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.
Other Helpful Resources:

- Follow Logan on social media for updates and information
  - Twitter: @LoganElementary
  - Facebook: Logan Elementary School-BCPS
  - YouTube: Logan Elementary BCPS

- BCPS Innovative Learning Videos:
  - 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/