

## 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

**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.

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**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?



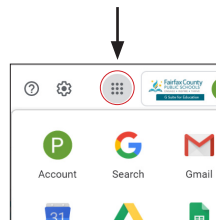
Open Google Chrome

Go to [www.fcpschools.net](http://www.fcpschools.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** ([fcpschools.net](http://fcpschools.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.

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