



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 an employee of BCPS.
- 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 school employee, 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.