

# SCC DFE Chromebook

## Common Issues, July 2020

Teams, Skype and Zoom are not ready to use as soon as the device is used for the first time, which is causing some confusion for users. These programs should automatically install but this takes a couple of minutes and an internet connection.

The programmes will be accessible from the Apps menu once installed. Press the little circle in the bottom left of the screen, or press the search key on the keyboard (magnifying glass icon where caps-lock would normally be), then click the up arrow above the search bar. A shortcut can be put on the taskbar by 2-finger tapping the icon in this menu, and selecting ‘pin to shelf’.

Another issue people are having is that they are expecting to have Microsoft office installed, including Word, Excel and Powerpoint. As these are Chromebooks which use a Google operating system, rather than Microsoft, they use Google Docs/Sheets/Slides for this, as well as Google Drive for file-saving. Again, the Chromebooks do not have a shortcut for these. This is explained in the User Guide. People can also search for docs.google.com (or slides.google or sheets.google, etc.)

Websites (including Google Docs/Sheets,etc.) can be pinned to the shelf as well from Chrome, by clicking on the options button in the top right, and selecting ‘More tools > pin to shelf’. This will let allow these web apps to be opened in a way that feels familiar to anyone who has used Microsoft word or other office software. More information, with pictures, can be found [here](https://www.howtogeek.com/232508/how-to-make-a-taskbar-icon-for-any-website-on-a-chromebook/): <https://www.howtogeek.com/232508/how-to-make-a-taskbar-icon-for-any-website-on-a-chromebook/>