

# ABSOLUTE FOR CHROMEBOOKS

## FREQUENTLY ASKED QUESTIONS

### INTRODUCTION

The purpose of this FAQ is to provide answers to common questions about Absolute for Chromebooks.

#### **What is Absolute for Chromebooks?**

Absolute for Chromebooks is a solution that allows Education customers to protect students and secure their Chromebook devices. Absolute for Chromebooks is the only solution that combines technology and services to create a safer school environment. Absolute for Chromebooks includes Student Technology Analytics to understand utilization, prove ROI, and correlate technology investment with student performance.

#### **What do I receive with Absolute for Chromebooks?**

Absolute for Chromebooks includes four key components: Student Technology Analytics, Reporting and Alerts, Theft Investigations Services, and Theft-deterrent Materials. Each Chromebook receives the Absolute Chromebook Extension, which provides comprehensive reporting, alerting, device and student protection features.

Absolute for Chromebooks includes:

#### **Student Technology Analytics:**

- Analyze technology-use metrics across Windows, Mac and Chrome
- Correlate academic performance to demonstrate the positive impact of technology adoption on learning outcomes
- Detect students who might be struggling with technology, so the teachers can provide them with assistance
- Prove technology ROI to protect funding

#### **Reporting & Alerts**

- Monitor and report on hardware and software information
- Track assets on a Google™ map including recent and historical locations
- Create geofences based on school policies with notifications when a device is out of bounds
- Identify risk conditions and receive an alert when suspicious events occur
- Remotely freeze a device with a custom message to the end user
- Protect Chromebooks alongside Windows, Apple and Android devices in a single cloud-based console

#### **Theft Investigations Services**

- Absolute investigators work with local law enforcement to assist in the investigation and device recovery
- In the event a device cannot be recovered, a service guarantee is available to aid in purchasing a replacement device (some conditions apply)

#### **Theft-deterrent Materials**

- Onsite awareness campaign, including signage and anti-theft stickers
- Lost & found return program

#### **How do I deploy the Absolute Chromebook extension?**

The extension is deployed through the Google Management Console. No device configuration is required. Absolute can assist your school district to deploy the extension as part of the Safe Schools service included with Absolute.

**Is the Absolute Chromebook extension compatible with the Chrome browser on Windows, Mac, and Android devices?**

No. Because of its dependency on the Google Management Console. The Absolute Chromebook extension only supports Chromebooks. The Absolute platform also supports Windows, Mac and Android.

**What device information does Absolute for Chromebooks report and alert on?**

Absolute for Chromebooks can report and alert on all device information collected by the Absolute Chromebook Extension. Refer to the table below for more information.

ASSET INFORMATION	HARDWARE INFORMATION	SOFTWARE INFORMATION	GEOLOCATION	DEVICE USAGE
Local IP	Wi-Fi Mac Address	Extension Names	IP Geolocation	Login Events
Public IP	Supplementary Mac Address (Ethernet, Bluetooth, etc.)	Extension Descriptions	HTML5 API Geolocation	Anonymized Keyboard and Mouse Activity
Extension Version	Video Display Depth and Resolution	Extension Versions		
	RAM	OS		
	Make and Model	OS Service Pack		
	Storage Space	System BIOS/ Firmware Version		
	CPU Description*			

\* Clock speed is only available when it's included in the description of the CPU, such as with Intel processors

**How often is asset, hardware, software and geolocation data collected?**

The Absolute Chromebook Extension provides data to the Absolute cloud-based console on a daily basis, provided that the device is connected to the internet. If the device doesn't have a connection, this information will be reported when it next connects to the internet. If a theft of a Chromebook is reported in the Absolute console, the Absolute Investigations team leverages their investigations tools, which communicate with the Chromebook every 15 minutes.

**What attributes can be setup as an alert?**

Chromebook information collected can be set up as a custom alert, triggering an email notification when an attribute is changed. This allows you to proactively respond, often preventing a security incident and potential risk to the safety of a student.

**What Risk Response features are available with Absolute for Chromebooks?**

Administrators can request a device freeze, placing the Chromebook into a frozen state. If the device is not connected to the internet, the device freeze will be performed when it next connects to the internet. In its frozen state, the device can display a custom message to verify the status of the user, an effective tool when a student may have mistakenly taken a Chromebook.

**What Geotechnology features are available?**

Through unique geolocation capabilities, Absolute for Chromebooks reports on the current and historical locations of Chromebooks. Views can be customized to display the history of a single device, or the current location of all devices. Absolute for Chromebooks also provides the ability to set up a geofence, a customizable geographical boundary, e.g. a school perimeter, and receive an alert if a device enters or leaves the specified area.

**How is Absolute for Chromebooks deployed?**

The Absolute Chromebook Extension is deployed to users, not devices, via the Google Admin Console (GAC). To deploy the extension, organizations create Organizational Units (OU) in the GAC, assign all the applicable students to that OU,

then target the extension to that OU. When those students in that OU log into a Chromebook, regardless if it was the device they were originally assigned, they receive the extension. For example, if a school district sets up an OU named "Grade Nine 1:1 Students", then assigns the Absolute Chromebook Extension to that OU, all the grade nine students assigned to that OU will receive the Absolute Chromebook Extension. This is how other Chromebook extensions are also deployed, aligned with Google's user-centric architecture.

### **How is Absolute for Chromebooks licensed? Does the number of devices need to equate to the number of users?**

Absolute for Chromebooks is licensed on a per-device basis, offering schools the flexibility to meet their specific needs.

### **Can the Absolute Chromebook extension be targeted to a subset of devices?**

Yes, this requires the creation of a new Device Organizational Units (OU) in the Google Admin Console for the specific devices. Within the Absolute console, select the specific OU to sync. If a device is not synced to the Absolute console (i.e. it does not belong to the specific OU) devices will not be displayed within with the Absolute console.

If students are using personal Chrome devices, the Absolute extension will be pushed if they login using school domain credentials, as the credentials are associated with a school districts Google Account. However the device is unknown to the Absolute console so the extension cannot communicate. If the student uses personal credentials to log, no extensions are pushed to the device.

### **Can the Chromebook extension be installed to an already stolen/missing device?**

No, the Absolute for Chromebook extension must be deployed before a security incident occurs. In line with the standard deployment methodology used by the Google Admin Console, Chromebook extensions are assigned to users, rather than devices.

### **What is the process for Investigating stolen devices?**

Customers simply need to file an Investigation report in the Absolute cloud-based console. This report requires a police incident number. This information is then used by the Absolute Investigations team as part of the included Theft Investigations service. Absolute Investigators will then use their unique toolset to collect evidence from the device, and work with law enforcement to facilitate the recovery and return of the device. This managed service places the investigation in the hands of professionals, unlike other solutions that put your school administrators at risk.

### **What is the process for devices that cannot be recovered?**

If the Absolute Investigations team is unable to recover the device, a Service Guarantee is available to aid in purchasing a replacement device. **Some conditions apply.** Absolute for Chromebooks is the only Chromebook solution that puts money back into school budgets.

### **Does Absolute for Chromebooks work with Chromeboxes and Chromebase devices as well?**

Yes. Chromeboxes and Chromebases can also be protected, reporting on hardware, software and geolocation.

### **Where is Absolute for Chromebooks available?**

Absolute for Chromebooks is currently only available within North America.

To learn more, visit [absolute.com/chromebooks](https://absolute.com/chromebooks)