# Troubleshooting myBCPS One Parent Accounts

The steps below are intended to provide additional troubleshooting strategies and support for parents attempting to either create or access Schoology through their BCPS One Parent Account. In order to access a child's information, a parent must first create a myBCPS account, and then add/connect the student to their account before they will be able to access the Parent View in Schoology.

## For parents that don't have a myBCPS account:

- Create a myBCPS account by going to https://bcpsone.bcps.org/ and clicking **Log in to BCPS One**.
- Instead of logging in, click Create Account.
- Follow the on-screen instructions to create your account. Be sure that the e-mail you use to create your account is the same e-mail address that the school has on record.



## For parents that already have a myBCPS account, but do not see the child in Schoology:

- **Make sure the e-mail used to create your account is the same e-mail address that the school has on record.**
- Connect your students by logging in to BCPS One and selecting the **My Profile** link at the top.
- The next screen will display a list of any students currently attached to the account.
- To reconnect or add additional students, click the **Add Student** button and enter the school and student DOB when requested.
- The new students should now display in the list, and the parent will now be able to access the student activity in Schoology using the additional instructions provided on the **Learn More About Schoology Page**.

## For parents that are BCPS Employees, and do not see the child in Schoology:

- **Make sure that your BCPS e-mail is the e-mail address that the school has on record.**
- When you first log in to BCPS One, click on the drop-down box on the right and switch to **Parent**.
- Then click on **Student Information**.
- Click **My Profile** in the top right. It's important that you're in your parent account before you click profile because if not it will kick you to the BCPS Intranet site.
- The next screen will display a list of any students currently attached to the account.
- To reconnect or add additional students, click the Add Student button and enter the school and student DOB when requested.
- The new students should now display in the list, and the parent will now be able to access the student activity in Schoology using the additional instructions provided on the Learn More About Schoology page in the Quick Tips section.
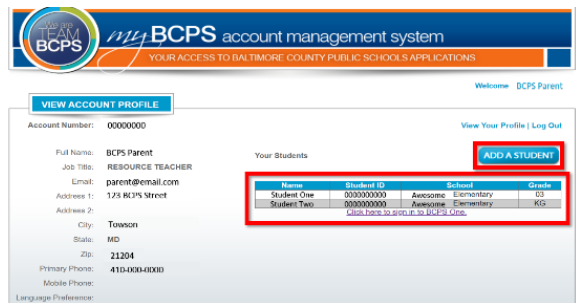
## If you have tried all of the troubleshooting tips listed above and you continue to encounter an issue/error:

- Please contact the school to make sure that the e-mail that the school has on file matches the e-mail used to set up your myBCPS Parent Account.
- If you have verified with the school office that the correct e-mail address is on file then contact the *In-School Support Specialist* for BCPS One and Schoology related issues. In most buildings the *In-School Support Specialist* is either the STAT Teacher, an administrator, or other office staff.
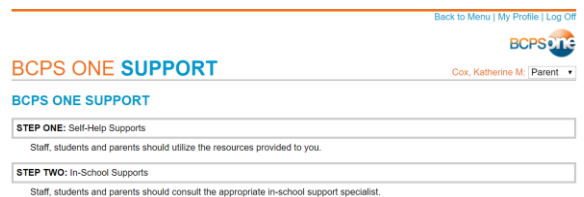
## Additional Schoology Parent Support:

- Additional parent resources, including printable handouts and video tutorials, have been created to support parents with Schoology are located at on the **Learn More About Schoology Page** in BCPS One.