

Student and Parent Remote Learning & Technology Resources

Google Meet:

Students will be using Google Meet to conduct virtual class sessions with their teachers. Students can access a Google Meet using a computer, the Meet app (may be called Hangout Meet App for some mobile users) or by phone call. Below are directions for how to connect to a Google Meet using these various methods.

[Screencast: Student Access to Google Meet using Nicknames](#)

[Google Meet Student Sign In Directions & Troubleshooting for Computer, App and Phone](#)

[BCPS One-Pager: Accessing Google Meet](#)

Google Chrome Account Sync

It is recommended that students sync the Google Chrome browser with their BCSP Google Account. Syncing the Chrome Browser with a BCPS Account allows for an easier connection to Google Meet.

[Google Chrome BCPS Account Sync Directions](#)

[Google Chrome BCPS Account Sync Screencast](#)

[BCPS DoLL: Signing Into Chrome with a BCPS Account \(YouTube Video\)](#)

Google Account Sync Error:

If when a student enters their BCPS credentials to Google and gets an error message, their BCPS Account may need to be re-synced by a BCPS System Administrator. Complete this [BCPS Google Account Tech Check](#) to determine if the account needs to be synced.

Office 365/OneDrive Resources:

[How to Manage Files Using OneDrive on Office 365 and Computer](#)

[Sharing Files with BCPS Students and Teachers Using Office 365 & OneDrive](#)

[Screencast- Syncing Schoology & OneDrive Accounts](#): Screencast on how to sync these accounts and how to easily submit assignments from OneDrive on Schoology.

[Schoology OneDrive Sync Directions](#)

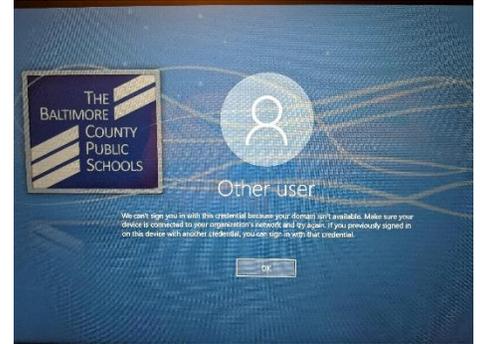
Device Troubleshooting

[Microphone and Camera Troubleshooting for HP Probooks](#)

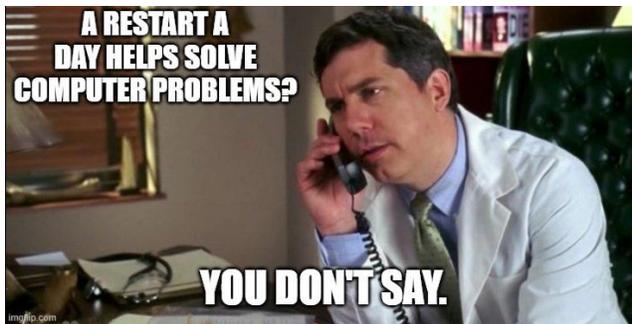
[Home Internet Troubleshooting](#): *Directions for setting up the setting up the device to work on home Wi-Fi network. If students are seeing a white screen or error message when trying to access Google.com or meet.google.com these directions may help to troubleshoot this issue.*

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“Domain Isn’t Available” Error Message: When a new account tries to sign into a BCPS Device, the profile on the computer can not be created when the device is not connected to the BCPS Secure network. This issue can be resolved by visiting a local BCPS School (this does not need to be your home school) and connecting to the BCPS Secure network prior to signing in. This action can be done either in the parking lot of most schools or in close proximity to the building. For the best results, restarting the computer usually allows the device to easily connect to the BCPS Secure network.



Restarting Computers: Restarting a BCPS Device frequently (ex. once a day) can usually help to troubleshoot many common errors.



BCPS Technology Support

BCPS is providing various supports and resources for Technology Support for both students and parents during this period of Remote Learning.

[BCPS Parent & Student Technology Support Communication](#)

[BCPS Technology Support Resources Portal](#): Resources for how to connect Schoology accounts, troubleshoot various technology issues, and to request technology support online or over the phone.

[BCPS Student Learning Resources](#): Webpage contain information and resources for the BCPS Continuity of Learning Plan including digital copies of materials for all content areas, request forms for paper copies, and additional FAQs & support resources.

BCPS Technology Help Desk: 443-809-4972 Open Monday-Friday from 7:00 am to 4:15 PM on regularly scheduled School Days