

# WHS Tech Support FAQ's

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## **1. I don't know my password or username**

Your teachers have access to passwords & usernames. Ask one of them to locate your information. Passwords are located in Focus & Usernames can be found by clicking on the student name in Schoology.

## **2. The password my teacher gave me isn't working**

You will need a password reset. This can only be done by the central BCPS office (WHS can not do it). To request it, [have a teacher or staff member complete a BCPS tech support ticket for you at this link](#). You can also call the help line at 443-809-4672 M-F 7am-4:15pm.

## **3. My device will not connect to the WiFi**

1. Connect it to BCPS-Guest & then switch it back to BCPS-Secure. You may need to log in with your full BCPS email & password to connect. Try switching back and forth a few times. Sometimes it just takes a while for it to connect.
2. If that doesn't work, restart your device and repeat step 1.
3. If that doesn't work, your device may need to be updated. To do so, ask your teacher for a ethernet cable to plug the device into the hardwire internet. Updates should occur automatically. If none of your teachers have an ethernet cable available, you can see Ms. Martin in F-209 during any lunch shift on B days, or during 2A or 3B by getting a pass from your teacher.

## **4. My device is broken/damaged & I need a new one**

You can [submit the request at the WHS tech support form here](#). A member of the WHS tech team will be in contact with you about getting a device asap!

## **5. My devices keyboard isn't working properly**

You can [submit the issue at the WHS tech support form here](#). A member of the WHS tech team will be in contact with you about diagnosing your device and fixing the problem or getting a new device issued.

## **6. My device won't charge**

Try another charger to see if it is just the cable. If it charges with a new cable, see below on ordering a new charger, or you can [submit the issue at the WHS tech support form here](#). A member of the WHS tech team will be in contact with you about diagnosing your device and fixing the problem or getting a new device issued.

## **7. I am connected to WiFi but websites won't load**

Verify that you are connected to **BCPS-Secure** (you will have to log in with your full BCPS email & password in order to connect). Try refreshing the page a few times. Sometimes it resolves. If not, try restarting your device. If it still is not working, you can [submit the issue at the WHS tech support form here](#). A member of the WHS tech team will be in contact with you about diagnosing your device and fixing the problem or getting a new device issued.

## **8. I do not have a BCPS device**

[Complete the request at this link](#). A WHS staff member will deliver your device to one of your first period classes

## 9. I need a charging cable

If your charger is lost or broken, you can purchase a replacement by identifying what kind of charger you need below. Amazon has chargers available for \$10-20.

### HP Laptop



Search for “HP Laptop Charger”

[Click here to purchase \(\\$10-\\$15\)](#)

### HP Revolve



Search for “HP Revolve Charger”

[Click here to purchase \(\\$10-\\$13\)](#)

### Chromebook



Search for “Chromebook charger USB-C”

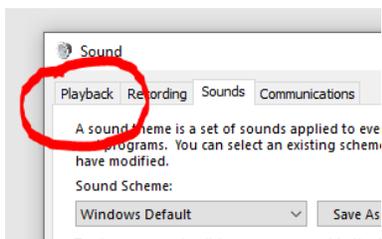
[Click here to purchase \(\\$18-\\$20\)](#)

## 10. My device is having audio sound effect issues

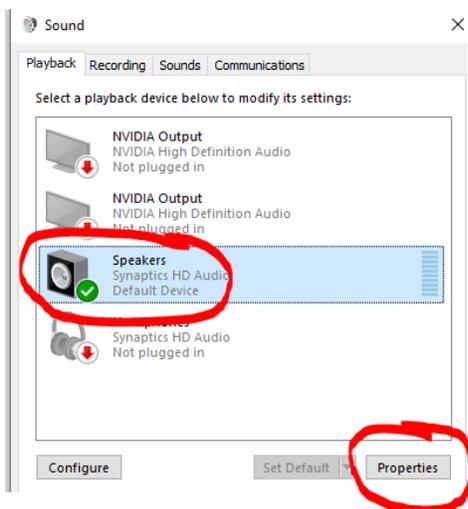
1. Right click on the Speaker in the Task Bar, bottom right of the screen.



2. Click on Sounds.
3. Click on the Playback tab.



4. Click on Speakers, then Properties.



5. Under the Enhancements tab, put a check in the Disable Sound Effects box, then Apply

