TIPS FOR ONLINE LEARNING SUCCESS

Dedicate a space for your child to do their work.

The computer needs to be on a level surface.
(Laptops should not be used on your child's lap.)
Everyone can see where your child is working when their camera is on.

Students can email teachers through their Gmail account.

(studentID@fcpsschools.net).

Your child may also use this email to reach out to their counselor and other school staff.

Parent emails will not go through fcpsschools.net

Check for assignments and announcements in

FCPS 24-7 Learning

or

Google Classroom

Help your child stick to a schedule.

Have your child follow the schedule for meeting with teachers.
Your child may use the other days to complete assigned work and check in when needed.

Encourage your child to be open and flexible to learn this new way together.

TECHNOLOGY TROUBLESHOOTING GUIDE

Accessing **FCPS G Suite for Education**

What do I need?

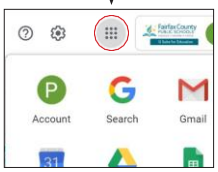
How do I login?

Open Google Chrome
Go to www.fcpsschools.net

Enter your child's 7-digit **studentID** number and click **Next**

Enter your child's **FCPS password** and click **Next**

Access **Gmail** from the **3x3 apps** grid in the upper-right



Accessing **Blackboard Collaborate Ultra**

What do I need?

How to join a session?

Your **child** will get an email with the link to their **FCPS Gmail** (fcpsschools.net) account.

Make sure they **check the class listed**, **save or star the email** and be sure **not to share the email** as it contains a personal link.

Accessing a website

1. Refresh the web page.
   Click on the refresh icon.
2. Try using another browser.
3. Check your Internet connection.

Connecting to the internet

1. Disconnect, then reconnect to the Internet.
2. Restart your device.

NEED TECHNOLOGY HELP?

Try one of the options below.

Check with your school technology specialist (TSSpec) or teacher for help.

If you are having difficulty and **need technology support** please enter a request using the **Family Tech Support** online portal: **https://itweb.fcps.edu/itsupport/**
(Launches August 26)

Call one of our FCPS Parent Information Phone Lines for assistance.

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한국어	571-423-4951
español	571-423-4950
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