

Google ChromeOS-Administrator Questions [2026]



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The ITExamDownload offers three formats of study materials for the Professional ChromeOS Administrator Exam (ChromeOS-Administrator) certification exam preparation. Our product is designed by experts in their respective fields, ensuring that our customers receive the most up-to-date and accurate Google ChromeOS-Administrator Exam Questions.

Google ChromeOS-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Understand ChromeOS security processes: It focuses on deploying certificates and uChromeOS policies.
Topic 2	<ul style="list-style-type: none">Perform actions from the Admin console: This topic delves into troubleshooting customer concerns, setting up a trial, pushing applications, and performing device actions from the Admin console.
Topic 3	<ul style="list-style-type: none">Configure ChromeOS policies: This topic discusses understanding and configuring ChromeOS policies.
Topic 4	<ul style="list-style-type: none">Identity Management: The primary focus of the topic identity management is on identity features.
Topic 5	<ul style="list-style-type: none">Understand ChromeOS tenets: It discusses ChromeOS best practices and customers on chromeOS tenets.

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Google Professional ChromeOS Administrator Exam Sample Questions (Q13-Q18):

NEW QUESTION # 13

What are two ways customers can open a support case for ChromeOS? Choose 2 answers

- A. Send an email to ChromeOS support
- **B. File case through Customer Care Portal**
- C. File feedback on the device with Alt + Shift +1
- D. Chat support via the Admin console
- **E. Contact the device manufacturer**

Answer: B,E

Explanation:

* B. Contact the device manufacturer: ChromeOS devices are manufactured by various companies like Acer, HP, Lenovo, etc. Each manufacturer provides its own support channels, including phone, email, or chat support. Customers can contact the manufacturer for hardware-related issues or specific device configurations.

* D. File a case through the Customer Care Portal: Google provides a customer care portal where customers can submit support cases online. This portal allows users to describe their issues, attach relevant files, and track the progress of their case.

Why other options are incorrect:

- * A. Chat support via the Admin console: Chat support is usually available for enterprise customers with Chrome Enterprise Upgrade or Google Workspace, not individual ChromeOS users.
- * C. File feedback on the device with Alt + Shift + 1: This keyboard shortcut is used to capture screenshots and send feedback to Google, but it doesn't directly open a support case.
- * E. Send an email to ChromeOS support: While Google has support channels, sending a general email might not be the most efficient way to open a case and get a timely response.

References:

* Get support - Chrome Enterprise and Education Help:
<https://support.google.com/chrome/a/answer/4594885?hl=en>

NEW QUESTION # 14

A customer deploys a large number of ChromeOS devices and would like to start the process of turning on Zero-Touch Enrollment (ZTE) to streamline their deployment process. As an administrator, what would be required to enable ZTE?

- A. Create a zero-touch token
- B. Identify OU to place devices during enrollment
- **C. Create a pre-provisioning token**
- D. Grant partner admin access

Answer: C

Explanation:

To enable Zero-Touch Enrollment (ZTE) for ChromeOS devices, an administrator must first create a pre-provisioning token. This token allows devices to automatically enroll when they are first powered on and connected to the internet. The pre-provisioning token links the device to the correct organization and management policies.

Verified Answer from Official Source:

The correct answer is verified from the Google Zero-Touch Enrollment Guide, which outlines the process of setting up pre-provisioning tokens for automated enrollment.

"To set up Zero-Touch Enrollment, generate a pre-provisioning token in the Admin console and configure it with the device provider." Creating the token ensures that new devices are automatically configured and enrolled without manual intervention, saving time during mass deployments.

Objectives:

- * Automate ChromeOS device enrollment.
- * Simplify large-scale deployments.

NEW QUESTION # 15

At a specific location in your organization, users cannot log in to their ChromeOS devices. The ChromeOS Administrator has also noticed that devices have not synced in the past 24 hours. You have updated policies in the Admin console for your fleet of ChromeOS devices, but the devices are not getting the updated policies.

What is a probable change in the environment that can cause these issues?

- A. A different location enrolled a large number of new devices.
- **B. Your network administrator has blocked all network traffic to Google services.**
- C. Your root Certificate Authority expired.

- D. Your organization's licenses have recently expired.

Answer: B

Explanation:

If ChromeOS devices cannot log in and are not syncing with the Admin console, it is likely that network traffic to Google services has been blocked. ChromeOS devices require access to Google servers for authentication and policy synchronization.

Verified Answer from Official Source:

The correct answer is verified from the Google ChromeOS Troubleshooting Guide, which notes that blocking traffic to essential Google services can result in login and sync failures.

"Ensure that the network configuration allows access to essential Google services. Blocking such services can prevent device login and policy synchronization." Blocking traffic to Google servers disrupts the device's ability to authenticate users and receive updates from the Admin console, leading to connectivity issues.

Objectives:

- * Troubleshoot network-related login issues.
- * Ensure uninterrupted access to Google services for ChromeOS devices.

NEW QUESTION # 16

You are tasked with adding a security key to a single user account. Where should you navigate to?

- A. Users > Select User > Password
- B. Users > Select User > Security
- C. Security > Password Management
- D. **Security > 2-step Verification**

Answer: D

Explanation:

To add a security key to a user account, navigate to **Security > 2-step Verification** in the Google Admin console. Security keys are part of the two-factor authentication (2FA) setup, enhancing account protection by requiring physical key-based verification.

Verified Answer from Official Source:

The correct answer is verified from the Google Workspace Security Guide, which outlines how to add a security key via the 2-step verification settings.

"To add a security key, go to Security settings, select 2-step Verification, and follow the prompts to register a physical security key." Security keys provide strong, phishing-resistant two-factor authentication, making them ideal for securing sensitive accounts.

Objectives:

- * Implement secure authentication methods for users.
- * Manage 2-step verification settings.

NEW QUESTION # 17

You're the lead for the technology department and you're working with your teammate on a hardware refresh in the upcoming year. A major part of the refresh is to consider ChromeOS devices for the majority of the users in the company. What are some organization level objectives you should consider during this hardware refresh in regard to ChromeOS?

- A. ChromeOS integration with current technological standards and practices can be worked on with trusted Google partners
- B. Verifying If all the terms and conditions in the Chrome Online Agreement are applicable to ChromeOS
- C. **ChromeOS allows for advanced security, flexible access, and simplified orchestration within the business**
- D. ChromeOS will need a rollout and execution plan commensurate with hardware supply availability

Answer: C

Explanation:

When considering a hardware refresh with ChromeOS devices, organizational-level objectives should focus on the strategic advantages that ChromeOS brings to the business:

- * Advanced Security: ChromeOS is known for its robust security features, including sandboxing, verified boot, automatic updates, and data encryption. These can significantly reduce the risk of malware infections and data breaches.
- * Flexible Access: ChromeOS devices support cloud-based applications and services, enabling employees to work from anywhere with an internet connection. This flexibility enhances productivity and collaboration.
- * Simplified Orchestration: ChromeOS devices are centrally managed through the Google Admin console, simplifying device

deployment, configuration, and updates. This reduces IT overhead and streamlines device management processes.

Option A is relevant but not a primary organizational objective. While partner collaboration can be beneficial, the focus should be on how ChromeOS directly improves the organization's operations.

Option B is incorrect because verifying the terms of the Chrome Online Agreement is a legal requirement, not a strategic objective.

Option D is relevant but not as impactful as the other objectives. While a rollout plan is necessary, the focus should be on the long-term benefits of ChromeOS for the organization.

NEW QUESTION # 18

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