

Troubleshooting No Google Account for a Chromebook

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Applies to: Insights and Premium Members

Child's device: Chromebook

Excludes: Chromebooks owned by your Child's school

Setting Up a Chromebook for Your Child

A Parent needs to do a factory reset of the Chromebook and be the first person to sign in to a **Chromebook**. This makes you the owner of the Chromebook and allows you to lock out a few features after you add your Child to the Chromebook.

Chromebooks can be a bit confusing. You have options to "add a **Person**" or "add an **Account**" for your Child.

You want to **add a Person** -- to keep your Child's work separate from your *Account*! (If you "add an account", your Child has shared access to your email, files, and data!)

Start with a Factory Reset and a Parent Gmail

You will go through 2 steps to get a clean start and protect your Child's Chromebook.

The first step is to do a factory reset, called a **Powerwash**, to clear out any existing Settings. Don't worry. The factory reset includes steps to backup your Child's data and setup to Google

1. Tap the **clock** and **Sign out**
2. Press and *hold* **Ctrl + Alt + Shift + r**
3. Select **Restart**
4. Select **Powerwash**
5. Follow the prompts to set up the Chromebook with your Google account
Create a Google account for yourself if you don't have one

You need to be the first person to "own" the Chromebook. This allows you to set up your Child as another user and restrict some of the features on their account.

See more details in Google's Powerwash instructions at
<https://support.google.com/chromebook/answer/183084>

Important

Do **not** start with your Child's Google account. *You need to be the first person to sign in to own the Chromebook and to manage the Settings.*

If Your Child Does Not Have a Gmail Account

If your Child does not have a Google (Gmail) account, create an account **age of 14 years or older**. The older age is required to allow the Connect App to manage your Child's internet.

Important

Do **not** use your Google account (this would give your Child access to your account and email).

- To create the Google personal use account, create an account **age of 14 years or older**
See, <https://support.google.com/mail/answer/56256>
- Write down your Child's **User name** and **Password** for the next steps

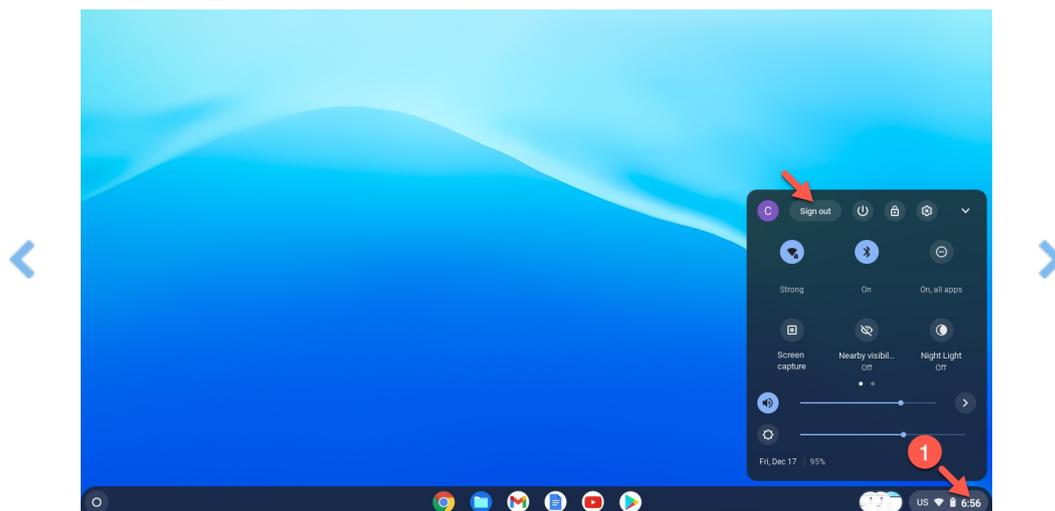
Add Your Child as a Person Using the Chromebook

Add your Child as *another person* using the Chromebook.

Important

Do **not** add your Child's account *while you are signed in*. If you use **Settings > Accounts > Add Google Account**, your Child will be able to access to *your email, files, and password*. Remove their email if you added it in the Google Account.

On your Child's Chromebook:



1. Tap on the clock and select **Sign out**
2. At the **Sign in** tap **Add Person**
3. At **Who would you like to add to this Chromebook?**, select **You**
Do **not** select **A Child**, because Google will lock the controls to Google Family Link and block Family Zone cyber

safety

4. Enter your Child's gMail **Sign in**

Tap Next

Enter their **Password** and complete the legal agreement

5. After you get to the desktop, in **Chrome** go to <https://www.familyzone.com/laptops>

And **Install the Connect Extension on your Child's Chromebook**

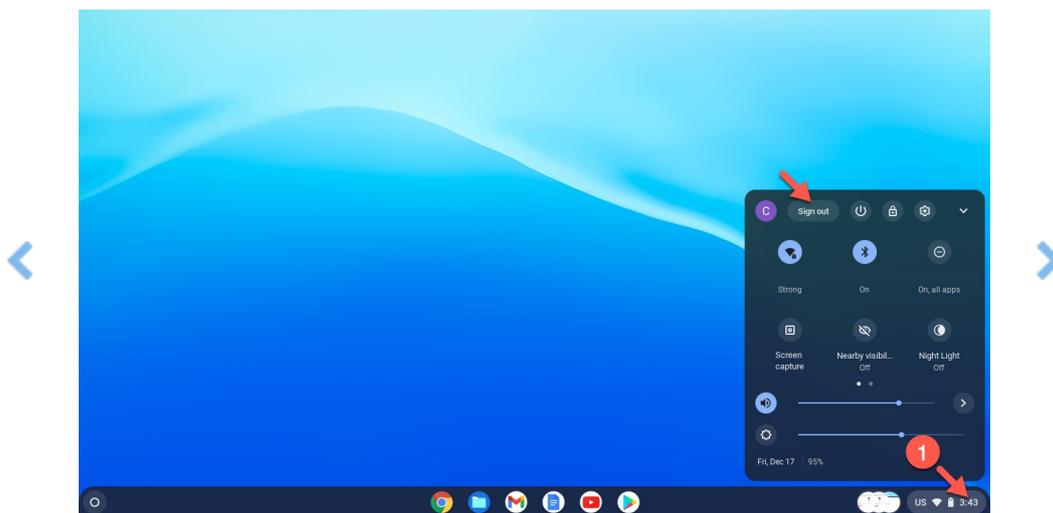
Only Google accounts can be used for users on a Chromebook. If you cannot add your Child's school account, see Google's help article: <https://support.google.com/chromebook/answer/1059242>

If you set up a new account over the age of 14 and have more questions, see Google's help article for adding a new Person to a Chromebook at

<https://partnerdash.google.com/apps/simulator/chromebook#add-an-account>

If your Child's School uses Microsoft 365, your Child will use Chrome to sign in to Outlook, Word, Excel, PowerPoint, and OneNote at <https://www.office.com/>

Use Your Account to Restrict Sign-In



1. Tap on *the clock* and select **Sign out**

2. Sign in with *your account*

3. Tap **Launcher**

4. Start typing "*Settings*"

5. Tap the **Settings** icon when it is displayed

6. Open **Settings > Security and Privacy > Manage other people**

7. Turn off **Enable Guest browsing**

Turn on **Show usernames and photos on the sign-in screen**

Turn on **Restrict sign-in** to the following users

Ensure *your account and your child's account* are visible

Tap the X to remove any other users

Find more details on removing users from Google, see

- <https://support.google.com/chromebook/answer/1059260>

