

Technology Problems with BCPS devices

Please read the information below to see how we can assist you with solving your technology issues.

- **If you have problems with your:** sound, microphone, WiFi, device “freezing,” Schoology, BCPS One, or one of the Microsoft Office products then:

Send a message through Schoology to your teacher Computer Liaisons: Mrs. Frager, Dr. Knauth, Mr. Lawler. They can advise you on how to resolve the problem.

- **If you need a charger:**

Click on the Support Button at the top of the BCPS One start page, click on

[Parents and students - Click here to request Tech support.](#)

Fill out the

Technology Support Request Form. Make sure that you include:

- That you do NOT have a charger;
- your parents/guardians name;
- your full name;
- your BCPS login;
- Serial number near barcode
- EliteBook (gray) or Revolve (silver)
- your home address;
- a contact phone number

A charger will be mailed to your residence in the order in which the forms are received.

If your computer will not turn on at all:

Click on the Support Button at the top of the BCPS One start page, click on

[Parents and students - Click here to request Tech support.](#)

Fill out the

Technology Support Request Form. Make sure that you include:

- That your computer will NOT turn on;
- your parents/guardians name;
- your full name;
- your BCPS login;
- Serial number near barcode
- EliteBook (gray) or Revolve (silver)
- your home address;
- a contact phone number

A return box will be mailed to your residence in the order in which the forms are received. You will mail back your non-working computer. When it is received, a working computer will be mailed back to your residence.