

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 than used when registering their child in school, parents will need to submit a [support request](#) 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), Category: **BCPS One Site** (3) and Subcategory: **Request Help** (4).

The image shows a screenshot of the 'Support Portal' 'Create New Ticket' form. The form fields are as follows:

- User:** [Redacted]@el G
- Description:** [Redacted] Please help me add a email address to the SIS for my son. (Marked with a red circle containing the number 1)
- Location:** Arbutus Elementary
- Service:** Application Support (Marked with a red circle containing the number 2)
- Category:** BCPS One Site (Marked with a red circle containing the number 3)
- Subcategory:** Request Help (Marked with a red circle containing the number 4)
- Phone Number:** 4435551212
- E-mail:** mi[Redacted]@gmail.com

BCPS One Support resources are available at <https://bcpsone.bcps.org/support/>. 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 <https://bcpsone.bcps.org/> and click on **Support**.

The screenshot shows the BCPS One Support Resources website. At the top right is the BCPS One logo. Below it is the title "BCPS One Support Resources" and a search bar. The main heading is "Welcome to the BCPS One Support Center". Below this is a search prompt "Enter Search Terms:" followed by a search input field labeled "Google Custom Search" and a search button. The central question is "What do you need help with?". Below this are five blue buttons: "Applications", "Connectivity", "Devices", "User Accounts", and "Staff Only". At the bottom, there is a link: "Parents and students - Didn't find what you are looking for? [Click here to request support.](#)". The footer contains the text "BCPS One | Support | BCPS Web Site" and "© 2019 Baltimore County Public Schools. All rights reserved."