

Mac & Chromebook | Medium | 2 min read

Chromebook: sign-in problems and school or work managed accounts

Sign-in problems on a Chromebook are usually about the Google account, not the device. This guide also explains why some Chromebooks seem to have extra rules.

Check the basics

- Make sure you are online. Chromebooks usually need the internet to sign in the first time.
- Type your email address in full, for example name@gmail.com.
- Check Caps Lock and try typing your password in the box, using the eye icon to see it.
- Check the date and time are right.

Forgotten password

Go to **accounts.google.com** on any device and choose **Forgot password** to follow Google's recovery steps. You will need access to your recovery phone or email. Do not enter your password on a site that you reached from an email link.

What is a managed account?

Chromebooks from schools or workplaces are often controlled by an organisation. The signs are a message saying **This device is managed by your organisation**, or a lock icon in the settings. The organisation can then:

- Choose who is allowed to sign in.
- Limit which websites, extensions and apps you can use.
- Control settings such as updates and Wi-Fi.

This is normal. It also means you cannot remove these rules yourself.

Why you may be unable to sign in with another account

Some Chromebooks only allow certain accounts, such as a school email. If you see a message that **only certain accounts are allowed**, that restriction has been set by whoever owns the device.

Good practice

- Do not try to bypass management or use tricks you find online. They can break the rules of the school or workplace and risk your data.
- Ask the organisation's IT team to reset your password.
- If the Chromebook is second-hand and still managed, the previous owner or organisation may have to release it.

When to get more help

Contact us if you cannot tell whether the Chromebook is managed, if a second-hand Chromebook will not let you sign in, or if you cannot recover your Google account. Have your account email ready. We cannot remove management on a device that belongs to someone else.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.