



## Start of the Year FAQs

### I am new to BCPS. Who do I contact for technology questions and support?

Welcome to BCPS! For tech support needs, please use the following resources:

- All schools have a technology liaison. They are most helpful with basic technology support needs.
- Schools and offices can find self help documents at [www.bcps.org](http://www.bcps.org) under the Tech Support link.
- Support for Focus can be found within the Schoology group located [here](#).
- Students and staff members can [enter a support request](#) by using the [link](#) on [www.bcps.org](http://www.bcps.org) under the Tech Support heading or the BCPS Serve link under the all apps portal of [www.office.com](http://www.office.com)
- Students and staff members can call the Technology Help Desk at 443.809.4672 between the hours of 7:00 AM and 4:15 PM.

### I am new to BCPS. When will I receive my log on credentials?

Once onboarding is completed through BCPS's Human Resource Department, network log on credentials will be emailed to the personal email address used to complete the employment application. Please check junk, other or spam folders within your personal email account if you have completed onboarding but have not yet received credentials.

### I am new to BCPS. When will I get a device and how?

Please check in with your principal or immediate supervisor to see if they have a device or desktop for you to use. If they do not, please [enter a support request](#) if after 8/15/22. If prior to 8/15/22 and you work in a schoolhouse, devices will be delivered to the school for distribution to new teachers.

### My classroom/office is missing a port replicator and/or monitor. How do I request one?

Please [enter a support request](#) or call the Technology Help Desk at 443.809.4672. All offices and classrooms received port replicators and monitors in 2018 or in the years since 2018. There may be a charge to replace missing equipment.

### I have a classroom without projection. What do I do?

Please [enter a support request](#) or call the Technology Help Desk at 443.809.4672. Schools may also use their own funds to purchase projectors from the Technology Purchasing page.

### I heard schools are getting interactive display panels. When does my school get them?

Instructional spaces in all schools will receive interactive panels during the 22-23 SY. The schedule has been finalized for the summer and first quarter of the 22-23 SY. Most of the installations will be done geographically beginning on the southwest side of BCPS. If you have a specific question, please contact Brad Potter, Project Management Specialist for more information.

### When will a technician be out to set up the technology in teachers' classrooms?

DoIT recommends staff first try the videos located [here](#) for setting up the technology in the classroom. If after using the self-help resources you still have a technical issue, please [enter a support request](#).

### When will my device be replaced?

BCPS will replace school and central office-based staff members' laptops in the 2022-23 school year. Many staff members who currently use desktops will also transition to a laptop during the 2022-23 school year. The laptops have been ordered and when they arrive, distribution will begin with central offices in the fall of 2022 and schools in the spring of 2023.



### I have technology that has not been picked up. What do I do?

Please [enter a support request](#) or call the Technology Help Desk at 443.809.4672. A pickup will be scheduled before school begins.

### I have a ticket that has not been resolved yet. Who do I contact?

Please call the Technology Help Desk at 443.809.4672.

### I need a technician to come to my classroom or office to provide technology support. What do I do?

DoIT recommends staff first try the videos located here for setting up the technology in the classroom. If support is still needed, please [enter a support request](#) and DoIT will provide technology support. The support provided may include a remote support technician working directly with you to resolve the issue. If additional support is still needed or it is not practical to resolve the issue remotely, a technician will schedule an appointment to visit you onsite.

### When will students receive student devices?

Delivery of student devices will begin the week of 8/8/22. Requests for additional devices require a [support request](#) beginning 8/29/22. Devices will be delivered to schools as follows:

**High Schools** – Schools that did not receive devices prior to school end will receive devices equal to the enrollment of 10-12 graders enrolled in Focus for the 22-23 SY. Incoming 9<sup>th</sup> graders should bring their device with them. High schools will also receive a small number of spares.

**Middle Schools** – A small number of spare units will be delivered to all middle schools for use with new students or those students whose device meets the swap criteria.

**Elementary Schools** – Schools will receive Chromebooks for PK and KDG students equal to the enrollment of PK/K students in Focus for the 22-23 SY. A small number of spares to be used for new students or those students whose device meets the swap criteria will also be provided.

### There are still empty laptop carts in my building. When will they be removed?

DoIT is working on storage space and returns for carts. More information will be sent after the start of the school year. DoIT will arrange pickup of carts from schools who no longer want/need them.

### When will my school receive devices for New Educator Orientation (NEO)?

Thank you for contacting the Technology Help Desk. DoIT is currently preparing devices for New Educator Orientation (NEO). The principal and principal's secretary of each BCPS school received an email from DaVone Chandler on 8/4/22 requesting confirmation of the needed devices for new staff members. Please have principals refer to the email and respond as quickly as possible to ensure a timely delivery. If there are devices in secure storage available for new staff members, please use them first.

Nurses, SLPs, Psychologists and OT/PTs typically receive their device from their central office and will again do so this year if they are new to BCPS. Any staff member transferring between BCPS locations should bring his/her/their device along with them. We will close this ticket since the process is running outside of BCPS Serve for NEO only. If devices are not received by 8/15/22, please enter a ticket for follow up or call the help desk at 443.809.4672.