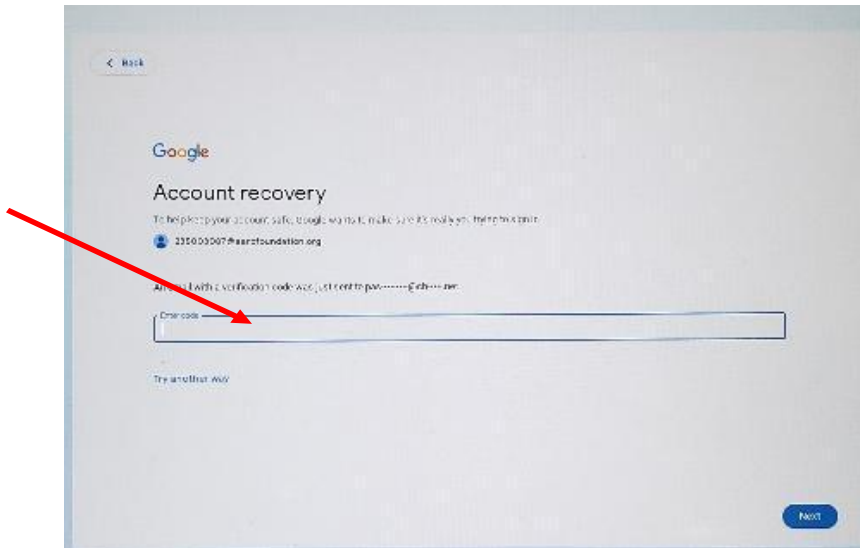
**Figure 18: Account Recovery Screen**

6. An authentication code is automatically sent to your personal recovery email address on record (See [Appendix D](#))
7. Enter this code in the next Account Recovery screen shown in Figure 19 and click **Next** button.  
Note: As an alternative, you can click the **Try another way** button again, and an authentication code will be sent to your recovery phone on record. Enter this code on the next screen.

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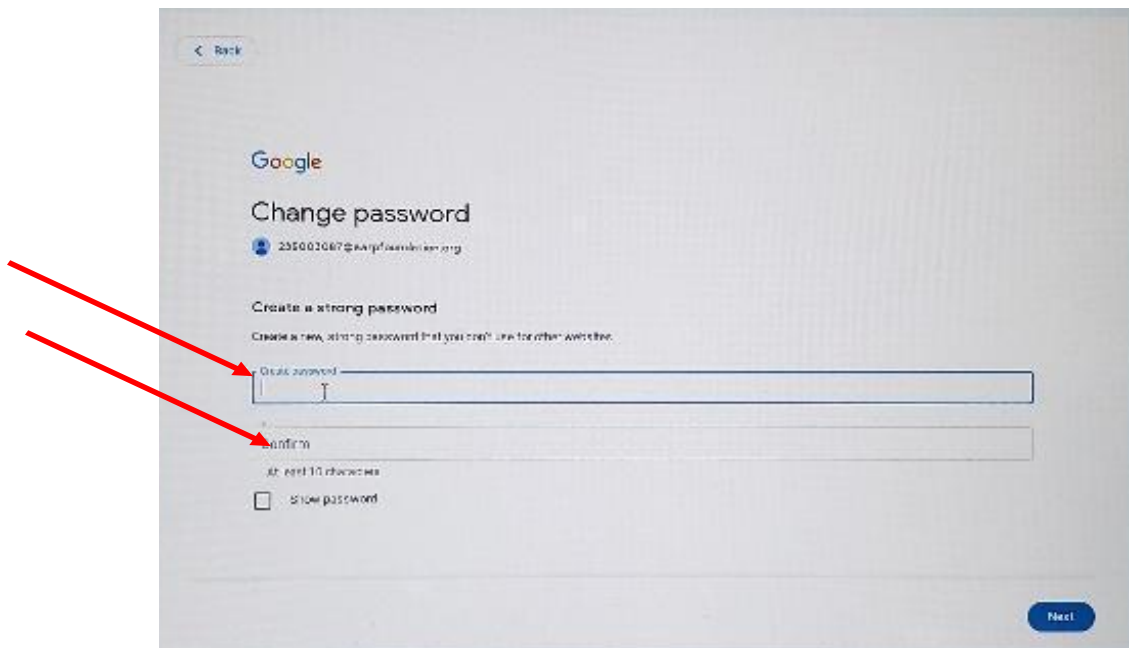
**Figure 19: Account Recovery Screen, Authentication Code Entry**

8. On the next screen, enter the new password twice and click the **Next** button (See Figure 20).

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**Figure 20: Change Password Screen**

9. You are almost done. On the next 3 screens, leave all the default options as they are and click the **Accept and continue button**, the **More button**, and the **Accept button** respectively. You are now logged in with the new password.
10. You can test your new password by logging out and logging back in using the new password.

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### Appendix F: Change Account Password. (You know your current password).

If you know your current account password and want to change it, you can do so from the Google Account Manager screen. You then need to sign off and back on to all the devices that access this account.

The procedure explains how to change your AARP Google account password from a Chromebook. Assume the Chromebook is OFF.

1. Turn the Chromebook on
2. Sign in to your account
3. Open Chrome browser and type in “**Account.google.com**” in the address bar. (See Figure 21).

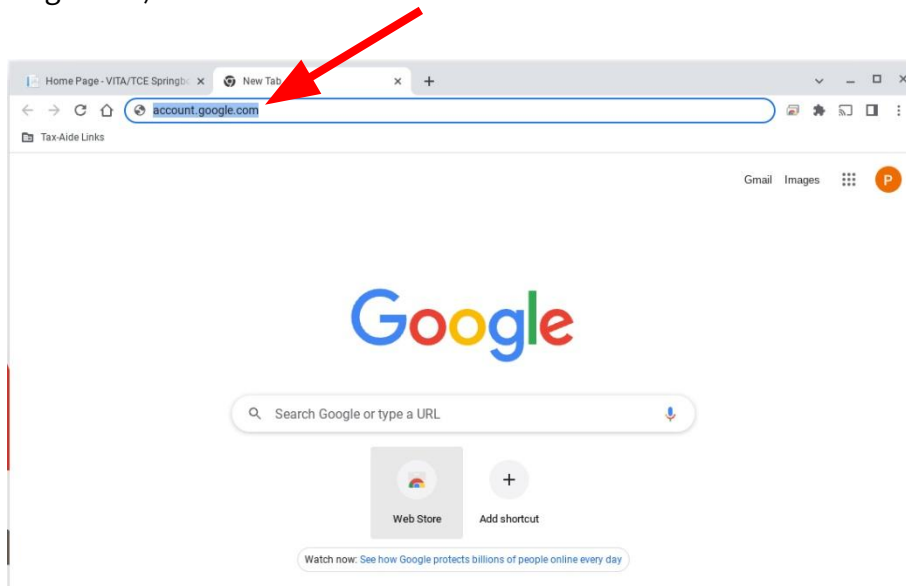


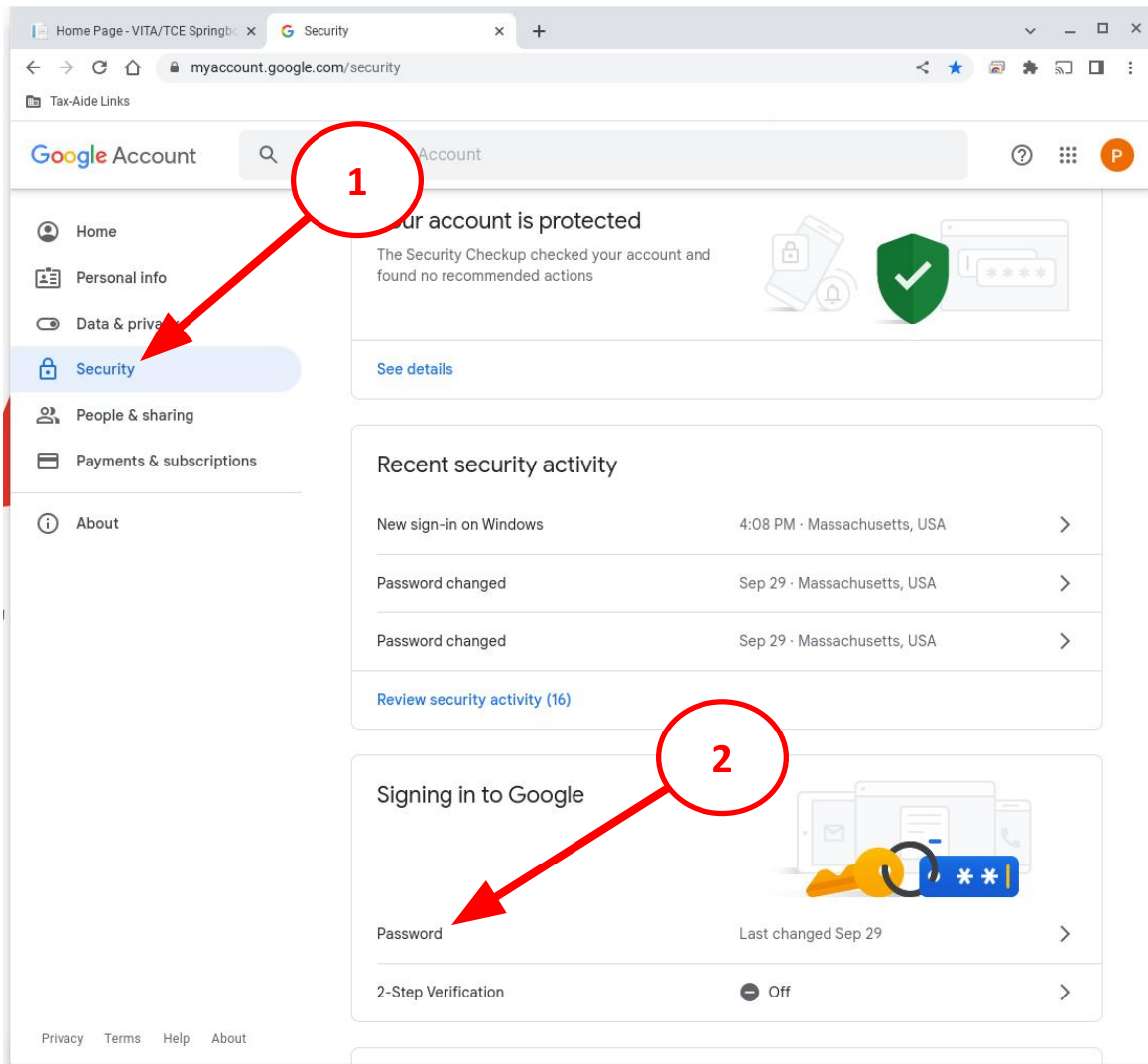
Figure 21: Google Chrome Screen

4. Click on the **Security** tab and scroll down until you see the Password line and click on that **Password** line. (See Figure 22).

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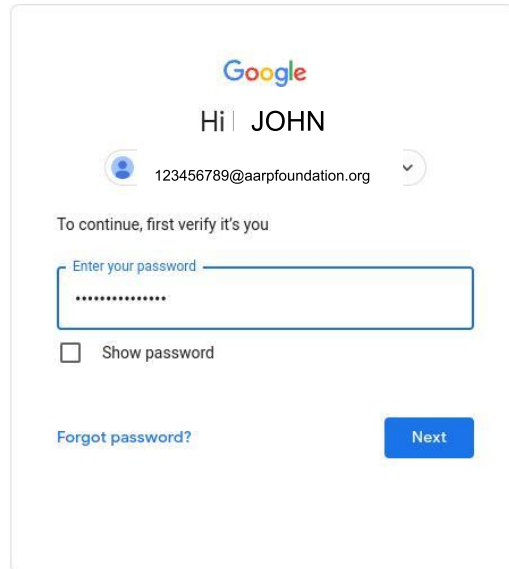
**Figure 22: Google Account Manager – Security Tab**

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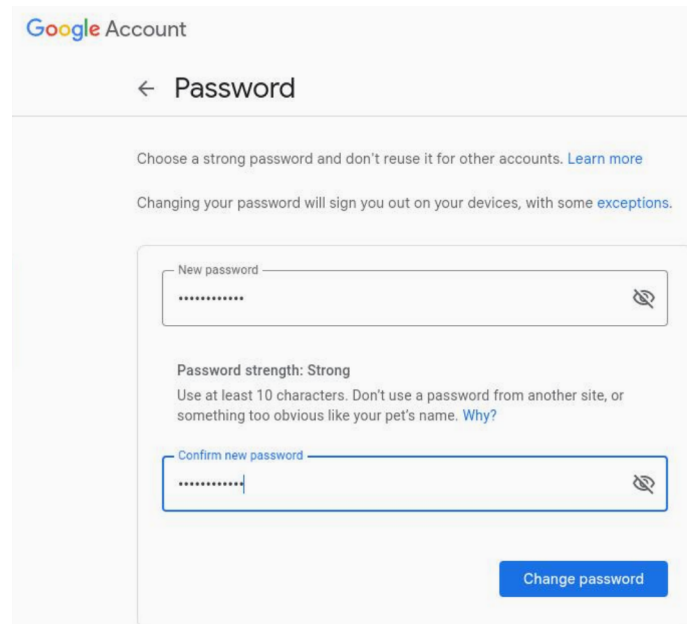
5. Enter your current password then click **Next**. (See Figure 23)



The screenshot shows the Google login interface. At the top is the Google logo. Below it, it says "Hi | JOHN". There is a profile picture icon and the email address "123456789@aarpfoundation.org". The text "To continue, first verify it's you" is displayed. Below this is a password input field with the placeholder "Enter your password" and a masked password ".....". There is a "Show password" checkbox. At the bottom left is a link for "Forgot password?" and at the bottom right is a blue "Next" button.

**Figure 23: Password Verification Page**

6. Enter the new password twice then click the **Change Password** button. (See Figure 24).



The screenshot shows the "Google Account" page for "Password". It includes a back arrow and the title "Password". Below this is a message: "Choose a strong password and don't reuse it for other accounts. [Learn more](#)". Another message states: "Changing your password will sign you out on your devices, with some exceptions." There are two password input fields: "New password" and "Confirm new password", both with masked passwords and eye icons. Below the fields, it shows "Password strength: Strong" and provides instructions: "Use at least 10 characters. Don't use a password from another site, or something too obvious like your pet's name. [Why?](#)". At the bottom right is a blue "Change password" button.

**Figure 24: Change Password Screen**

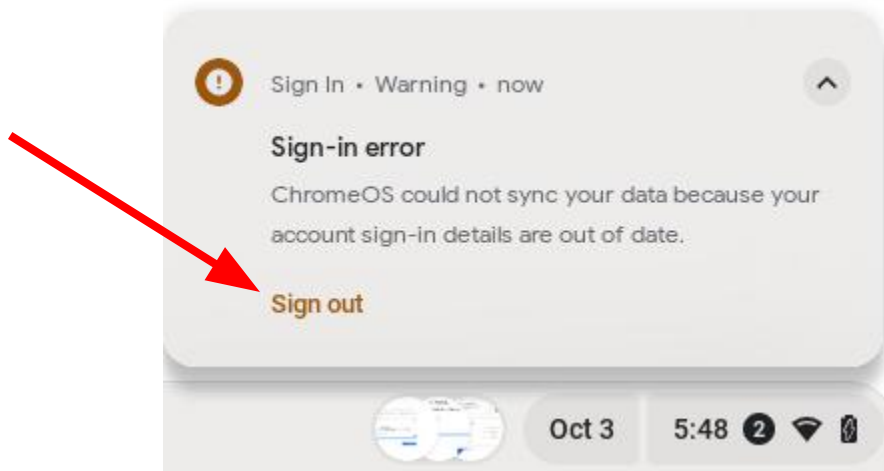


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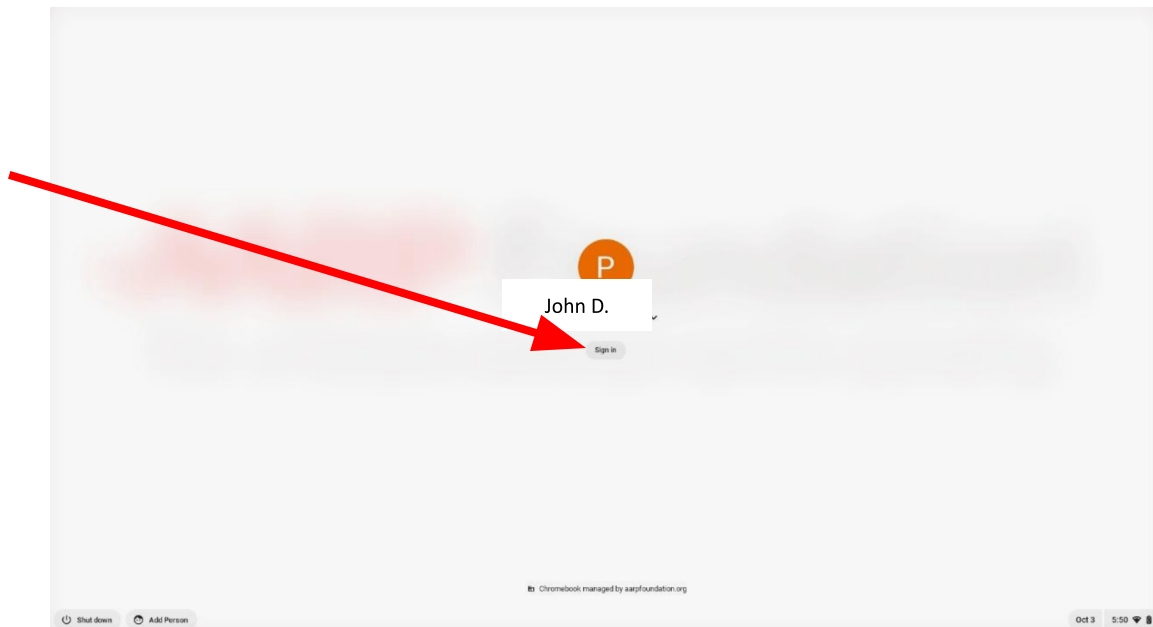
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7. A pop-up window will appear on the bottom right corner of the screen reminding you that you need to sign out of the account. Click on that **Sign out button**. (See Figure 25)



**Figure 25: Sign out reminder pop-up window.**

8. In the Sign In page, click on the **Sign In** button under your name. (See Figure 26).



**Figure 26: Sign in Screen**

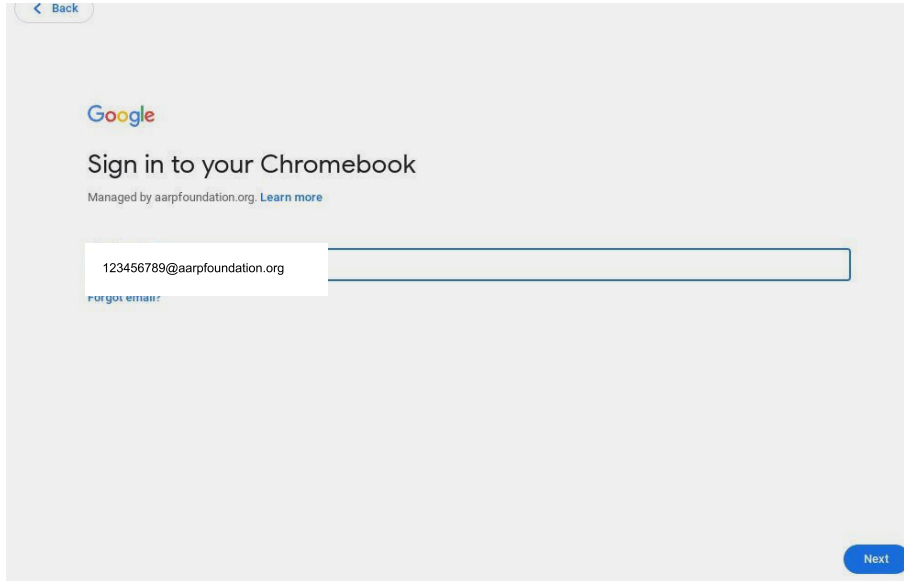
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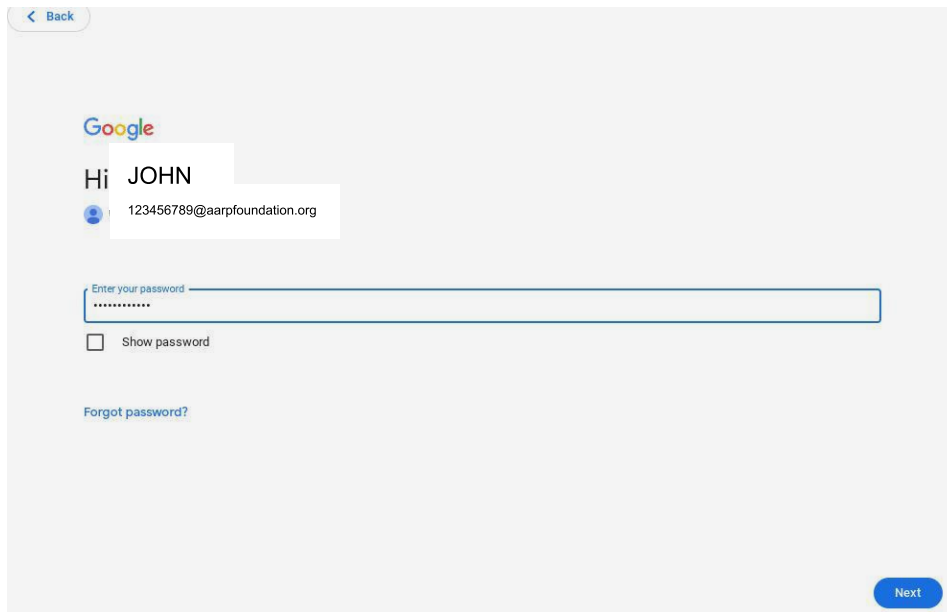
9. Verify that the username is correct and click **Next** button (Figure 27).

NOTE THIS IS AN EXAMPLE WITH AN OLDER ACCOUNT FORMAT



**Figure 27: Username Verification screen**

10. Enter your new password and click **Next** (See Figure 28).



**Figure 28: Password Entry Screen**

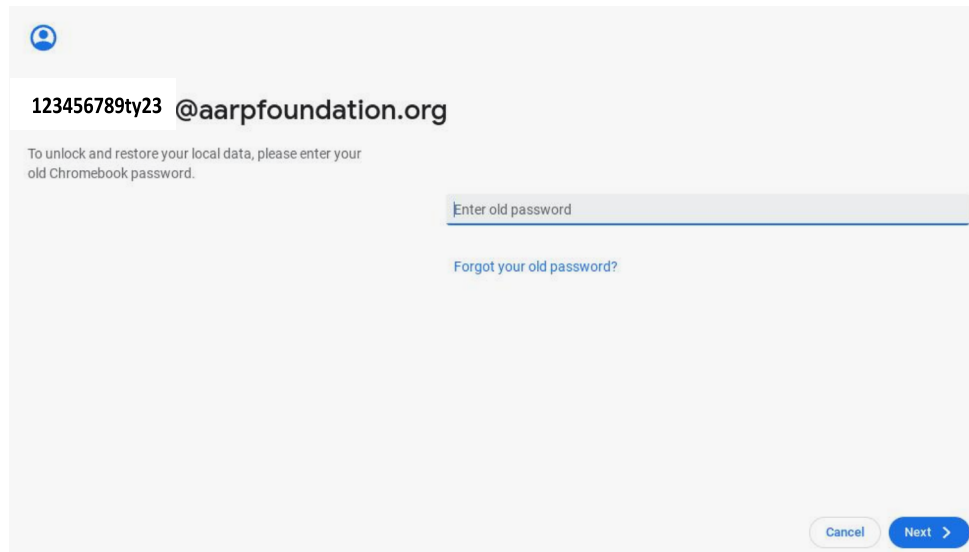
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11. Enter your old password then click the **Next** button (See Figure 29).

NOTE: THIS IS AN EXAMPLE WITH AN OLDER ACCOUNT FORMAT



**Figure 29: Old Password Verification Screen**

**Note 1:** This last step is required to recover all your local data. If you forgot your password, you won't be able to recover any files stored locally ([See Appendix E](#)).

**Note 2:** You cannot reuse recently used passwords. The Chromebook remembers all the previously utilized passwords and does not allow them to be reused. So make sure to select a new original password each time you change your password.

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## **Appendix G: Signing Out, Locking the Screen and Powering Off**


It is recommended to Sign out of your account or to Power off the Chromebook at the end of each session.

Note: Simply closing the lid or letting the Chromebook time out only locks the screen, but it does not completely sign you out of the account nor does it fully power down the computer.

### **A. Sign Out**

The proper procedure to sign out of the account is to click on the bottom right button on the screen and then to click Sign Out in the pop-up window. (See Figure 30 – 2A). This brings you back to the Sign in screen.

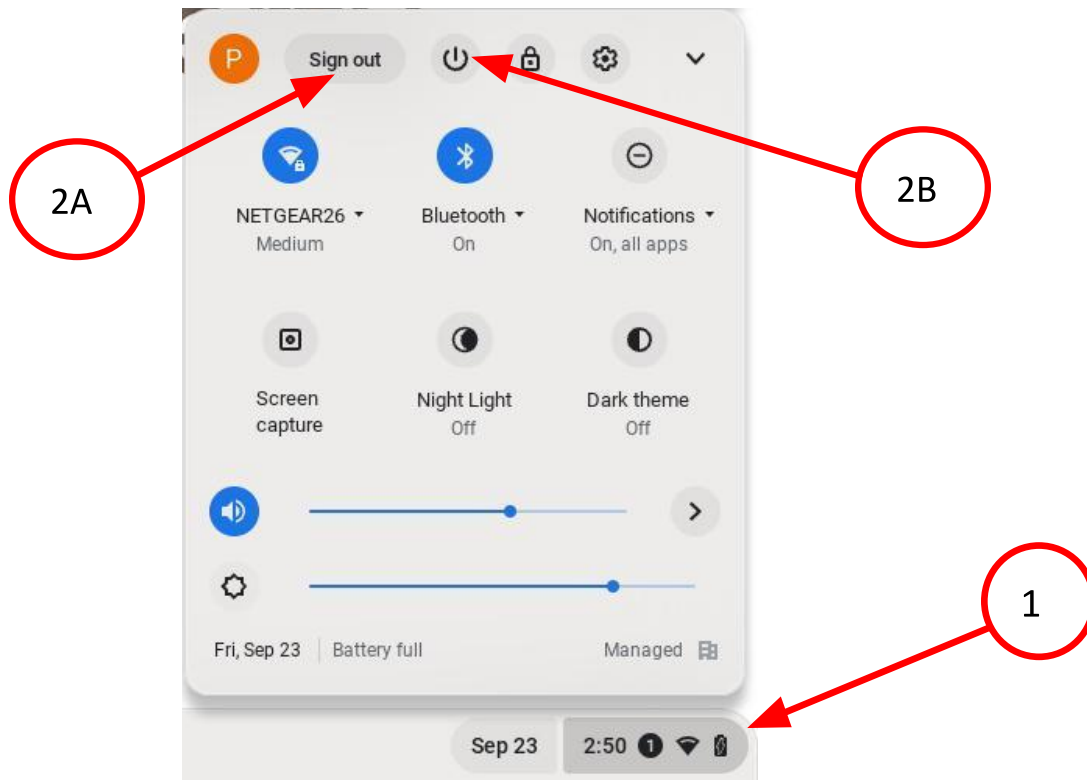
### **B. Power Off**

You can power off the Chromebook either by clicking the bottom right button on the screen and selecting the Power Off button as shown in Figure 30 - 2B) or by clicking the key with the POWER OFF symbol: “  ” on the keyboard. When you power the Chromebook back on, you should arrive in the Sign In screen ([See Figure 3](#)).

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**Figure 30: Sign out and Power Off Buttons**

Note that the next time you turn on your Chromebook, your account will show up on the Sign in page, so you will only have to enter your password under your name to sign in. ([See Appendix A](#)). (Only when ephemeral mode is turned on, will the Chromebook not remember the registered accounts and you will have to enter your user name each time you sign in. This occurs only for a brief time period to automatically purge the accounts at the beginning of every tax season.)

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## Appendix H: Updating Chromebook OS

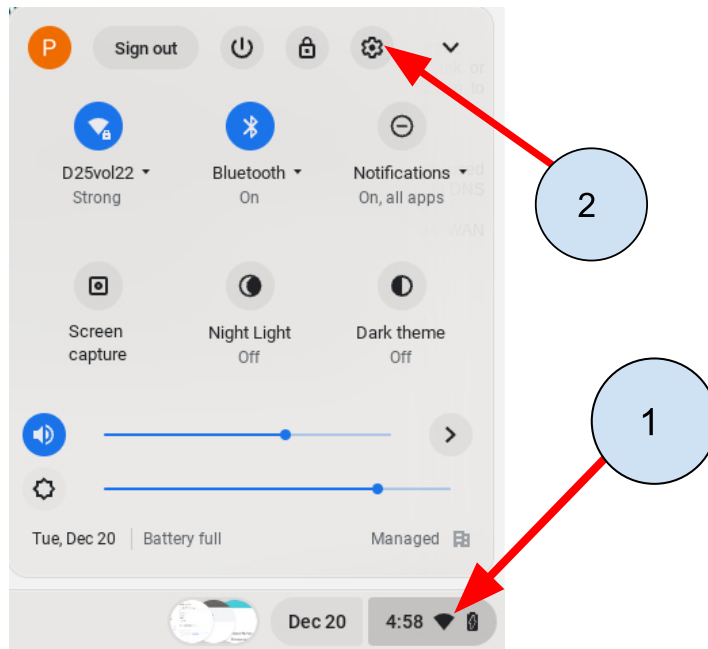
It is recommended to manually check for Chromebook updates at least once at the beginning of each season. During the season, the Chromebook should automatically check for updates and, if you regularly shut it down, it will automatically install these updates as well. It is not sufficient to just close the lid. You need to actually shut down and restart the Chromebook for these updates to install and take effect.

The following is a step by step procedure to manually check for updates.

1. Click on the right bottom (time) button of the screen.

**Note:** If you see some notifications popping up such as “**Account Blocked**”, you can ignore these notifications. You can clear these notifications ([See Appendix I](#)).

2. Click on the Gear Settings icon .



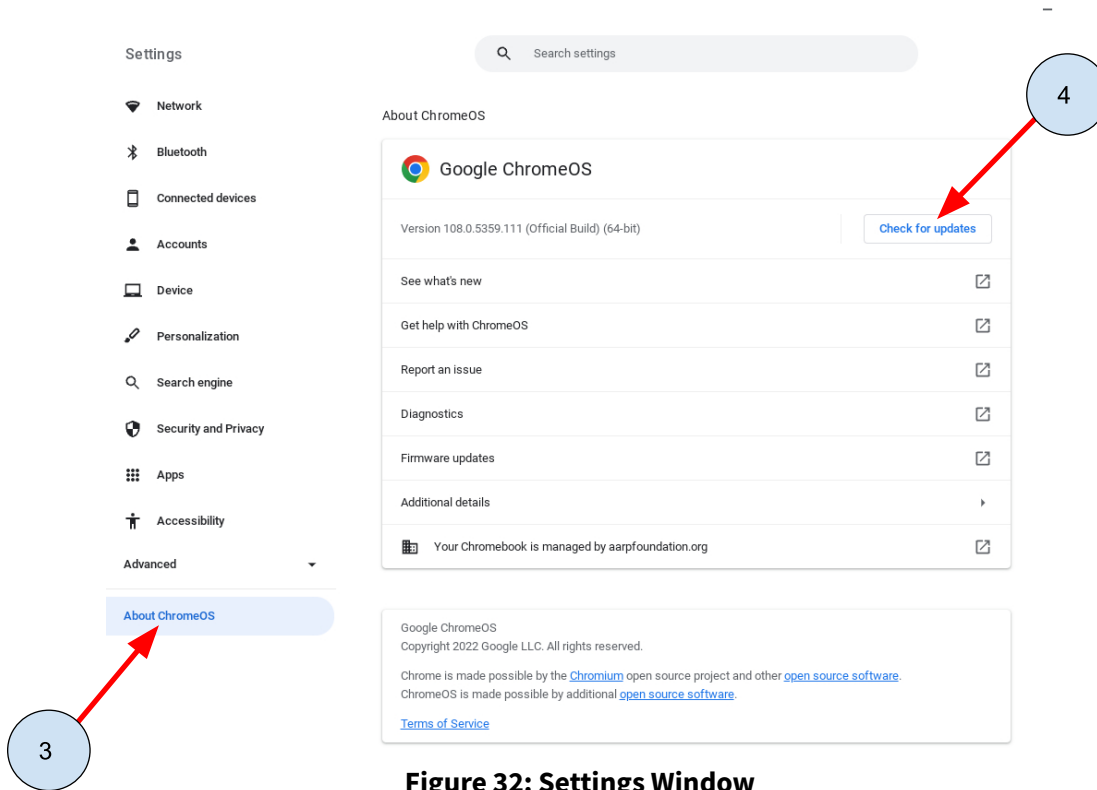
**Figure 31: Accessing the Settings Window**

3. In the **Settings** window, click on the “**About ChromeOS**” tab.
4. Click on **Check for Updates**.

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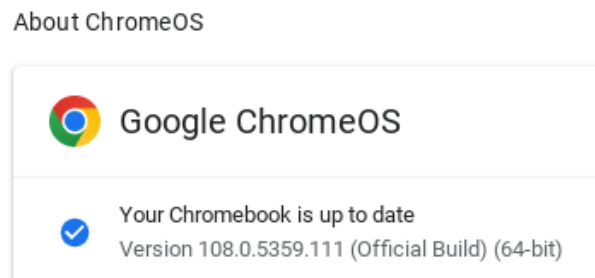
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**Figure 32: Settings Window**

Checking for updates and downloading these new updates may take a few minutes.

5. If there are any new updates, **Restart** the Chromebook.
6. After the CB restarts, log in and check again for updates.
7. Repeat this process until it says “**Your Chromebook is uptodate**”. (See **Figure 33** below). Note that it may take a couple of restarts before this message finally appears if you haven’t done any updates in a while or if it is a new Chromebook..



**Figure 33: Chromebook up to date message status**

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## Appendix I: Clear the “Account Blocked” Notifications

The first time you login with your new Google account, an “**Account Block**” notification might pop up on the bottom right, above the clock and over the Sign-off / settings area like the one shown in Figure 34a below. You can ignore this “**Account Block**” notification. You can make this notification disappear with the following procedure:

1. Put your cursor over the “**Account blocked**” Notification and a Settings Gear will appear in the upper right corner.
2. Click on this gear and a new notification appears as shown in Figure 34b: “**Account action required...**”
3. Click on **Stop notifications** and a new notification appears as shown in Figure 34c: “**You won't see these Notifications any more.**”
4. Click on **Clear all**. Now all the notifications are cleared and the “Account blocked” notification shouldn't pop-up again.

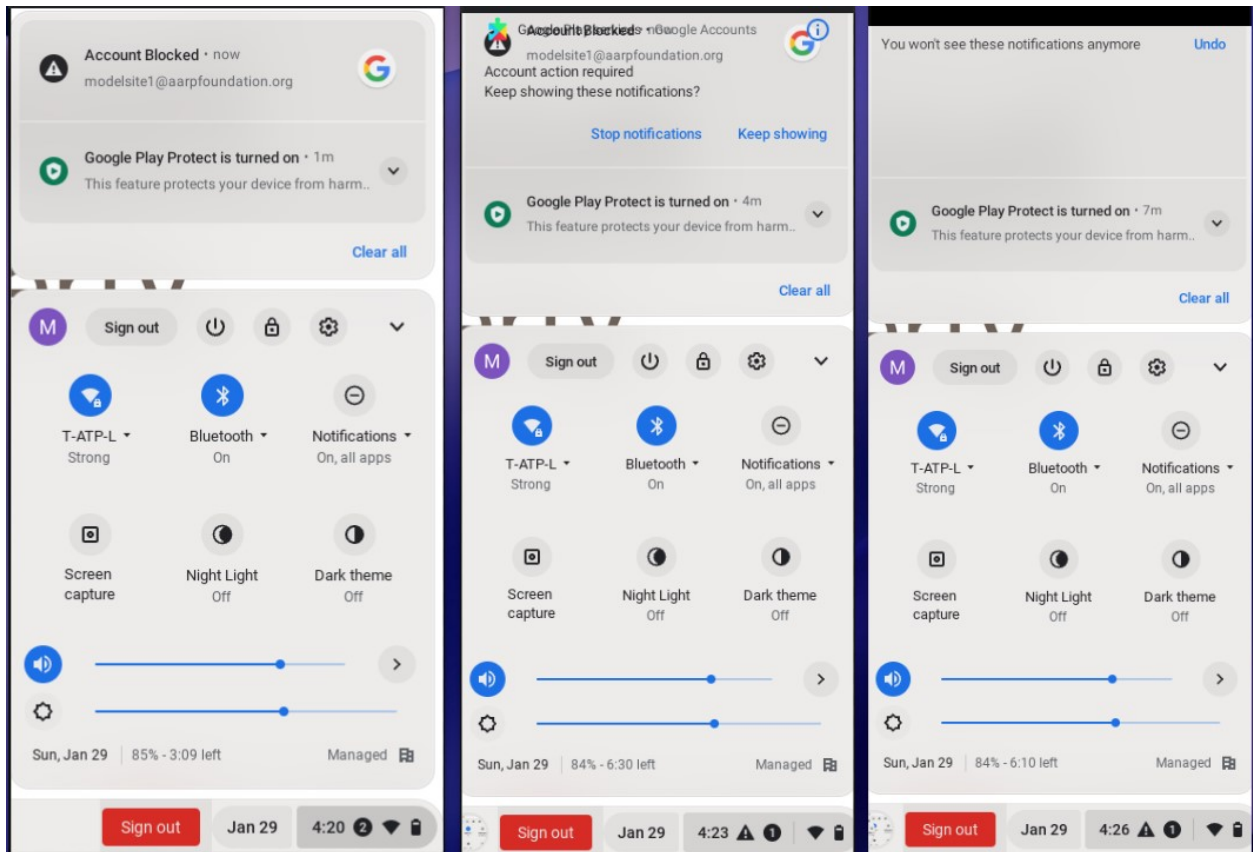


Figure 34: “Account Blocked” Notification Pop-up



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## Revision History

Version #	Date	Initials	Comments
1	8/30/2022	PM	Initial Release
2	10/3/2022	PM	Eliminate Step 12 and Change Step 13 on page 5, Separate Appendix E and add Note, Add Appendix F and G, specify different initial PV account password in 2022, add testing account and customize account sections
3	10/11/2022	KO	Reduce font size on Quick Start to fit in one page.
4	12/1/2022	KO	Warn against typing in random PV account numbers instead of getting one allocated from the State ADS / SC.
5	12/27/2022	KO/PM	Note where to find 2022 PV password on page 1, readjust format, add CB OS update step and Appendix H, Add table with account usernames & PW on page 2. Changed font to keep Quick Start to one page
6	02/19/2023	KO/PM	Add info about ignoring Account Blocked popups, Add 2022 new site GV account initial password. Notate that the new account password year is Tax Year. Add Appendix I "Account Block" Notifications. Add Power up troubleshooter.
7	05/02/2023	PM	Update Off-season account usernames for 2023
8	10/08/2023	KO	Changed PV accounts from 4 digits to 6. Changed document to match new account format Eliminate off-season accounts