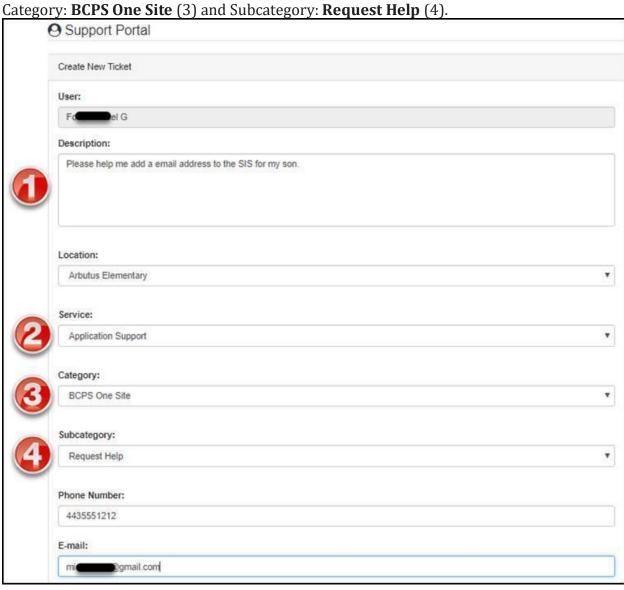
## **Creation of Parent MyBCPS Accounts**

Parents can create a MyBCPS account that will allow them to log into Schoology, message their child's teachers and track their progress. This account also gives them access to digital resources in BPCS One. It is important to note that when a parent creates a MyBCPS account they must use the email address that is recorded in the Student Information System (SIS).

If parents do not have an email account on file at the school, or if the email account they used to create the BCPS One account is different then used when registering their child in school, parents will need to submit a <u>support request</u> using the new support request form. When on the Support Portal explain, in the description field (1) that you need to change or add an email address to the SIS. Use the Service: **Application Support** (2),



BCPS One Support resources are available at <a href="https://bcpsone.bcps.org/support/">https://bcpsone.bcps.org/support/</a>. Click on the User Accounts button. This will take you to a list of support documents including:

- Accessing Your Child's Account
- Create an Account
- Parent/Guardian BCPS One Add Student

**Accessing Your Child's Account** – This document provides detailed information on how parents can access their child's account including how to switch between multiple students. It also shows how to see activity in Schoology from the student's perspective.

**Create an Account** – This section give parents step-by-step directions on how to create their account and add their children to the account. This is the critical step for parents that have not yet connected to BCPS One. **Attached to this email are the directions for creating an account that can be emailed to a parent as needed.** 

**Parent/Guardian BCPS One Add Student** – This is a link to a document that shows step-by-step how to add a student to an account. It is the same information that is in the Create an Account document attached.

## 3 - New Self Help and Knowledgebase

The new self-help/knowledge base is live for parents and students as well as the new support request form within BCPS One. Go to <a href="https://bcpsone.bcps.org/">https://bcpsone.bcps.org/</a> and click on **Support**.

