Windsor Mill Middle School

Frequently Asked Tech Questions

Question	Possible Solution
1. My student can't log into Google Meets.	• Make sure the student is logged into google **chrome, and google meets** with their BCPS username @bcps.org (ABC123@bcps.org) • Go onto google.com using chrome, click on Sign IN, and use the student's email and password. • If this does not work, please fill out the tech form on the WMMS homepage.
2. My student can't log onto their computer or into Schoology.	• If the issue is only logging into Schoology, make sure the student is logging in through the BCPSone portal, not schoology.com • If the student can't log into their device, the password may need to be reset. Please fill out the tech form on the WMMS homepage.

3. An app such as Microsoft word, office, or OneNote etc. won't work on my student's device.	• Try to use the online version.
	  • Go to BCPSone
	  • Click on "Instructional & Productivity tools"
	  • Click on Microsoft online.
	
	• If the program doesn't exist on your student's device, the device may need to be reimaged.

4. My student's device won't connect to the internet.	• Try these two options:
	  • Restart your router at home
	  • Pop out the battery, place it back in, then press & hold the power switch on your device for a hard reset.

5. My student's device has a hardware issue. (mousepad, keyboard, screen, camera, microphone, battery)	• For camera/microphone issues, log onto the tech liaison office hours:
	  • Kline: 8am-8:30am
	  • Johnson: 10:30am -11:30 am
	  • Wednesdays 2:20pm-3:00pm
	• For any other hardware issues please complete the tech form on the WMMS homepage.