

# Using Chromebooks in SHU

## Introduction to Chromebooks

The Sheffield Hallam University Chromebook service has been introduced to allow students to have quick access to online resources from a light, portable device with a battery that should last for most of the working day when fully charged.

The device uses Google Chrome that will allow you to:

- Access your University email
- Work on documents stored in OneDrive, Google Drive and external media
- Browse the internet
- Check your timetable
- Print documents to the printers within the Library

## Where are Chromebooks available from?

The Chromebook service is a non-bookable service that is available from both the Adsetts and Collegiate Libraries.

They are stored within cabinets that are available here:

- Adsetts Level 3
- Collegiate C001

Please return the Chromebook to the cabinet when you have finished using it and plug it into the power adapter in order to ensure it is charged for the next user.

## How do I login to a Chromebook?

In order to use a Chromebook, you must first authenticate to the SHU-USS wireless network and then login to the Chromebook using your normal SHU account and password.

Information on how to do this is provided on the skin of the Chromebook.

It is not possible to use a personal Google account or a guest account to login to the SHU Chromebooks, only users with a SHU account can login.

There is a [document in the library](#) with further information regarding connecting to the wireless network and logging in with your SHU account.

## What applications are available on the Chromebook?

Any web-based application is available, including applications within Office 365 and Google Apps.

## What are the disadvantages of using a Chromebook over a loan laptop?

Loan laptops provide access to traditional Windows applications including applications from AppHub that are not available to Chromebooks, and will map drives to the University file store during the login process.

Chromebooks are a complimentary service to the Loan Laptop service that use cloud storage and applications so the appropriate service should be used for the task you wish to perform.

Chromebooks cannot be pre-booked and are available on a first-come basis where as some laptops can be booked.

## Chromebook keyboard layout and shortcut keys

The keyboard layout of a Chromebook is different to a laptop and has different keys to a standard PC. For a comprehensive list of these keys, see [Unique keys on your Chromebook keyboard](#).

Chromebooks also support a large number of keyboard shortcut combinations to support a variety of tasks.

For a list of the available shortcut combinations, see [Chromebook keyboard shortcuts](#).

## How do I access applications within Google Apps?

The most frequently used Google Apps are pinned to the shelf along the bottom of the screen and will automatically save files to your Google Drive.

Your student email can be accessed from the Google email shortcut that is on the shelf.

There are more applications available within the Launcher. ○

Additional applications are available within All Apps. ▼

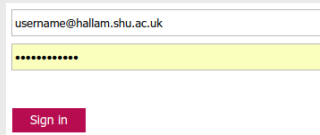
## How do I access applications within Office 365?

To access the Office 365 applications and files within OneDrive will require you to use Chrome to login to Office 365 Online using your SHU account and password.

In order to help with this, there is a bookmark within the 'my.shu.ac.uk bookmarks' folder for 'Office365 Online' that will take you to the Sheffield Hallam University Office 365 login page.

To login will require you to login as:

- usercode@hallam.shu.ac.uk
- Password



A screenshot of a login form. It features a text input field containing the text 'username@hallam.shu.ac.uk'. Below it is a password input field with a yellow background and masked characters represented by dots. At the bottom of the form is a red button with the text 'Sign in' in white.

Documents can be created and edited using the 'Edit in Browser' option and changes will automatically be saved to your OneDrive storage.

There is a [document in the library](#) with further information regarding using Office 365 Online.

## Can I work on files from an external storage device?

Office documents stored on USB or SD devices can be accessed on a Chromebook.

They will open in Chrome's QuickOffice extension which will allow you to view the document, print and make basic edits.

We would recommend copying the files to OneDrive or Google Drive and opening the file from there for more advanced editing facilities.

There is a [document in the library](#) with further information regarding printing from a Chromebook.

## Copying files to an external storage device or as an email attachment

Files that are downloaded via Chrome can be copied from the 'Downloads' folder to either an inserted USB or SD card using the 'Files' application and then dragging the file to the external storage device.

Files from Downloads can also be copied to Google Drive by moving to the 'My Drive' folder.

Please remember to remove any removable media before returning the Chromebook.

It is possible to attach a downloaded file as an email attachment and then email to yourself as a quick way of transfer the file to another device.

## How do I print using a Chromebook?

In order to print to a University printer you will need to register your account with the appropriate Google Cloud printer queue which can be done via the links available in the 'my.shu.ac.uk bookmarks' folder within Chrome.

Once this has been done that queue will be available for all subsequent logins.

The queues available are:

- Student Cloud Print - black and white double sided
- Student Cloud Print - colour single sided
- Student Cloud Print - use own paper
- Staff Cloud Print - black and white double sided
- Staff Cloud Print - colour single sided

Once submitted the print job can then be released from the Papercut service as you would with any other print job.

There is a [document in the library](#) with further information regarding printing from a Chromebook.

## Can I access my files on Homespace?

Files that are stored on Homespace can be accessed via the 'MyFiles' service that is available via a 'MyFiles' Managed Bookmark.

This requires the file to be downloaded to the Chromebook and opened.

If alterations are made to the document then the file must be uploaded to Homespace using the MyFiles service otherwise all changes will be lost and the file will be unrecoverable from the Chromebook.

A document is [available from the Library](#) explaining this process in greater detail.

## Returning a Chromebook

Please ensure you have shut down the Chromebook before returning it to cabinet. To do this select the clock in the bottom right of the screen and then select the 'Shut down' button when it is shown.

Closing the lid or pressing the power button on the keyboard will lock the Chromebook so that no other user can use it but will not switch it off.

If you do select a Chromebook from a cabinet that is locked then please select 'Sign out' in the bottom left of the screen and then login to the SHU-USS wireless network and the Chromebook as normal.

## Personal data on the Chromebook

All Chromebooks are encrypted and each time a user logs out or the Chromebook is switched off all the data for that user is wiped from the device.

It is not possible to retrieve data from the device once a profile has been deleted so please ensure any data stored locally is transferred to cloud or USB storage before you logout or shutdown.

## Can I use the eduroam wireless network?

The Chromebooks can connect to the eduroam wireless network rather than SHU-USS, but are only available for use by SHU staff and students due to the requirement to login with a SHU account.

When selecting a network, select eduroam and enter your details:

- Identity:           usercode@shu.ac.uk
- Password:         \*\*\*\*\*

The press 'Connect' and login to the Chromebook with your SHU account and password.

Whilst used within SHU we would recommend using the SHU-USS wireless network.

## Staff

Staff usage will be slightly different to student usage. Email is available via Outlook Web Access via the links available in the 'my.shu.ac.uk bookmarks' folder within Chrome.

The Staff Remove Desktop is available via the MyApps bookmark via the links available in the 'my.shu.ac.uk bookmarks' folder.

We are currently developing a Chromebook service for staff that have a Chromebook assigned to them on a long term basis that will retain their user profile and user settings between sessions.

## What happens if I damage or lose a Chromebook?

The use of a Chromebook in the library is subject to the same conditions as the self-service laptops. Please report any loss or damage to the library Helpdesk.

The Chromebook service is a managed service that tracks usage of each Chromebook to individual users so we can recover missing devices.

Chromebooks must not be removed from the Library. If a Chromebook is missing then we will disable the device so that it cannot be used. We will be contacting the last user for information.

Please do not leave a Chromebook unattended whilst in your possession.