

# How To: Chromebook OS Update

TY 2020

Updated: 1/12/2021

If the Chromebook has not been turned on for several months, it has missed several operating system updates.

**BEFORE** you sign in to the Chromebook you must manually update the Chromebook OS. After that, the updates will be automatic.

Updating the Chromebook OS will eliminate any minor issues that may occur when it is not running the most current OS.

For TY 2020 the Chromebook OS (operating system) must be updated to **Version 87** or higher.

Everyone should check their OS version:

1. **Open** the Chromebook
2. **Delete all users** left over from last year **including yourself**
  - a. Click on the **down arrow** to the right of the user name in the center of the screen
  - b. Click **Remove Account** at the bottom of the pop-up
    - i. Click it again with the next pop-up (it will have an orange background)
  - c. **Repeat steps A and B** until all the users have been removed
3. In lower left, click on **Browse as Guest**
4. In lower right, **open** tool box
  - a. Click on **Setting** icon
  - b. On left sidebar click on **About Chrome OS**
  - c. The **current version** is displayed in the main window
  - d. Click on Check for Updates
  - e. If OS is up to date, it will say "**Your Chromebook is up to date**"
  - f. If OS needs updating, it will start the update process
  - g. When the update process is done, you must restart the Chromebook
    - i. Click on **Restart**
  - h. If the OS is still not up to version 87 or higher, repeat steps 3 and 4.
5. In lower-right, **open** the tool box
  - a. Click on **Exit Guest**
  - b. Click on **Shutdown** button
  - c. Press the **power** button

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At this point, you can sign in using your 9-digit AARP volunteer ID and the password you used last year.

Some of the following screens may appear:

1. You've signed in!
  - a. Click **Accept & Continue** at the bottom of the window
2. Google Play
  - a. Click **More**
3. Google Privacy Policy
  - a. Click **Accept**
4. Connect to your phone
  - a. **No Thanks**

The Chrome browser will open with the Tax Aide startup pages.

If you have any problems signing in, please refer to the **How To :Chromebook Sign In** document on the *District > District 9&10 page on the Oregon TaxAide website.*