

## 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@fcpschools.net).

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

**Parent emails will not go through fcpschools.net**



Check for assignments and announcements in **Schoology**



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.

# TECHNOLOGY TROUBLESHOOTING GUIDE

## Accessing FCPS G Suite for Education

### What do I need?



### How do I login?



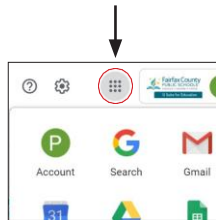
Open Google Chrome

**Go to** [www.fcpsschools.net](http://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 students need?



### How to join a session?

1. In Schoology, click on the **Courses** tab and select the course for which you want to join an online session.
2. Once in the class, click on **Collaborate Ultra** in the left column.
3. Click the name of the session you want to join.
4. A pop-up window will appear. Click on **Join Session**.

## 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.

አማርኛ	571-423-4957
العربية	571-423-4952
中文	571-423-4953
فارسی	571-423-4954
한국어	571-423-4951
español	571-423-4950
اردو	571-423-4955
Tiếng Việt	571-423-4956