



## Frequently Asked Questions

*Accessing Online Learning*

[Parent/Guardian and Student Introductory Webinar](#)

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## I'm a student and don't know my username and/or password

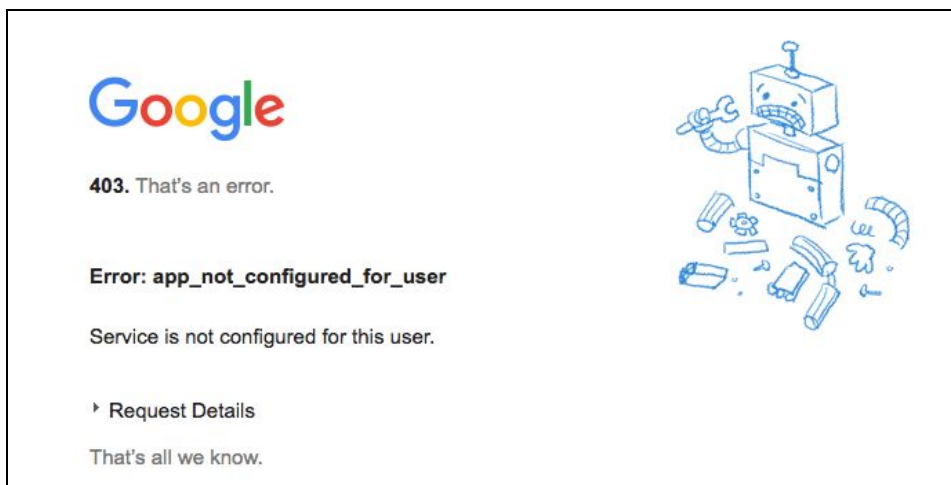
- Students log in to myMCPS Classroom (Canvas LMS) using their MCPS Google username and password. This information was provided to students at the beginning of the school year. This is the same username and password students would use to log in to MCPS Chromebooks.
  - Username: [studentID@mcpsmd.net](mailto:studentID@mcpsmd.net) (ex. 123456@mcpsmd.net)
  - Password: [Provided by school]
- If you continue to have issues, please email [instructionalresources@mcpsmd.org](mailto:instructionalresources@mcpsmd.org) for support.

## I'm a student and I can't see the MCPS Resources folder

- Students will only see the MCPS Resources folder if they are signed in to the Chrome browser with their MCPS Google account.
  - On Chromebooks: Students are automatically signed in to the Chrome browser when logged in to a Chromebook with their MCPS Google account.
  - On PC/Mac Computers: Students should...
    - Open Chrome
    - At the top right, click Profile icon.
    - Sign in to your Google Account.
  - If you want to sync your info across all your devices, click Turn on sync and then Turn on.

 MCPS Resources

## I tried to log into myMCPS Classroom and got a 403 error





## I'm using the Google Chrome browser

You may be signed into a non-MCPS G Suite account. Be sure to [sign out of Chrome](#) from this account and [sign in to Chrome](#) or [create a new Chrome profile](#) using your MCPS account before navigating to the training.

Watch this video for support: [create a new Chrome profile](#)

## I'm not using the Google Chrome browser

You may be signed into a non-MCPS G Suite account. Visit <https://www.google.com> and look in the upper right-hand corner to determine which account is signed into Google Apps. If you are signed into a non-MCPS G Suite account, click your profile icon and then click Sign out.

## My student got a “Canvas does not have an account for this user” error when logging into [classroom.mcpsmd.org](https://classroom.mcpsmd.org)

Double check that the student ID is correct. Make sure that you add “@mcpsmd.net” to the student ID when logging in using the **Staff/Student button**.



Example: [studentID@mcpsmd.net](#) → [123456@mcpsmd.net](#)

## I'm a parent and want to access the course from my own account. How do I do this?

### Have a portal account?

If you have an MCPS Parent Portal account, once your student enrolls in the course, you are automatically enrolled as an Observer. This means that you can click all links to view resources but not submit assignments or quizzes. For more information on utilizing your Observer role in myMCPS Classroom, access [these support guides](#).

### Don't have a portal account?

Follow the steps below or watch [this screencast](#)

1. Navigate to [portal.mcpsmd.org](https://portal.mcpsmd.org) and click Create Account
2. Click the hyperlink to read regulation IGT-RA
3. Click I Agree
4. Enter your first and last name
5. Enter your personal email address. If you do not have an email address access this guide to help you create one. MCPS staff: Use a personal email address rather than your MCPS address



# Montgomery County Public Schools

6. Create a 7 character password.
7. Make sure you have your student's Access ID and Access Password nearby. This is found in the letter that was sent to your student's primary address.
  - a. If you do not have a copy of this letter, please contact your child's school via phone or email. They will verify your identity and provide the information.
8. Enter the name, Access ID and Access Password for each student you want to link to your account.

Once your account is created, and your student is enrolled in the course, you will be enrolled as an Observer too.

The image shows two screenshots of the myMCPS web interface. The left screenshot is titled "Student and Parent Sign In" and features a "Create Account" button (1) and a "Create an Account" section with a "I Agree" button (3). The right screenshot is titled "Create Parent Account" and shows a form with fields for "First Name" (4), "Last Name" (5), "Email (will be username)" (5), "Password" (6), and "Re-enter Password" (6). Below this is a "Link Students to Account" section with a "1" callout (7) and a table with columns for "Student Name" (8), "Access ID", "Access Password", and "Relationship".

I don't have an email address.


There are many free email providers available to you. You can create an account with [Google](#), [Yahoo](#), or many others. After filling out some basic profile information, creating an email address specific to you, and creating a secure password, you will be able to access your email from any web enabled device

## Browser recommendations

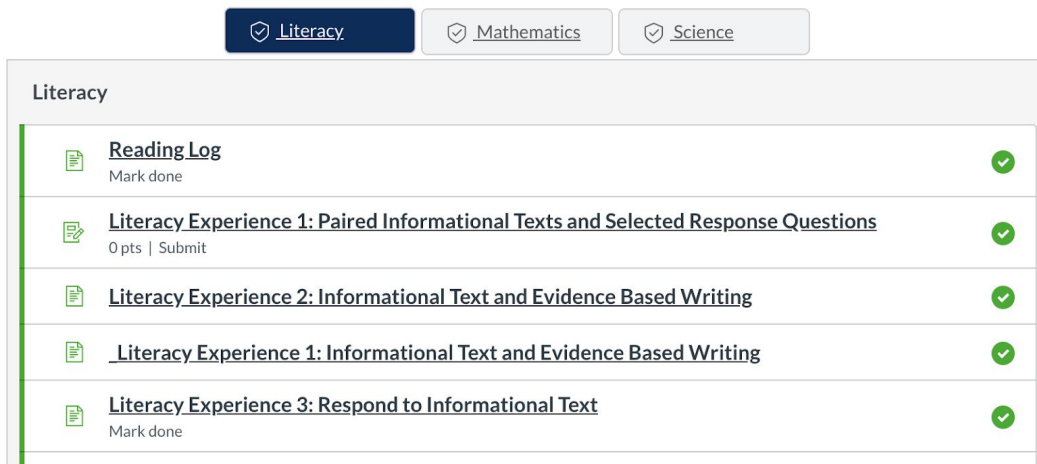
myMCPS Classroom works best in the following browsers: Google Chrome, Firefox, or Safari.



## How do I navigate within the Instructional Resources myMCPS Classroom courses?

After you have logged into myMCPS Classroom, the Dashboard icon  will take you to all of the courses that you are enrolled in. Click on the course tile that you wish to navigate to.

Within the course, the **Home** link on the Course navigation toolbar will take you to the overview of the learning activities. Use the **Module listing** screen at the bottom of the homepage to navigate to each of the learning activities.



The screenshot shows the myMCPS Classroom interface. At the top, there is a navigation toolbar with three tabs: **Literacy** (selected), **Mathematics**, and **Science**. Below the toolbar, the **Literacy** course page is displayed. It features a list of learning activities, each with a document icon, a title, a status, and a green checkmark in the right-hand corner:

Activity Title	Status
<b>Reading Log</b> Mark done	✓
<b>Literacy Experience 1: Paired Informational Texts and Selected Response Questions</b> 0 pts   Submit	✓
<b>Literacy Experience 2: Informational Text and Evidence Based Writing</b>	✓
<b>Literacy Experience 1: Informational Text and Evidence Based Writing</b>	✓
<b>Literacy Experience 3: Respond to Informational Text</b> Mark done	✓

As you complete learning activities, click the **Mark as Done** button in the upper right-hand corner of the page. Then click the **Next** button at the bottom of the page to go to the next learning activity.



Mark as done

## Print Text and Evidence

### Read Evidence Based Writing

**MCPS**

Read the following prompt: *What steps would you take to do an archaeology*

project, using only the information in the articles. Be sure to include

at least two pieces of evidence (you can click the link) or you can record your writing in

Next ▶