

# Chromebook Connection to a Wireless Network - a Basic Guide

## Summary

This document outlines how to connect an AARP Tax-Aide Foundation issued Chromebook to a wireless network.

### CAUTION

**The Tax-Aide program requires all users to use private Wi-Fi and prohibits the use of public Wi-Fi for tax return preparation or status monitoring. For more information about the Wi-Fi Security requirements, see the Policy and Procedures Manual in the Volunteer Portal. All tax preparation must be done on the Chromebooks using preferably an AARP owned router or, at a minimum, a private network with password protection and encryption.**

## Prerequisites

Users will need to obtain the following information about their wireless private network:

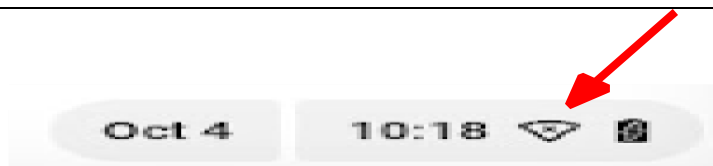
1.	Private Wireless Network name (Service Set Identifier also known as SSID)
2.	Private Wireless Network password

Your Site Coordinator (SC) or Local Coordinator (LC) or Technical Coordinator (TC) typically sets up and tests the AARP private router at every site. He or she should provide you with the Wi-Fi network name (SSID) and password information for each site. This document describes how to connect your Chromebook to a standard AARP router setup. Details may vary depending on the particular of your site. (For instance, some sites may use a captive portal that may require some additional steps to connect to the network.) Your SC or LC should give you any particular details specific to your site network.

## Connecting the Chromebook to a Wireless Network the First Time

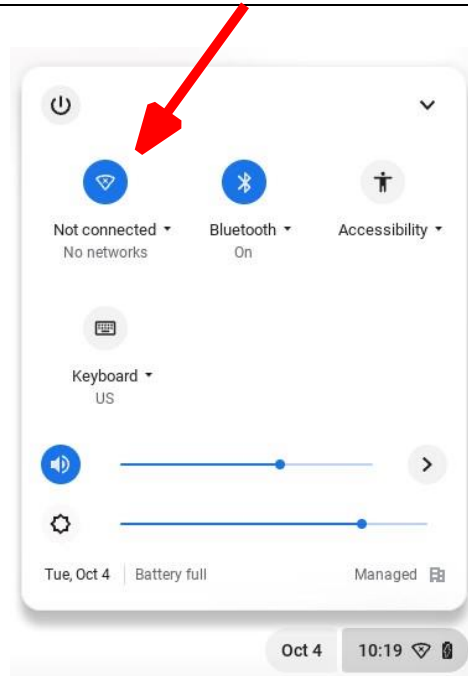
The first time you are connecting your Chromebook to an AARP wireless router or a site private wireless network, you will need to follow this procedure:

1.	Turn ON the Chromebook
2.	From the Log In page, notice the right bottom button on the screen. If you are not connected to a wireless network yet, the Wi-Fi icon located to the right of the time stamp should be white with an “x” inside. (See Figure 1). Click the Wi-Fi icon



**Figure 1: Right bottom button of the screen**

3. The Wi-Fi icon inside the System Status pop-up window should say “**not connected, no networks**”. Click the Wi-Fi icon. (See Figure 2)



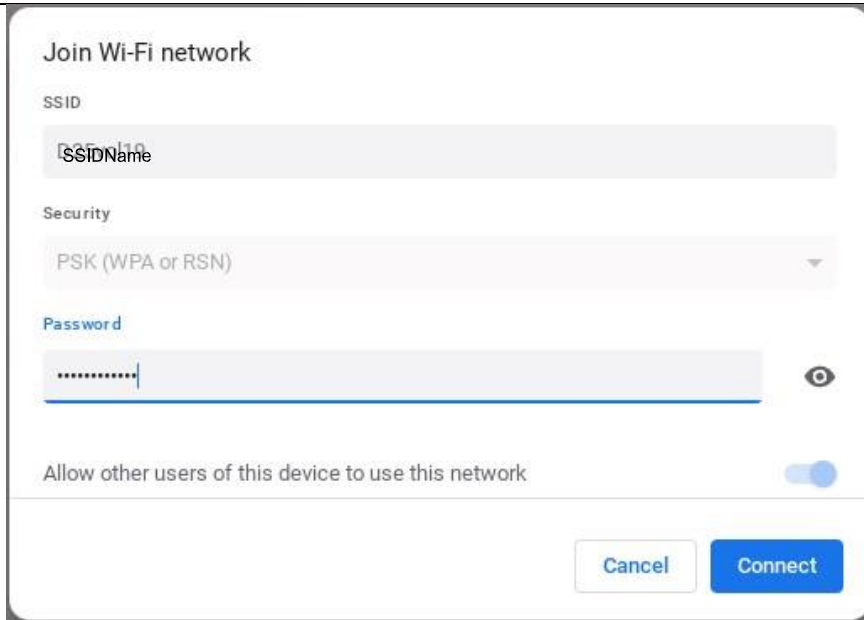
**Figure 2: System Status Pop-Up Window with no Wi-Fi connection**

4. A list of available Wi-Fi networks appears. (See Figure 3). Find your wireless network name.
- NOTE 1:** If your Wi-Fi signal is strong, the Wi-Fi icon to the left of the name will be fully filled black. If the signal is weak, the icon is partially white. In this case, you may want to move closer to the wireless router to get a stronger signal. If this is not possible and the signal is too weak for a good connection, contact your LC/SC or TC.
- NOTE 2:** Notice the little lock right next to the icon. If the lock is closed, it indicates that this Wi-Fi is password protected. If the lock is open, this is an unprotected open Wi-Fi, **and you should not connect to it**. Only select the AARP owned or private network from the list. Public networks, even if password protected, are not allowed for security reasons.
- If everything looks good, select your Wi-Fi in the list.



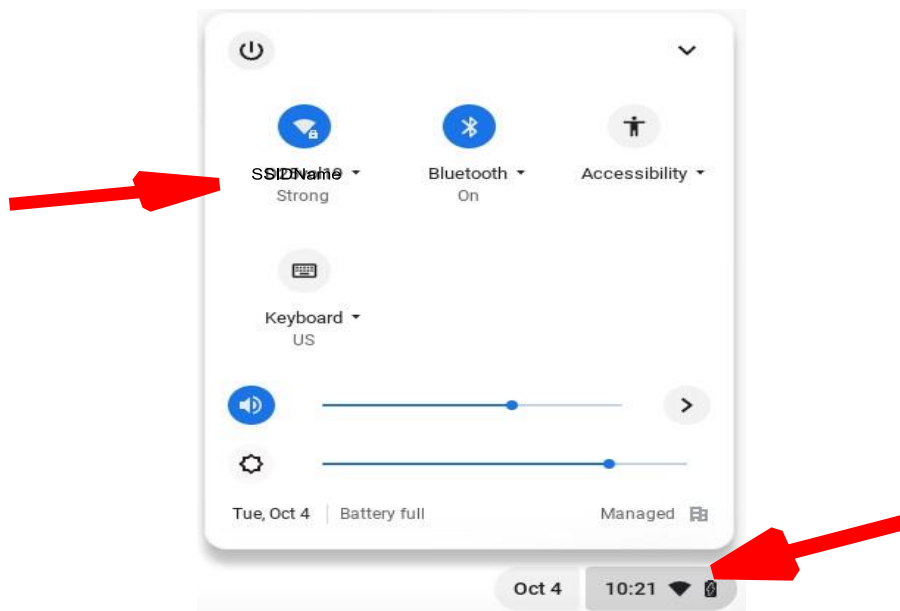
**Figure 3: List of available networks**

5. In the next screen titled “**Join Wi-Fi Network**”, check again the SSID and make sure you are connected to your AARP private network. (See Figure 4.) The security field should say “**PSK (WPA or RSN)**” indicating that this Wi-Fi is encrypted. If you don’t see this encryption mode, don’t use this Wi-Fi Network. If it looks good, enter your password and click the **Connect** button.



**Figure 4: Join Wi-Fi network screen**

6. You are done and you are back to the Log In screen. Notice that the Wi-Fi icon in the bottom right corner should now be filled with black if your signal is good. Click on that button to check your Wi-Fi connection. (See Figure 5). If the signal is too weak, move closer to the router or, if that is not possible, contact your LC/SC or TC
7. Below the Wi-Fi icon, the name of your private network (SSID) is displayed and below it should say “**Strong**” indicating that your signal is good. Click anywhere on the screen to close the System Status pop-up window



**Figure 5: System Status Pop-up Window with Wi-Fi called “SSID Name” connected**

## Connecting the Chromebook to a Wireless Network the Next Time

The next time you are visiting the site, the Chromebook should automatically reconnect to the AARP wireless router when you power it on. However, every time you turn on your Chromebook, you should check that you are connected to the proper Wi-Fi network and that the signal strength is good.

1.	Click on the bottom right button of the screen
2.	In the system status pop-up window, check the name and strength of the Wi-Fi network connection. If you see your network SSID and the signal strength is strong, you are all set. (See Figure 5)
3.	If you are connected to the wrong network, you will need to remove this Wi-Fi and reconnect to the proper network. See procedure below

## Removing a Wi-Fi Connection

If you need to disconnect your Chromebook from a Wi-Fi network and not have it join again, (for example if you accidentally connect to a public Wi-Fi) you will need to **forget** this Wi-Fi SSID so the Chromebook does not try to reconnect to it the next time you power on.

1.	From the Log In screen, click on the lower right button
2.	In the System Status pop-up window, click on the Wi-Fi name (SSID) (just below the Wi-Fi icon). (See Figure 5 above)

**Note:** Don't click on the icon itself. This only disconnects the Wi-Fi connection, but the Chromebook still remembers that Wi-Fi network and it will attempt to reconnect to it the next time you power it on.

3.	From the list of Wi-Fi networks, identify the one which says <b>Connected</b> and select it (See Figure 6)
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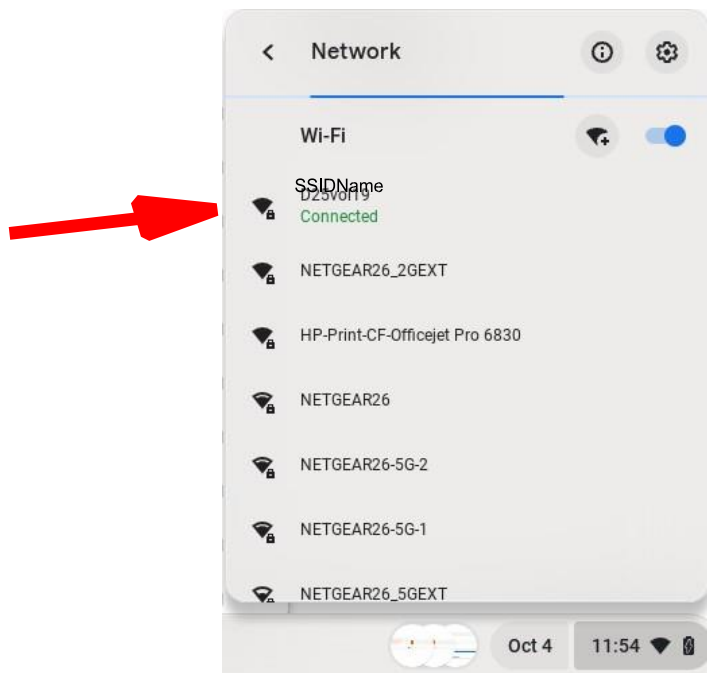
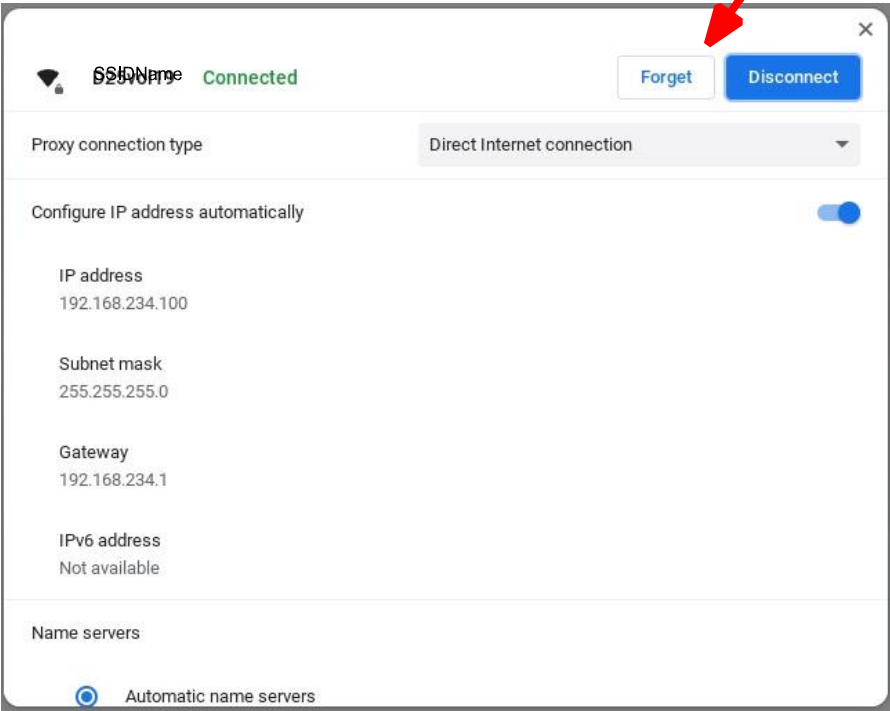


Figure 6: Wi-Fi Window list with a Wi-Fi network connected

4. On the Wi-Fi settings window, click on the **Forget** button. (See Figure 7)



**Figure 7: Wi-Fi Settings Window**

5. You are now disconnected from this Wi-Fi network and the Chromebook won't reconnect to it next time. You can now reconnect to the proper Wi-Fi network using the [procedure above](#)

**Managing Multiple Wi-Fi Connections**


If you connected a Chromebook to multiple networks at a site, the Chromebook remembers all these networks. If you don't want to reconnect to these networks in the future, you should remove all these site networks using the instructions in the [Removing a Wi-Fi Connection](#) steps above, leaving only the AARP router as the only "known" network available at the site. This will ensure that whenever the Chromebooks powers up, it automatically connects only to the AARP network and not to any other site network.

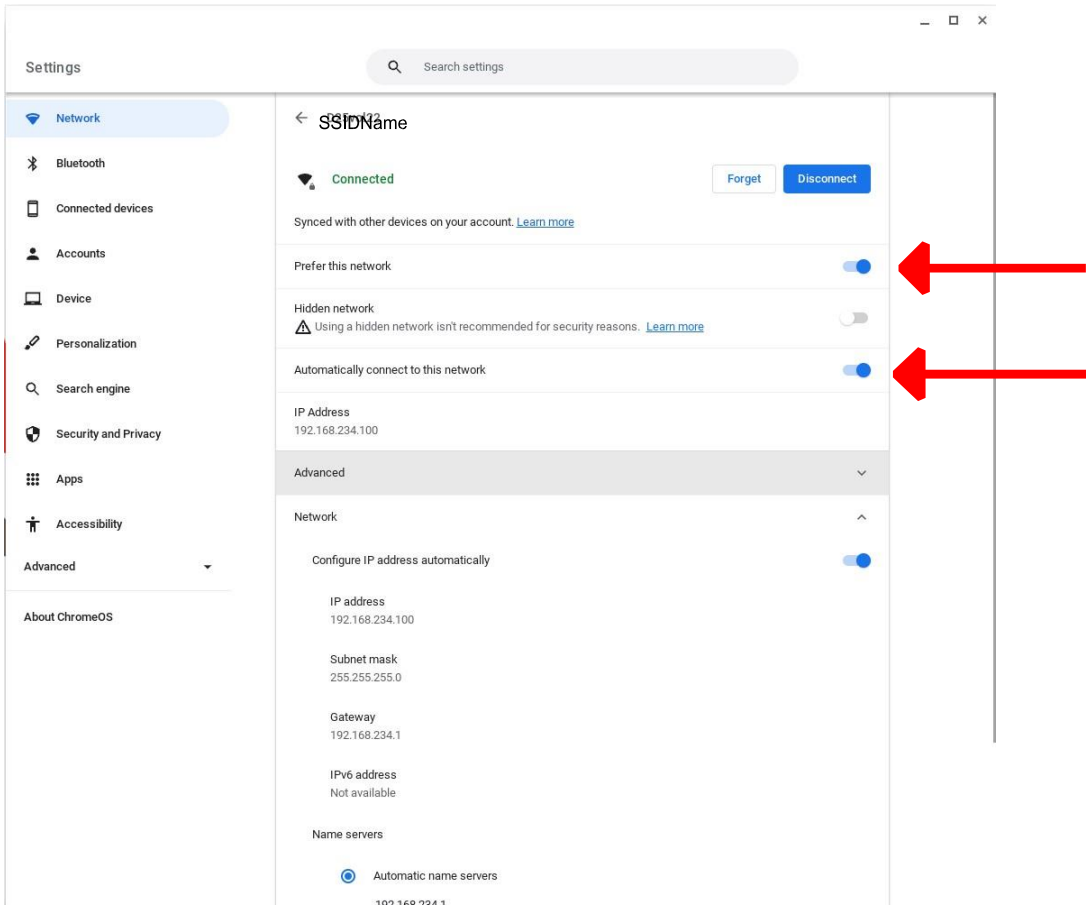
However, there may be some special circumstances where you may want the Chromebook to remember multiple networks at a site. By default, your Chromebook tries to connect to known networks in this order of preference:

1.	Wired local area network
2.	Secured wireless network
3.	Unsecured wireless network

If there are multiple known networks of the same category, in general the Chromebook connects to the network with the highest signal strength.

If you have multiple Wi-Fi “known” and “Safe” networks at your site, you can also tell your Chromebook to prefer one network over another:


1.	Make sure you're logged in and connected to the preferred Wi-Fi network
2.	At the bottom right, select the time button
3.	Select the settings gear button 
4.	In the " <b>Network</b> " section, select <b>Wi-Fi</b> and then select your network (it should say <b>connected</b> in green under the SSID name)
5.	Turn on the <b>Prefer this network</b> option by sliding the cursor to the right

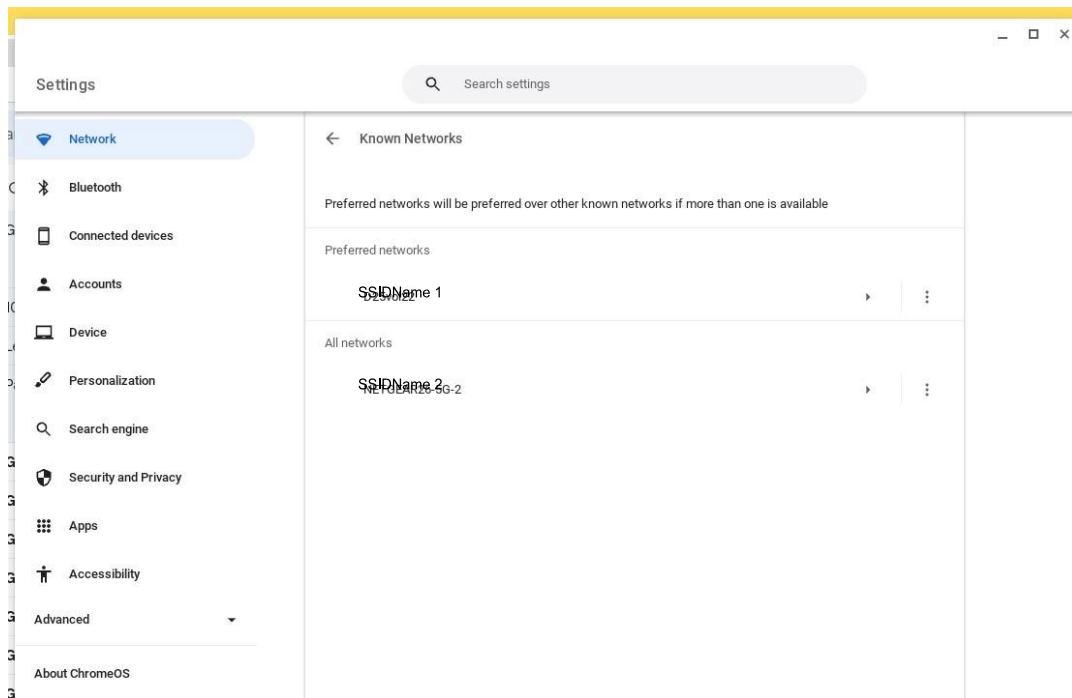


**Figure 8: WiFi Network Configuration Setting Screen**


Note that the “**Automatically connect to this network**” option should also be **ON** by default. Next time you power up, the Chromebook should automatically connect to this network, even if there are multiple “known” networks at the site.


**Note** that you can see the list of “known” networks and preferred networks installed on a Chromebook:

1.	Make sure you're logged in and connected to a Wi-Fi network
2.	At the bottom right, select the time button
3.	Select the settings gear button 
4.	In the " <b>Network</b> " section, select <b>Wi-Fi</b>
5.	Click on “ <b>Known Networks</b> ”. This will open a window that lists the preferred networks first, then all the other “known” networks



**Figure 9: List of Known Networks**

If you see any networks on this list that you don't want the Chromebook to automatically connect to, select the three vertical dots  on the right of the SSID network name and select **Forget**.

If there is a known network in the list that you want to elevate to preferred status, select the three vertical dots  on the right of that SSID network name and select **Add to Preferred**.

Note that these changes will only take effect after a full restart of your Chromebook.

### Troubleshooting Tips

If you encounter some issues connecting to a specific network, try connecting to another network if one is available. You can also try to **FORGET** the network in question, then try to connect to it again. See the chapter on [Removing WiFi connection](#) above.

If you are connected to a network, but you don't have an internet connection, check your router. Is your router properly connected to the site network? Also check the site network. Does the site network have an internet connection?

If you encounter any issues, see document [C12 - Chromebook Connection to a Network - a Basic Guide](#)

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