

# Technology Checklist/ Troubleshooting Guide

- ✓ **My student has a web-enabled desktop or laptop.**
  - Your child can use ANY web-enabled computer to access classes and coursework, but it is ideal to use a BCPS laptop.
  - If you do not have a laptop, please visit the [support request link](#) and select *assistance with technology*.
  - If your child has a smartphone, they can access the Schoology and Google Meet apps with their BCPS credentials until they receive a device.
- ✓ **My student can power up their BCPS device.**
  - If your student cannot power up their device or does not have a charger, [please submit a ticket here](#). If you do not have internet access, please call (443) 809-4672.
- ✓ **My student can log onto their device and log onto BCPSOne.**
  - If your student cannot log onto their device, please call the Crossroads Center @ (443) 809-2275 or visit the [support request link](#) and select *assistance with technology* to confirm that your student is using the most up-to-date username/password.
- ✓ **My student can access their courses in Schoology.**
  - If your student cannot see classes in Schoology, please call the Crossroads Center @ (443) 809-2275 to confirm they have a schedule. Brand new enrollees may have a 24-hour delay before their classes populate.
- ✓ **My student can log into their Google Meet Sessions.**
  - Make sure you are joining the Meet at the designated time. Students cannot join the Meet until the teacher is present.
  - If your student cannot log into their Google Meet sessions, please make sure they follow the directions in [this document](#) or [this video](#) to make sure they are logged onto Google with their BCPS credentials.
  - If you are logged on with your BCPS credentials and still cannot access the Google Meet sessions, please visit the [support request link](#) and select *assistance with technology*.

If you made it this far, you are all "geared up" for class! If you encounter any other issues, you can always [submit a support request here](#).