

Digital Support Fund - Frequently asked questions on Chromebooks

1. What are the differences between Chromebooks and laptops?

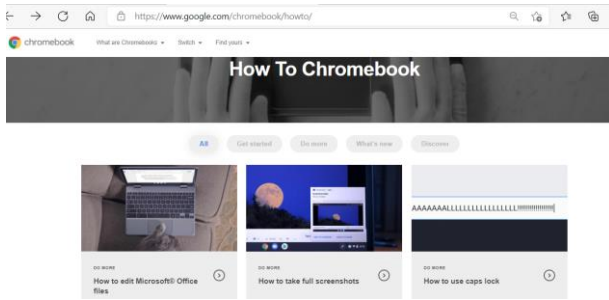
Here's a brief guide to what makes the Chromebook a good option if you are working online and can access apps through Office365.

Chromebook	Laptop
Chromebooks are a new breed of laptops based on the Chrome operating system.	Laptops are smaller sized desktop that usually runs on Windows operating system.
It runs on Google's Chrome OS which is primarily used when connected to the web	It runs on Microsoft's Windows OS or Apple's Mac OS
Designed for online use	Designed for both online and offline use
Applications and programs are stored in the cloud rather than on the device.	Applications are stored in the device
Chromebooks have limited space on disk drives so NO support for local saving of files.	Laptops have sufficient space to support local saving of files
Load faster than laptops with minimum waiting time	Loads a little slower than Chromebooks
The Citrix app is needed to access the full package of Microsoft packages such as Word and Powerpoint.	It is likely you will not need the Citrix app to access any MS packages because the laptop has the full version loaded.

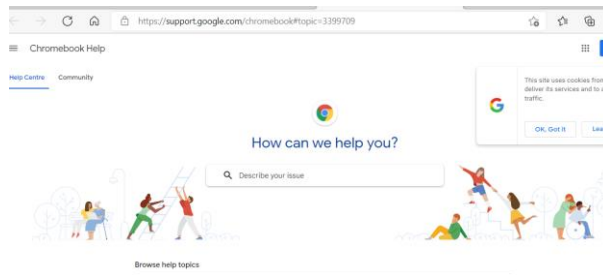
2. What help exists on the web to learn how a Chromebook works?

Follow these two links to find out about features within your Chromebook.

Link 1: [Discover what you can do with Chromebook - Google Chromebooks](#)



Link2 : <https://support.google.com/chromebook#topic=3399709>



3. What support for Chromebooks is available to students?

Ayrshire College's Learning Resource Centre (LRC) provides support with initial setup through face-to-face meetings and a booklet that contains the set-up instructions and user guide.

1. In-person initial set-up when you pick up your Chromebook

When students receive the initial email to collect their device, the email contains a link where they can book a session to set up the Chromebook.

This 1-to-1 session when they pick up the device is optional but we suggest that this simple meeting can save you time by getting you up to speed quickly.

2. Drop by, message, call, or email if you have any Chromebook questions

- Drop by: Drop-in to any LRC for advice on the device.
- Message: Instant messaging through LRC Teams page.
- Phone: Password helpline : 01563 548046
- Email : LRC_Ayr@ayrshire.ac.uk

LRC_Kilmarnock@ayrshire.ac.uk

LRC_Kilwinning@ayrshire.ac.uk

4. Is connecting a Chromebook to wireless different in the college?

No – Please see the connection guide that comes as a paper handout with your Chromebook

5. What do I need to know when using the Chromebook touchpad?

Task	Chromebook
Right click	Tap two fingers on touchpad
Scroll down	Swipe two fingers on touchpad towards you. You can change touchpad settings to suit your own preferences on how to scroll
See all open windows	Place three fingers on the touchpad and swipe them TOWARDS you on the touchpad

You can find more information at this link below:

[Use your Chromebook touchpad - Chromebook Help \(google.com\)](https://support.google.com/chromebook/answer/9222427)



6. What are the shortcuts on the Chromebook keyboard?

Task	Chromebook
Right click	Alt + tap touchpad
Copy and paste	Highlight then copy (CTRL C) then paste (CTRL V) Right clicking to copy and paste through a menu is also possible but the option above works without the need to load any extensions
Screen capture	CTRL + Show Windows
Partial screen capture	CTRL + SHIFT + Show Windows
CAPS Lock	Press Search + Alt
See all keyboard shortcuts	Press CTRL + SHIFT + /
Scroll down	Slide two fingers on touchpad towards you. You can change touchpad settings to suit your own needs.
See all open windows	Place three fingers on the touchpad and swipe them TOWARDS you on the track pad



7. Why should I use the Citrix app on my Chromebook?

The purpose of Citrix is to provide a student with access to the software they require for their studies on a device of their choosing using an internet connection. For example, if you use the Citrix App on your Chromebook you will be able to access the full features of Microsoft Office. You will also be able to save your work to your college network drive.

The Citrix app has been loaded onto your Chromebook and is visible at the bottom of the screen. Follow the instructions in the user guide (Setup your Chromebook) to gain access to Citrix.

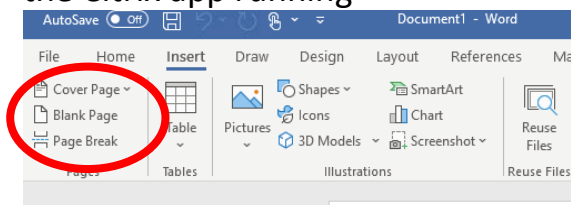


8. Can I use the full version of Office apps such as Microsoft Word from my Chromebook?

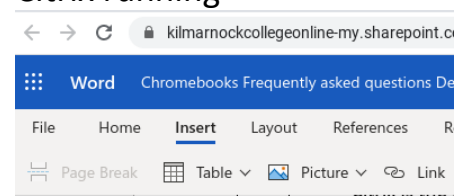
Yes – only if you run the Citrix app that is mentioned above

Running the Citrix app is the only way to see the full version of Word on a Chromebook. Don't panic though as 90% of the main features from the desktop version of MSOffice are still available in the online Office365, if viewed without Citrix running on your Chromebook.

Full version of Microsoft Word accessed on a Chromebook **with** the Citrix app running



Microsoft Word in Office 365 viewed **without** the Citrix running



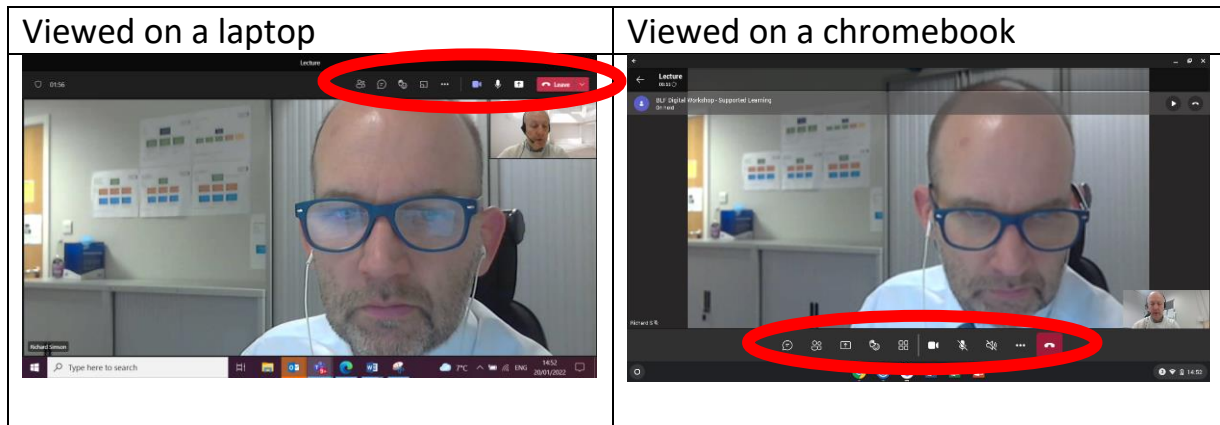
If you do not use Citrix, the online version of Microsoft Word does not display all the features from the main package. Notice that the **Cover Page** (option in the red circle) above is missing from the image on the right hand side.

The solution is simple: If you want access to all features in Microsoft Word on a Chromebook, run the Citrix app.



9. What are the differences between the MS Teams app on a Chromebook and on a laptop?

There is a slight difference in where the main buttons appear to rest on the screen but all features are still available.



10. How could the experience of online lessons be different using a Chromebook?

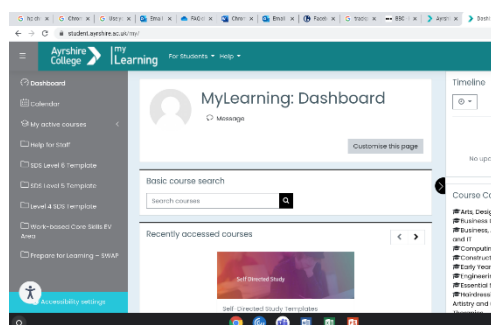
Your experience will vary depending on how familiar you are with these 3 points below. The 1:1 sessions run by the LRC when you pick up your Chromebook are a good way to get an overview at the start.

- The keyboard
- The touchpad
- Knowing when to run the Citrix app to access features

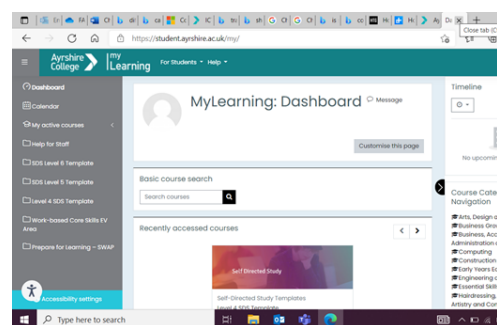
11. Does a Chromebook change how students experience MyLearning?

No. MyLearning appears the same on a Chromebook or laptop. Running Citrix will give the same screen

Viewed on a Chromebook



Viewed on a Laptop



12. Is a mouse provided with a Chromebook?

No

The College are reviewing this but we cannot guarantee that we can provide each student with one.

If you decide to buy one yourself, look for one that will work with HP Chromebooks or the Chrome operating system. The link below is an example of a mouse that will work with a Chromebook.

[Cheap Amazon mouse](#)

The College would not cover the cost of purchasing a mouse.

13. Can I store my files on the Chromebook?

Chromebooks are designed to be used primarily online only. They are designed to have very little storage as learners are directed to online storage such as the student OneDrive account in Microsoft Office 365. OneDrive is accessed using the student login and is in their student email account.

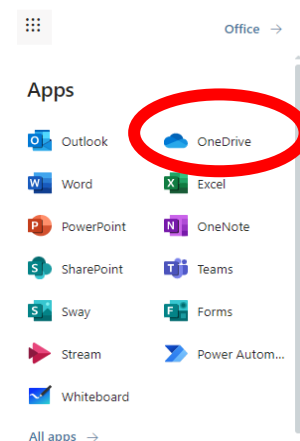
- OneDrive through Microsoft Office365
- StudentDrive (H) can be accessed through Citrix

The Chromebook help page mentioned above in Q2) is useful : [Open, Save, and Delete files](#)

14. How do you retrieve a file that you delete from a Chromebook?

We recommend not saving any files to the Chromebook.

Saving files onto the Office365OneDrive is a far better option as it allows students to retrieve every version of the file. The image here shows that you can access OneDrive from Office365



15. Do Chromebooks always require an internet connection?

Chromebooks are designed to be used primarily online only. Without an internet connection you can't setup your Chromebook and to get the most from the device, you must have an internet connection otherwise you disable many of the best features of the device.

It is possible to back-up a file on a Chromebook but space is extremely limited and we strongly suggest you always consider saving online.

16. Are Chromebooks the only option given out by the digital support fund?

Laptops are also available but the Head of the department determines whether the course content can be successfully completed using a Chromebook or a laptop. So far 90% of students receive a Chromebook because the department have decided that the Chromebook is more suitable.