As BCPS implements learning from home, the Department of Information Technology wanted to share some important information about technology support during the next few weeks.

TECHNOLOGY SUPPORT

How will STUDENTS/PARENTS receive technology support?

BCPS Students and Parents will be able to access technology support from trained support professionals in the following ways for BCPS issued equipment:

- Seek help from the teacher first if the student is trying to access a resource or has questions on the assigned work.
- Use Self Help resources to answer basic technology questions.
- Call the Technology Help Desk at 443.809.4672 between the hours of 7:00 AM and 4:15 PM on regularly scheduled school days.
  - Parents must accompany students when calling for support.
  - For security reasons, parents will be asked to confirm their identity.
- Request support online here.
  - Support tickets are resolved between the hours of 7:00 AM and 4:15 PM on regularly scheduled school days.
  - Please allow a minimum of 24 hours for a response to a support ticket.
- Software installations will not occur for students at this time.

Technology support personnel can access a student’s device remotely but only with student or parent permission and only for the purpose of providing technology support. All remote access software used by BCPS will require electronic acknowledgement from the parent and student before viewing the student’s device.

What type of support will I receive for BCPS provided devices?

- Self help documents will include answers to frequently asked questions. Examples include how to access Google Meet, basic troubleshooting for the student’s device, printing at home.
- Technology support personnel can provide assistance with passwords, hardware not working, basic connection to the home network, and how to use online resources.
- If a device is not functioning properly and support personnel cannot assist remotely, an appointment will be scheduled for the student and/or parent to bring the device to one of BCPS’s central support locations to swap the nonfunctioning device with a working device. Onsite support will be limited, by appointment only and will follow all social distancing rules.

INTERNET ACCESS AT HOME

Below are some recommendations for staff and students unable to access the internet at home:

- BCPS buildings have limited WiFi access available from the building perimeter. If you exercise this option, continue to practice social distancing with any others present and follow state and local stay at home restrictions.
- Many cellular network providers are now offering discounts to customers on smartphone hotspots or additional data. Check with your provider for availability and remind them that you are an employee of BCPS.
- Many internet service providers are offering discounted internet service for the next several months. Contact your local provider, and don’t forget to mention you are a school employee, as that often provides an additional discount.

Thank you for your patience as we adapt to our new working environment and provide a new service to BCPS students. We are working hard to provide you with a high standard of customer service and are refining our processes as better methods emerge.
Create a BCPS One Account

Stay Involved in Your Student’s Education!

BCPS One is Baltimore County Public Schools’ online parent portal. Parents/guardians* are encouraged to sign up for a BCPS One account to view student grades, assignments, attendance information, report cards, and instructional content.

Part 1: Complete the steps below to create a BCPS One Account

1. Go to https://bcpsone.bcps.org and click “Create Account”.
2. Complete the form and then click the “Create” button.
3. Important: Check your e-mail for the BCPS One Account Activation Code.
   Note: If the BCPS One account activation screen is no longer visible, click the link in the email to open the activation screen again.
4. Enter your e-mail address and the account activation code on the BCPS One account activation screen.
5. Click the “Activate Account” button.
6. Login to your activated BCPS One account and proceed to Part 2 (below).

Part 2: Add Students to Your Account

1. Log-in to your BCPS One account and navigate to My Profile. (Users who already have an account, but need to add another student would start here.)
2. Click “Add a Student”. You will be prompted to select your student’s school from the drop-down menu and to enter the student’s birthdate.
   Note: If you have twins with the same birth date the account will link to both students.
   Reminder: If the parent/guardian e-mail address, first name, and last name on file with the school does not match the email address you used to create your BCPS One account then your student will not be successfully added to your account.
3. Click Submit.
   Note: If BCPS One still lists you as a Community Member, log-out and then login again in order to see the updates reflected in the account.

*Only users identified in the BCPS One Student Information System (SIS) as a contact authorized to make educational decisions or view only access for the student will be allowed access to their student’s information in BCPS One. An email address, first name, and last name, must be on file with the school and associated with each student that they are authorized to make educational decisions or view student information.
Creation of Parent MyBCPS Accounts

Parents can create a MyBCPS account that will allow them to log into Schoology, message their child’s teachers and track their progress. This account also gives them access to digital resources in BPCS One. **It is important to note that when a parent creates a MyBCPS account they must use the email address that is recorded in the Student Information System (SIS).**

If parents do not have an email account on file at the school, or if the email account they used to create the BCPS One account is different then used when registering their child in school, parents will need to submit a support request using the new support request form. When on the Support Portal explain, in the description field (1) that you need to change or add an email address to the SIS. Use the Service: **Application Support** (2), Category: **BCPS One Site** (3) and Subcategory: **Request Help** (4).

BCPS One Support resources are available at [https://bcpsone.bcps.org/support/](https://bcpsone.bcps.org/support/). Click on the User Accounts button. This will take you to a list of support documents including:
• Accessing Your Child’s Account
• Create an Account
• Parent/Guardian BCPS One Add Student

**Accessing Your Child’s Account** – This document provides detailed information on how parents can access their child’s account including how to switch between multiple students. It also shows how to see activity in Schoology from the student’s perspective.

**Create an Account** – This section gives parents step-by-step directions on how to create their account and add their children to the account. This is the critical step for parents that have not yet connected to BCPS One. **Attached to this email are the directions for creating an account that can be emailed to a parent as needed.**

**Parent/Guardian BCPS One Add Student** – This is a link to a document that shows step-by-step how to add a student to an account. It is the same information that is in the Create an Account document attached.

**New Self Help and Knowledgebase for Students and Parents**

The new self-help/knowledge base is live for parents and students as well as the new support request form within BCPS One. Go to [https://bcpsone.bcps.org/](https://bcpsone.bcps.org/) and click on **Support.**

![Support Resources](image)

**1 - YouTube Access for High School Students**

High school students now have access to YouTube during this remote learning period. The decision to open up YouTube for home access was reached in order to provide AP students with recently released materials from College Board. **This level of access only impacts high school students.**
There are some filters in place but they are not comprehensive. We recognize that this opportunity may provide access to materials that would normally be filtered for students. Additionally, any YouTube links that were added to curriculum via SAFARI Montage integration will not work with this open access at all levels.

Please let us know if you have questions or need support with identifying replacement resources for colleagues.
GOOGLE MEET/HANGOUT
Etiquette Guide

A SUGGESTED GUIDE FOR STUDENTS

MUTING
When you enter the Meet/Hangout, mute yourself (if you are already not muted.)

QUESTIONS
When you have a question, type in the textbox and wait for your teacher to call on you.

CONTRIBUTING
When you have something to contribute to what is being said, but it is not your turn, use the chat feature in the right-hand corner.

YOUR TURN
Wait for the teacher to call on you to unmute yourself. Only one student should contribute/talk at a time.

WHERE TO LOOK!
Look into the camera when you are talking.

STAY ATTENTIVE
Pay attention to your teacher or other students who are speaking.
Each one of your teachers have set up a virtual classroom in order for you to be able to meet up with your teacher and possibly other classmates. These virtual classrooms are accessed through your normal Schoology page for each one of your courses. Follow these easy steps to get to your virtual classroom!

Find your teachers virtual classroom link

1. Log into BCPSOne using the Google Chrome browser
2. Click on Schoology Learning Management System
3. Go to your class Schoology page
4. Locate the “Virtual Class Time” section on the front page
5. Your teacher will provide times where they will be available in the virtual classroom
6. Click on the Google Meet link that is provided

7. If you can’t connect with your computer, use the phone number and PIN to join the Google Meet
8. Join the virtual classroom 5 minutes prior to the start of a session to give yourself time to log in and check your audio settings
To Join Your Virtual Classroom

Your virtual classroom is hosted by the tool, Google Meet. When you click the link from Schoology you might see this screen if you are not logged into the Chrome Browser:

If you just enter your name without signing in, you may not be able to enter the virtual classroom.

1. Click Sign In in the upper right-hand side
2. Sign in using your BCPS username with @bcps.org after it and your BCPS password
3. If you are logged into a personal account you will need to switch to your BCPS account by clicking “switch account” or “use a different account”
4. Then you can click on “Join Now”
Participating in the Google Meet Virtual Classroom

When you are in your Virtual Classroom at the time listed by your teacher you will be able to hear them. You may be able to see them if they have their video on. Here are some guidelines you should follow:

- Find a quiet place in your home to attend a live session
- Stay muted when you are not speaking to help reduce distracting noise
- Wear headphones or earbuds when possible
- Keep your camera off to save bandwidth and make the connection smoother
- Participate and contribute by answering or asking questions
- Use the chat area to monitor the conversation

Get to Know the Google Meet Tools

<table>
<thead>
<tr>
<th>🎤</th>
<th>Turn your microphone on and off</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Leave the Google Meet</td>
</tr>
<tr>
<td>📺</td>
<td>Turn your video on and off</td>
</tr>
<tr>
<td>🌟</td>
<td>See who is in the Google Meet</td>
</tr>
<tr>
<td>💬</td>
<td>View the Chat</td>
</tr>
<tr>
<td>🎤</td>
<td>Turn automatic close captioning on and off</td>
</tr>
<tr>
<td>🌶️</td>
<td>Use the More Options Menu to change your audio settings</td>
</tr>
</tbody>
</table>