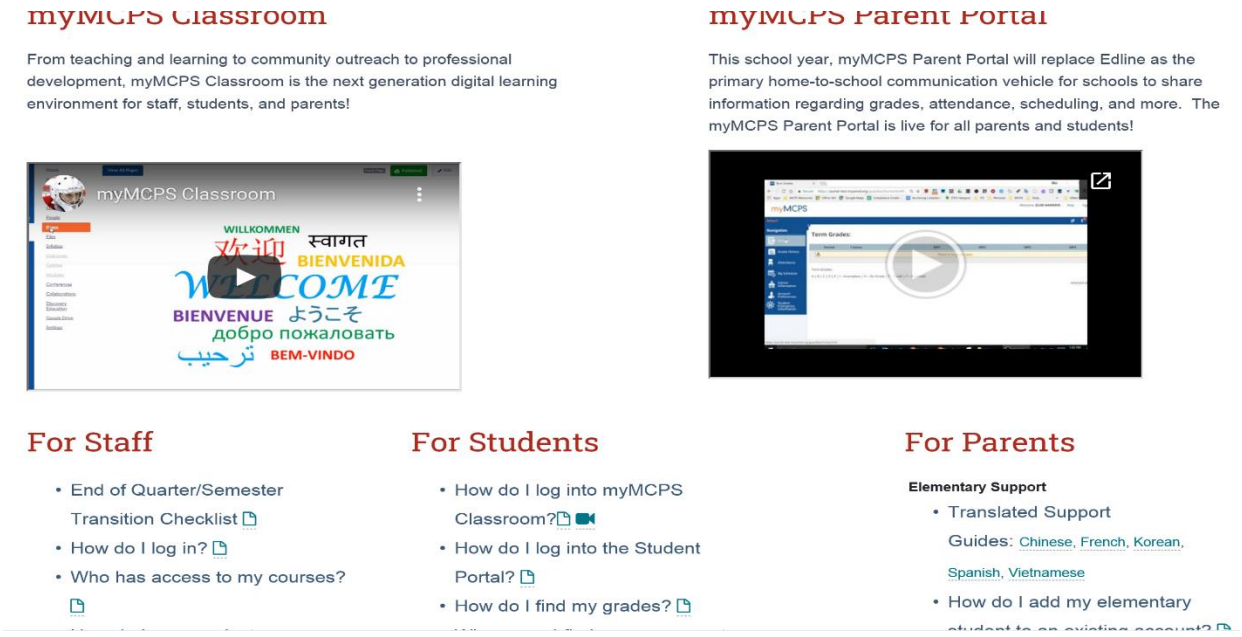
How Parents/Students Can Problem-Solve Technical Issues with Chromebooks and/or myMCPS Classroom

If you are experiencing some technical issues with the your child's chromebook, myMCPS Classroom or Zoom live video app, please review the information below to help you problem solve and provide self-help. Please remember that the teachers and staff are learning these new platforms at the same time as students and parents, so we have limited experience and may only be able to answer general questions and they may direct you to this parent/student guide.

1. **myMCPS Classroom Resources**: Here is a link you can access about learning more information about myMCPS classroom. https://www.montgomeryschoolsmd.org/mymcps-classroom/. See a picture image below. There is a section for students and for parents. It may help with general technical questions.

2. **myMCPS Getting Started FAQs For Students**: It includes technical troubleshooting. https://docs.google.com/document/d/1VJvTjsNHUwNJGy0FzpSs_YeTC3UHnegYbGbz-0i9iYM/preview



3. **Zoom Guide Information for Students**: This link shows students how to set-up a Zoom account and log-in to a teacher meeting. https://docs.google.com/document/d/1-GRxncqUaary6pLr_VWrg7fBnmai4lZ2pT8VvpNEXg8/edit?usp=sharing

4. **Zoom Tip for a Typical Problem/Error:** One issue that has come up a lot is students will log into zoom and then get kicked out. MCPS Technology office suggests to try and close the Zoom tab, then go back and click teacher meeting link again- it should take you right in.

5. ***MCPS Technical Support:** After reviewing these resources if you continue to have technical issues with myMCPS classroom, Zoom, or you continue to have challenges with the chromebook device, parents should send their concern via email to myMCPS_Support@mcpsmd.org. MCPS support staff will try to assist you with the issue.

These are additional links to access with general information about the Continuity of Learning and parent/student supports.

6. **Continuity of Learning Website:** this link provides information on the overall organization of the Continuity of Learning website with more information to help parents and students. - https://www.montgomeryschoolsmd.org/coronavirus/continuity-of-learning/

7. **Continuity of Learning Parent/Students Support**: One of the sub tabs on the continuity of Learning is parent/student supports. https://www.montgomeryschoolsmd.org/coronavirus/continuity-of-learning/#parents