

Using Chrome Remote Desktop for Chromebook Remote Support

1028 September 9, 2020 [Chromebook](#) 2295

Chrome Remote Desktop is a Google service that can be used to provide remote support using the Chrome web browser. This allows the ability to remotely control another device for troubleshooting various issues.

Chrome Remote Desktop may be used by the LPS Help Desk in cases where remote support is needed on a Chromebook. This service is accessible either directly through the Google Remote Desktop site or through the Clever portal for LPS staff and students.

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Setting up a session on a Chromebook

Before help desk can connect to a Chromebook the student, parent or staff member will need to create a session on the device to allow a connection to take place.

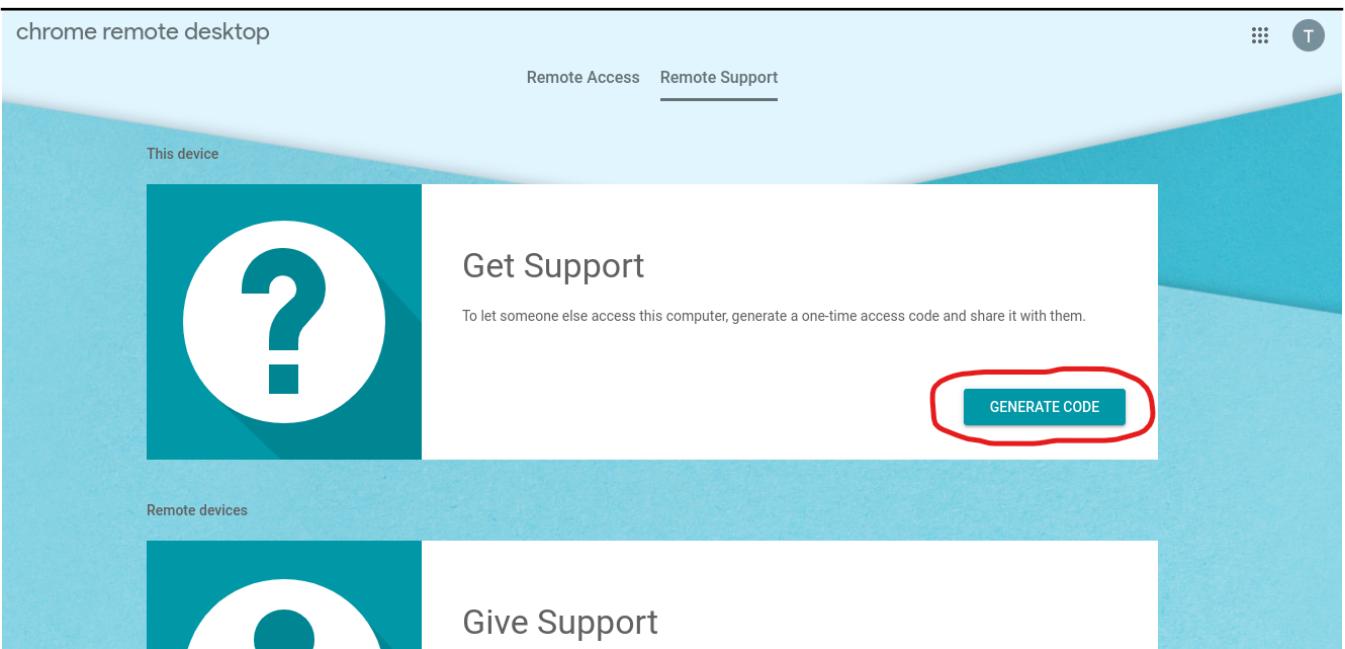
1. Log into Clever.
2. At the portal screen scroll down to the **Support** section and click on the icon labelled "**Chrome Remote Desktop**".

The image consists of two side-by-side screenshots of the Clever platform interface.

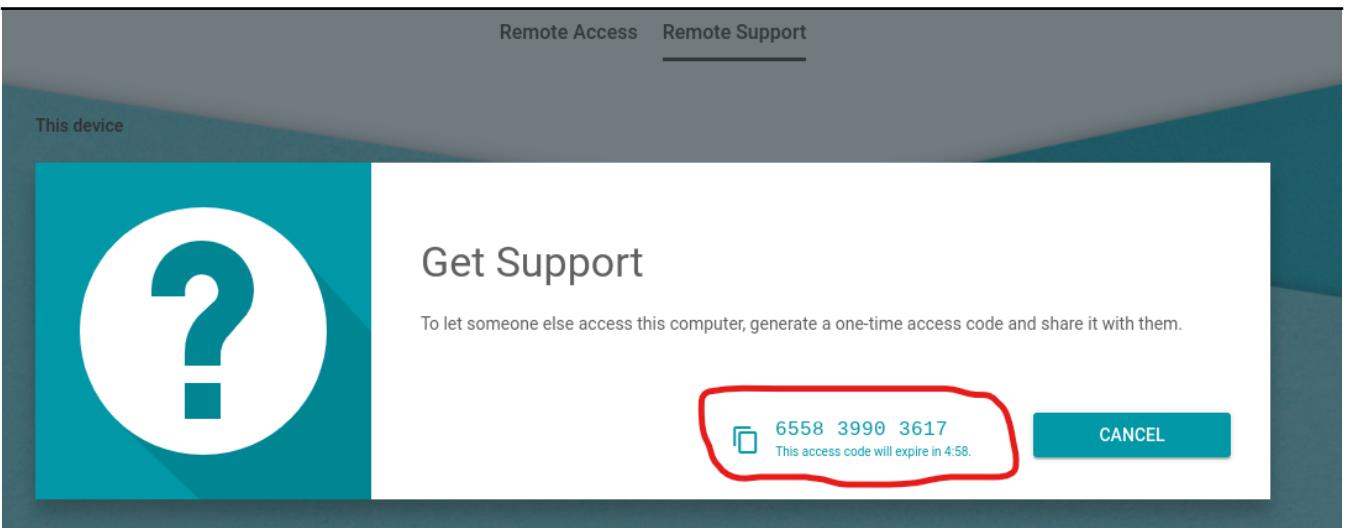
Left Screenshot: This screenshot shows the 'Teacher Pages' section. At the top, it says 'Clever Example High School'. Below that is a sidebar with links: Teacher Pages, Support, Office 365 - Instant Login Applications, Clever - Instant Login Applications, Other - Instant Login Applications, Office 365, Google Apps, and Links. The main area is titled 'Teacher Pages' and shows a blue icon with an owl and the text 'T. Staff's Page'. Below this is a section titled 'Support' which contains a blue icon with lab glassware and the text 'Chrome Remote Desktop'. This 'Support' icon is circled in red.

Right Screenshot: This screenshot shows the 'Resources added by you' section. At the top, it says 'Clever E... Homeroom Messages New Library'. Below that is a section titled 'Resources added by you' which shows a yellow icon with colorful bars and the text 'Meeting test'. Below this is a section titled 'Support (District)' which contains a blue icon with lab glassware and the text 'Chrome Remote Desktop'. This 'Support (District)' icon is also circled in red.

3. You will be taken to the Chrome Remote Desktop page. Under the **Get Support** section click the "GENERATE CODE" button.

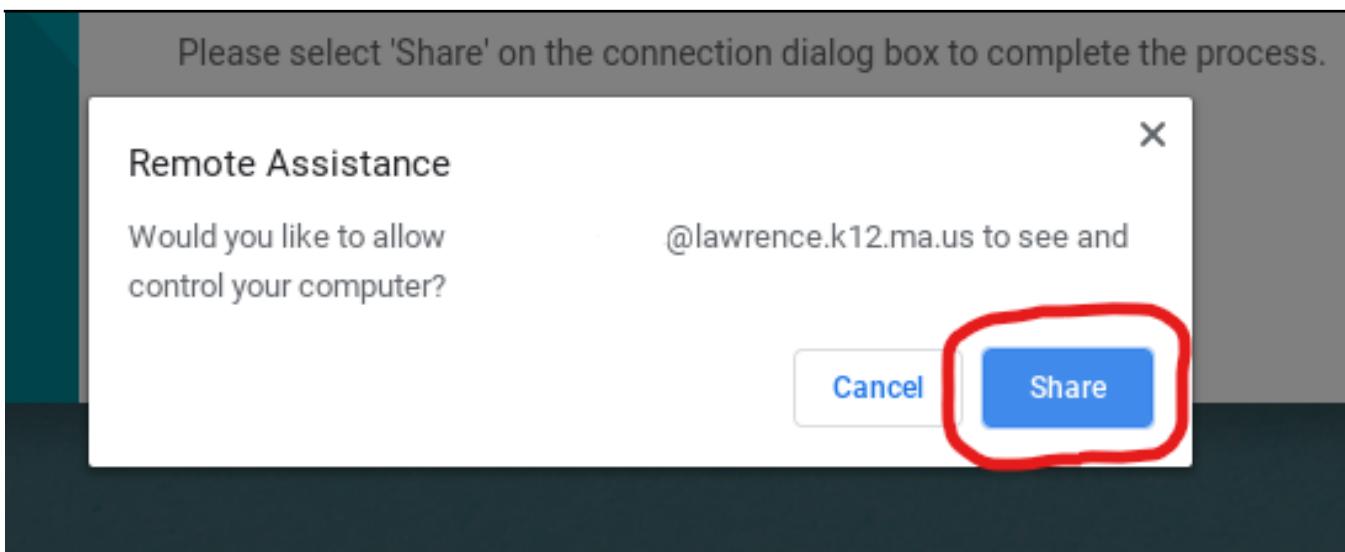


4. Clicking the button will display a code that will be valid for 5 minutes. You will need to give this code to the person that is trying to connect to your device.

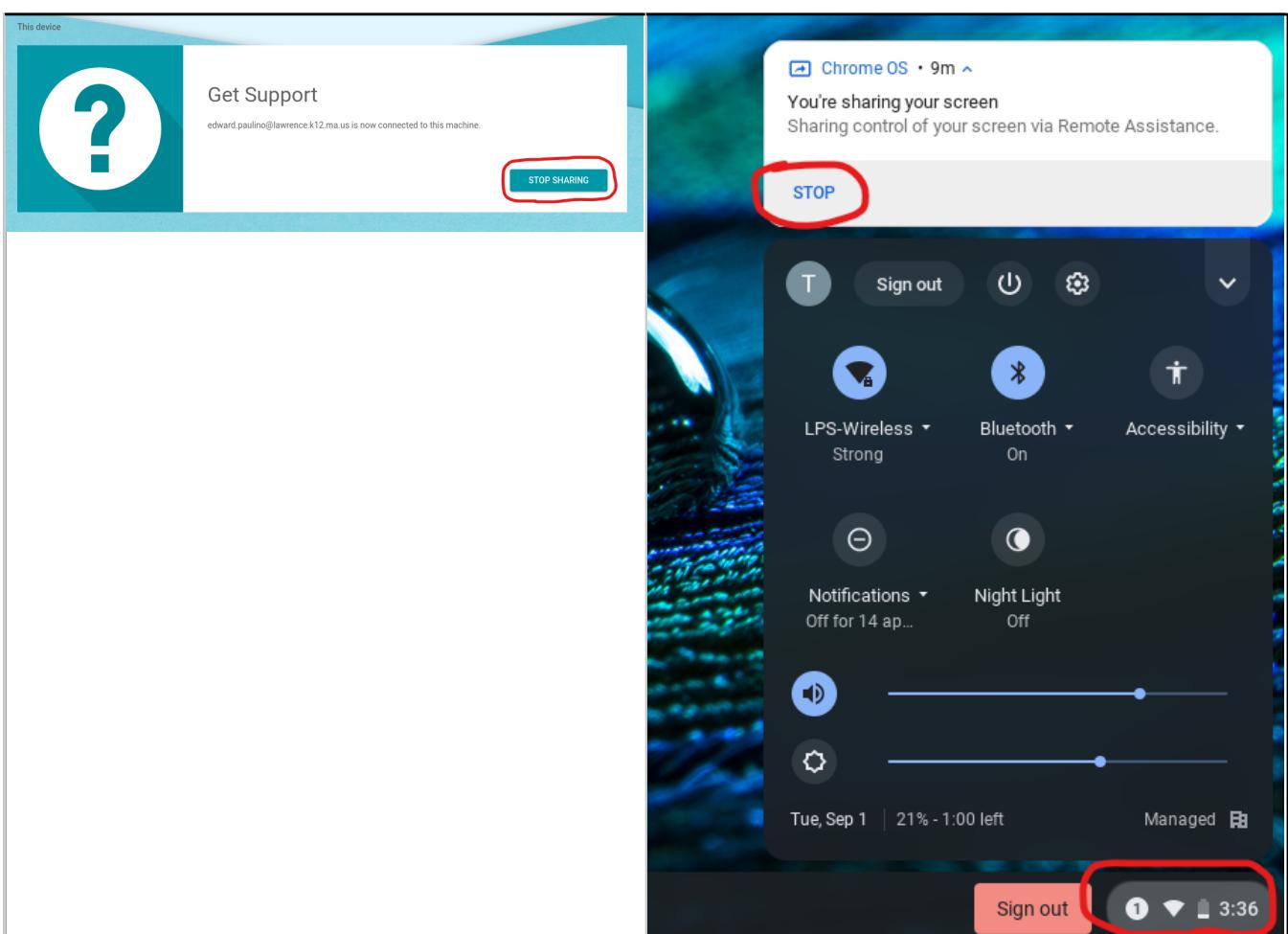


NOTE: Clicking the cancel button will cancel the session. You will need to generate another code if you wish to continue with the session.

5. A pop-up message will appear when a control session is started with the name of the person connecting. Click **Share** to allow your device to be controlled remotely.



6. When you are ready to end the session you can click the "**STOP SHARING**" button on the Chrome remote desktop page. On Chromebooks you can also click the clock area at the bottom right of the screen and click **STOP** on the notification.

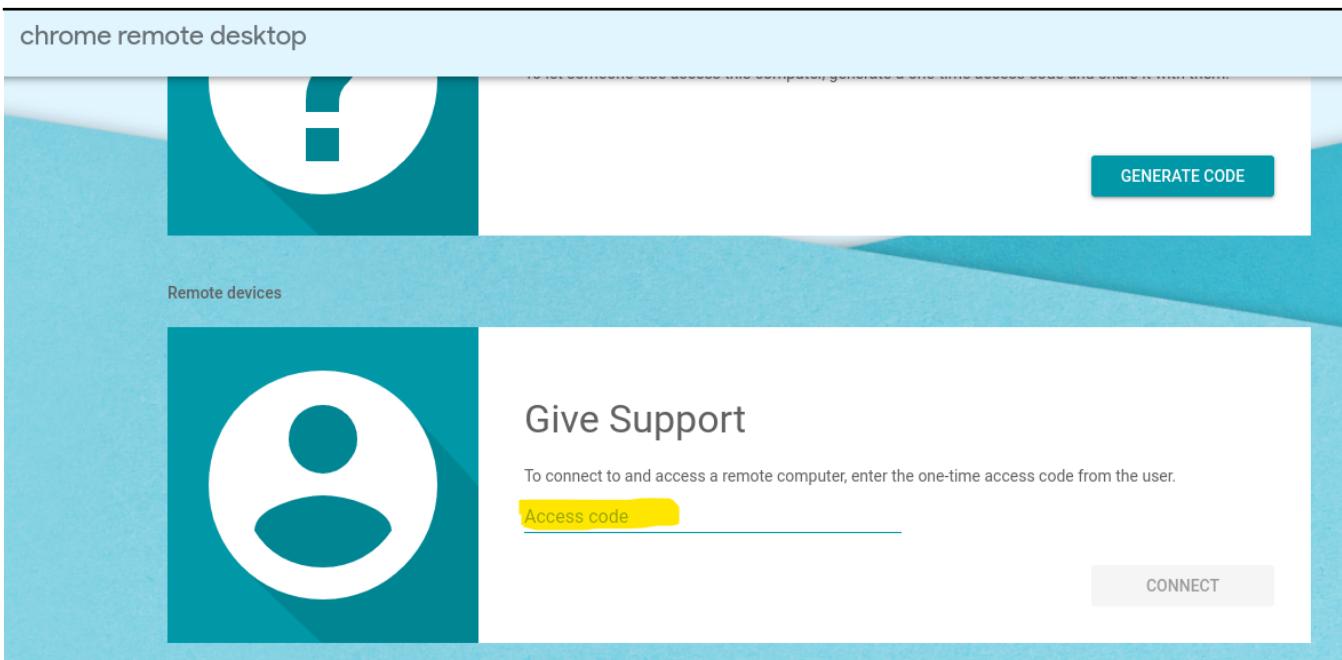


Connecting to Chromebook

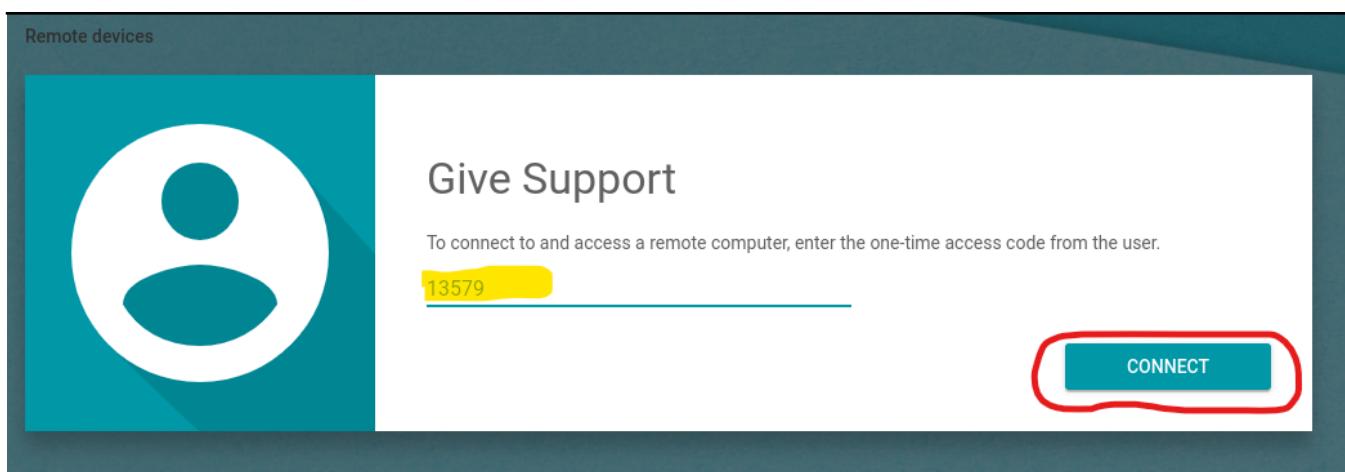
1. Log into Clever.
2. At the portal screen scroll down to the **Support** section and click on the icon labelled "Chrome Remote Desktop".

The image shows a screenshot of the Clever portal interface. At the top, there is a blue header bar with the Clever logo on the left and several navigation links: 'E...', 'Homeroom' (which is underlined in green), 'Messages' (with a 'New' badge), and 'Library'. Below the header, the main content area has a title 'Resources added by you' followed by a thumbnail image of books labeled 'LIBRARY'. Underneath this, there is a link labeled 'Meeting test'. Further down, there is a section titled 'Support (District)' which contains a thumbnail of laboratory glassware and a link labeled 'Chrome Remote Desktop'. A red circle highlights the 'Chrome Remote Desktop' link.

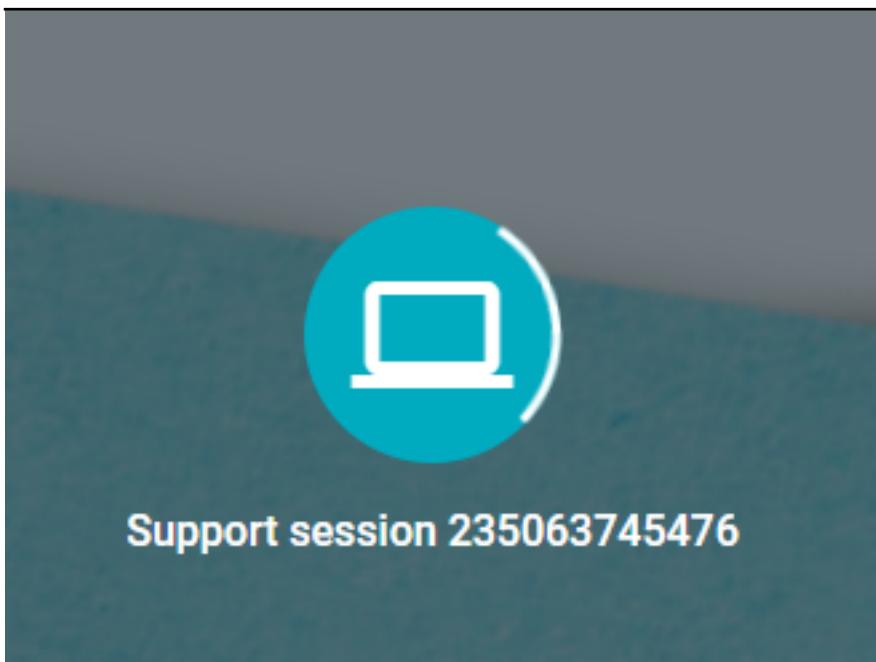
3. You will be taken to the Chrome Remote Desktop page. Under the **Give Support** section enter the code you received from the person you are trying to connect to.



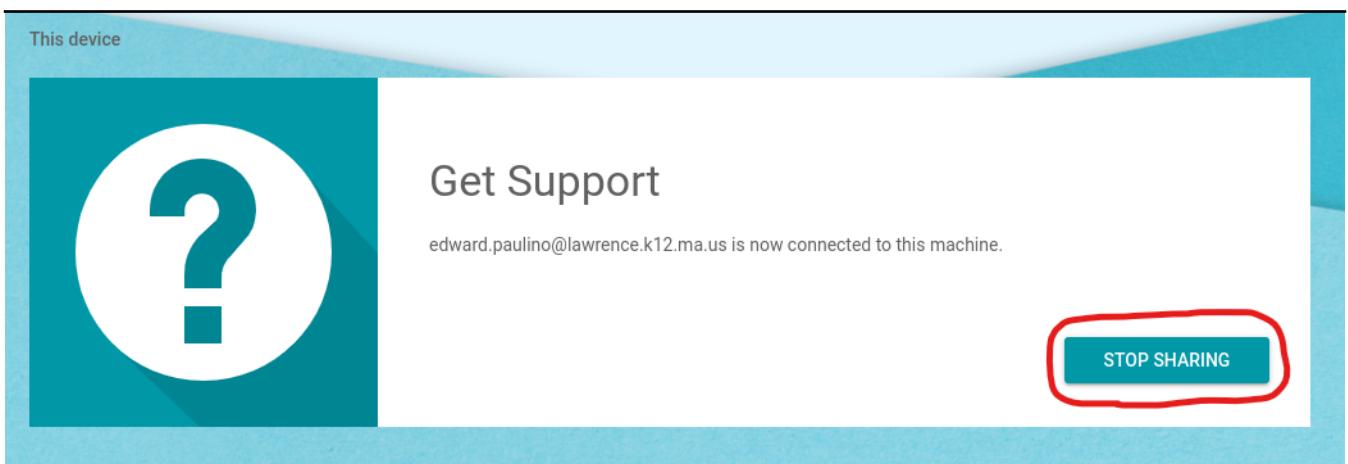
4. Once you enter the code click the "**CONNECT**" button.



5. A connection message will appear when trying to connect to the device.

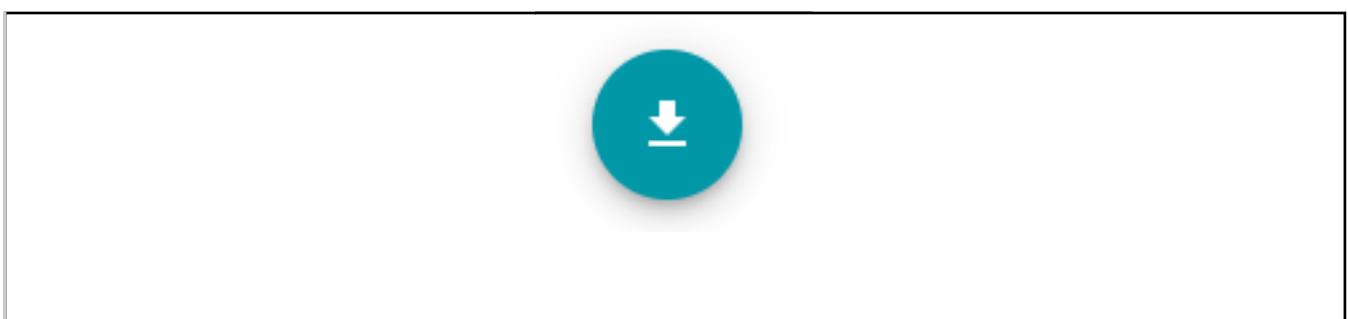


- When finished with the session you can close the window or the "STOP SHARING" button on the Chrome Remote Desktop page.

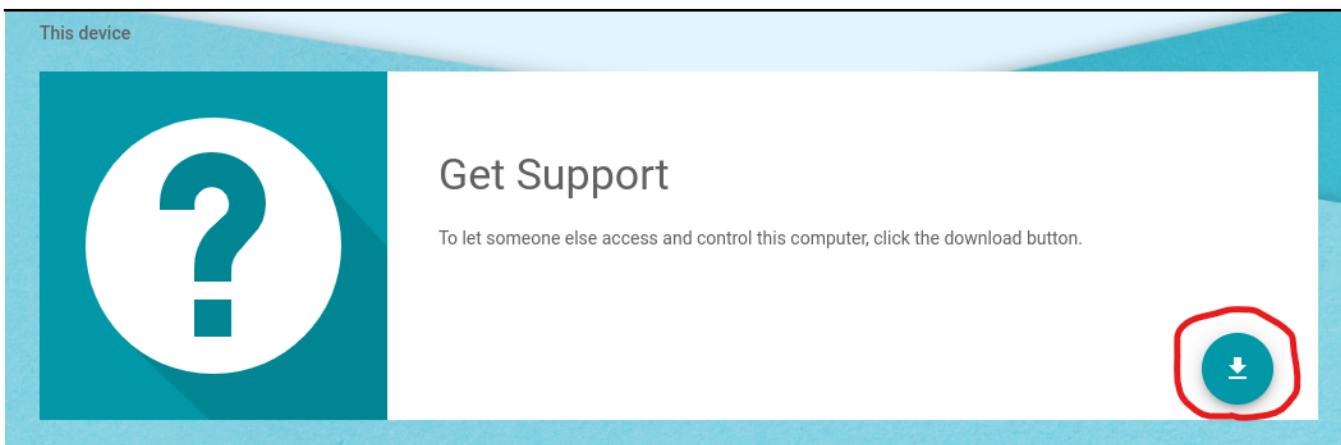


Installing the Chrome Remote Desktop extension

If you see an icon of a circle with a down arrow in the **Get Support** section you will need to install the Chrome Remote Desktop extension.



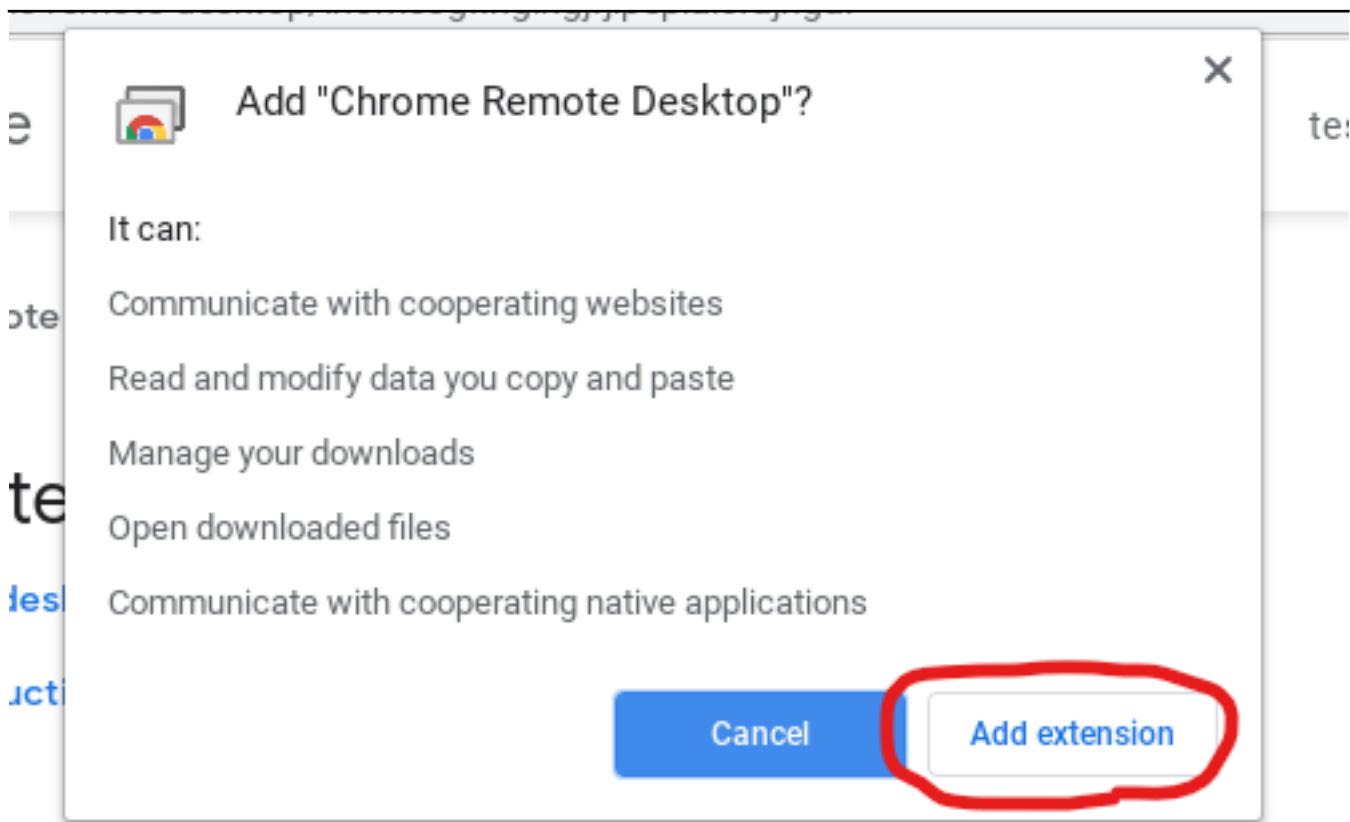
1. Click the "Download Chrome Remote Desktop" button.



2. You will be taken to the Chrome Web Store. Click the "Add to Chrome" button.

A screenshot of the Chrome Web Store page for the "Chrome Remote Desktop" extension. At the top, there's a header with the Chrome logo and the text "chrome web store" next to it. On the right, there's a user profile icon and the email "test.staff@lawrence.k12.ma.us". Below the header, the breadcrumb navigation shows "Home > Extensions > Chrome Remote Desktop". The main content area features the extension's icon (a monitor with a question mark), its name "Chrome Remote Desktop", and the developer information "Offered by: https://remotedesktop.google.com". It also shows the rating "★★★★★ 1,416", the category "Productivity", and the number of users "10,000,000+ users". At the bottom right of this section is a blue "Add to Chrome" button, which is circled in red. Below this section, there are tabs for "Overview", "Reviews", "Support", and "Related".

3. A pop-up message will appear. Click the "Add extension" button.



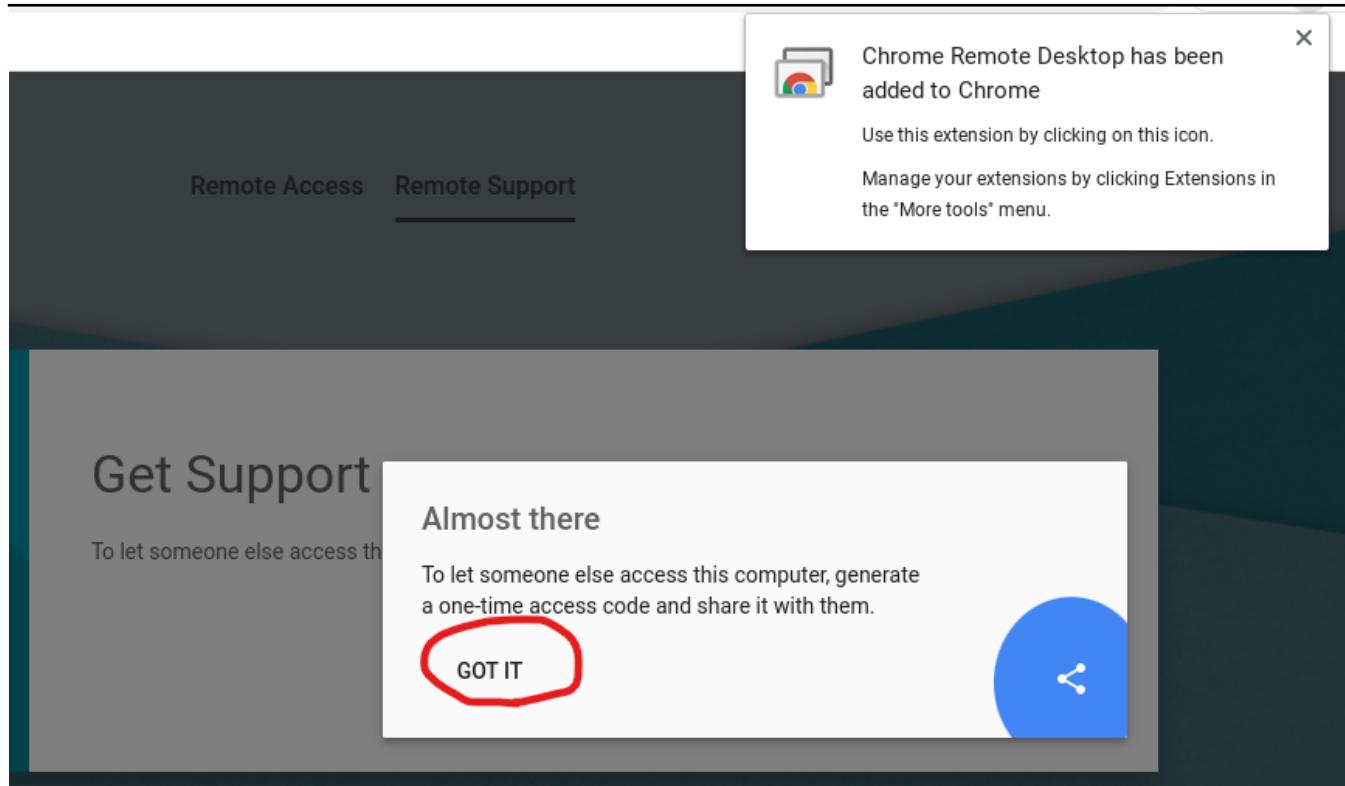
[Overview](#)

[Reviews](#)

[Support](#)

[Related](#)

4. You may be taken back to the Remote Desktop page and a new pop-up may also appear. Click on "GOT IT" to close the pop-up window.



5. You should see the "GENERATE CODE" button under the Get Support section.

Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=1028>