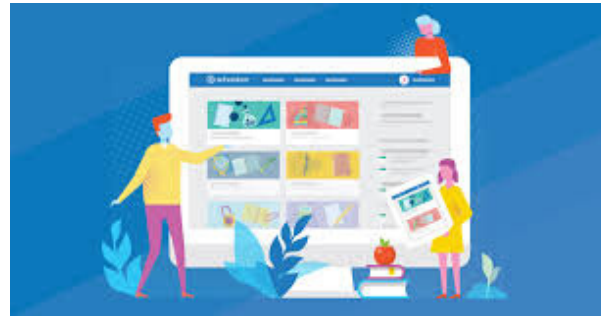


# HOW PARENTS & STUDENTS CAN REQUEST BCPS TECHNOLOGY SUPPORT

## 1. CONTACT THE TEACHER

Teachers can help with questions about assigned work or access to resources. Teachers may also be able to recommend troubleshooting resources or the appropriate next steps for issues.

Teachers can be contacted by email or by using the Schoology Messenger feature.



## 2. UTILIZE THE SELF HELP RESOURCES ON BCPSONE



Go to [bcpsone.bcps.org](http://bcpsone.bcps.org) using any internet browser.

Log in with your BCPS Credentials or myBCPS Account.

Parents/guardians who need to make an account should click on the "Create Account" link on the log in page.

## ACCESS THE "BCPSONE SUPPORT CENTER" LINK

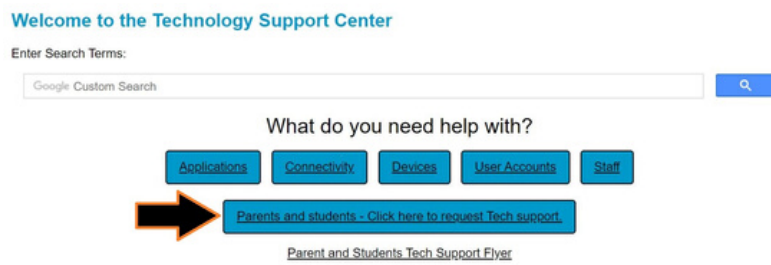
The link can be found at the top of the BCPSOne homepage.



## TECHNOLOGY SUPPORT CENTER PORTAL

This site contains Self Help Resources to help troubleshoot some Schoology, Google Meet and technology issues.

Students and parents can submit a request for additional technology support using the "[Parents and Students Tech Support](#)" Button.



## WHEN SHOULD I COMPLETE A REQUEST FOR TECH SUPPORT?

### TECHNICAL SUPPORT



BCPS students and parents can submit a request for Technology Support using BCPSOne. Tickets for technology support can be put in for a variety of issues including:

- Lost or broken device chargers
- Issues with an application (ex. Schoology, Microsoft, Google, Brainpop, etc)
- Issues adding a BCPS Account
- Hardware issues (device not charging, broken parts, touchpad, camera, microphone issues, etc)

## COMPLETE THE REQUEST FORM

Provide the necessary information about your issue. Try to give as much information as possible about your issue in the description.

For Service: Choose "**User Device Support**" for issues with the physical device. Choose "**Application Support**" for issues with BCPSOne, Schoology, Microsoft, Google, Brainpop, Etc.

For Category: If you chose **Application Support**, choose the application that you are requesting support with. If you chose **Device Support**, either choose "Laptop/Tablet" or "Virus or Malware Infection" depending on your issue.

## SUBMIT THE TICKET

When completing the ticket, be sure to include an email and phone number that trained technical staff can use to provide you support. Then click Submit.

**AFTER SUBMITTING A TICKET, A BCPS TECHNICIAN WILL CONTACT YOU TO HELP RESOLVE THE ISSUE**

## 3. NEED ADDITIONAL TECHNOLOGY SUPPORT? CALL THE BCPS TECHNOLOGY HELP DESK

443-809-4672

M-F 7:00 AM- 4:15 PM on Regularly Scheduled School Days