



Chromebook Basics for Service Insights

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Introduction

Thank you for being part of the Capital Area Food Bank's Service Insights Initiative! CAFB has provided you with a Chromebook to help you register clients using this new software. A Chromebook is a basic laptop that runs Google's ChromeOS (Operating System) instead of Windows or Mac OS. Therefore, it may look and feel somewhat different than other computers you've used. This guide will explain how to set up your Chromebook and how to use it to access Service Insights.

Pursuant to the technology agreement you have signed with CAFB, CAFB is not responsible for maintaining or repairing your Chromebook. Please take good care of your technology!

Chromebook Setup

To set up your Chromebook, you'll need a Google account and password. If you or your agency use a Gmail account to send emails, you already have a Google account. You also need access to an Internet network.

We recommend signing in with a shared email address belonging to your agency. Otherwise, anyone using the Chromebook will be able to access emails/files belonging to your personal Gmail account.

1. Turn on the Chromebook: Your Chromebook will not be charged when you first use it. A charging cable is included in the box. The Chromebook will turn on shortly after inserting the charging cable into the charging port.
2. Follow the onscreen instructions: Choose your language and keyboard settings, optional accessibility features, and select your local internet network. Accept the terms of service.
3. Sign in with your Google Account: To choose your Chromebook owner, enter your Google Account email or phone number and password. If you've already turned on 2-Step Verification, you'll be sent a code to your selected device. If you don't have a Google Account to add, create one. Once you sign in, your bookmarks, extensions, and apps will appear automatically. If you browse as a guest, you will be unable to save bookmarks or files. Signing in is recommended.

Getting to Service Insights

You can access the internet by selecting the circular Chrome icon at the bottom of the screen. This will open your web browser, Google Chrome. To access Service Insights, navigate to <https://network.neighborintake.org>. Enter your username and password and select "Sign In" to access

the system. Staff at the Capital Area Food Bank will provide all users at your agency with login credentials.

Using your Chromebook, verify that it maintains a stable Internet connection around your site, and particularly at the location where your distribution takes place. For example, if your distribution takes place outside your building, take the Chromebook outside to that location and check to see if you can still log into Service Insights. Ensure you have a consistent internet connection at the exact location you plan to be entering client information. Service Insights cannot be used without a stable internet connection.

Your internet settings can be accessed at any time by selecting the time in the bottom-right hand corner of your desktop. Select “Settings” (the gear icon), then navigate to “Network”. “Wi-Fi” is listed below “Network”. This menu will allow you to configure your internet connection.

Further Resources

If you have further questions about using your Chromebook, Google’s own resources may be helpful:

<https://support.google.com/chromebook/> : written guides on using the Chromebook

<https://partnerdash.google.com/apps/simulator/chromebook#!=en> : guided tutorials in a simulated environment

Need more help? Email serviceinsights@capitalareafoodbank.org