

# Chromebook Employee Adoption Kit

Guidebook to encourage adoption and success of Chromebooks in your organization.



### Thank you for coming on this journey with Chromebooks

#### Our commitment

The Chrome Enterprise team is here to help and support you every step of the way as you move through the adoption and expansion process.

Our goal is to help you achieve your goal: happy and productive Chromebook users.



#### Introduction

Estimated read time: 2 minutes

#### Why use Chromebooks?

<u>We know it's not always easy</u> <u>Chromebook Adoption Framework</u> <u>Let's make it happen</u>

★ Excite Estimated read time: 10 minutes

#### **Define adoption strategy**

<u>Who to target?</u> <u>Your switching strategy</u> <u>When to communicate</u>

#### Generate awareness

<u>Posters</u> <u>Web banners</u> <u>Flyer</u> <u>Email template</u> Landing page template Enable Estimated read time: 14 minutes

#### Help users get up and running

<u>Get Started guide</u> <u>Tips & Tricks guide</u> <u>Onboarding emails</u> <u>Chromebook Simulator</u>

Estimated read time: 4 minute

Establish an employee advocacy program Identify Chrome Champions Email templates

Estimated read time: 1 minute

<u>Monitor progress and measure success</u> <u>Measure IT success</u> <u>Employee satisfaction & feedback</u>

#### **Q** Resources

Additional resources

### Contents

Estimated total read time: 31 minutes



### Why use Chromebooks?

Chromebooks deliver great benefits to both your IT team and end users.

#### 🔅 IT admins

30 minutes per week of reduced downtime per user, leading to productivity savings

15% improvement in help desk efficiency

\$100 per user in legacy technology savings

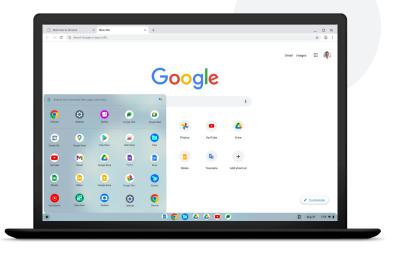
20% reduction in endpoint security incidents

#### **End users**

Sleek, durable, lightweight, and portable range of premium devices Quick start, with less than 10 seconds start-up time Enterprise applications and smart workflows All-day battery with 15-minute quick-charge



Source: Forrester, The Total Economic Impact Of Google Chrome OS With G Suite



### We know it's not always easy

Introducing new technology can be challenging.

It's hard for users to adapt, adopt, and sustain a productive work life.

At the same time, it's hard for IT teams to manage changes while maintaining sustainable competitive advantages and meeting organizational goals.

Experts say organizations that put their employees at the heart of change are measurably more likely to deliver successful outcomes.

We are here to help you do this.



Source: Forrester, The Total Economic Impact Of Google Chrome OS With G Suite

### Chromebook Adoption Framework

We have created a Chromebook adoption framework which aligns with the typical process that users go through when adopting new technology.

| 01 Excite  | xcite 02 Enable  |   | 04 Embed  |  |  |
|--|--|---|---|--|--|
| Create excitement<br>Make sure they<br>understand what is<br>changing and why they<br>should be part of it | Enable the change<br>Help them acquire the<br>skills required to make<br>the change. | Expand footprint<br>Identify Chrome<br>Champions in your<br>business to help<br>accelerate the transition | Embed learnings<br>Measure success, collect<br>feedback, and optimize<br>future roll-outs as needed |  |  |



### Let's make it happen

In the following toolkit, you can find content and assets to support every phase.

| 01 Excite   | 02 Enable   | 03 Expand  | 04 Embed  |  |  |
|---|---|--|---|--|--|
| <ul> <li>Pre-Deployment</li> <li>Define adoption strategy</li> <li>Who to target</li> <li>Your switching strategy</li> <li>When to communicate</li> <li>Generate awareness</li> <li>Posters</li> <li>Banners</li> <li>Flyers</li> <li>Emails</li> </ul> | Onboarding<br>Help users get up and<br>running with:<br>• Setup sheet<br>• Tips & Tricks<br>• Onboarding emails<br>• Chromebook Simulator | Accelerate<br>Establish an employee<br>advocacy program<br>• Establish a champions<br>network<br>• Send series of helpful emails | Feedback & Optimization<br>Monitor progress and measure<br>success<br>• Measure IT success<br>• Monitor employee satisfaction and<br>feedback |  |  |



01

## Excite

Pre-Deployment





### Define adoption strategy

Create your transition plan: Think about who should use Chromebooks, how they will switch, and how you will support them.

#### Key pieces to define include:

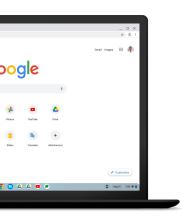
- Who to target: Pick which use cases and teams will most benefit from using Chromebooks
- Your switching strategy: Decide if users choose their own device, or will be made to switch
- When to communicate: Provide information and prepare employees for the change beforehand





### Who to target

Identify workers who predominantly use cloud-connected applications



A cloud-connected worker does not:

- × Works locally on device
- × Is tethered to device and/or location
- × Works independently

A cloud-connected worker:

- ✓ Works mainly on browser and web apps
- Can work from anywhere
- ✓ Uses collaboration tools

These employees are often called 'cloud workers' and can be **information** or **frontline workers**.



Pro tip: Need more help deciding which users will best benefit from Chromebooks? Jump to <u>this</u> section



### Information workers

- ✓ Completes 'non-routine' tasks throughout the day
- ✓ Makes collaborative decisions on what tasks they need to accomplish
- Uses multiple apps and tools to complete tasks



#### Leadership & Executives

CIO, CTOs, Directors, and VPs who need secure devices and quick access to emails and apps



#### **Business Teams**

Marketing, sales, HR, operations, and finance teams who use cloud-based productivity and communication tools



#### Technology & Engineering Teams

Android app and web developers who need access to Linux, dev tools, and Android Studio





### Frontline workers



#### Back of house workers

Shift workers, training teams, and seasonal staff who use shared devices

- Completes repeatable tasks every day
- Enjoys easy and quick access to information
- Uses a fast and familiar interface
- May share devices with other employees



#### Front of house workers

Customer service reps, front desk associates, office admins, bank tellers and any other workers who need to deliver optimal and speedy service



#### Field / Mobile workers

Healthcare practitioners, warehouse managers and other workers who are on premises but mobile on the floor





### Your switching strategy

#### Chosen' change

Are employees **allowed** to choose their devices? This option can suit **information workers** 

Key tip: Ensure employees are onboarded and trained correctly

#### Imposed' change

Are employees **required** to use Chromebooks? This approach can suit **frontline workers** 

 Key tip: Ensure employees are educated about the benefits and features of Chromebooks.
 Training and constant monitoring is important to reduce resistance.





### When to communicate

Use the below timeframe as a guide for what to do and when. If different teams are onboarding at different times, then you might be at the 'expand' phase for one group and the 'excite' phase for another, depending on your roll-out plan

| 01 Excite  | 02 Enable  | 03 Expand   | 04 Embed |
|--|--|---|----------|
| Start generating<br>excitement <b>3 weeks</b><br>prior to launch | Help users get up and<br>running for <b>3 weeks</b><br>post-launch | Further accelerate & monitor performance, col<br>feedback and optimize usage from <b>4 weeks</b><br>post-launch and ongoing |          |
| Launc  | h date   |   |          |



#### C Excite

### Generate awareness

#### **Create excitement:**

Use a range of assets – like posters, emails, and more – to promote the benefits of Chromebooks. The 'Switch to Chromebook' internal campaign focuses on key benefits – like its long battery life, built-in virus protection, and more. The campaign will help you encourage employees to make the switch.

Choose from:

- Internal websites
   (e.g. banners, images, messaging)
- IT-hosted internal events (e.g. flyers)
- Bulletin boards (e.g. posters)
- Direct communications (e.g. emails)





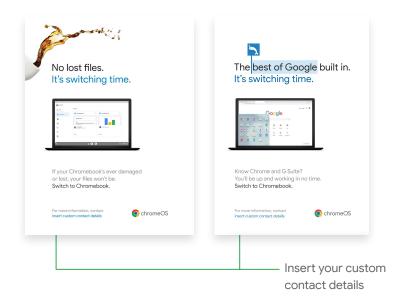
### Posters

Stick these posters up around your office to help create buzz around Chromebooks.

We've designed six different posters, each promoting a unique benefit of Chromebooks. In the artwork folder you'll find:

- InDesign working files use these if you want to change the CTA, add a logo, etc.
- PDFs use these if you want to print them as is

#### Examples





**<u>Download</u>** Posters for accessibility reasons



### Web banners

We've created a series of eye-catching banners for you to display on your internal web pages.

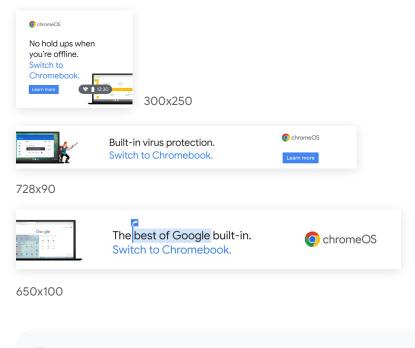
Each banner comes in three formats. The first two (300x250 and 728x90) are standard digital formats that can be used on your internal sites. The third (650x100) can be used as a header for emails.

In the artwork folder, you'll find:

- Working sketch files use these if you need to change the size, add your logo, change the CTA etc
- PNG files use these if no changes are required
- Your choice of static and animated banners



#### Examples







### Flyer

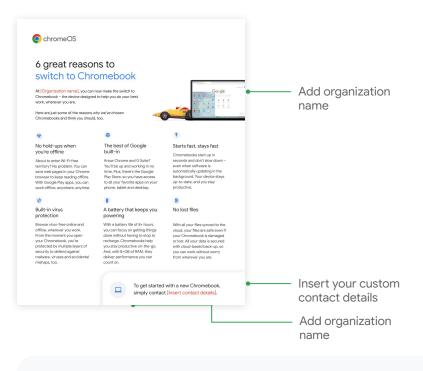
Use this handy, one-page flyer to communicate the key benefits of Chromebooks. You could hand it out at IT events or email it as a PDF – it's up to you.

To make a copy of the flyer so you can add your organization name and edit the call to action:

- Open the flyer template
- Go to File > Make a copy

Once you've made your changes, you can create a PDF for printing or emailing:

• Go to File > Download > PDF Document









### Email template

Build awareness by sending a promotional email about Chromebooks, customized with your logo and CTA.

To get started, simply copy the tables from the Google Doc and paste into a fresh email. The font may change slightly depending on your email client, but the general formatting will stay intact. Then, add your logo and replace the **red text** with your own words.

Don't forget a catchy subject line, like:

- It's switching time: Chromebooks are coming to [organization name]
- Make the switch to a ChromeOS device

Then, schedule the send and you're done.



| ChromeOS  | Your logo                        | <br>Add organization logo         |
|---|----------------------------------|-----------------------------------|
|   | ebooks are<br>secure, and smart. |                                   |
| Hi all,<br>We've chosen Chromebooks at <mark>(organization name</mark><br>to help you do your best work, wherever you are.  | because they are designed        |                                   |
| <ul> <li>A battery that keeps you powering all de</li> <li>→* All your work synceid to the cloud</li> <li>✓ Starts fast and stays fast</li> </ul>                           | ,                                |                                   |
| Built-in virus protection     Built-in virus protection     Familiar tools and browser     No hold-type when you're offline   |                                  |                                   |
| Take a look at the attached [Detting Started Duide] b<br>Chromotoolos can do for you.<br>To get started with your device or if you have any<br>your specific instructions]. |                                  | <br>Insert your<br>custom contact |
| Regards,<br>[Name]  |                                  | details                           |
|   |                                  |                                   |



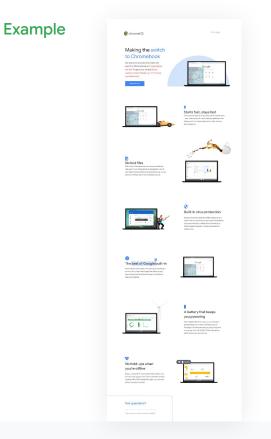
### Landing page template

It's a great idea to set up a landing page on your internal company website to promote Chromebooks and let people know how to get started.

You could add some of our user guides to the landing page too.

In the artwork folder, you'll find:

- A fully designed page just so you've got a reference when setting yours up
- Working files so you can tailor the page to your internal requirements







### 02

# Enable

Onboarding





### Help users get up and running

Support your teams:

Send regular communication with tips and advice to help employees become familiar with their new device.

#### Share this content with employees:

- Getting Started Guide
- Tips & Tricks Guide
- Onboarding emails
- Chromebook Simulator



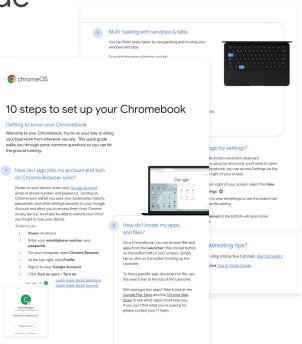


### **Chromebook Getting Started Guide**

To help employees get accustomed to their new Chromebook, share this document with them. It includes the top 10 things users should know about their new Chromebook.

In the artwork folder, you'll find:

- A PDF version use this if you want to email it out to all new users
- A print version use this if you want to pop the guide in the box with their new device







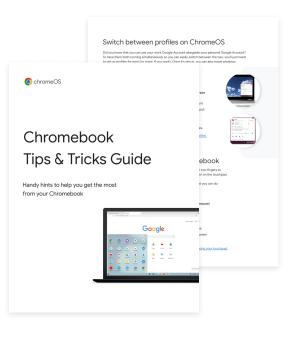


### Tips & Tricks Guide

Once your end users are up and running on their Chromebook, you can help them be more efficient by sharing this document that outlines various Chromebook shortcuts and quick how-tos.

In the artwork folder, you'll find:

- A print version use this if you want to hand out a hard-copy to employees
- A digital version use this to either drip-feed the tips in a 'Tip of the Week' email, or put all the content on an intranet page









### Onboarding email templates

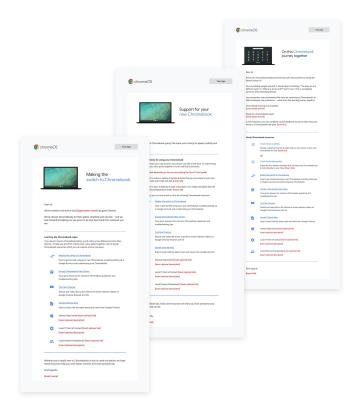
We've created a series of easy-to-use templates that you can use to welcome users to Chromebook, help them get started, and check in on their progress.

To use the templates:

- Copy the tables from the Google Doc and paste into a fresh email (note: the font may change slightly depending on your email client, but general formatting will stay intact)
- Add recipients, paste in the subject line and update placeholder fields (in red)

Once you're happy with it, hit 'send'.







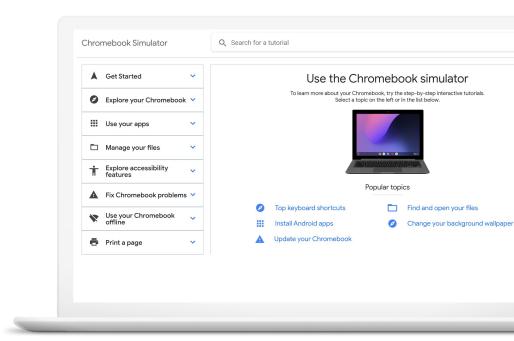


### **Chromebook Simulator**

You can share the <u>Chromebook Simulator</u> with your employees.

This simulator is intended for employees who recently received a new Chromebook and want to get accustomed to Chrome OS.

It provides tutorials that explain basic features and functionality through an interactive interface with a step-by-step walkthrough.







03

# Expand

Accelerate





### Establish an employee advocacy program

Find your champions:

Think about who could help you promote Chromebooks. Choose people whose views are valued and who will get other people excited.

#### Get started by bringing people on board:

- Identify Chrome Champions
- Use the email templates





### Identify Chrome Champions

### A Chrome Champion is someone who:

- Is tech-savvy
- Is excited about Chromebooks
- Can support team members
   during rollout

#### Tips for success:

- Each team using Chromebooks should have at least one champion
- Be clear about the time involved and what's expected of them

- Give champions early access to training and information
- Support, recognize and reward your Chrome Champions
- Give them training so they can answer coworkers' questions



Pro tip: To encourage self-support, ask Chrome Champions to send their colleagues a link to the <u>Chromebook Help page</u>.

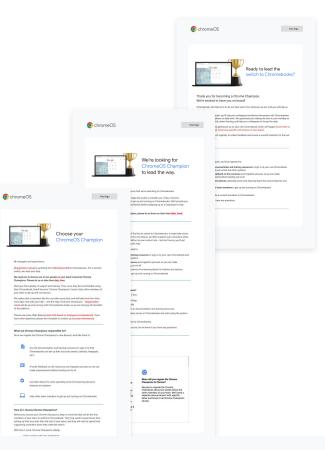


### **Email templates**

To help you recruit Chrome Champions as part of your employee advocacy program, we've created three emails that you can use to attract and engage your champions:

- Send email 1 to managers/supervisors to encourage them to select ChromeOS Champions.
- Managers can send email 2 to their teams.
- Welcome ChromeOS Champions to the program with email 3.

Find instructions on how to use the email templates on the first page of the document.





04

## Embed

Feedback & Optimization





### Monitor progress and measure success

#### Continually improve:

Capture and track feedback, and measure the success of your roll-out. Use the insights to make improvements to your program.

#### Use our KPI table and surveys to:

- Measure IT team success
- Capture employee satisfaction & feedback





### Measure IT success

Now that you have successfully trained your employees and implemented suggested resources, you'll need to track progress and measure the impact of adoption. To support your adoption and transition goals, we suggest this list of success metrics that IT teams can use to track progress.

|   | Pre-deployment Post Chrome Enterprise Deployment |    |    |    |    |                  |
|---|--|----|----|----|----|------------------|
| ey Metrics to consider  | Quarterly Baseline                               | Q1 | Q2 | Q3 | Q4 | Rolling % change |
| echnical Support tickets<br>What to track: Number of technical support tickets over time  | o  | 0  | 0  | 0  | 0  | #DIV/0!          |
| Vevice deployment time<br>Vhat to track: How long it takes to deploy devices  | 0  | 0  | 0  | 0  | 0  | #DIV/OI          |
| ecurity related breaches<br>Inat to track: Number of security-related breaches over time  | 0  | 0  | o  | 0  | 0  | #DIV/01          |
| emand for Chromebook devices<br>/hat to track: Requests for Chromebooks over alternative devices. e.g.<br>/indows/Apple over time                   | 0  | 0  | 0  | 0  | 0  | #DIV/0           |
| thromebook user adoption<br>Vhat to track: number of employee logins via Google Admin Console.  | 0  | 0  | 0  | 0  | 0  | #DIV/0!          |
| Chromebook assignment rate for new employees<br>What to track: Number of Chromebooks assigned to new starters over<br>Iternative devices            | 0  | o  | 0  | 0  | 0  | #DIV/0           |
| Chromebook return rate<br>Vhat to track: number of Chromebooks returned over time   | o  | 0  | o  | o  | o  | #DIV/0!          |
| hromebooks used as primary device<br>Inst to track: Number of people that use Chromebooks as their primary<br>evice when they have multiple devices | 0  | 0  | 0  | 0  | 0  | #DIV/0           |
| hromebook chosen at refresh<br>/hat to track: Number of people who choose Chromebooks over alternative<br>evices at refresh                         | 0  | 0  | o  | o  | o  | #DIV/0!          |
| otal Cost Savinga:<br>  Hardware costs<br>/hat to track: Costs over time  | 0  | 0  | 0  | o  | 17 | #DIV/0           |
| ) Support & Maintainence cost<br>Inat to track: Costs over time   | 0  | 0  | 0  | 0  | 0  | #DIV/0!          |
| Operational & Power costs<br>Inst to track: Costs over time   | 0  | 0  | 0  | 0  | 0  | #DIV/0!          |





# Employee satisfaction & feedback

To help monitor employee satisfaction and feedback in your organization, use these editable survey templates:

- Primary User Impression Survey: Give this to people who recently received a Chromebook as their primary work device
- User Attrition Survey Template: Give this to people who recently returned a Chromebook device

Find tips for setting up your survey and collecting results in the template doc.



|                |  |  | User Attrition Survey Template |  |                                 |              |   |  |
|----------------|--|--|--------------------------------|--|---------------------------------|--------------|---|--|
|                |  |  |                                |  |                                 |              |   |  |
|                |  |  | "This is a guide               | nce document with suggeste   | d questions for you             | to implem    | ent on your preferred platform based on Google's best practices.                |  |
|                |  |  | This survey is fo              | r users who recently returne   | d a Chromebook d                | evice. If po | a have not returned your Ovomebook or requested a non-Ovome de                  | vice, you can exit this survey.                                    |
|                |  |  | Section                        |  |                                 |              |   |  |
|                |  |  | 54000                          | Queiton  |                                 | Alleren      |   | Redirectory Next Step  |
|                |  |  | About the use                  |  |                                 |              |   |  |
|                |  |  | 1                              | Please enter your work en  |                                 |              | versel address-   |  |
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|                |  |  |                                |  |                                 | -            | 6-3 months  |  |
|                |  |  |                                |  |                                 |              | 3 months - 2 years  |  |
|                |  |  |                                |  |                                 | d            | 2.5 years<br>5-10 years   |  |
|                |  |  |                                |  |                                 | ÷            | 5-10 years<br>70° years   |  |
|                |  |  |                                |  |                                 |              |   |  |
|                |  |  |                                | What best describes your   | sea of work?                    |              | Engineering (Software)  |  |
|                |  |  |                                |  |                                 | 8            | Engineering (Nen-software)  |  |
| Primary        | User Impression Survey Templ   | late   |                                |  |                                 |              | UK  |  |
|                |  |  |                                |  |                                 |              | Program Managment<br>Operations   |  |
| This sector    | non decurrent with succession countings for you in its                                     | plement on your preferred platform based on Google's best practices.   |                                |  |                                 |              | Eales .   |  |
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| and the second |  | And and a second s | And the bary                   | man any  |                                 | ×            | Legal   |  |
| About the use  | M  |  |                                |  | ou use your                     |              |   |  |
| 1              | Please enter your work email   | seval address-   |                                |  |                                 |              | Line of business applications   |  |
| 2              | How long have you worked at [company]  |  |                                |  |                                 |              | Censumption of content i.e. browser based                                       |  |
| _              |  | o inters/Temperary worker<br>b 0-3 months  |                                |  |                                 |              | Creation of content i.e. productivity tools, dev tools, design tools            |  |
|                |  | <ul> <li>3 months - 2 pears</li> </ul>   |                                |  |                                 | đ            | Communication & collaboration i.e. shared documents, email                      |  |
|                |  | d 25 years<br>e 510 years  |                                |  | recently acquire                |              |   |  |
|                |  | e 510 years<br>f 10+ years   |                                |  |                                 |              | List device optional  |  |
| 2              | What best describes your area of work?   |  |                                |  | e about your new                |              |   |  |
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|                |  | e (#   |                                |  | on the MOST                     |              | This device was assigned to me  | (Skip to Initial Impression section)                               |
|                |  | d Program Managment  |                                |  | e switch from                   |              |   |  |
|                |  | e Operatione<br>f Sales  |                                |  |                                 |              | Hardware; weight  | (Skip to Open Feedback section)                                    |
|                |  | g Customer Sevice  |                                |  |                                 | -            | Hardware, weiges<br>Hardware: derice size                                       | [Skip to Open Feedback section]                                    |
|                |  | h Logistics<br>I Marketing   |                                |  |                                 |              | Hardware screen size  | (Skip to Screens section)  |
|                |  | Finance<br>Finance   |                                |  |                                 | d            | Hardware: appearance  | (Skip to Open Feedback section)                                    |
|                |  | k Logel  |                                |  |                                 |              | Herburge, heyboard<br>Harburge, touchoad (mouse)                                | Skip to Keyboard section)<br>(Skip to Open Feedback section)       |
| 4              | Haw do you primarily use your device?  |  |                                |  |                                 |              | Harbeark touchpac (nouse)<br>Harbeark touchpream (if anylicable)                | Ethio to Open Freeback section?                                    |
|                |  | Une of business applications     Consumption of contant, i.e. browser based  |                                |  |                                 |              | Hardwarestylus [if applicable]  | (Skip to Open Feedback section)                                    |
|                |  | <ul> <li>Creation of content i.e. productivity tools, dev tools, design to</li> </ul>  | rola                           |  |                                 |              | Handware: ports   | EXip to Ports section)   |
|                |  | d Communication & collaboration La. shared documents, email  |                                |  |                                 |              | Handware: security key [if applicable]<br>Handware: tablet mode [if applicable] | (Skip to Open Feedback section)<br>(Skip to Open Peedback section) |
| 6              | Which Chromebook did you recently acquire as you<br>primary device?                        |  |                                |  |                                 |              | Eystem: stability   | Elikip to Open Feedback section                                    |
|                |  | <ul> <li>(List device sptions)</li> </ul>  |                                |  |                                 | n            | System: speed   | (Skip to Open Feedback section)                                    |
|                | Which of the following is true about your new<br>Orransebook?                              |  |                                |  |                                 |              | Eystem: responsiveness  | (Skip to Open Feedback section)<br>(Skip to Open Feedback section) |
|                |  | a This device was assigned to me   |                                | Impression section)  |                                 | 0            | System security<br>Software peneral analiability                                | (SKD to Open reedback sectors)<br>Skip to Software section?        |
|                |  | b This device is something I chose<br>c This device is meretineh pomputer  | (Dikip to New<br>Okip to Repli | Selected section)  |                                 | 9            | Software: android apps [if applicable]  | (Skip to Open Feedback section)                                    |
|                |  | d This device is an additional device for me   | Cikle to Addr                  | ional section)   |                                 |              | Software: remote computing capabilities (if applicable)                         | (Skip to Open Feedback section)                                    |
|                |  | <ul> <li>This device is a replacement for a broken machine</li> </ul>  | (Dkip to Pepili                | ice section)   |                                 |              | Software showe apps<br>Software: G Sube M applicable                            | (Skip to Open Feedback section)<br>(Skip to Doen Feedback section) |
| Name Madache   | a  |  |                                |  |                                 |              | Software: G Suite (if applicable)<br>Ease of user initial setup                 | Elitip to Open Peedback section)                                   |
|                | Which of the following are the major contributing<br>factors to you choosing a Chromebook? |  |                                |  |                                 |              | Ease of use: chrome sync across devices   | (Skip to Open Feedback section)                                    |
| 7              | factors to you choosing a Chromebook?  | a Erren size   |                                |  |                                 |              | Ease of user, initial learning curve  | (Skip to Open Feedback section)                                    |
|                |  | b I want to use a Google product   |                                |  |                                 |              | Ease of use: window/dealetap management<br>Ease of use: chrome 05               | (Skip to Open Feedback section)<br>(Skip to Open Feedback section) |
|                |  | e Ballery Me   |                                |  |                                 | - Y          | Ease of use: multiple accounts [if applicable]                                  | (Skip to Open Feedback section)                                    |
|                |  | d Access to android agos   |                                |  |                                 |              |   |  |
|                |  | Performance type     f     Learning type   |                                |  |                                 |              |   |  |
|                |  | g Eablity of 05  |                                |  | sone of your<br>spito a         |              |   |  |
|                |  | h All of the software I need for my role is available<br>I I like the handware look and feel   |                                |  | reving to with                  |              |   |  |
|                |  | The weight of the device   |                                |  | - de co mart                    |              |   |  |
|                |  | k The device is secure   |                                |  |                                 | -            | 11'   | (Skip to Open Feedback section)<br>Obio to Open Feedback section)  |
|                |  | Facommended by my team or manager     Love for Dirome 05   |                                |  |                                 |              | 17  | [Skp to Open Peedback section]<br>[Skip to Open Feedback section]  |
|                |  | n It was assigned to me  |                                |  |                                 |              | w   | [Skip to Open Peedback section)                                    |
|                |  | <ul> <li>I saw it at an employee event.</li> </ul>   |                                |  |                                 |              | 15  | (Skip to Open Feedback section)<br>(Skip to Open Feedback section) |
|                |  | p It/has a touch screen<br>q My laptop was due for a replacement   |                                |  |                                 |              | *13   | prep to Open Peedback section)                                     |
|                |  | r I can use it like a tablet   |                                |  |                                 |              |   |  |
|                |  | <ul> <li>Other(box) write inj</li> </ul>   | (Skip to Initia                | Impression section)  | see of your                     |              |   |  |
| Replace        |  |  |                                |  | 10.00 1                         |              |   |  |
|                | Which device are you refreating heplacing towapping towapping                              | 0  |                                |  | sok's keyboard<br>180 switch?   |              |   |  |
|                |  | Mac Laptop   |                                |  | IN BWSCh!                       |              | Kepboard lapout   | (Skip to Open Feedback section)                                    |
|                |  | b Mac Desktop  |                                |  |                                 | 0            | Missing keys  | (Skip to Open Feedback section)                                    |
|                |  | c Windows Laptop<br>d Windows Desktap  |                                |  |                                 |              | Knowing the shortzets   | (1kip to Open Feedback section)                                    |
|                |  | <ul> <li>Linux Lapteo</li> </ul>   |                                |  |                                 | d            | Keys not functioning as expected<br>other bases Text1                           | (Skip to Open Peedback section)<br>(Skip to Open Feedback section) |
|                |  | f Linux Decktop  |                                |  |                                 |              | and paper state   | freedo ya ofisia u sacronar anggood                                |
|                |  | g Chrome Laptup<br>h Chrome Decktop  | OKU IS PARA                    | Impression section?  |                                 |              |   |  |
| Additional     |  | · · · · · · · · · · · · · · · · · · ·  | proof to 1 from                | a de constante de const  | of your primary<br>on Ovome     |              |   |  |
|                | Which of the following computers do you "also" use<br>for work?                            |  |                                |  |                                 |              |   |  |
|                | 301 w0101  | a MecLapico  |                                |  | sok's ports<br>t to switch to e |              |   |  |
|                |  |  |                                |  |                                 |              |   |  |
|                |  |  |                                |  |                                 |              |   |  |



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# Additional resources





### Additional resources

Learn more about the Chromebook Customer Adoption Journey

- The Chromebook Customer Adoption Journey
- How Google IT supports its scaling global workforce with Chromebooks

Get a better insight into application usage to inform use cases

Q Tools by <u>Lakeside</u> show application usage analytics

Understand how to improve employee experience with segmentation

Mhite paper by Forrester: Rethink Employee Segmentation for a Cloud-Native World





### Additional resources

Share these articles from the Chromebook Tips & Tricks blog series with your team

- ← For those who are switching from a Mac OS: <u>6 common questions (and answers) for new Chromebook users</u>
- ← For those who are switching from a PC: <u>How to use a Chromebook if you've switched from a PC</u>
- Five handy tips for getting started: <u>How to set up a new Chromebook</u>
- Popular shortcuts to help you do more, faster: <u>6 Chromebook keyboard shortcuts that save time</u>
- Keeping your business safe: <u>10 ways Chrome Enterprise helps protect employees and businesses</u>





# Thank you

Please contact your Chrome Enterprise solutions partner if you need any more information.