A MESSAGE FROM MRS. DELLONE

Dear Hereford Middle School Families/Community,

Welcome to the 2020-2021 school year. The faculty and staff of Hereford Middle have prepared all summer for the return of our students. We know that the beginning of this year is like no other beginning of the school year any of us have experienced. We want to acknowledge that this is challenging for everyone involved. We also know that the pandemic has impacted everyone in different ways. The Hereford Middle School faculty and staff are here to support your student, your family, and the community.

The closure in the spring and the quick transition to digital learning was something that we were not expecting. Based on our experience in the spring, we have reflected, taken part in many professional developments, and spent many hours developing a plan for the fall. The schedules that are included in this newsletter were designed to provide our students with four days of synchronous time (in person virtually) and one day of asynchronous (anytime) learning. Teacher’s instruction during google meet will be more like what we do in-person classroom instruction. Students will participate by voice, video, writing, and messages in the chat. Students will complete work in class. Students will receive grades in each category. Attendance will be taken daily and in each class. On Wednesday, attendance will be taken based on student’s time spent logged in and working in Schoology.

Calendar

September 2 – HMS 6th grade BTSN
September 7 – Labor Day – School and Offices Closed
September 8 – Opening Day for Students
September 9 – HMS 7th grade BTSN
September 16 – HMS 8th grade BTSN
September 28 – School Closed for Students

To learn more about upcoming BCPS events, please use this link to access the calendar: CLICK HERE

SEE SOMETHING, SAY SOMETHING!

Safe Schools Hotline: 1-877-636-6332
Text/Email: hotline@bcps.org
Maryland Crisis Hotline: 1-800-422-0009
National Suicide Prevention Lifeline: 1-800-273-TALK
Each student will attend a homeroom four days a week. A homeroom advisor will facilitate each homeroom. This advisor will serve as the contact for the parent and student. The week prior to school, the homeroom advisor will contact the student’s parent/guardian to verify contact information and to answer any questions the parent may have. In addition, the homeroom advisor will fill out an individualized schedule for each of their students that will include the google meet codes. The schedule will be emailed to the parent and student. Daily the homeroom advisor will provide support and information to students. The homeroom advisor will receive all absence notes for absence from school and class.

Teachers in all content areas will format the course Schoology pages in a uniform structure to assist students in navigating. A copy of the Schoology structure is included in this newsletter. Lessons are aligned with a scope and sequence paced to keep students on track for grade-level standards. There will be opportunities for students to engage in small group instruction. Students will complete assessments in each content area.

Hereford Middle School will offer clubs digitally. In addition, students will have an opportunity to participate in athletics digitally. More information will be shared in the first few weeks of school regarding clubs and athletics. During enrichment, students will have an opportunity to select which enrichment interest activity or content session they would like to attend.

While we know this is not the way any of us would like to start the year, we want you to rest assured that we will work tirelessly to make our current delivery of instruction model the best possible scenario for our students. If there are changes that we are asked to comply with, we will pivot, make adjustments, and continue to make it the best possible scenario for our students.

A special thanks to the Hereford Middle School PTA for always supporting us in countless ways. Please follow the Hereford Middle School PTA on Facebook.

Visit our website for resources for students and parents. There are resources for new and returning students. Be sure to check out the new student portal to see video tips from students and staff. https://herefordms.bcps.org/

I would like to express my gratitude to the community, parents, teachers, and students for their flexibility, support, and determination. We are stronger together. #youbelong #ibelongs #webelong

Sincerely,
Julie A. Dellone
Principal

**COMMUNICATION**

The main office phone number is 443-809-7902

Guidance office is 443-809-7905

If there is no answer, please leave a message and someone will return your call. You may also e-mail the following people:

jdellone@bcps.org – Julie Dellone, Principal
sparsons@bcps.org – Steve Parsons, Assistant Principal
bthompson4@bcps.org – Brenda Thompson, Assistant Principal
dwodarczyk@bcps.org – Debbie Wodarczyk, Administrative Secretary
scook5@bcps.org – Sandy Cook, Front Office Secretary
GRADING AND REPORTING

All students will receive letter grades for the 2020-2021 school year in accordance with the Baltimore County Grading and Reporting guidelines. A link is provided below for further information.

*There is NO pass/fail option at this time.

Download Manual

For specific questions for teachers or to set up a conference, please contact grade level team managers.

6th grade, Michelle Benson – mbenson@bcps.org
7th grade, Kim Kouyoumjian – kkouyoumjian@bcps.org
8th grade, Denise Fieden – dfieden@bcps.org

SCHEDULING

Sample schedules are pictured below. The school day will begin at 8:00 a.m. and end at 3:00 p.m. Virtual classes will be held on Monday, Tuesday, Thursday, and Friday. Wednesday will be used for small group instruction and independent work. There will be 10 minutes between classes and students will have an hour for lunch.

Students will begin the day in homeroom advisory. Faculty and staff have been assigned a small group of students to meet with four days a week. This time will be used to provide students with one person to check-in with daily and to ask questions or share concerns. At the beginning of the quarter, mini-lessons will be planned to assist students with how to read schedules, how to use technology efficiently and other general topics.

On Tuesdays and Thursdays, students will have an enrichment block. This block will allow students to choose various supports. They may choose or be asked to go to a content teacher (math, science, ELA, Science, World Language) for assistance or to answer questions. This block may also be used for team activities or other events as they arise.
### 8th Grade Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:20am</td>
<td>Independent Work</td>
<td>Independent Work/Small Group Support</td>
<td>Individual and Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work</td>
</tr>
<tr>
<td>8:20-8:50am</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
</tr>
<tr>
<td>9:00-9:50am</td>
<td>Mod 1</td>
<td>Mod 6/7</td>
<td>Mod 1</td>
<td>Mod 6/7</td>
<td>Mod 1</td>
</tr>
<tr>
<td>10:00-10:50am</td>
<td>Mod 2 A-day class</td>
<td>Mod 9 A-day class</td>
<td>Mod 2 B-day class</td>
<td>Mod 2</td>
<td>Mod 9 B-day class</td>
</tr>
<tr>
<td>11:00-12:00pm</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>12:00-12:50pm</td>
<td>Mod 3 A-day class</td>
<td>Mod 10</td>
<td>Mod 3 B-day class</td>
<td>Mod 10</td>
<td>Mod 10</td>
</tr>
<tr>
<td>1:00-1:50pm</td>
<td>Mod 4/5</td>
<td>Enrichment</td>
<td>Mod 4/5</td>
<td>Enrichment</td>
<td>Enrichment</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
</tr>
</tbody>
</table>

### 7th Grade Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:20am</td>
<td>Independent Work</td>
<td>Independent Work/Small Group Support</td>
<td>Individual and Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work</td>
</tr>
<tr>
<td>8:20-8:50am</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
<td>Homeroom Advisory</td>
</tr>
<tr>
<td>9:00-9:50am</td>
<td>Mod 1 A-day class</td>
<td>Mod 7/8 A-day class</td>
<td>Mod 1</td>
<td>Mod 7/8 B-day class</td>
<td>Mod 1</td>
</tr>
<tr>
<td>10:00-10:50am</td>
<td>Mod 2 A-day class</td>
<td>Mod 9</td>
<td>Mod 2 B-day class</td>
<td>Mod 2</td>
<td>Mod 9</td>
</tr>
<tr>
<td>11:00-12:00pm</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>12:00-12:50pm</td>
<td>Mod 3</td>
<td>Mod 10</td>
<td>Mod 3 B-day class</td>
<td>Mod 10</td>
<td>Mod 10</td>
</tr>
<tr>
<td>1:00-1:50pm</td>
<td>Mod 4/5</td>
<td>Enrichment</td>
<td>Mod 4/5</td>
<td>Enrichment</td>
<td>Enrichment</td>
</tr>
<tr>
<td>2:00-3:00pm</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
<td>Independent Work/Small Group Support</td>
</tr>
</tbody>
</table>
SCHOOL SUPPLIES

Covid 19 has had financial implications for many families. If you need financial assistance for school related purchases, you may contact My Neighbors Foundation directly by calling Linda Price at 410-935-3624 or by visiting https://www.myneighborsfoundation.org/

SPECIAL EDUCATION

If you have questions regarding Special Education services, IEP’s or 504’s, please contact:

- IEP Questions- Special Education/IEP Chair, Genese Neal, Email: gneal2@bcps.org
- 504 Questions- 504 Chair/ Assistant Principal, Brenda Thompson, bthompson4@bcps.org

BACK TO SCHOOL NIGHT

Our upcoming virtual Back to School Night (BTSN) schedule can be found below. Dates and Times are based on the student’s last name and their ELA teacher which determines each Team Name. You may attend the other session if there is a conflict. Codes/Links to access the BTSN sessions will be sent 1 week before the event.

Sept. 2nd, 6th grade: Legends- ELA Teacher Ms. Wit (6th & 8th grade), Innovators- ELA Teacher Ms. McShane, Explorers- ELA Teacher Ms. Sutton

- 2:00 pm (A-M), 6:00 pm (N-Z)
Sept. 9th, 7th grade: Heroes- ELA Teacher Ms. Hood, Originals- ELA Teacher Ms. Gent, Warriors- ELA Teacher Ms. Klug
  - 2:00 pm (A-M), 6:00 pm (N-Z)

Sept. 16th, 8th grade: Victors- ELA Teacher Ms. Siegler & Champions- ELA Teacher Ms. Simon
  - 2:00 pm (A-M), 6:00 pm (N-Z)

**FROM THE SCHOOL COUNSELING OFFICE**

6th Grade- Lilly Richardson lrichardson2@bcps.org
7th Grade- Keleigh Kongkraphun kkongkraphun@bcps.org
8th Grade- Victoria Shields vshields@bcps.org
School Counseling Secretary- Terri Francis tfrancis@bcps.org
Phone 443.809.7905

The School Counseling Department is here to support you and your students during online learning. Staying engaged and keeping connections with our students during online learning is of the utmost importance to us.

There will be several opportunities for students and school counselors to connect, including individual counseling, small group counseling, lunch groups and special interest “drop in” sessions.

We look forward to supporting our parents as well. Please see below for a list of resources that will help to assist you and your student with online learning and emotional well being.

- Build a structured Schedule for online learning
- Allow for frequent breaks between online work sessions
- Set up a designated workspace for your students
- Get to know the Online Learning Platform. Be as familiar as you can with Schoology and Google Meets
- Stay in Communication with Your Student's Teachers and School Counselor
- Stay positive— even through technical difficulties
- Acknowledge when your student does well and encourage them
- Take care of yourself! Living through Covid 19 is not just hard on our children. Take time out for yourself to take care of you.

For information on talking with your student about the Coronavirus and other resources that will support you with online learning please visit: [https://www.childrensmentalhealthmatters.org/resources/coronavirus/](https://www.childrensmentalhealthmatters.org/resources/coronavirus/)

Parenting during COVID is not an easy task. In the following two segments, child psychologist Carisa Parrish walks caregivers through various strategies for helping families cope with COVID-19. The series is called Mindful Parenting Tips during Covid 19

Part 1 [https://www.youtube.com/watch?v=OUvLPDdFdE](https://www.youtube.com/watch?v=OUvLPDdFdE)

Part 2 [https://www.youtube.com/watch?v=FT95gQZANDU](https://www.youtube.com/watch?v=FT95gQZANDU)

**TECH CORNER**

Technology is a huge part of our daily lives and can be extremely frustrating when it does not work properly. Below are some places to go if you are having tech issues. See attached flyer at end of our newsletter.
1. 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. Submit a ticket with the BCPS Technology Help Desk so that the issue is resolved by a professionally trained technician.

3. You can also call the BCPS Technology Help Desk at **443-809-4672** Monday - Friday, 7:00 AM - 4:15 PM on regularly Scheduled School Days, please note that wait times can lengthy during peak hours.

4. Mr. Putnam cputnam@bcps.org and Mr. Thomas tthomas@bcps.org serve as the Technology Liaisons for HMS and may also be able to assist you.

**AFTER HOUR EMERGENCIES**

If you have an after hours emergency, please call 911 or one of the resources listed below.

**RESOURCES**

**Emergency** - 911

**Maryland Help Line** - 211

**Baltimore Crisis Response** - 410-433-5175 (24 hours a day 7 days a week)

**MD Dept of Health Crisis Line** - 1-800-422-0009

**Suicide Hotline Text** CONNECT to 741741, for more information visit www.crisistextline.org

**National Suicide Prevention Lifeline** - 1-800-273-8255

**My Neighbors Foundation** - 410-374-4657
Hi Parents/Guardians!

During this virtual semester of learning at HMS, Schoology will be the main resource that is utilized by teachers. Schoology is where you will go to find information on lessons, due dates, google meet codes and times, educational tools, resources, and deadlines for assignments. Please use the following reference guide to help you navigate each teacher’s page more easily and to understand the format that all teachers will be following on their class pages.

Welcome Page:

- This page will contain important information about how to contact a teacher and when and how students will attend class for specific subjects.

Updates and News:

- If your student has missed class or part of class for any reason, they should check this folder for updates or changes to lessons or assignments. This folder should be checked regularly. Teachers will also put communications that they send out through email or Schoology messenger in this folder as well.

Lesson Folders:

- Teachers will have their lesson folders organized in descending chronological order. The folders will have a date range on them for references. They will use a stop light system to help students understand what they need to complete and what they are still allowed to complete.
- Green is the current lesson students should be working on.
- Yellow folders are late but can still be completed.
- Red folders are closed for submissions because the 2-week late deadline has passed.

Other Schoology Folders:

- Please review the resources folders with your students. There will be a content specific resource that can be referenced for class assignments and the helpful resources folder will have education tools and tutorials.
HEREFORD MIDDLE SCHOOL  
School Supplies- Grades 6, 7, 8

☐ 2” Binder/Notebook  ☐ Pencil Sharpener
☐ Plain White paper  ☐ Blue or Black and Red Pens
☐ 1 Pack of multicolor construction paper  ☐ Highlighters (at least 2 colors)
☐ 3 Large Packs of Loose-Leaf Paper (8 ½ x 11”)
☐ 1 Pack Graph paper (4 or 5 squares per inch)
☐ Packages of Dividers (2 packs of 8)
☐ 8x10 sketchbook
☐ Composition Book
☐ Spiral notebook
☐ 10 pocket folders with brads
☐ Post-it Notes (3x3” - 4 pack)
☐ #2 Pencils w/ Eraser (dozen)
☐ 2 (pink) erasers

Students enrolled in Geometry will need the following:
  ☐ Compass
  ☐ Protractor

At-Home Learning Considerations:
• Find a good location
  o with a flat surface where your student can sit their laptop and take notes
  o with a space where students can keep their binder and supplies
  o with a chair that is comfortable
  o with a school appropriate background
  o free of distractions from social media, video games, and television
• Organization
  o Students will work with their teachers and homeroom advisor to set up their binder, folders, and notebooks.
  o Check on your student’s binder periodically.
• Lunch
  o Students will have an hour for lunch. Ensure they disconnect, eat, take some quiet time, get some fresh air, talk to a friend, and/or move around.
• Cell Phones
  o We ask that students not use their cellphones during class time, unless directed to do so.
• Routines
  o Set a wake-up time for your student that allows them to get ready, eat, and prepare for school.
  o At the end of the school day, have students disconnect, get a snack, take some quiet time, do something they enjoy, get some fresh air, or talk to a friend.
  o Set a time for work completion. Students will have most of the day on Wednesday for work completion. If students must finish an assignment outside of the school day, set a time frame for work completion that works with your family’s schedule.
• Social Emotional Well Being
  o If your student is feeling overwhelmed, anxious, upset about an assignment, or anything else, encourage them to reach out to their teacher, homeroom advisor, counselor, or administrator for assistance. You can always reach out on their behalf.
The Hereford Middle School PTA welcomes you to a new school year! We recognize that between the pandemic and virtual learning, times may be difficult for many in our community. We are grateful to be a strong community of parents, students, and teachers that will rise up and overcome these challenges together. Your HMS PTA is prepared to help support students and faculty in any way that we can, making the virtual learning experience as pleasant as possible.

As our teachers and students begin the school year virtually, we will be planning PTA sponsored events which will occur once students return to their classrooms. This virtual year will be more challenging as we strive to be prepared for the reopening of schools in February 2021. We welcome new and innovative ideas and hope that you will share them with us. Once Schools reopen, we are planning a raffle event to help support funding for your PTA sponsored initiatives.

In order to plan for future events and support students and teachers remotely, we will need your help. Please see PTA Membership & Direct Donation information below and consider making a donation. Without your support, the PTA will not be able to fund student events, teacher appreciation events, scholarships, and other school enrichment programs. A list of previously sponsored PTA events and programs can be found on the HMS website PTA tab. We thank you for your consideration and look forward to an amazing school year.

Kind Regards,
Your HSM PTA Board

Sheri Sturm - President
Melinda Stankowski, Vice-President
Christine Matthews – Treasurer
Marci De Vries–Todtz - Secretary

Please like and follow us on our HMS PTA Facebook page for news and updates.
https://www.facebook.com/herefordmiddlepta/
Help Support Hereford Middle School

Please complete the sections below and return it by September 30th to Hereford Middle School, 712 Corbett Rd, Monkton, MD 21111. You may also email this form to herefordmspta@gmail.com if your donation is being made directly online via PayPal.

2020-2021 DIRECT DONATION FORM
(I would like to make a tax-deductible donation to HMS to support students and teachers)

The recommended contribution is $50 per child or $75 per family, but we truly appreciate donations of any amount. All funds donated to the HMS-PTA Direct Donation Campaign stay at Hereford Middle School for the good of our children and our teachers, and are 100% tax-deductible.

Name______________________________________ Donation Amount $____________

2020-2021 PTA Membership Form
Yes, I would like to become an HMS-PTA member for only $10.00 per individual membership.

______________________________________________________________________
(Member #1 First Name) (Last Name)

______________________________________________________________________
(Member #2 First Name) (Last Name)

For your convenience, payments can be made via PayPal by clicking the following link https://herefordms.bcps.org/parents/p_t_a_-_h_m_s or by writing a check made payable to HMS PTA. Please mail form and check to Hereford Middle School, 712 Corbett Road, Monkton, Md. 21111. Note: One check made payable to HMS PTA may be written for PTA memberships and direct donations. Your cashed check will serve as your receipt for your tax-deductible donation.

Email Address (To Be Used for PTA Communications)

Parent’s Email Address: ____________________________________________
Parent’s Email Address: ____________________________________________
Student(s) Grade(s): ____________________________________________

On behalf of the students, teachers and faculty, we thank you for your support!
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 a parent of a BCPS student.
- 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 BCPS parent, 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.
How to Access Google Meet

1. OPEN GOOGLE MEET.
   • In Google Chrome, go to meet.google.com
   • Then you will see 1 of 2 possible screens.

   Screen 1: In the top right hand corner you see Sign In.
   • Click Sign In.

   Screen 2: In the top right hand corner you see a letter.
   • Click the letter to see if you are signed into your BCPS account. (It will end with @bcps.org)
   • If you are logged into your BCPS account, skip to Step 3.
   • If not, select Switch Account.
   • You will be taken to the Google sign in page.
   • If you have previously logged into Google with your BCPS information, choose that account and skip to Step 3.
   • If not click add another account. And continue to step 2.

2. LOG INTO GOOGLE USING BCPS CREDENTIALS.
   • Your email address will be your BCPS username, followed by @bcps.org. (ex. abc123@bcps.org)
   • Click next.
   • Enter your BCPS Password. Click next.
   • * If you do not know your child’s username and password, please contact their homeroom teacher.

3. USE A MEETING CODE.
   • You will then arrive back at the Google Meet homepage.
   • Click Use a Meeting Code.

4. ENTER THE MEETING CODE.
   • Enter the nickname given to you by your teacher. (ex. amiletomath)
   • Then click continue.
   • This nickname will always stay the same!

5. JOIN THE MEETING.
   • Click Join Now and you will be in the meeting!
   • Make sure this matches the nickname given to you by your teacher!
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 bcpsonline.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 login 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?
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
443-809-6672
M-F 7:00 AM- 4:15 PM on Regularly Scheduled School Days