



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

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 07/14/2025

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

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

Screen	Action
Connect to Network	1. Fully charge the Chromebook. Power on the Chromebook. Connect to a network.
Sign In	<p>2. If you see an old account username in the login screen, you need to first remove this old account (last year's accounts won't work and need to be removed!):</p> <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 the Chromebook	<ol style="list-style-type: none"> <li>Enter your Tax-Aide Google Account username. See the <a href="#">table</a> below for the correct username and initial password.</li> <li>Click <b>Next</b>.</li> </ol>
Welcome	5. Enter the initial password.
Change Password	<ol style="list-style-type: none"> <li>Enter a strong unique password. Minimum 10 characters.</li> <li>Enter the password a second time</li> <li>Press <b>Enter</b> to confirm.</li> </ol> <p><b>Note:</b> For all subsequent sign-ins, you will need your unique password.</p>
Accept all screens	<ol style="list-style-type: none"> <li>On the next couple of setup screens, leave all the default options as they are and click <b>Accept and continue</b>.</li> <li>If you see a screen titled "<b>Connect to your phone</b>", Click <b>No Thanks</b>.</li> </ol>
Check Recovery email and phone	<ol style="list-style-type: none"> <li>Launch Chrome from the icon  at the bottom of the task bar</li> <li>In a new tab, Go to <b>Tax-Aide-Links -&gt; Google Links -&gt; Update Recovery Info</b></li> <li>Scroll down the page to <b>How you sign into Google</b> and verify or enter your personal email address and cell phone number.</li> </ol>
Check for Chrome OS Update	<ol style="list-style-type: none"> <li>Click on the right bottom (time) button of the screen.</li> <li>Click on the Gear Settings icon . Ignore any <b>Account Blocked</b> popups you see.</li> <li>In the <b>Settings</b> window, click on the "<b>About ChromeOS</b>" tab.</li> <li>Click on <b>Check for Updates</b>.</li> <li>If there are any new updates, <b>Restart</b> the Chromebook.</li> <li>After the Chromebook restarts, log in again.</li> <li>Repeat steps 14-19 until it says "<b>Your Chromebook is up to date</b>". It may take more than one restart.</li> </ol>

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## Account Types, Usernames and Initial Passwords Summary

Type of Tax-Aide Google Account	User Name Format	Initial Password
OFFSEASON Volunteer Account	<p><b>VoID @aarpfoundation.org</b> VoID = 9-digit Volunteer ID number</p> <p>Offseason accounts are created for all certified volunteers in early May and are purged in early October.</p>	<p><b>TaxAide YYYY !</b></p> <p>Use <b>TaxAide2025!</b> for offseason accounts to be used in 2025.</p>
Volunteer Account	<p><b>VoID ty YY @aarpfoundation.org</b> VoID = 9-digit Volunteer ID number</p> <p>YY = 2-digit Tax Year. Tax Year 25 starts on January 1st, 2026.</p> <p>Volunteer accounts are purged at the beginning of June. Volunteer accounts for the next tax season are created in September for previously-certified volunteers.</p> <p>Volunteer accounts are created for new volunteers when their status becomes “candidate under consideration” in the AARP Volunteer Portal</p>	<p><b>TaxAide YYYY !</b></p> <p>Use <b>TaxAide2025!</b> for Tax Year 25.</p>
Google Voice Account (1 per site)	<p><b>SiteID @aarpfoundation.org</b> SiteID = 8-digit site ID number</p> <p>Do not include the leading “S”</p>	<p><b>Taxaide YYYY !</b></p> <p>See Note 1</p>

**Note 1:** An active site that has not used its Google Voice Account in the past may not have an assigned GV account. To get a Google Voice Account, limit one per site, the site Local Coordinator should ask the State’s Technology Specialist to submit a ticket with [GV06 Google Voice Site Account Request](#). The password and GV phone number of an active site that used their Google Voice account during the last tax season will not be changed or be reset for the next season.

See [GA05 2025 Google Chromebook Accounts Creation Schedule](#) for dates of account creation and purge. See [GA04 2024 Chromebook and Google Account Calendar](#) for a graphic depiction.

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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 Chromebook Signon

At the beginning of each season, each volunteer must first remove any pre-existing Tax-Aide Google accounts, if any are still left over on their Chromebooks, then add their new Off season or Tax Year Tax-Aide Google Account account.

At the end of each season, volunteers need to remove their accounts from their Chromebooks. For security reasons, all Google Drive data in volunteer accounts is purged at the end of each season. The files that are stored locally in My Files on a Chromebook also need to be deleted, and this is done by removing all Tax-Aide Google Accounts from each Chromebook.

If old accounts are not removed from Chromebooks at the end of the tax season, the Chromebook will not sync properly and Google applications will not work. .

## Tax-Aide Google Account Creation

To sign into an AARP Foundation Tax-Aide Chromebook, you will need an active Tax-Aide Google Account. These accounts are created and managed by the AARP Tax- Aide Foundation National Office. Two types of accounts are used: Tax Year accounts and Off Season Accounts.

TY24	VolID ty24@aarpfoundation.org
Off-season	VolID @aarpfoundation.org
TY25	VolID ty25@aarpfoundation.org

“VolID” in the above table is replaced by your nine-digit AARP Volunteer ID.

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See [GA05 2025 Google Chromebook Accounts Creation Schedule](#) for dates of account creation and purge, and see [GA04 2024 Chromebook and Google Account Calendar](#) for a graphic depiction.

### New Volunteers

Once you have been accepted to the AARP Tax-Aide program as a **Prospective volunteer** and you are assigned the status of **Candidate under consideration** to an active site on the volunteer portal, you are issued a Tax-Aide Google Account. Your username for this account is “**VoIID** ty **YY** @aarpfoundation.org”, where **VoIID** is replaced with your nine-digit volunteer ID, and **YY** has to be replaced with the last two digits of the tax year of account creation. For example, you will use “25” for Tax Year 2025 from Mid September 2025 until the end of May 2026.

New accounts are activated once a week, so it may take up to a week before you can sign into a Chromebook after your volunteer status has been changed from “Prospective Volunteer” to “Candidate under consideration” on the portal.

While “Candidate Under Consideration” in the portal, you are blocked from access to the production Tax Slayer site. When you become a certified Counselor you are given a site assignment in the portal. Within a week of receiving this assignment, you are granted access to the production TaxSlayer (TSO) site. The site's TSO Administrator will create a TSO account for you. TSO accounts have a different username and password than your Tax-Aide Google Account.

Note that if you do not certify and/or don't get issued an active assignment in the portal by the beginning of the tax season, your account will be purged in February.

### Returning Certified Volunteers

At the end of the tax season, off season accounts are created for all certified volunteers, typically at the beginning of May. All volunteer accounts used during the tax season are purged, typically at the end of May. Accounts for the next tax season are created in September, and the off season accounts are purged at the end of September.

This overlap allows you to transfer any data that you may want to retain from one year to the next from the old account to the new account. The exact timing may vary from year to year to allow all states to complete their tax season with minimum disruption and the dates are communicated via a National Leadership Communication bulletin.

When a new 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

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**TaxAide YYYY !** Where **YYYY** is the 4-digit 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 for the 2025 tax season will have an initial password in the format **TaxAide2025!** .

Immediately after you first sign in, you will be prompted to 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 Coordinator if you have difficulty signing in to a new Tax-Aide Google Account.

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

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

The first time you sign into a Chromebook with your Tax-Aide 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 the Tax-Aide 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 7.</li></ol> Click <b>Connect</b>
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 drop-down 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 should remove each of them separately following the steps above.</p></li></ol>

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Sign into the Chromebook	9. Enter your Tax-Aide Google account email address which is typically <b>VoID ty YY @aarpfoundation.org</b> where VoID should be replaced with your nine-digit volunteer ID number and YY is the last 2-digits of the tax year. Email addresses are not case sensitive.
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Screen	Action
	<p style="text-align: center;"><a href="#">(See Figure 9)</a></p> <p>10. Click <b>Next</b> .</p>
Welcome	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 2025, the initial password is TaxAide2025!) Don't forget the exclamation mark (!) Passwords <i>are</i> case-sensitive. <a href="#">(See Figure 10)</a>
Change Password	<p>12. Enter a strong unique password. Minimum 10 characters.</p> <p>13. Enter the password a second time</p> <p>14. Press <b>Enter</b> to confirm.</p> <p style="text-align: center;"><b>Note:</b> For all subsequent sign-ins, you will need your unique password.</p>
Control your Data	15. Leave all default options as they are and click <b>Accept and continue</b> . <a href="#">(See Figure 11)</a>
Sync the Chromebook	16. Leave all default options as they are and click <b>Accept and continue</b> . <a href="#">(See Figure 12)</a>
Connect to your phone	17. If you see this screen, click <b>No thanks</b> . If not, continue to the next step.
Desktop	18. You should now see the desktop screen with the AARP Foundation logo in the middle of the screen.

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<p>Setup Recovery Information</p> <p>See also <a href="#">Appendix D</a></p>	<p>19. 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>How you sign in to Google</b> and check the recovery phone and recovery email information</li> </ol>
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Screen	Action
	<ol style="list-style-type: none"> <li>f. If it says “ <b>Add your cell phone</b> ” or “ <b>Add an email address</b> ”, click on the right arrow key next to it and follow the steps to your cell phone or your personal email address as means to authenticate your account.</li> <li>g. If it says <b>!Verify</b> next to your recovery phone or email , click on the arrow key next to it and follow the step to verify this information.</li> <li>h. If it shows both your cell phone and your personal email in the recovery section, and it doesn't say <b>!Verify</b> , your recovery info is properly registered in your account.</li> </ol>

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<p>Check for Chrome OS Update</p> <p>See also <a href="#">Appendix H</a></p>	<ol style="list-style-type: none"><li>20. Click on the right bottom (time) button of the screen.</li><li>21. 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.)</li><li>22. In the <b>Settings</b> window, click on the “<b>About ChromeOS</b>” tab.</li><li>23. Click on <b>Check for Updates</b>.</li><li>24. If there are any new updates, <b>Restart</b> the Chromebook.</li><li>25. After the CB restarts, log in and check again for updates.</li><li>26. Repeat this process until it says “<b>Your Chromebook is up to date</b>”. (Note: it may take a couple of restarts).</li></ol>
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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](#).)

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

When a Chromebook does not start/boot to a sign on screen, you can use the steps below to get a Chromebook to start/boot again.

1. Make sure that all external devices are disconnected.
2. Connect the power adapter to the 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.

If these steps do not get you to a sign on screen on the Chromebook, follow the steps listed in [TS15 - What to do if the Chromebook crashes](#).

### What to do if you are unable to sign in

If you cannot sign in to a 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.

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If after checking the spelling of your username and password, you still cannot sign in to the 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**

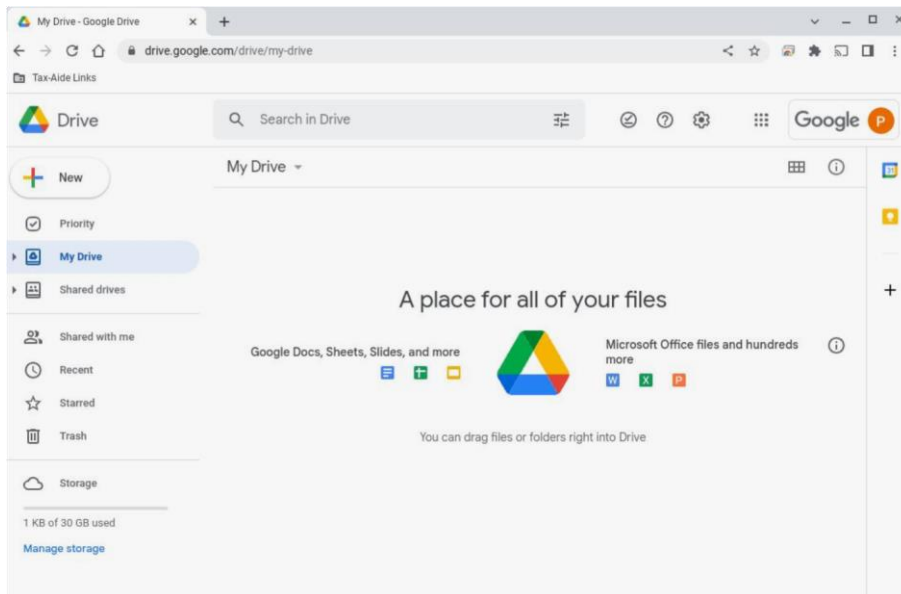
Once you sign up to a new account, you should test if this account is properly activated. If the account has been properly activated, all the Google apps such as Gmail and Google Drive will work properly. If the account is installed on the Chromebook but not active, for instance if you use last year's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

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

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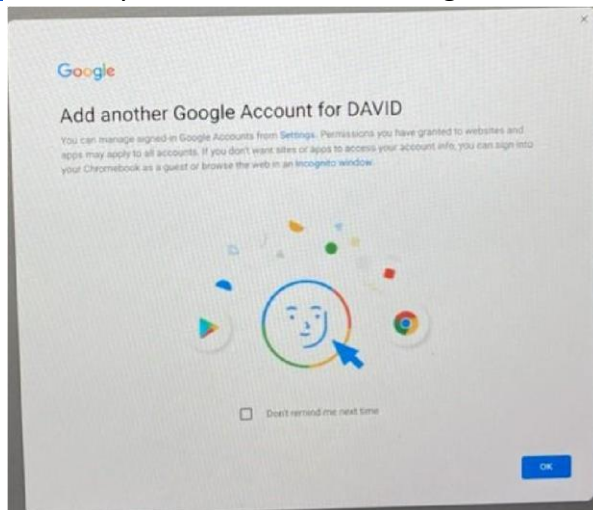
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**Figure 1: Google Drive Window**

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**

***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.***

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## Signing Into Chromebook after initial Sign-in

When you turn on a 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. [\(See also Appendix C\)](#).

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 "<b>Sign Out</b>" 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 "<b>Add person</b>" button on the left bottom of the screen. <a href="#">(See Figure 8)</a>.</li></ol>

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Screen	Action
Sign into the Chromebook	<p>6. Enter your full Tax-Aide Google account email address which is typically <b>VoIIDtyYY@aarpfoundation.org</b> where VoIID should be replaced with your 9-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> .</p> <p>7. Click <b>Next</b> .</p>
Enter your Password	8. Enter your unique password. <a href="#">(See Figure 10)</a> .
Control your Data	27. Leave all default options as they are and click <b>Accept and continue</b> . <a href="#">(See Figure 11)</a>
Sync the Chromebook	28. Leave all default options as they are and click <b>Accept and continue</b> . <a href="#">(See Figure 12)</a>
Connect to your phone	29. If you see this screen, click <b>No thanks</b> . If not, continue to the next step. (note: not everyone gets this screen)
Landing screen	<p>10. You are now on the landing screen with <b>AARP Foundation</b> in the middle</p> <p>11. 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> :</p> <ul style="list-style-type: none"> <li>h. Click the <b>Google Chrome</b> button at the bottom of the screen.</li> <li>i. Open a <b>new Tab</b></li> <li>j. Select the <b>Tax-Aide-Links</b> bookmark at the top left of the screen</li> <li>k. Select <b>Google Links</b> from the drop-down menu.</li> <li>l. Select <b>Update Recovery Info</b></li> <li>m. Scroll down the page to <b>How to sign in to Google</b> and verify or enter your personal email address and cell phone number.</li> </ul>

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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 a 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

## Appendices: Step by Step Instructions with Examples

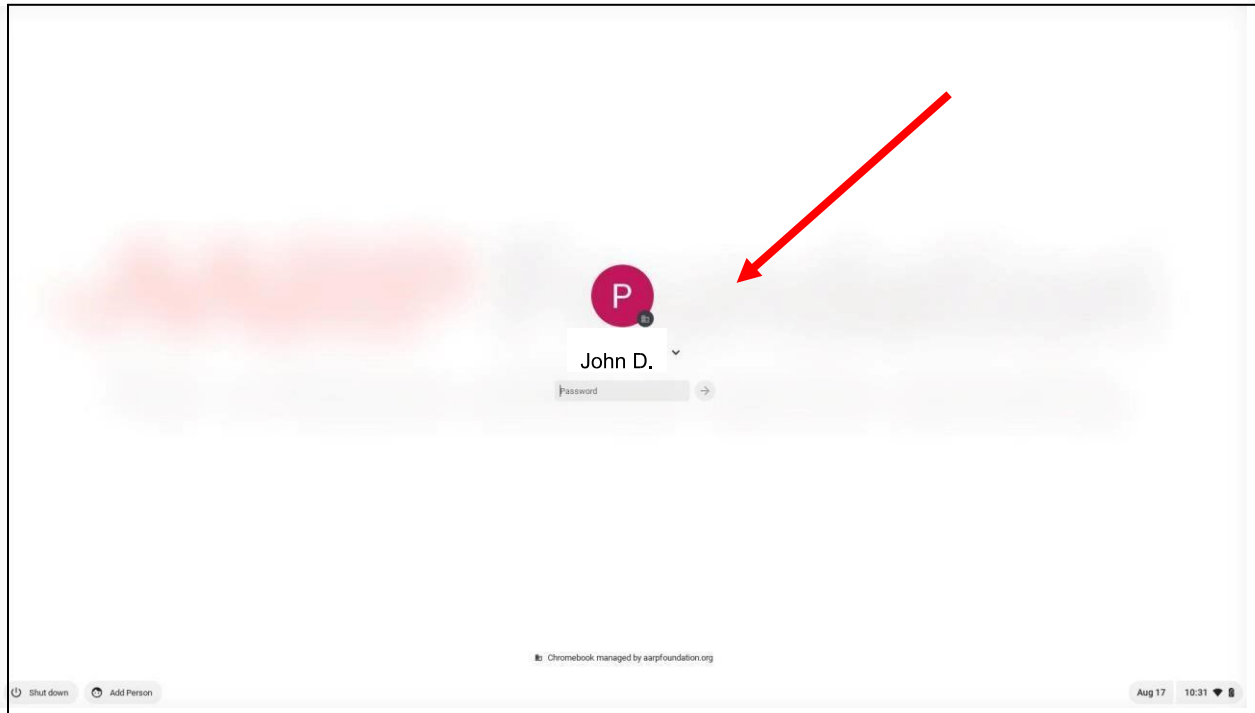
### Appendix A: Signing into Chromebook

When you turn on a 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.

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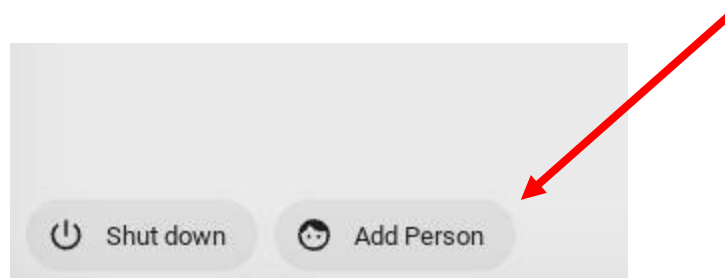
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**Figure 3: Chromebook Initial page with one user account**

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 a 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”. [\(See Figure 4\)](#) .



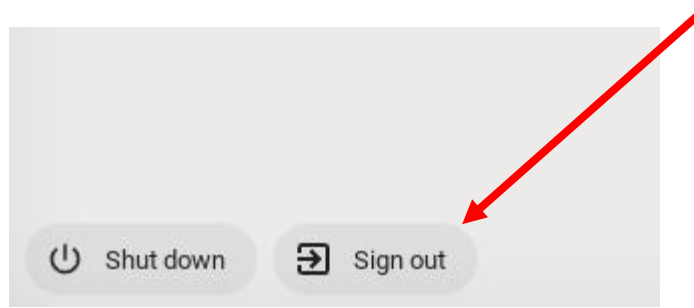
**Figure 4: Bottom left corner of the screen after signing off.**

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.

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**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 [\(See Figure 6\)](#).

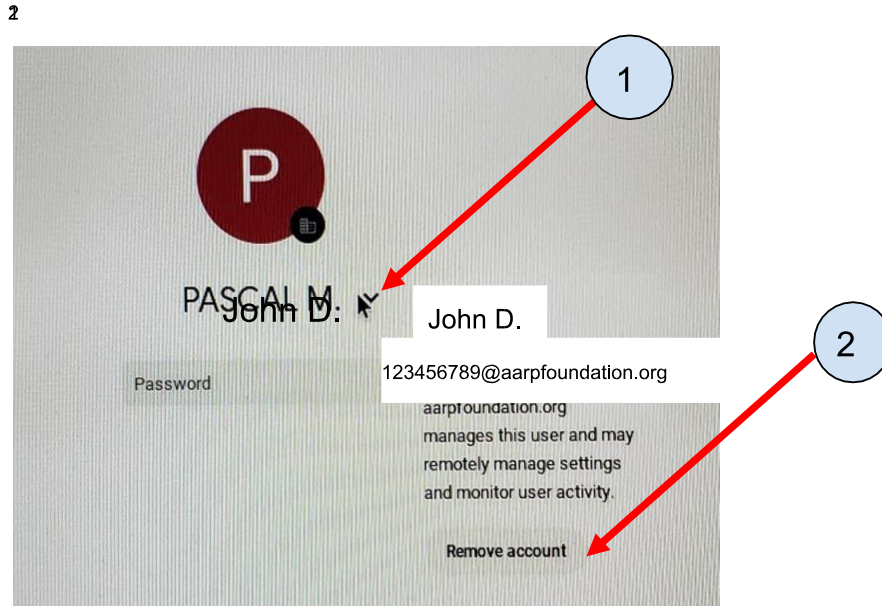


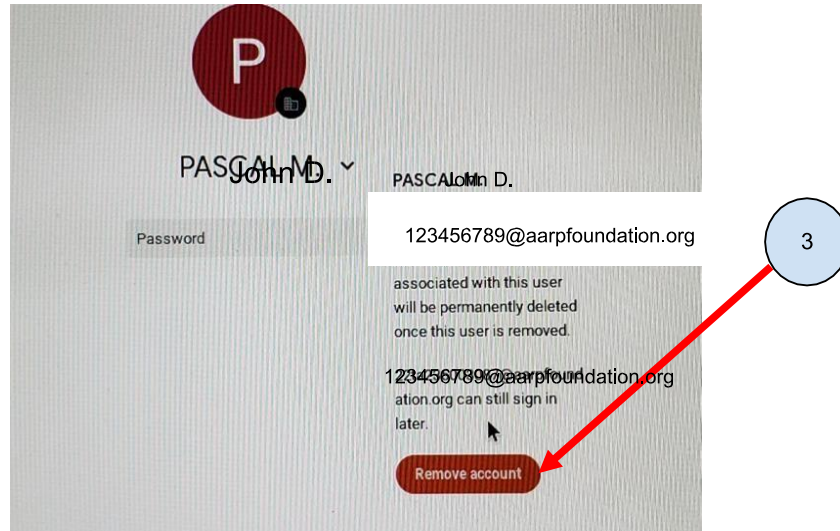
Figure 6: Remove account button

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.

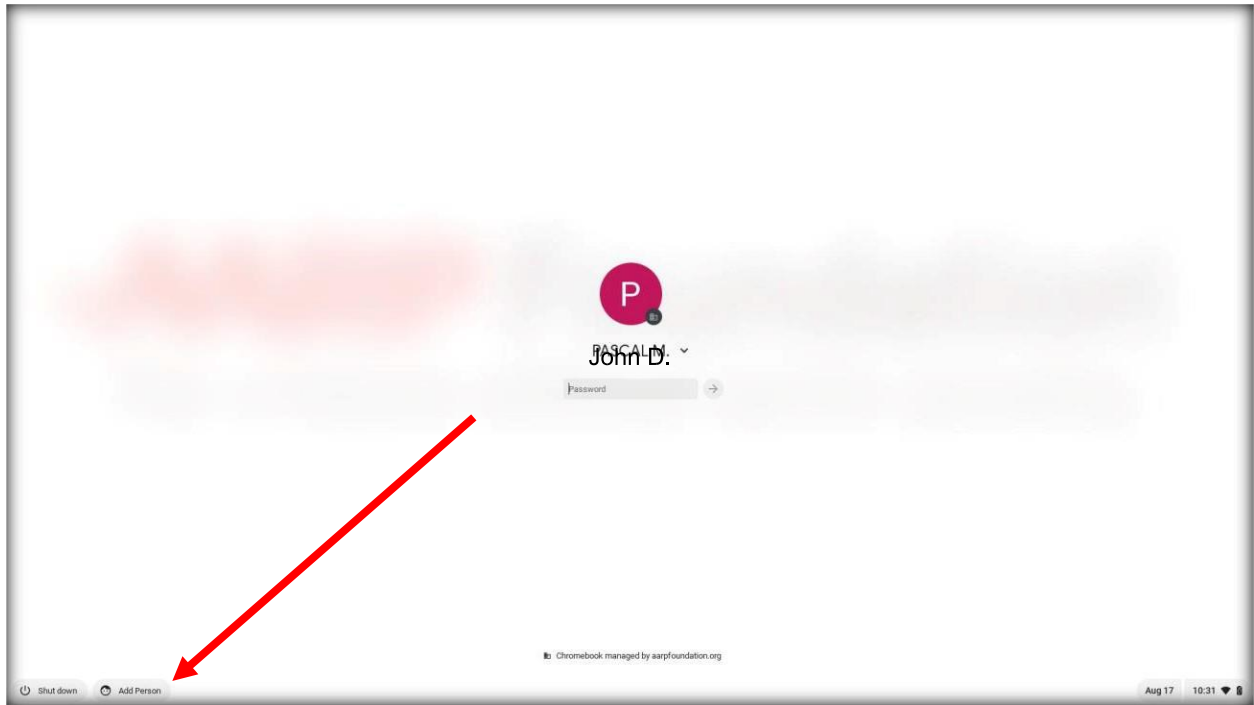
## Appendix C: Adding a New Chromebook User Account

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](#)).

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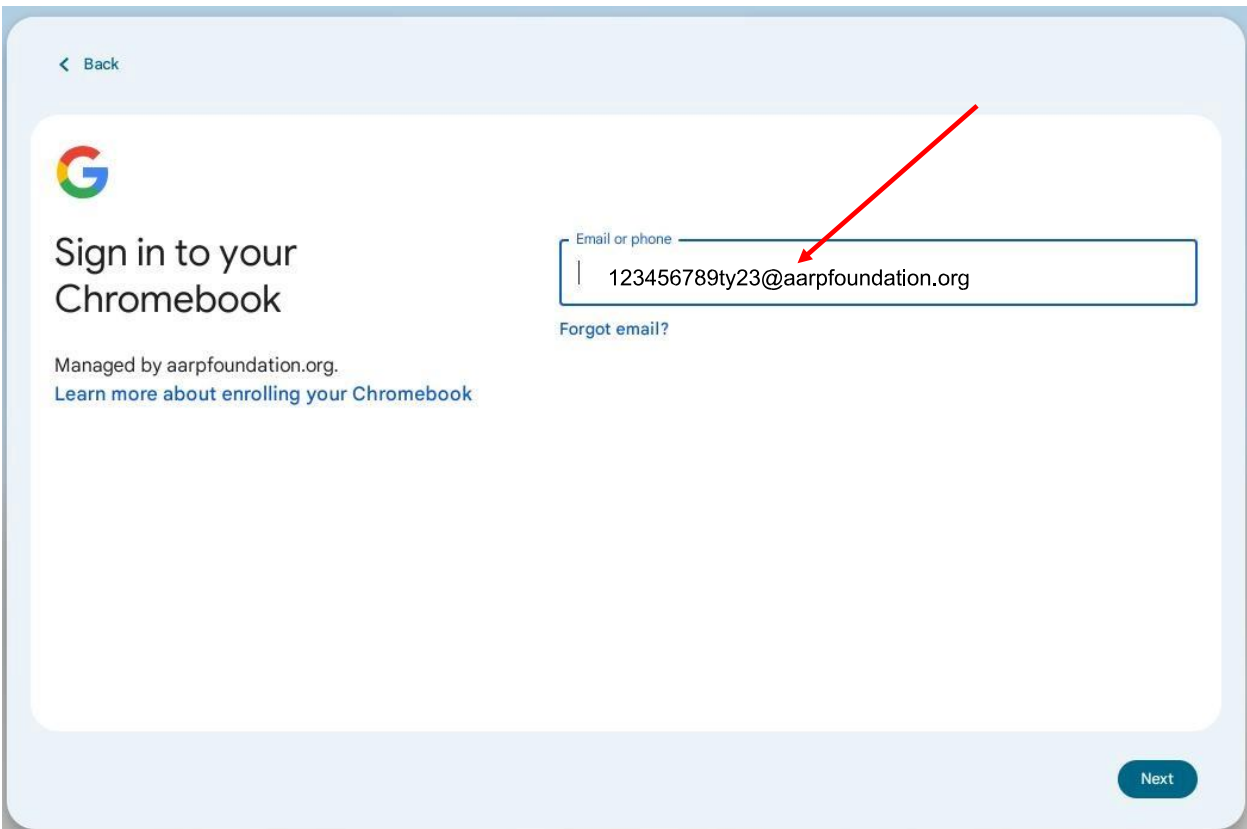
**Figure 8: Initial page with “Add person” button to add a new user account**

This will bring you to the Sign-in page [\(See Figure 9\)](#).

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The screenshot displays a web interface for signing into a Chromebook account. At the top left, there is a '< Back' link. The main content area features the Google logo on the left and the heading 'Sign in to your Chromebook'. Below the heading, it states 'Managed by aarpfoundation.org.' and provides a link: 'Learn more about enrolling your Chromebook'. On the right side, there is a text input field with the placeholder 'Email or phone' and the text '123456789ty23@aarpfoundation.org'. A red arrow points to this input field. Below the input field is a link 'Forgot email?'. At the bottom right, there is a blue 'Next' button.

**Figure 9: Sign In New User Account to Chromebook**

In the “**Email or phone**” box, enter your full AARP username which is also your Tax-Aide email address. (See “User Account Activation” Chapter above). **VOID ty YY@aarpfoundation.org**, where **VOID** is your nine-digit AARP Tax-Aide volunteer ID number and **YY** is the current tax year (for example 23 for accounts created between end of April 2023 till January 2024) followed by the domain name “@aarpfoundation.org”.

The next step is to enter your password ([See Figure 10a](#)). 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. Then, you immediately need to change it to a strong password of your choice and enter it twice ([See Figure 10b](#)).

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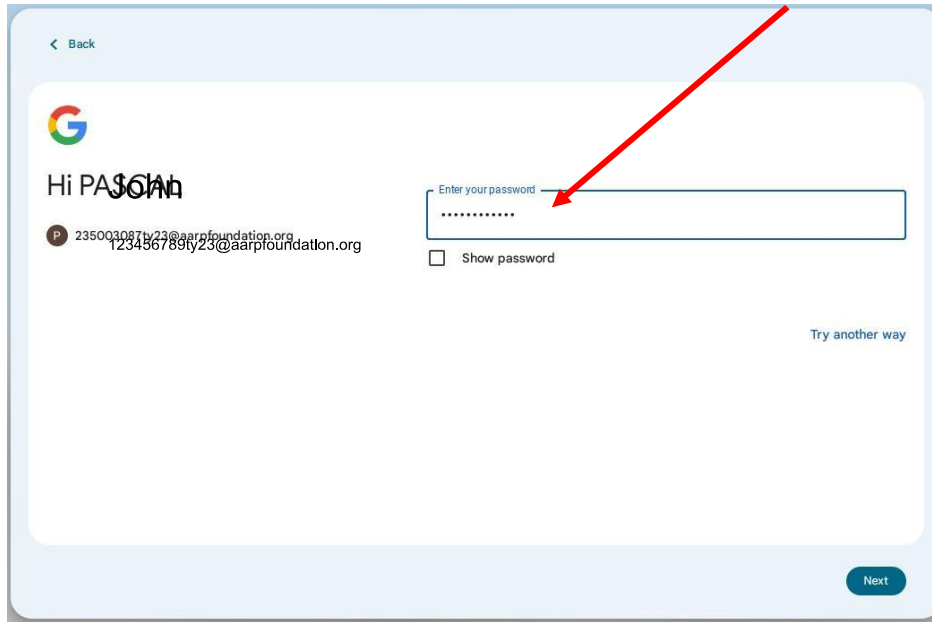
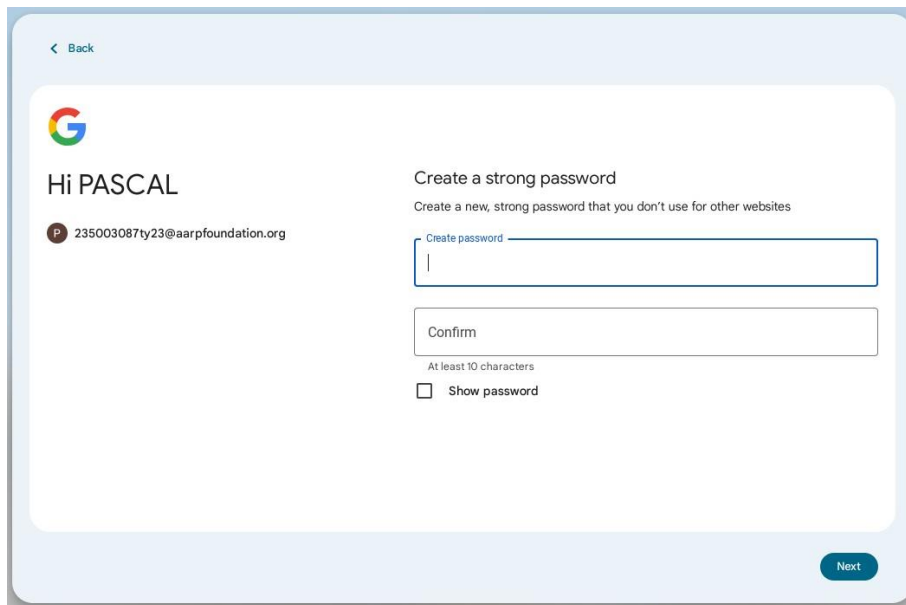


Figure 10a: Enter your password



**Figure 10b: Create a strong password screen** For the next couple of setup screens, click the “Accept and continue” button to accept the default settings. (See Figures [11](#) , [12](#) ). These are just examples. The setup screens that appear here change all the time.

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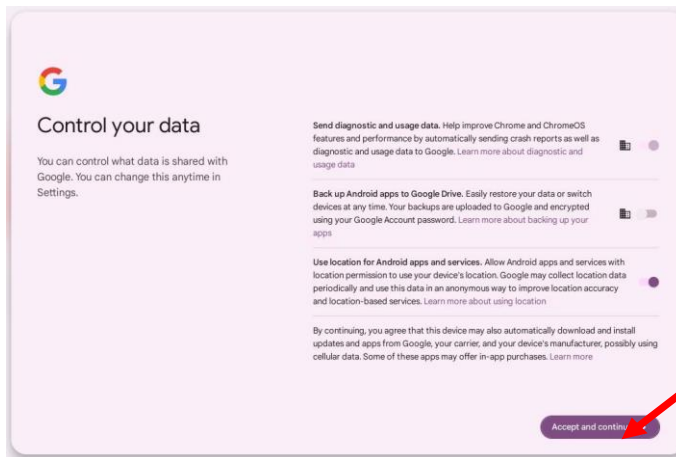


Figure 11: Example 1 of Setup Screen: “Control your data”

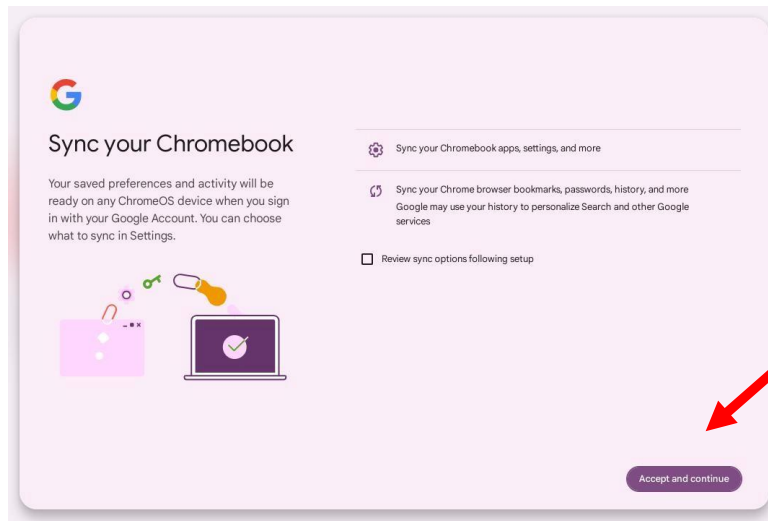


Figure 12: Example 2 of Setup Screen: “Sync your Chromebook”

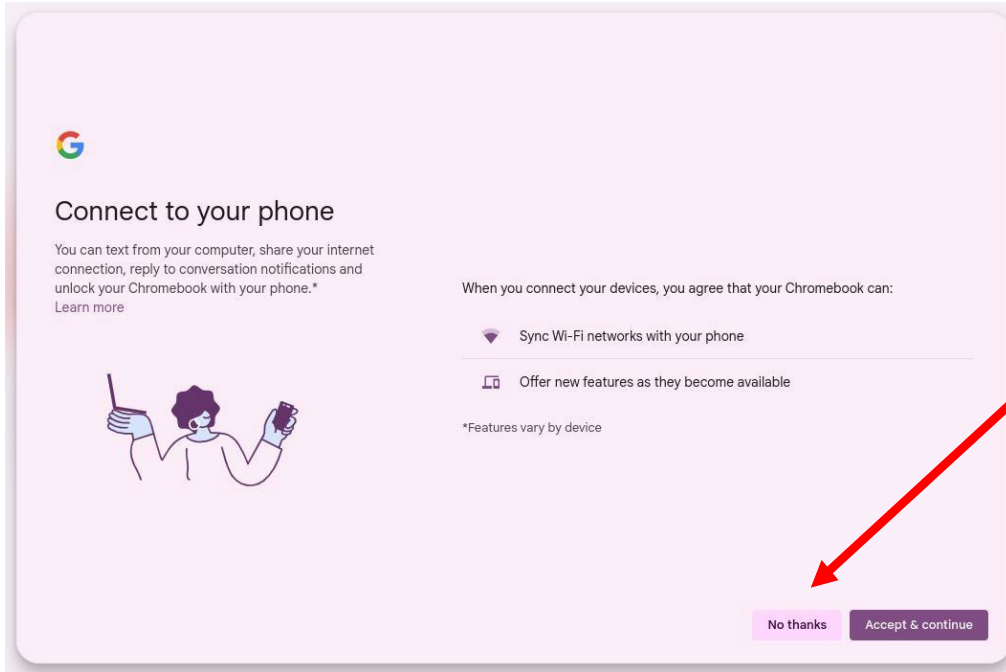
You may or may not see a screen titled “ **Connect to your phone** ” as shown in [Figure 13](#) . If you see this screen, the **Accept and continue** button doesn’t do anything (this screen is

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intended for private accounts and doesn't apply to us). In this case, click **No Thanks** to continue. (Not everyone sees this “**Connect to your phone**” screen).



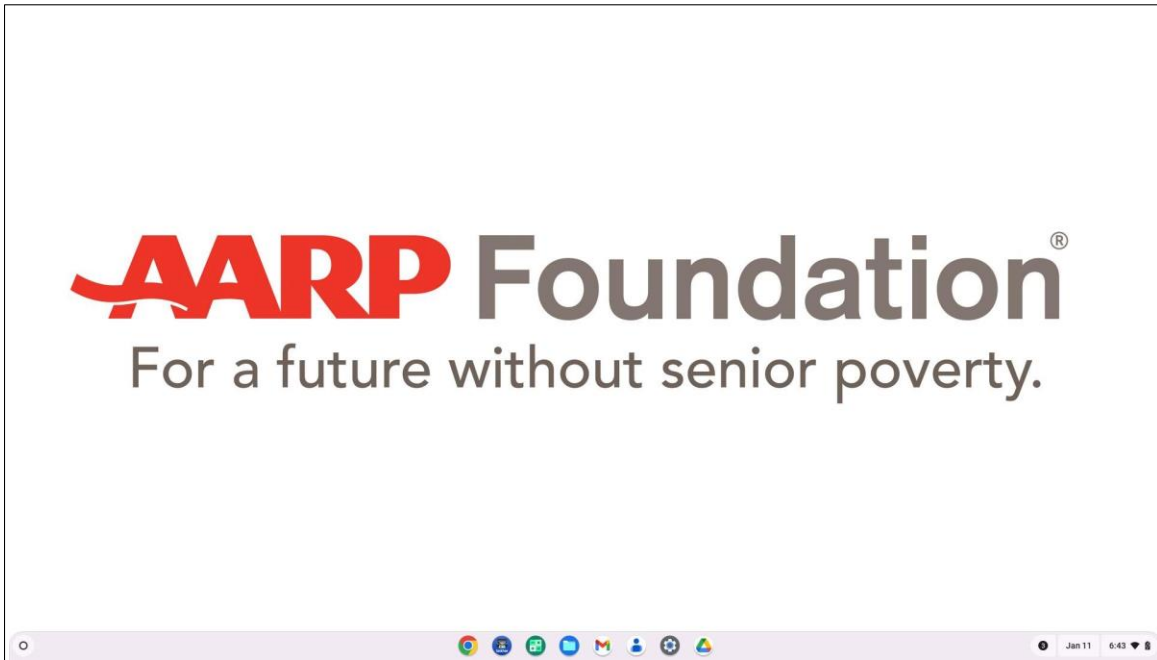
**Figure 13: “Connect your phone” Setup Screen**

When this step is completed, you should see the landing screen as shown in [Figure 14](#) with the AARP Foundation logo in the middle of the screen.

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**Figure 14: Landing Screen - Initial Page after Login.**

### **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 check your 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!

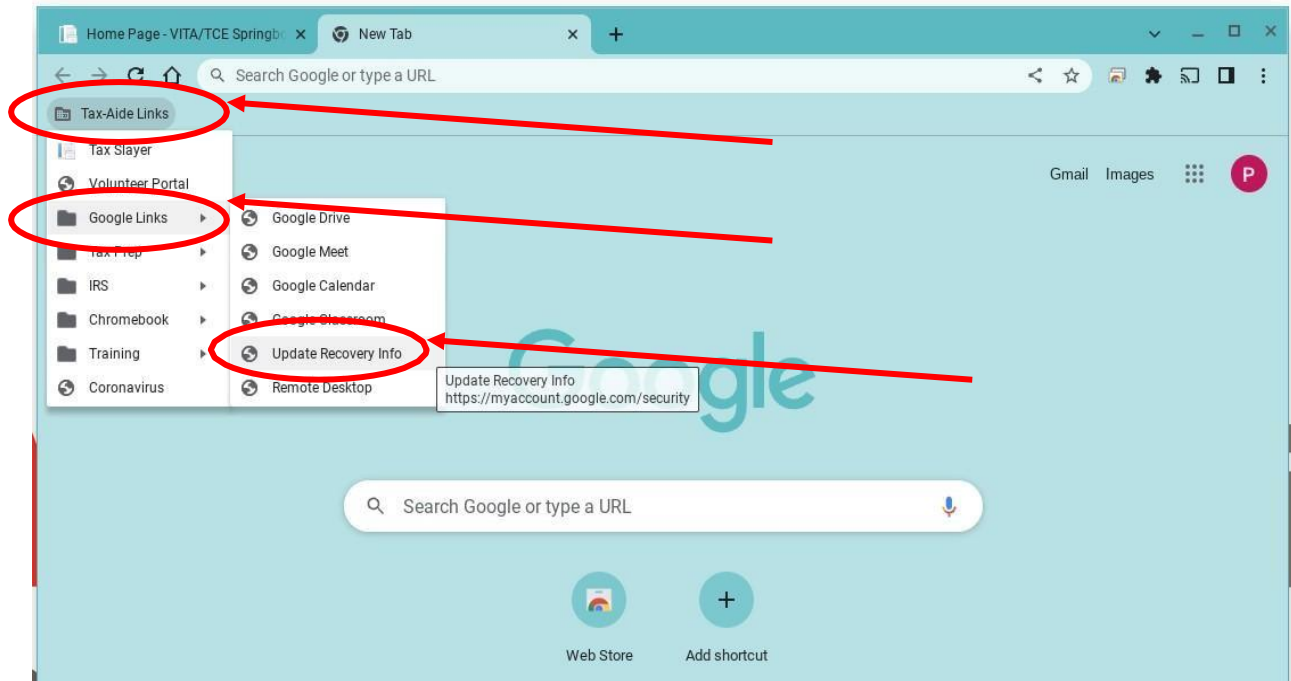
Some of your recovery email and phone may already have been preloaded when the account was created, but this information often needs to be verified by the user first to be activated on the account.

1. Once you are signed in, open a **New Tab** in the Google Chrome browser,
2. Go to the bookmark "**Tax-Aide Links > Google Links > Update Recovery Info**" as shown in [Figure 15](#).

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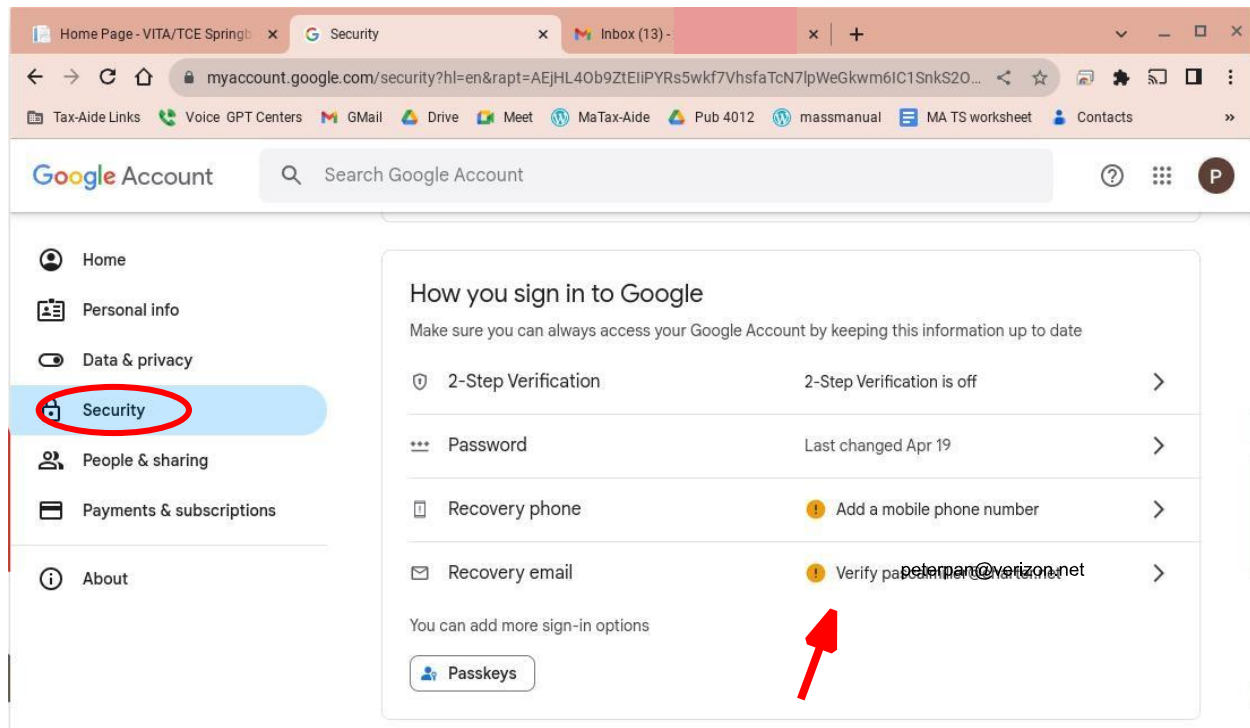
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**Figure 15. Bookmark to Update Recovery Info**

This bookmark will open the "Account.google.com" web page.



**Figure 16a: Password Recovery Information Screen (Recovery phone is missing, Recovery email is entered by not yet verified).**

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3. Scroll down to the “ **How you sign in to Google** ” section as shown in [Figure 16a](#) .
4. First check your recovery phone. If it says “ **Add a Mobile Phone Number** ” as in [Figure 16a](#) , then click on the right arrow key next to it and follow these instructions to enter your mobile phone number:
  - a. First you are asked to enter your password. Enter your AARP account password
  - b. Then you are asked for your recovery phone. Enter your personal cell phone number. The recovery phone number must be a mobile phone number, not a landline, because Google will send a text message when you need to recover your password.
  - c. You will receive an SMS text on your mobile phone with a security code. Go to your personal device and read the security code.
  - d. Go back to the Chromebook and enter that security code.
  - e. Go back to the Google Account Manager, Security Tab, How you Sign In to Google section and check your cell phone.
5. If the Recovery phone shows your mobile phone number and you see **! Verify** to the left of your mobile phone number, click the arrow on that line and follow the instructions to verify it with a security code sent via SMS to your cell phone.
6. If the Recovery phone shows your mobile phone number and you don't see **! Verify** next to it ( [as in Figure 16b](#) ), it means that your mobile phone number is properly set up as a method to identify you as the owner of this account.
7. Now, check your recovery email address. Note that the recovery email needs to be your personal email address, not your AARP email. If it says “ **!Add an email address** ”, click on the right arrow key next to it and follow these instructions to enter your personal email address.
  - a. First it asks you to enter your password, enter your AARP account password
  - b. It then asks you for your recovery email, enter your personal email address
  - c. It will send an email to that address with a security code. Go to your personal device and read the security code in that email.
  - d. Go back to the Chromebook and enter that security code.
  - e. You are all set, go back to the Google Account Manager, Security Tab, **How you Sign In to Google** section and check that the recovery email is properly registered.
8. If the Recovery email shows your personal email address and you see **! Verify** to the left of your Recovery email, click on the arrow on that line and follow the instructions.

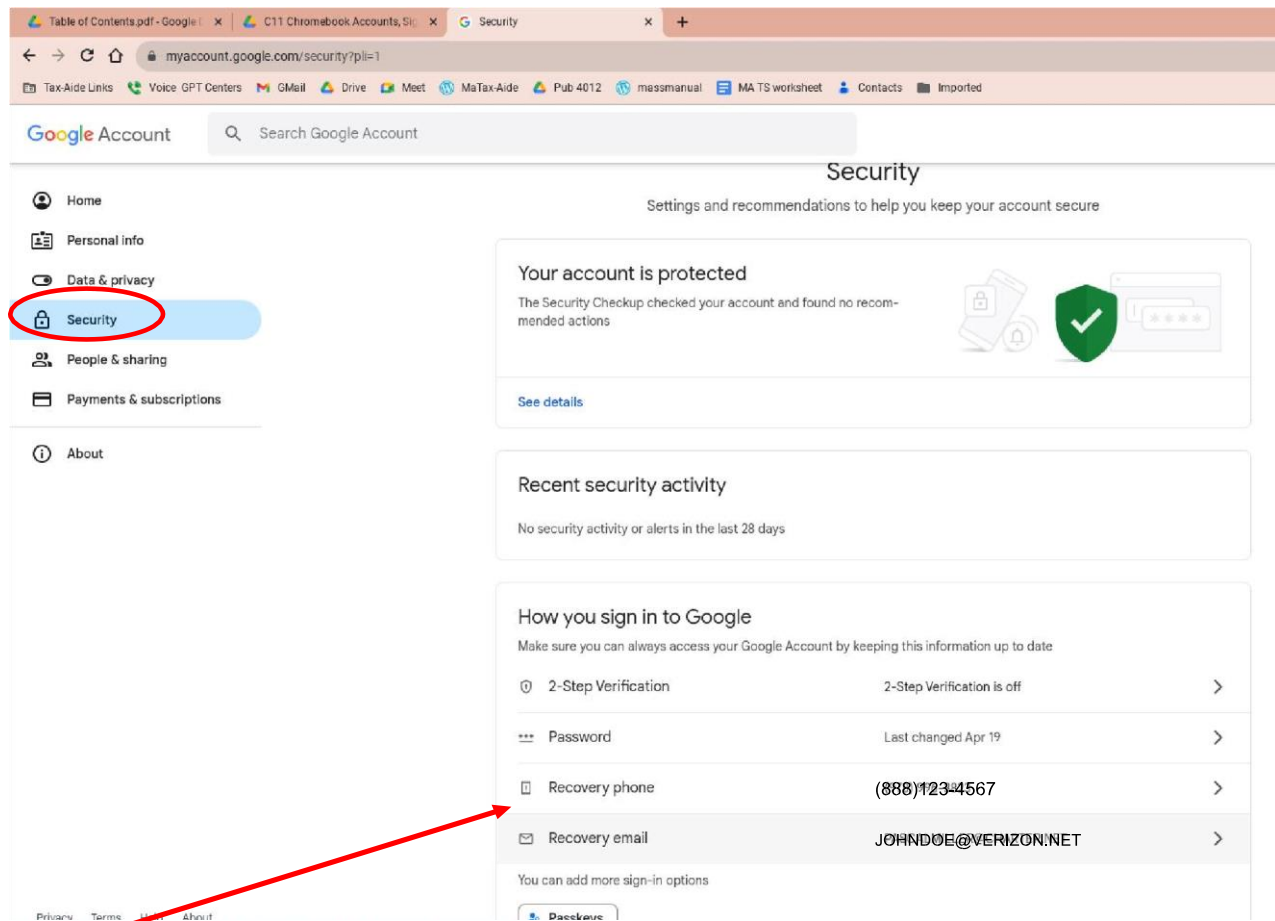
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A security code will be sent to your personal email. Enter that code to verify your recovery email.

9. If you see your recovery email and no **!Verify** sign next to it (as in [Figure 16b](#) ), you are all set and your email is properly registered to authenticate you with this account.
10. Finally, you should see both your Recovery phone and your Recovery email in the “ **How you Sign in to Google** ” section as shown in [Figure 16b](#) below. They are both properly set up if there is no “ **!Verify**” sign next to either the recovery phone or recovery email.



**Figure 16b: Password Recovery Information Screen (Recovery information fully populated and verified)**

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

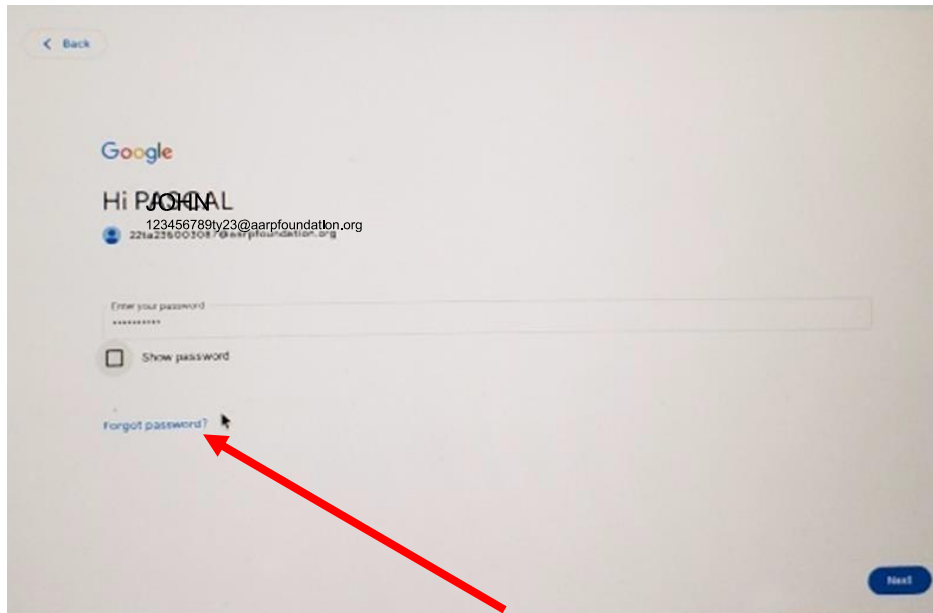
If you ever forget your Tax-Aide Google account password, you can recover it using either your personal phone or email that you specified in the verification and recovery screen shown in [Appendix D](#) . If this happens, you need to first remove the Google user account from the

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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 the 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.
3. In the Sign on screen, enter your username.

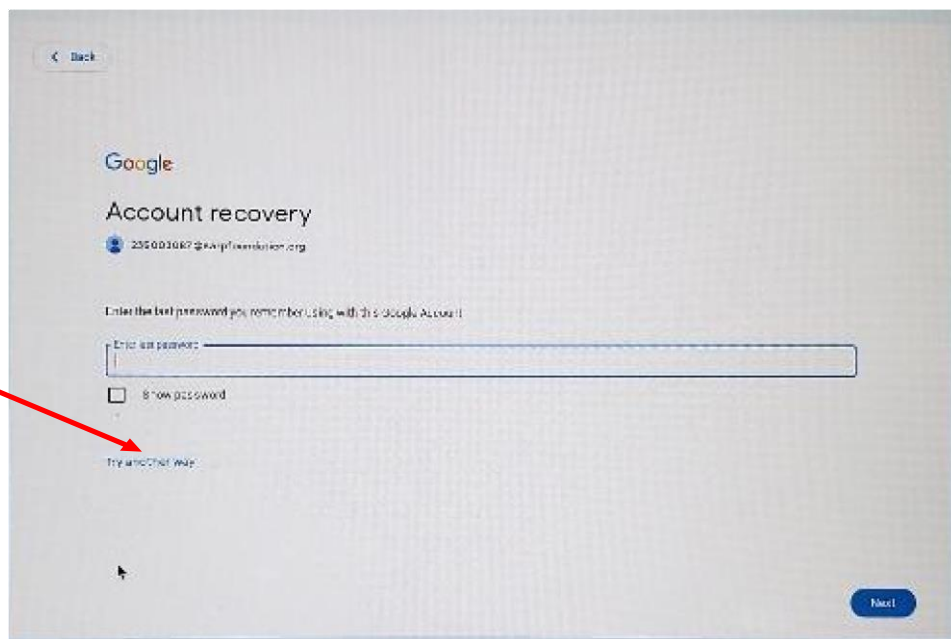
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Note: If other accounts are registered on this Chromebook, click first the **Add person** button on the bottom left side of the screen to open a new account Sign On screen.

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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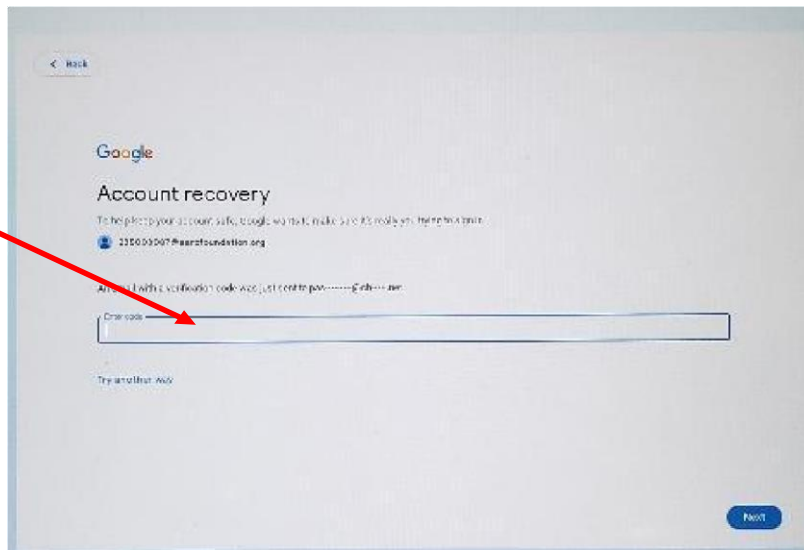
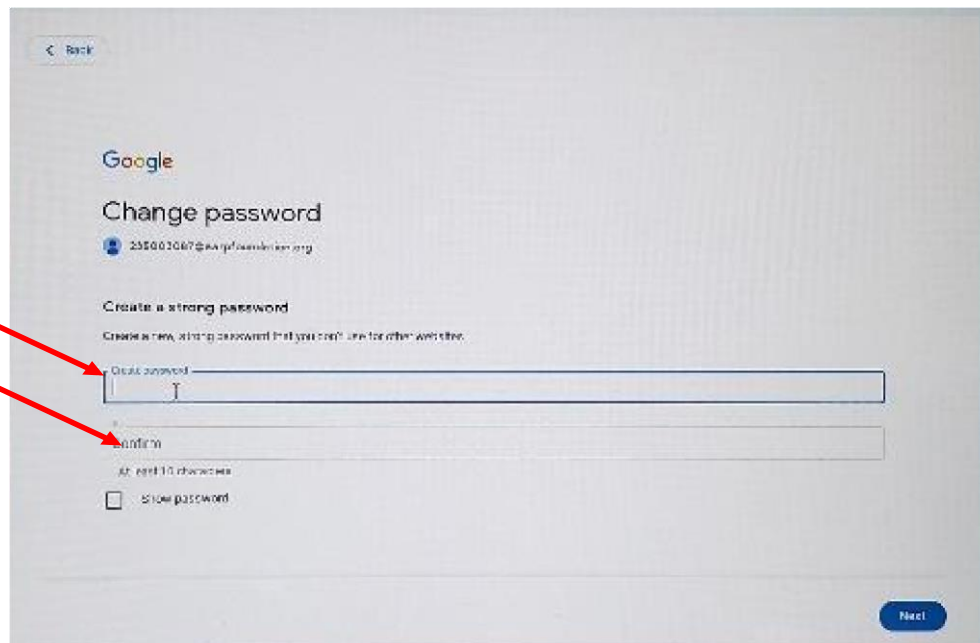


Figure 19: Account Recovery Screen, Authentication Code Entry

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 couple of setup screens, leave all the default options as they are and click the **Accept and continue** button. These screens vary. If it asks you to **connect to your phone**, click **No Thanks**. You are now logged in with the new password and you should see the splash screen with the **AARP Foundation** logo in the middle of the screen.
10. You can test your new password by logging out and logging back in using the new password.

### **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](#)).

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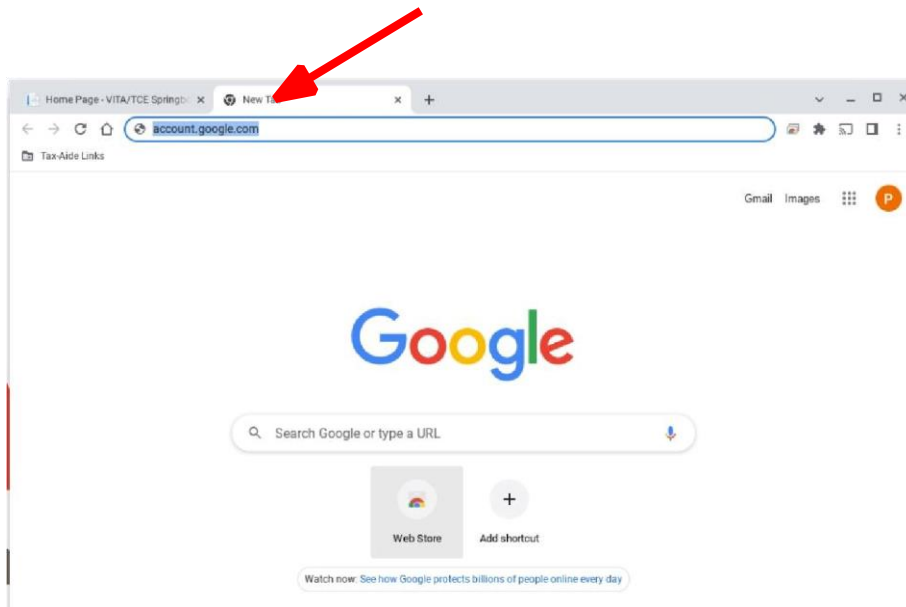
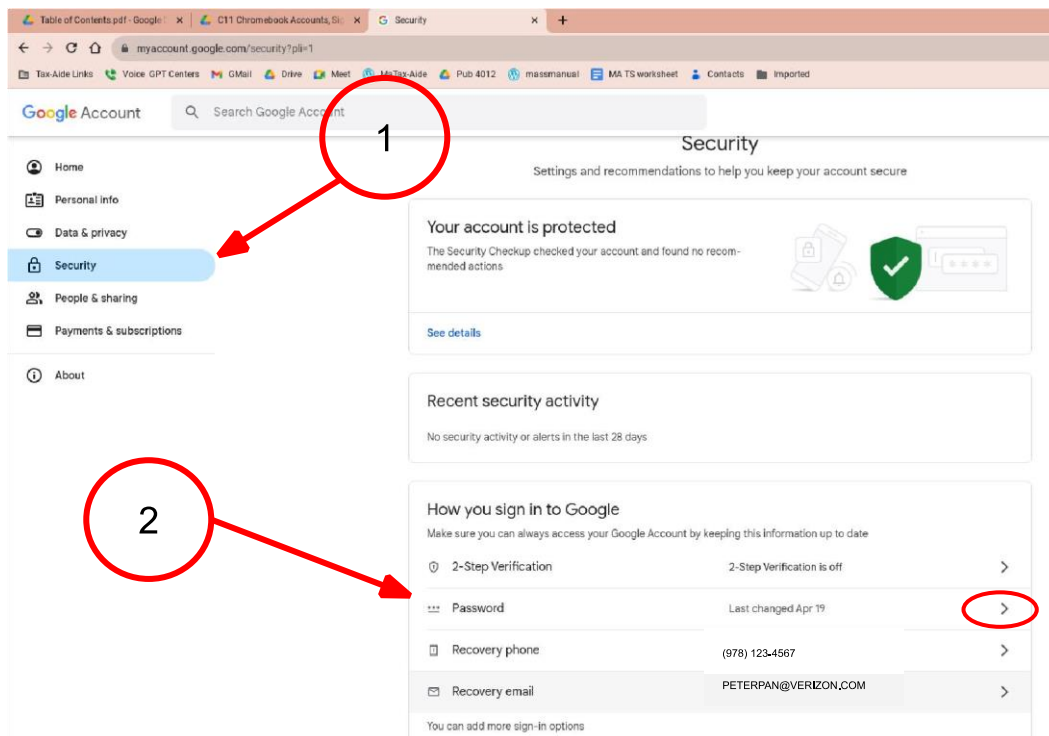


Figure 21: Google Chrome Screen

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



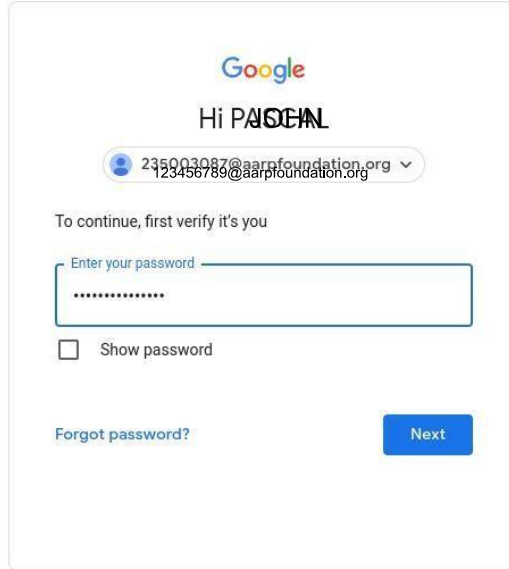
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**Figure 22: Google Account Manager – Security Tab 5.**

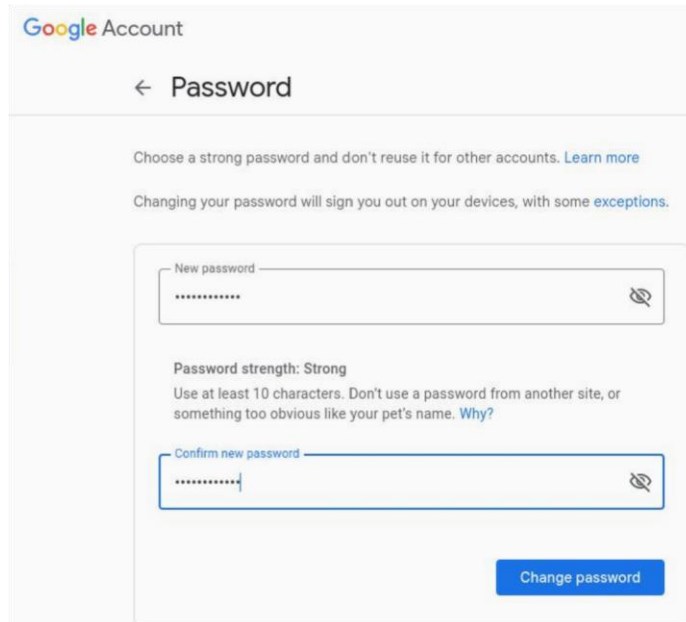
Enter your current password then click **Next** . (See [Figure 23](#) )



The screenshot shows the Google Account Manager interface. At the top is the Google logo. Below it, the text "Hi PASCAL" is displayed. A dropdown menu shows the email address "235003087@aarpfoundation.org" with a small "v" icon to its right. Below the email address, the text "To continue, first verify it's you" is shown. A text input field labeled "Enter your password" contains a series of dots representing a masked password. Below the input field is a checkbox labeled "Show password" which is currently unchecked. At the bottom left, there is a link "Forgot password?". At the bottom right, there is a blue button labeled "Next".

**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 Manager "Password" page. At the top left, the text "Google Account" is displayed. Below it, a back arrow icon is followed by the text "Password". Below this, there are two lines of text: "Choose a strong password and don't reuse it for other accounts. [Learn more](#)" and "Changing your password will sign you out on your devices, with some [exceptions](#)." Below the text is a form with two input fields. The first field is labeled "New password" and contains a series of dots. The second field is labeled "Confirm new password" and also contains a series of dots. Below the input fields, the text "Password strength: Strong" is displayed, followed by the text "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, there is a blue button labeled "Change password".

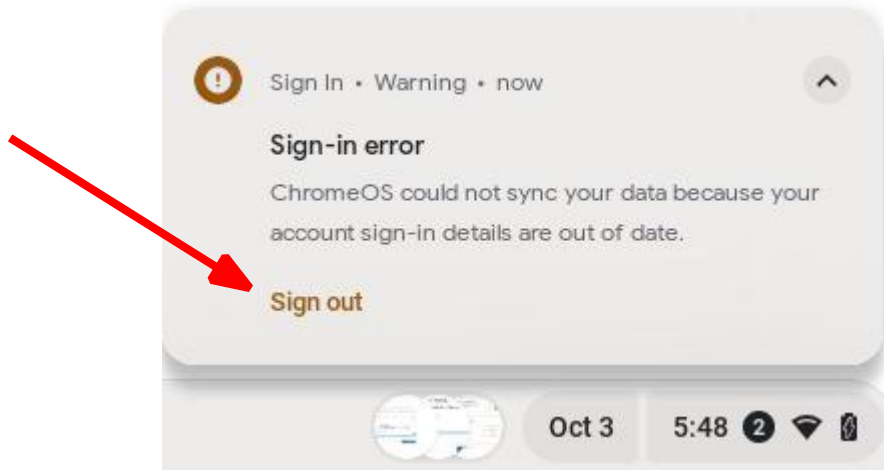
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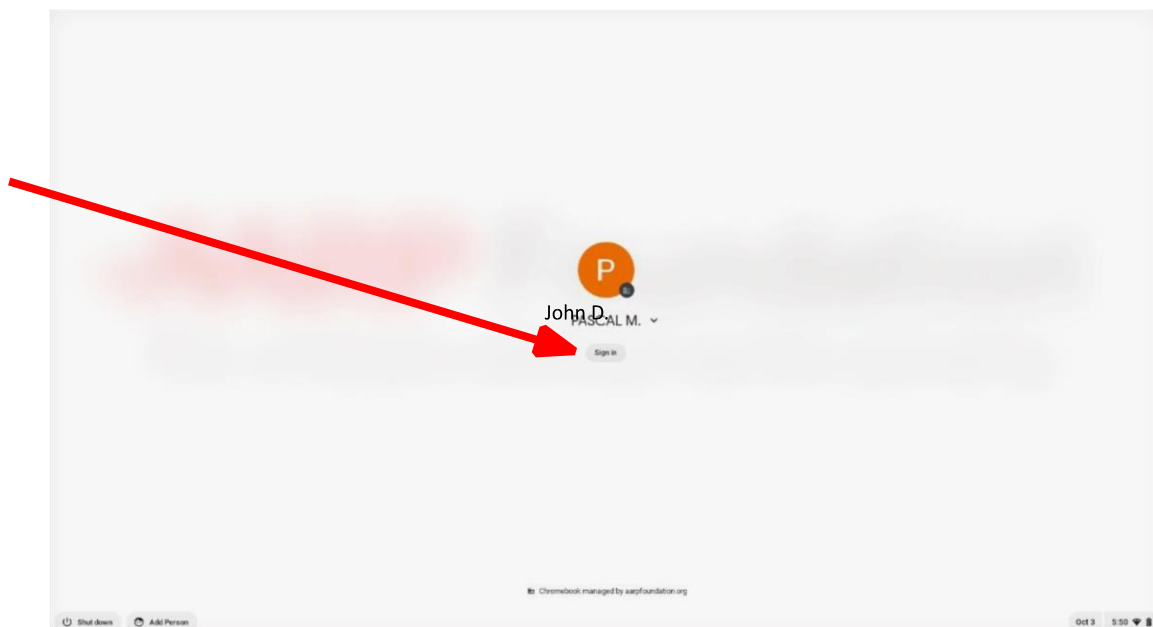
**Figure 24: Change Password Screen**

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](#)).



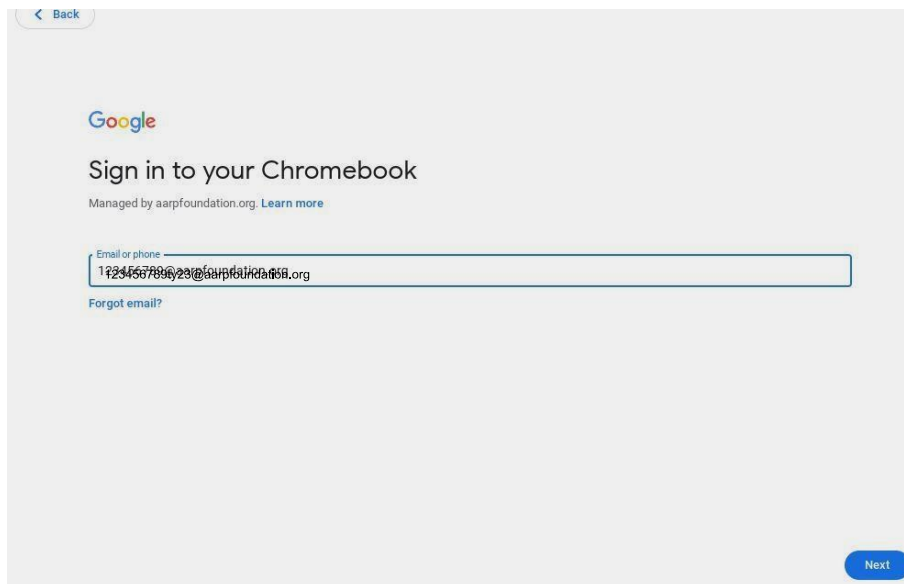
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### Figure 26: Sign in Screen

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



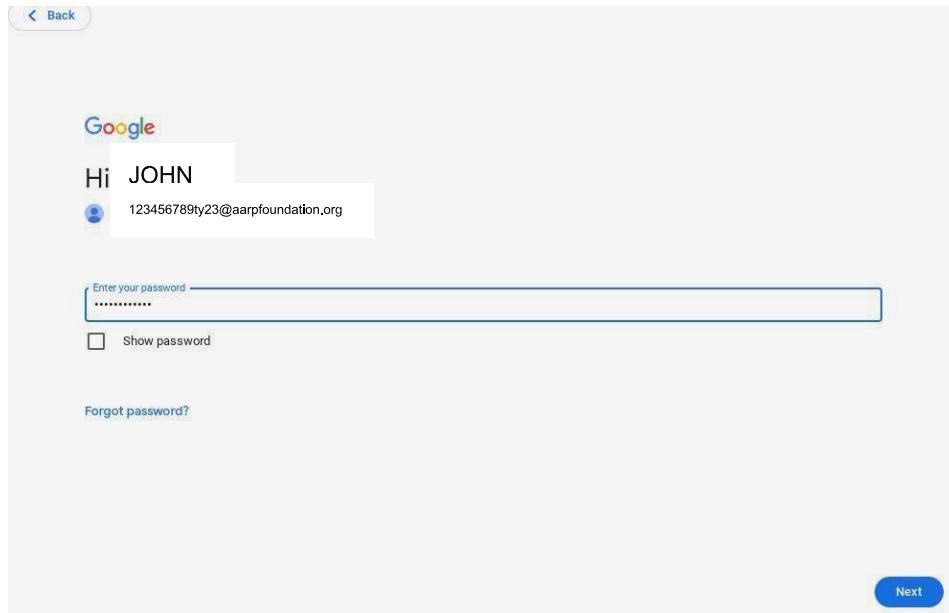
**Figure 27: Username Verification screen**

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

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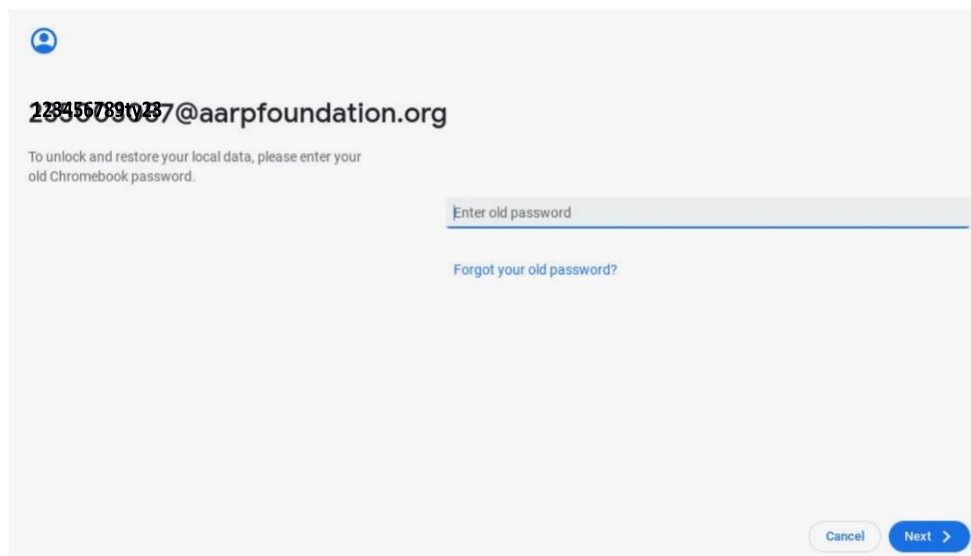
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**Figure 28: Password Entry Screen**

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



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### 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.

### 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.

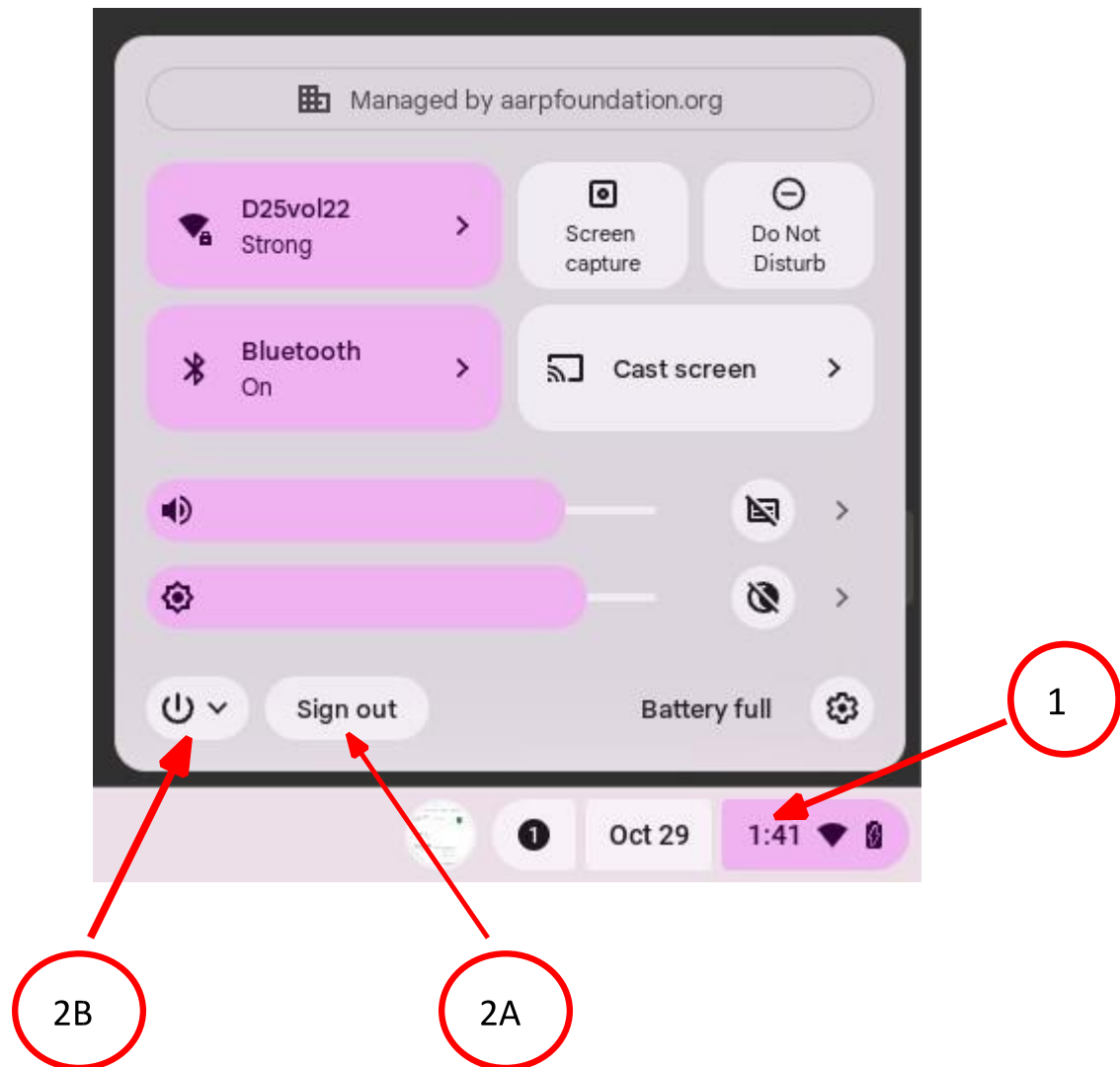
#### B. Power Off

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 the 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  .

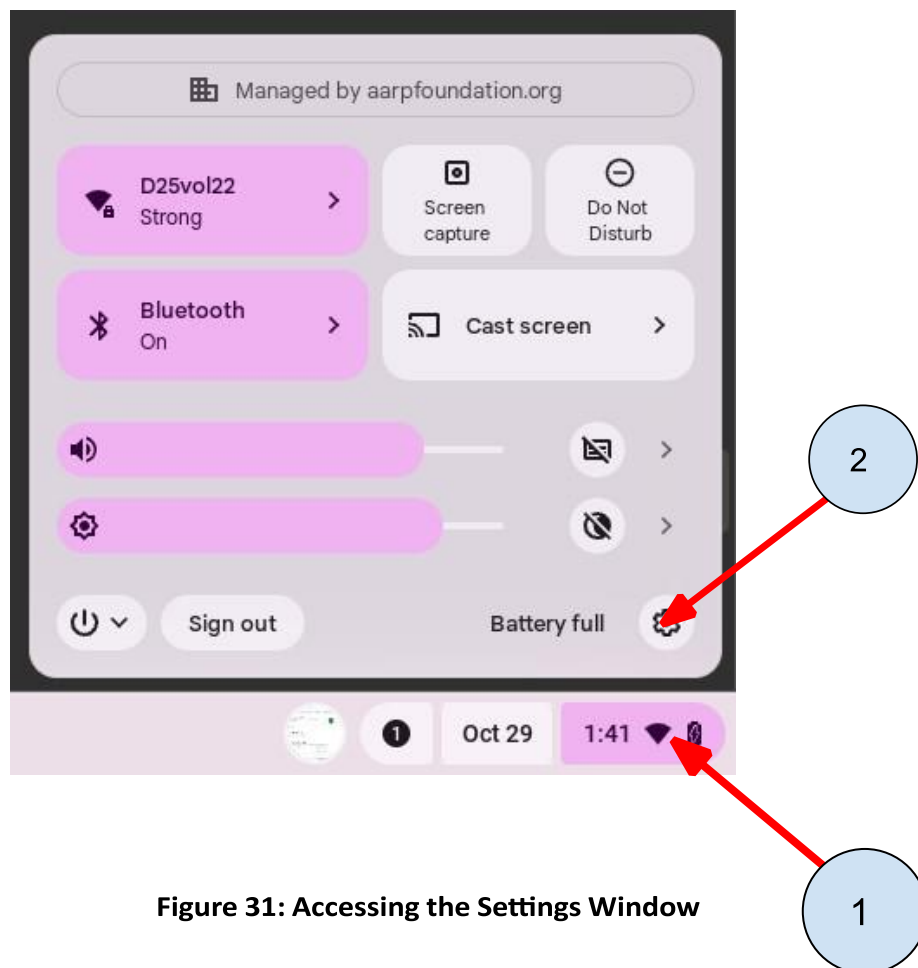


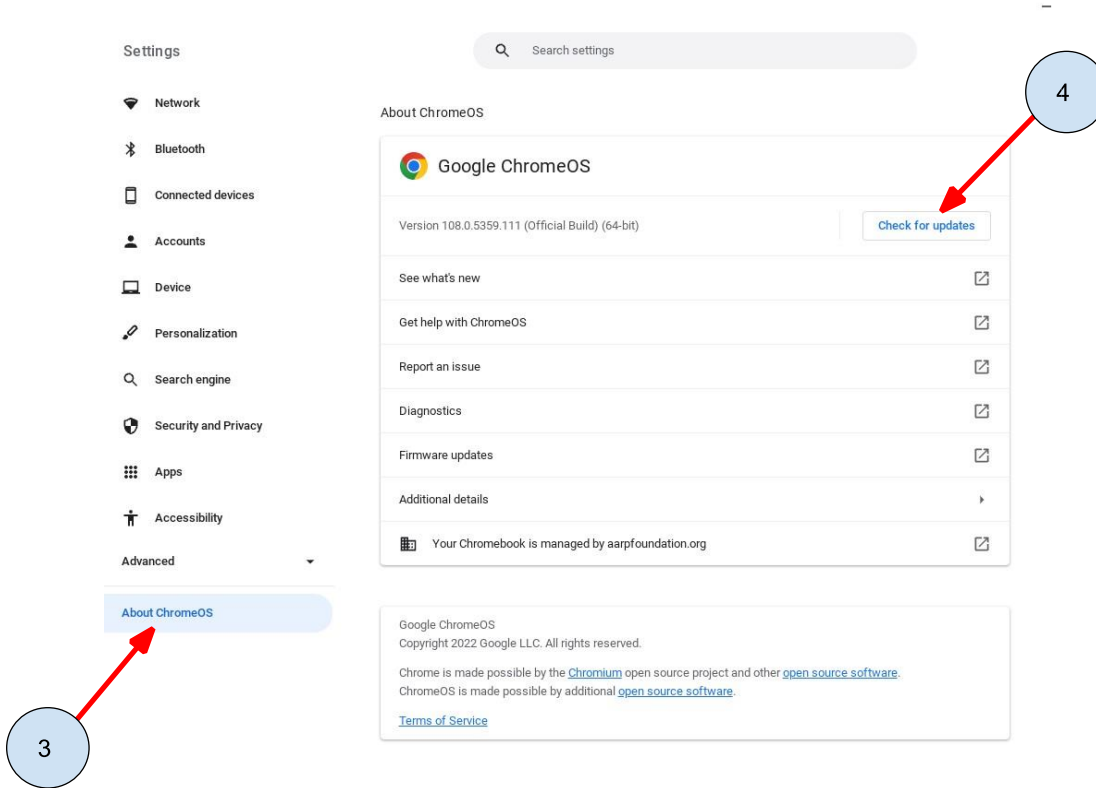
Figure 31: Accessing the Settings Window

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



**Figure 32: Settings Window**

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

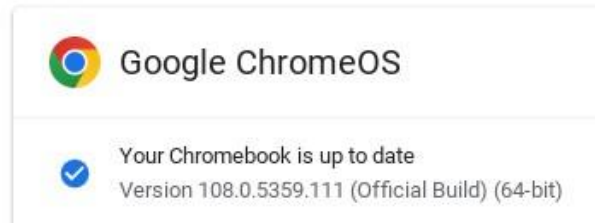
5. If there are any new updates, **Restart** the Chromebook.
6. After the CB restarts, log in and check again for updates.
7. Repeat this process until it says “ **Your Chromebook is up to date** ”. (See [Figure 33](#) below). Note that it may take a couple of restarts before this message finally appears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

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About ChromeOS



**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.

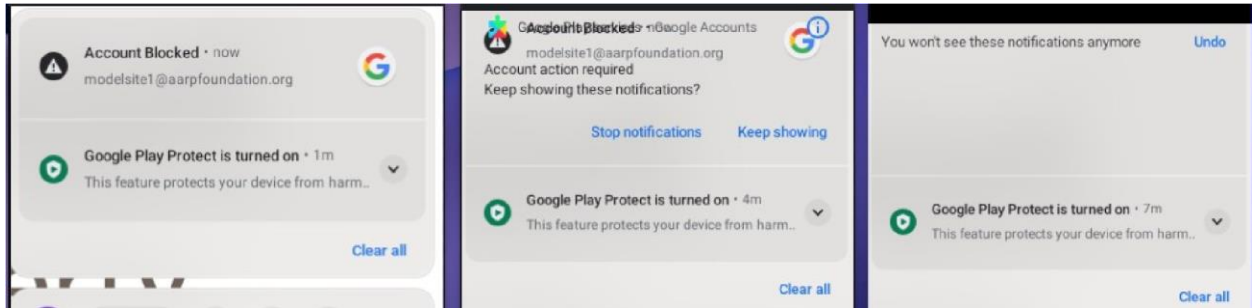


Figure 34: “Account Blocked” Notification Pop-up

## 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

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

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 07/14/2025

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
9	10/17/2023	PM	Eliminate strings of numbers in usernames. Update screenshots
10	12/10/2023	PM	Change new account creation process. Change GV account note on page 2.

Version #	Date	Initials	Comments
11	1/11/2024	PM	Update account setup quick guide and procedure, Remove legacy PV accounts, Update setup screens in Appendix C, Update Appendix D Recovery Info

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*Revised 07/14/2025*

12	4/2/2024	PM	Update "Volunteer Account Annual Change" section
13	10/10/2024	JB	Updated links to TinyURLs
14	5/21/2025	MLP	Updated for 2025 Offseason Accounts
15	07/03/2025	SRO	Changed table describing offseason account timing. Updated "What to do if you are unable to power up a Chromebook" to link to TS15. Sundry line editing.