# Windsor Mill Middle School

## Frequently Asked Tech Questions

<table>
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<th>Question</th>
<th>Possible Solution</th>
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| 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. |