

# Sales & Technical FAQ for Customers



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## Sales Questions

### Licensing

What do I get with Chrome Enterprise Upgrade?

Chrome Enterprise Upgrade unlocks the enterprise capabilities of Chrome OS, providing enhancements for security, management and orchestration. Chrome Enterprise Upgrade gives you access to the Google Admin console, and from there you can enable advanced security features, flexible login options such as single sign on, integrate with other enterprise systems, and access 24/7 support.

What do I get with the Chrome Education Upgrade?

Any device that will be used by K-12 education institutions should be attached with a Chrome Education Upgrade (and tied to a G Suite for Education account) to ensure the best customer experience. Chrome Education Upgrade provides similar management and security features to the Enterprise Upgrade, with some key differences. At only USD \$38\*, the Education Upgrade cost approximately 80% less than the Enterprise Upgrade. **However, only certified education institutions are eligible to purchase the Chrome Education Upgrade** for their domain. There are a few other functional differences to consider:

- Education customers get EDU-appropriate default policies, making it easier for them to meet education needs and requirements.
- Devices managed in EDU domains are compliant with [COPPA](#), [FERPA](#) and the [Student Privacy Pledge](#).
- Active Directory and 3rd-party EMM management options are **not** available for customers on EDU domains. However, EDU customers can use [Directory API](#)-based tools.

What do I get with the Chrome Non-Profit Upgrade?

The Chrome Nonprofit Upgrade provides similar management and security features to the Enterprise Upgrade, with some key differences. At only USD \$38, the Nonprofit Upgrade cost approximately 80% less than the Enterprise Upgrade. **However, only 501(c)(3) that have been verified via TechSoup are eligible.** For more details and eligibility requirements, please apply for NP [status here](#).

What are the prices for the upgrades? What licensing options are there?

MSRP\* (in USD) Prices are:

- **Chrome Enterprise Upgrade (Annual):** \$50 per device
- **Chrome Enterprise Upgrade (Perpetual):** \$150 per device
- **Chromebook Enterprise:** CEU purchase unnecessary, as the device comes with these enterprise capabilities unlocked.
- **Chrome Education Upgrade (Perpetual):** \$38 per device
- **Chrome Non-Profit Upgrade (Perpetual):** \$38 per device

\* Prices are subject to change by region and reseller.

## Licensing

What's the difference between Annual, Perpetual and Chromebook Enterprise (CBE)?

Regardless of the annual or perpetual term, Chrome Enterprise Upgrade always provides the same features. However, the procurement process differs slightly depending on the term.

Chrome Enterprise Upgrade (Annual) can be prorated to the same renewal date. These upgrades can be moved to another device in case of hardware failure. CEU (Annual) is purchased through a second transaction.

Chrome Enterprise Upgrade (Perpetual) is supported for the life of the [device](#), and can only be transferred to another device when replacing a damaged device with the **same model**. Devices within the Admin console past their [AUE date](#) are still required to use an Upgrade. CEU (Perpetual) is purchased through a second transaction.

Chromebook Enterprise provides the same functionality as the Chrome Enterprise Upgrade (Perpetual). However, this offering is included within the device at purchase through a **single transaction**.

**All Education and Nonprofit Upgrades are perpetual.**

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What Chromebook Enterprise devices are currently available in the market?

Check your inventory for SKUs with **Chromebook Enterprise** in the description. You may also check the [devices on this list](#).

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What is the Automatic Updates Expiration date?

The [Automatic Update Expiration \(AUE\)](#) date refers to the date a device will stop receiving Google updates. For most devices in the market, that date is usually 5-6 years after that platform was released. Devices released on platforms designed starting in Q1 2020 receive **8.5 years of support**.

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Will the Chromebook stop working after the AUE date?

The Chromebook **may** continue to work. However, since the device will not get updates, changes to services or apps may break critical functionality. Furthermore, the device will no longer receive:

- Browser updates including security updates
- Android updates
- OS security updates
- OS stability updates
- Feature updates
- Chrome management

Also, devices past their AUE date **will not be supported** when customers reach out to our Support team.

## Licensing

How can we find the Automatic Updates Expiration (AUE) date on devices we already own?

You can find out the AUE date for your existing devices in the Google Admin console's **Devices** section. You can also look up the devices on [this support page](#).

Are there longer options than the annual subscription?

If you prefer to not pay annually, we encourage you to purchase Chromebook Enterprise devices. This option will last for the life of the [device](#). The Chrome Education Upgrade and the Chrome Nonprofit Upgrade are both already perpetual.

Where can I get the Chrome Service License agreement?

You can review the [Chrome Service License Agreement](#) here.

Which OEMs offer Chrome devices?

Google partners with all major OEMs including Dell, HP, Lenovo, Samsung, Acer and Asus. We also partner with specialized OEMs such as AOpen and CTL.

Do Chromebooks work offline?

Yes, devices work [offline](#).

How can I tell if my organization is ready for Chrome OS?

You can download and deploy the free [Chrome OS Readiness Tool](#). This tool will securely and privately assess which users are ready for the move.

Do you have any helpful links, docs, or videos you can send me to set up Chrome OS for our use case?

- [Getting Started Guide for Chrome Enterprise](#)
- [How-to Demo Videos playlist](#)
- [Chromebook Simulator](#)
- [Enterprise Deployment Resources](#)

## Licensing

Which form factors are available with Chrome OS?

Chrome OS has an extensive ecosystem of devices. Customers will find devices in a variety of price ranges, as well different form factors, such as:

- Clamshells
- Convertibles
- Chromeboxes (desktop without monitor)
- Chromebases (all in one desktop)
- Tablets (with and without keyboard attachments)

You may narrow down your selection of devices via our new [Selecting the right Chromebook for your school, staff and students](#) document.

Do you have any LTE enabled devices?

Yes. We have [Always Connected LTE-enabled devices](#) that allow your users to work securely from anywhere. In the U.S., the devices are available at AT&T, Verizon, Sprint and T-Mobile.

Can we purchase Chrome OS devices internationally?

Yes. Chromebooks are sold all over the world by authorized resellers, with the exceptions of countries under U.S. sanctions, trade embargoes or mainland China.

I don't know which devices to purchase for my use cases. Do you have anything that can help narrow down the choices?

Please reference the one-sheet "[Selecting the right Chromebook for your cloud workers](#)" to help you choose the right Chromebook for your use cases.

Do you have a free trial?

Yes. You can sign up for a free trial of **50 licenses for 30 days** by signing up on [this page](#). During this time, you will have full functionality of the Google Admin console.

How do we provision a Chrome Enterprise Upgrade?

Chrome Enterprise Upgrades are provisioned into the Google Admin console 24-48 hours after the sale. Please reference the [deployment guide](#) for next steps.

## Procurement

How can we purchase the Chrome Enterprise Upgrade?

Chrome Enterprise Upgrade can be purchased via authorized reseller partners. You will need to provide your domain name, an admin email and off-domain email.

Although you can purchase up to 50 Chrome Enterprise Upgrades through the Google Admin console, in the **Billing** section, we recommend working with your preferred partner.

What do we need to provide our reseller to purchase Upgrades?

You need to provide:

- Primary domain name
- Admin email address
- Off-domain email address

An off-domain email address is any email that does not share the same domain name as the primary domain provided. Google uses this to send password reset instructions in case you get locked out. We also recommend setting up multiple Super Admins in your console to prevent getting locked out.

Why do we need to provide an off-domain email address?

If you get locked out of the Google Admin console, the offline address on file can be used for recovery. Otherwise, you will need to use the [Recovery form](#) which takes 10 business days.

How do we apply for Education or Non-Profit status?

You need to submit an application, along with proof:

- [Google for Education application](#)
- [Google for Nonprofits application](#)

We need help setting up Chrome OS . What service options are available?

There are partners that can support you with deploying, configuring, migrating, and setting up pilots for Chromebooks.

Please reach out to your [preferred reseller](#) for additional information on current service options.

## Procurement

What is my annual Chrome Enterprise Upgrade renewal date?

For Chrome Enterprise Upgrade (Annual), you can see your renewal dates in the Google Admin console in the **Billing** section. While you may purchase up to 50 Chrome Enterprise Upgrades within the console, we recommend contacting your [preferred reseller](#).

How do I change my primary domain name?

You can add up to 599 [secondary domains](#). After you add your preferred domain, you can then make that domain their primary.

What are the expected cost savings by switching to Chrome OS?

On average you can expect an annual saving of \$482 per device. You can use our [Total Cost of Ownership](#) calculator to find your custom savings.





## Technical Questions

### Security

How secure are Chrome OS devices?

Chrome OS has a multi-layer [security approach](#):

- Hardware-backed security with the [Titan C](#) security chip
- Built-in automatic 256-AES encryption on all devices
- Verified Boot to confirm the integrity of the operating system, apps and firmware
- Application and website sandboxing
- Google Safe Browsing
- Access to only managed applications
- Integrated 2 Factor Authentication
- Password Policy to inform users and admins of breaches

Do we need to have virus protection with Chrome OS?

No. Chrome OS devices are so secure that **they don't need antivirus.**

Do you have a security whitepaper?

Yes. You can download the [Chrome OS Security whitepaper here](#). You can also read the [Chromium Security Overview](#).

How can we set up 2-Step Verification?

[2FA is set up](#) in the **Security** section of the Google Admin console. End users can use SMS messages, or physical security keys. Physical keys are recommended.

Does Chrome OS offer third-party single sign-on solution?

Yes. Chrome OS can be used with [SAML based identity providers](#).

How can we set up our Single Sign-On identity provider?

In the **Security** section, IT Admins can [set up SSO for third party solutions that support the SAML protocol](#). You will need the different URLs for login, logout, password change and certificates. For Microsoft Active Directory, the customer will need to have Federation Services (ADFS) activated in their domain.

Does every user need login credentials?

No. Chromebooks can be deployed as a **kiosk** or **managed guest session**, neither of which require authentication at the device level.

## Security

Can we block websites?

Yes, you can set up custom [block and/or allow lists](#). You can also set up [Google Safe Browsing](#) to block access to malicious websites. If you have stricter requirements, such as educational institutions, you can use a third-party solutions such as [GoGuardian](#), [Securly](#), or [Cisco Umbrella](#).

Can we wipe the device after every use?

Yes. [Ephemeral Mode](#) wipes the local cache after the users log off. This is not a factory reset.

Can we put time limits on users?

Yes, user sessions can be limited by modifying the [Maximum User Session Length](#) policy.

How can we wipe a device if it's been stolen or lost?

Lost or stolen devices can [remotely deprovisioned and factory reset](#) them from the Admin console.

How can we lock down a device?

Devices can be remotely [disabled or deprovisioned](#). You can add custom messaging to an Organizational Unit to include instructions for users about to return their devices.

What about certificate management?

The **Security** section of the Admin console allows Administrators to deploy server certificates. For [client certificates](#), partners and customers can write an extension using the [chrome.enterprise.platformKeys](#) API to provision client certificates on Chrome devices.

Can we block our users from downloading applications?

Yes, you can limit your users to [only the applications](#) you approve.

How many Admins can we add to the Google Admin console?

You can have as many IT admins as you need. We recommend a minimum of 2-3 Super Admins to ensure business continuity.

How does Google include the open-source community in Chrome's security strategy?

Chrome and Chrome OS are possible via the Chromium and Chromium OS open-source projects. Google also has the [Chrome Vulnerability Reward](#) program, which rewards security researchers for their contributions. As part of that program **we have a standing \$150,000 reward** for participants that can compromise a Chromebook or Chromebox with device persistence in guest mode (i.e. guest to guest persistence with interim reboot, delivered via a web page).

## Enrollment & domains

How can Chrome Enterprise Upgrades be deployed to a device?

Chrome Enterprise Upgrades are provisioned to the Google Admin console. You must then enroll the devices during the Out-of-Box-Experience by pressing **Ctrl-Alt-E**, and that will turn them into managed devices. If the device was logged in before with a consumer account, they will need to [powerwash](#) the device and then enroll.

How do we enterprise enroll a Chromebook?

During the first time they turn on a device, the customer will enter **Ctrl+Alt+E** to [enroll the device](#). Alternatively, you can have devices automatically enrolled via our [Zero Touch Enrollment](#) feature by working with an authorized reseller.

How can we verify their Google domain?

Once you login for the first time into their Admin console, you will be asked to [verify your domain](#) by entering a TXT record in your registrar's website. We have custom instructions for most vendors.

How can I set up multiple/secondary domains?

[Multiple domains](#) can be set up in the **Domains** section of the Admin console. Additional domains will need to be verified. Customers can set up to 599 secondary domains.

Can we use multiple domains with one Google Admin console?

Yes, you can have up to [599 secondary domains, and 20 aliases](#).

We are having domain verification issues? What can we do?

We encourage you to open a [support ticket](#). If you cannot open a ticket, you can reach out to your preferred partner and we'll work with them to resolve the issue.

We are having enrollment difficulties. What can we do?

Enrollment difficulties are usually associated with not having enough Upgrades available. We encourage to open a [support ticket](#).

We can't access our account/domain. What can we do?

You are required to fill out the [Domain Recovery form](#). The process takes **10 business days**.

## Apps & Policies

How can we set up Policies?

Policies are applied to organizational units (OU). You can apply policies that affect users and devices. The devices must be enrolled in the Google Admin console with one of our Upgrade SKUs.

How can we manage different Organizational Units?

OUs can be created and managed in the **Organizational Units** section of the Admin console. OUs can be nested and have policy inheritance activated by default. Customers are encouraged to create separate [organizational units](#) for different use cases and then apply different policies to those OUs.

How can we force install applications/extensions?

Applications are installed via the Admin console in the **Devices/Chrome Management** section.

What type of applications can we install?

Applications are deployed via policies from the Google Admin console without the need for VPN. We support Chrome Web Apps, Chrome Extensions, Progressive Web Apps, Android apps, Linux apps natively, and Windows applications via [Parallels](#).

Can we deploy our own apps with Chrome OS?

Yes. You must register as a developer and then the application can be deployed via the Admin console.

Do Chrome OS devices work with Android Apps?

Yes, Android apps are supported and can be deployed at scale from the Google Admin console. However, Android apps are not supported in [Kiosk](#) or [Managed Guest Session](#) modes.

How can we pin downloaded apps to the end user's device?

When setting up application policies, you can:

- Block
- Allow Install
- Force Install
- Force Install + **Pin**

Can we remote login to a device?

You can use the [Google Chrome Remote Desktop](#) app to initiate a session with an end user. If the device is in [kiosk mode, administrators can remote directly without user interaction](#) via the Google Admin console.

## Apps & Policies

What are the different use modes available?

We have three different identity use modes:

- Named account mode (includes Single Sign-On)
- [Kiosk mode](#)
- [Managed Guest Session](#)

You may use different use modes on different organizational units (OUs).

How do we run a managed guest session?

[Managed guest session](#) is set up in the **Devices/Chrome Management** section of the Google Admin console. We recommend creating a separate Organizational Unit (OU) for the managed guest session. You will then set up the apps, and policies attached to that specific OU.

Our application or extension is not performing correctly. Can we call support?

We encourage you to open a support ticket with the application developer. If the problem is related to deployment policies, you can open a [support ticket](#) with us.

How can we manage two different physical sites?

Customers can set up different [Organizational Units](#) in the Google Admin console for each site. Each of those sites can now have different policies and even [different IT Admins](#) to accommodate different site needs.

How can we set up printing for Chrome OS?

[Printers can be installed](#) locally via USB or at scale via the Admin console. Chrome now supports the CUPS printing protocol which allows for more advanced printing features. Printers can be deployed via OU or group assignment (starting on version 88). You can also use one of our third party printing partners such as:

- [PaperCut](#)
- [Directprint.io](#)
- [PrinterLogic](#)
- [NT-ware uniFLOW](#)
- [Print using Printix](#)

Can we set up a dedicated Google Meet conferencing device with kiosk mode?

[Google Meet Hardware](#) is the recommended solution for video conferencing.

Is there a way to manage Chrome Browser on Windows devices?

[Chrome Browser Cloud Management](#) allows you to manage your Chrome browser deployment from the Admin console. You can manage Windows, Mac OS and Linux deployments. **While this feature is free, Enterprise Support for Chrome Browser is a paid service. It costs \$4 per user per year, with a 1000 seat minimum.**

## Apps & Policies

Can we manage mobile devices with the Chrome Enterprise Upgrade?

No. Chrome Enterprise Upgrade only works with Chrome OS devices such as Chromebooks, Chromebases, and Chromeboxes. However, if you are a Google Workspace customer, you can [manage Android, iOS and Windows devices](#) from the Google Admin console at no additional cost.

How can we get involved in the beta programs?

You can be added to our Trusted Tester programs. Contact your preferred reseller partner to be added to a featured trusted tester program. **You will need to sign an NDA.** You can also sign up to become an Enterprise Trusted Tester [here](#).

## Updates

How do Automatic Updates work?

Feature updates are released every 6 weeks and security updates as quickly as possible. [Updates](#) are installed in the background to a backup copy of the OS. Upon restarting, the backup copy of the OS becomes primary.

Can we restrict which OS version is used?

Yes, IT Admins can pin the OS to a specific version. You can also set an organization unit to receive [updates](#) from a different “Updates” channel. We offer three channels:

- Stable
- Beta
- Dev

We have concerns about OS updates disrupting the user experience. What can we do?

[Chrome updates](#) happen seamlessly in the background and are only applied upon restarting the devices. However, you can also roll out updates gradually to reduce bandwidth usage on a network.

## 3rd Party Tools

Does Chrome OS integrate with Active Directory?

Yes, Chrome OS devices can integrate into your existing AD environment. Enterprise customers can manage devices [via GPOs in Active Directory](#). For customers looking to authenticate via AD, but not manage with it, they can use our [SAML SSO](#) and the [Google Cloud Directory Sync](#) options. These two options are also available for our Education customers.

Does Microsoft Office work with Chrome OS?

Yes, customers can deploy either the web or Android versions of Microsoft Office. Devices managed via the Admin console will also be able to run [Parallels](#). With Parallels, customers can run a virtual desktop with Microsoft Windows 10 and Office.

**Minimum hardware requirements: Intel Core i5, 16GB RAM and 128GB HDD.**

How can we set up an Office 365 Subscription with Chrome OS?

Office apps can be forced installed and automatically deployed to any set of users. The end users will then login with their Office 365 credentials.

Which EMM/MDM solution can manage Chrome OS devices?

Chrome OS devices enrolled with Chrome Enterprise Upgrade are compatible with top [EMM solutions](#), including:

- VMware Workspace ONE
- Cisco Meraki
- Citrix XenMobile
- IBM MaaS360
- ManageEngine Mobile Device Manager Plus

**The Education and Non Profit Upgrades are not compatible with this feature.**

How can we set Chrome up for Virtual Desktop Infrastructure (VDI)?

Chrome OS supports several VDI applications. Applications can be forced-installed and run in logged in mode, kiosk mode or managed guest session. We support:

- Citrix Workspaces
- VMware Horizon
- Amazon WorkSpaces
- Cameyo
- Windows Remote Desktop Protocol

## Support

How can we contact Tech Support?

You have two options:

- In the Google Admin console click on the **Support** icon and follow the prompts to get a phone PIN. Call 1-877-355-5787 and identify yourself with the PIN.
- Visit our [Support page](#) and open a ticket from there.

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Can you show us a demo of the Google Admin console?

Please reach out to your preferred reseller and ask for a demo.

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