

C10 How to Store Acer Chromebooks at End of Tax Season

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 03/30/2025

Summary

This document explains the proper process for storing Chromebooks when the tax season is over. It is critical that these instructions be followed to ensure the Chromebooks are not damaged.

What is the best way to store my Chromebooks when Tax Season ends?

Acer recommends properly storing your Chromebooks if they will not be used for an extended period. This will help prolong the life of the batteries in the Chromebooks. Use the best practices below to prepare Chromebooks for extended storage.

Prepare a Chromebook for extended storage:

- 1) First, shut down the Chromebook and restart it. Then make sure the Chromebook has the most current OS updates.
- 2) **Sign Out.** Then **remove accounts** in the main Login screen by selecting the down caret (v) next to the account name and clicking on **Remove account** (twice). This process ensures there will not be a stale account on the Chromebook next season. All accounts should be removed from the Chromebook.
- 3) Charge the Chromebook so that the battery is at least 80% full.
- 4) Place the Chromebook in storage mode. This reduces battery discharge and keeps the Chromebook in a stable, powered-off state.
 - a) Connect the device to a charger **PLUGGED INTO THE USB C PORT ON THE SAME SIDE AS THE CHARGING LIGHT** and turn it on.
 - b) Hold the **Refresh** (↻) and **Power** (⏻) keys at the same time.



- c) While holding these keys, remove the power cable from the device and then release the keys. The device should shut down and remain off.
 - d) Confirm the battery disconnect worked by pressing the power button. The device should not power on again until you plug it into a power source.
- 5) Do not leave Chromebooks plugged in over the shutdown.

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- 6) Avoid stacking Chromebooks if possible. Some models may power on when stacked which can over discharge the battery. If you must, do not stack more than 7 units high, and place them in a secure location where they will not be accidentally knocked over.
- 7) Store your computers in a cool, dry place. The recommended temperature range is between 10° C (50° F) to 30° C (86° F). Higher temperatures cause the battery to self-discharge faster.
- 8) Chromebooks stored in storage facilities should be in an insulated and enclosed unit. The unit should also be climate controlled, locked and have 24-hour staffed security if possible.
- 9) **Do not** store Chromebooks in vehicles, outdoor storage or portable storage units or any location that cannot be climate controlled.

Note: If you are unable to put a Chromebook into storage mode, charge the system to 80% or more, then unplug it, and power it off to store it.

Get a Chromebook ready for the next tax season:

- 1) Connect the Chromebook to a charger and a power source to get it out of storage mode.
- 2) Power on the Chromebook.
- 3) Connect it to Wi-Fi
- 4) Make sure there are no accounts left from past season on the Chromebook login page. **If necessary, remove any old account still remaining.** (Failure to follow this step will result in a malfunctioning account).
- 5) Add your new volunteer user account per document [C11 Chromebook Accounts, Signing in, Adding and Removing Users](#).
- 6) Update the Chromebook to the latest Chrome OS release. This can take time, as multiple Chrome OS versions might have been released since the last time the device was updated.

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Revision History

| Version # | Date | Initials | Comments |
|-----------|-----------|--------------|---|
| 1 | 8/1/2022 | JB | NTSC Reorganization/Standardization |
| 2 | 1/17/2022 | PM | Added account removal instructions |
| 3 | 5/2/2023 | KO / PM | Insert key icons and keyboard picture |
| 4 | 7/09/2024 | KO / JW / JB | Add note that unit must be powered from USB C port with the charging light to shut down properly Updated links to TinyURLs |
| 5 | 3/28/2025 | MLP | Add initial shutdown/restart |