

# Need Tech Help?

Check out this document for some FAQ's and to help with some technology questions/assistance you may need!

## How can you receive basic tech support?

- Seek help from the teacher if your child is trying to access a resource or has questions on the assigned work.
- Use the "Self Help" link to answer basic technology questions: <https://bcpsone.bcps.org/support/> or <https://bcpsone.bcps.org/support/application/> for assistance with translated documents **\*\*THESE LINKS ARE EXTREMELY USEFUL FOR TECH HELP!\*\***
- 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.
  - o Parents must accompany students when calling for support
  - o For security reasons, parents will be asked to confirm their identity
- 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

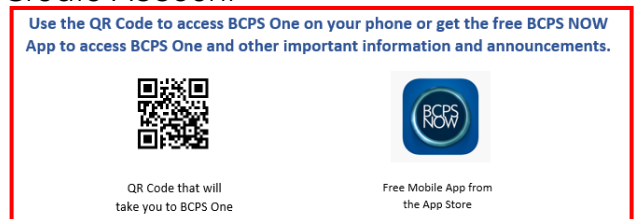
## How can you access your child's BCPS username and password?

- Contact your child's teacher 😊

## How can you, as a parent/guardian, access your BCPS account (if you haven't done so yet)?

*Parent Accounts: This will allow you to communicate with your child's teacher and access your child's grades, assignments, and progress*

1. If you haven't done so yet, register as a contact for your student(s) at the school. This typically happens during enrollment and must happen at each school your students attend.
2. Create a BCPS One Account using the e-mail address you supplied to the school. To do this, go to <https://bcpsone.bcps.org/> and click on "Create Account"



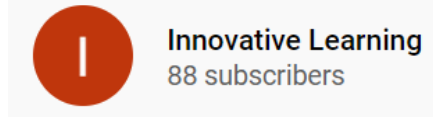
3. Add your Students to your account. If you log in to BCPS One prior to completing this step, you will appear as a Community Member.
4. Log in to BCPS One.

### **Add Students to Your Account**

1. Log-in to your BCPS One account and click on "My Profile."
2. Click "Add a Student."
  1. Select your student's school from the drop-down menu.
  2. Enter the student's birthdate.  
Note: If you have twins with the same birth date the account will link to both students.
3. Click Submit.

## Other Helpful Resources:

- Follow Logan on social media for updates and information
  - o Twitter: @LoganElementary
  - o Facebook: Logan Elementary School-BCPS
  - o YouTube: Logan Elementary BCPS
- BCPS Innovative Learning Videos:
  - o <https://youtu.be/3eAqUaxlVv4> (then, see Innovate Learning page for more helpful videos for tips/help with Schoology and Google Meet!)



- <https://bcpsone.bcps.org/support/>