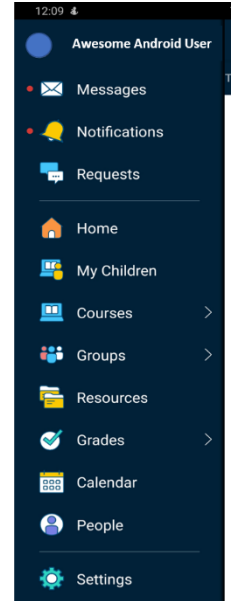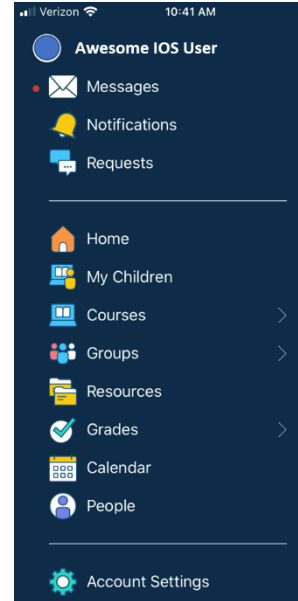**Schoology Mobile App**

Applications for Students and Parents

≡ The main menu in the Schoology Mobile App allows users to access everything they need. Using the three lines in the top left-hand corner, users can access the main drop-down menu. From here users can access messages, notifications, courses, groups, grades, and more.

Applications for Students

The mobile app can be helpful to students that need quick access on the go. Students can use the app to quickly pop in to check messages, notifications, or course updates. The mobile app can also be helpful to students when submitting assignments. If students are asked to submit a photo of their work, they can easily pull photos from the camera roll of the device to attach to Schoology assignments. The mobile app is also great for adding media to Schoology media albums as it makes it easy for students to directly access and add images stored on their phone.

Applications for Parents
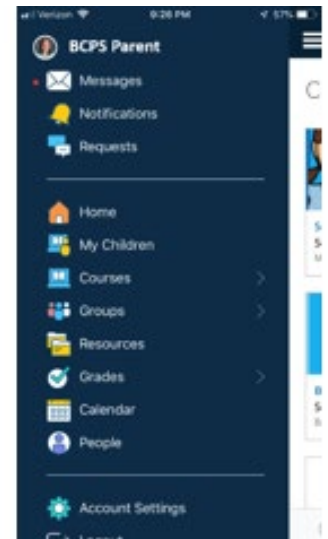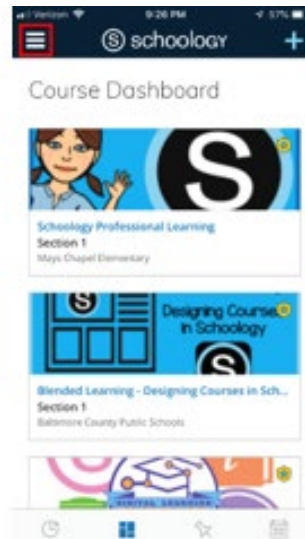
The mobile app is a great way for parents to quickly view and access Schoology to view student accounts. Parents must be connected to their students in BCPS One to have access to their students in Schoology. Parents can easily toggle to view student accounts using the My Children option in the main menu.
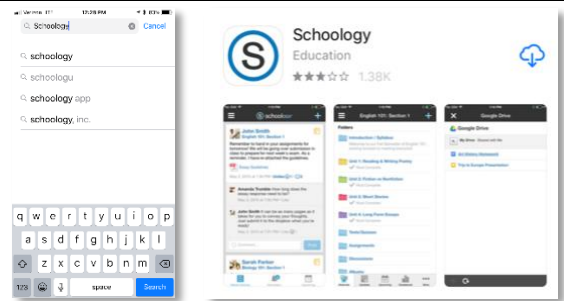
Getting Started with the Schoology Mobile App

Schoology has a mobile app that allows users to access Schoology on the go.
The mobile app can be downloaded for Android and iOS devices to provide users with quick and easy access to many of Schoology's features.
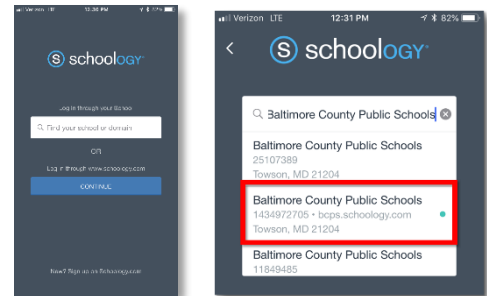
Schoology Mobile App for iOS Devices

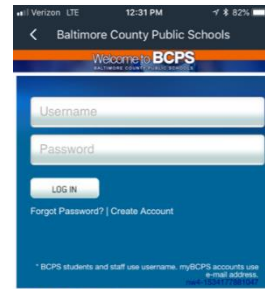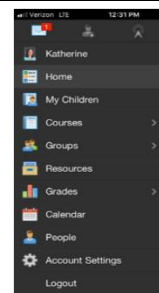|	
Step One Search for and download the Schoology App from the App Store.	
Step Two Type **Baltimore County Public Schools** in to the *Log in Through Your School* box and click **Continue**. You will see three options for Baltimore County Public. Select the option with the **green dot** on the right-hand side.	
Step Three Log in with your BCPS One credentials.	
Step Four From your Schoology App you will now be able to access your BCPS Schoology Account. Many of the general Schoology features such as **Messages, Notifications, Student Activity, Courses, Groups, Resources, and Grades** can be accessed from the menu icon.	

Getting Started with the Schoology Mobile App

Schoology has a mobile app that allows users to access Schoology on the go.
The mobile app can be downloaded for Android and iOS devices to provide users with quick and easy access to many of Schoology's features.
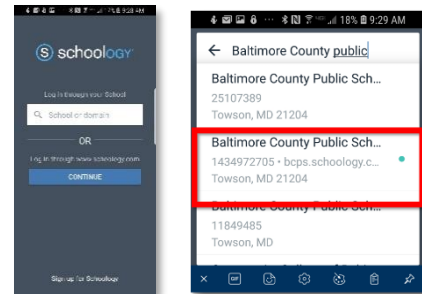
Schoology Mobile App for Android Devices

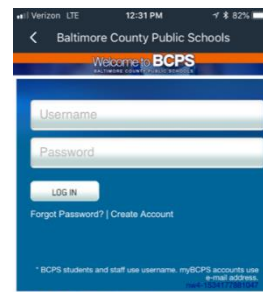|	
Step One Search for and download the Schoology App from the Google Play Store.	
Step Two Type **Baltimore County Public Schools** in to the *Log in Through Your School* box and click **Continue**. You will see three options for Baltimore County Public. Select the option with the **green dot** on the right-hand side.	
Step Three Log in with your BCPS One credentials.	
Step Four From your Schoology App you will now be able to access your BCPS Schoology Account. Many of the general Schoology features such as **Messages, Notifications, Student Activity, Courses, Groups, Resources, and Grades** can be accessed from the menu icon.	
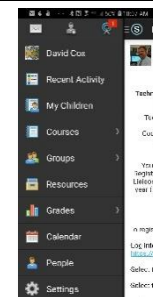
#1 Use the Chrome browser

#2 Log in 5 minutes early to check audio
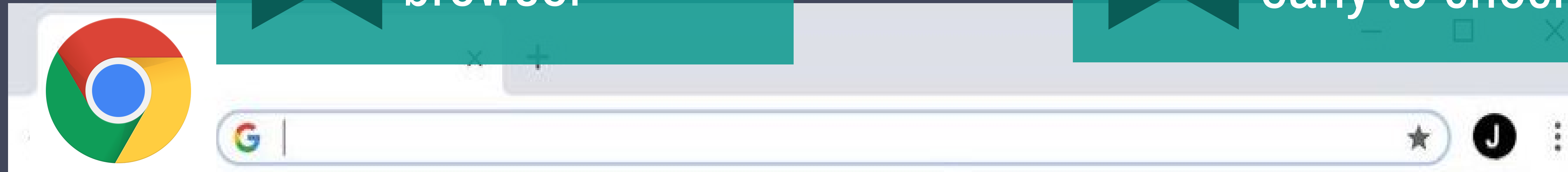
BCPS Learning at Home Guide to

Using Google Meet

People

Chat

Send a message to everyone

MeetingName ^

Turn on captions

#3 Monitor the chat and participate
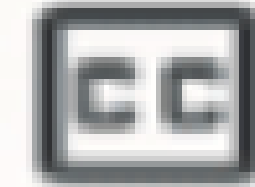
#4 Adjust your audio device settings

#7 Stay muted when not speaking to reduce noise

#6 Keep camera off to save bandwidth
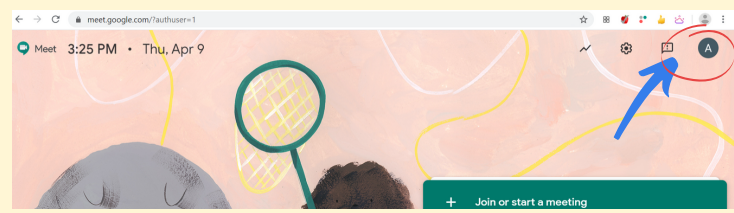
#5 Wear headphones when possible

GOOGLE MEET

1 **OPEN GOOGLE MEET.**
- In Google Chrome, go to meet.google.com
- Then you will see 1 of 2 possible screens.

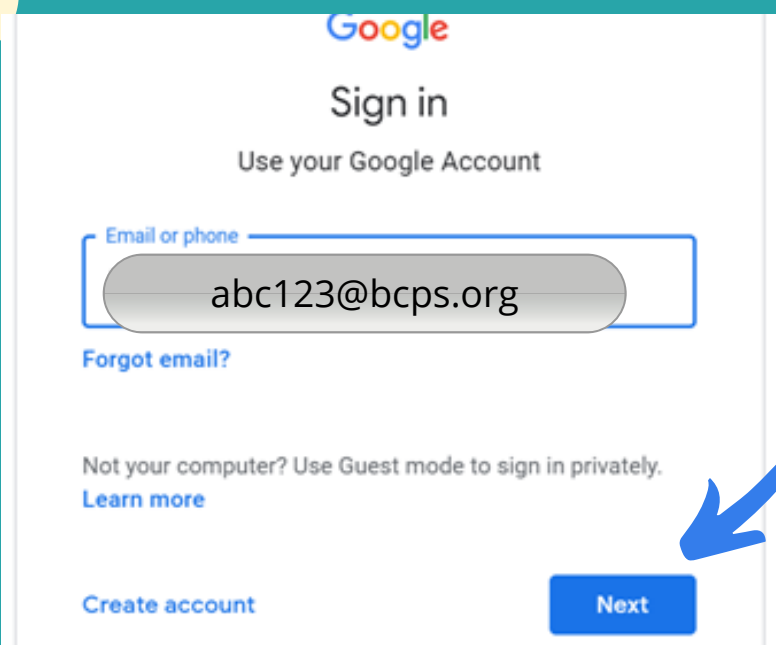Screen 1: In the top right hand corner you see Sign In.
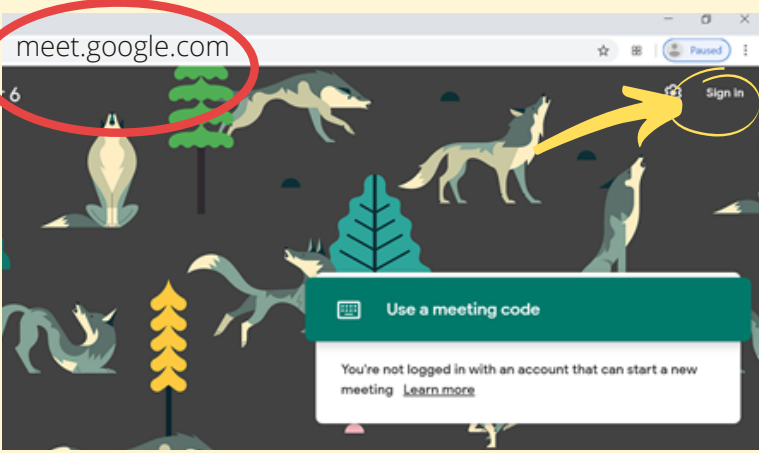
- Click Sign In.

Screen 2: In the top right hand corner you see a letter.

- Click the letter to see if you are signed into your BCPS account. (It will end with @bcps.org)
  - If you are logged into your BCPS account, skip to Step 3.
  - If not, select Switch Account.

  Switch account

- You will be taken to the Google sign in page.
  - If you have previously logged into Google with your BCPS information, choose that account and skip to Step 3.
  - If not click add another account. And continue to step 2.
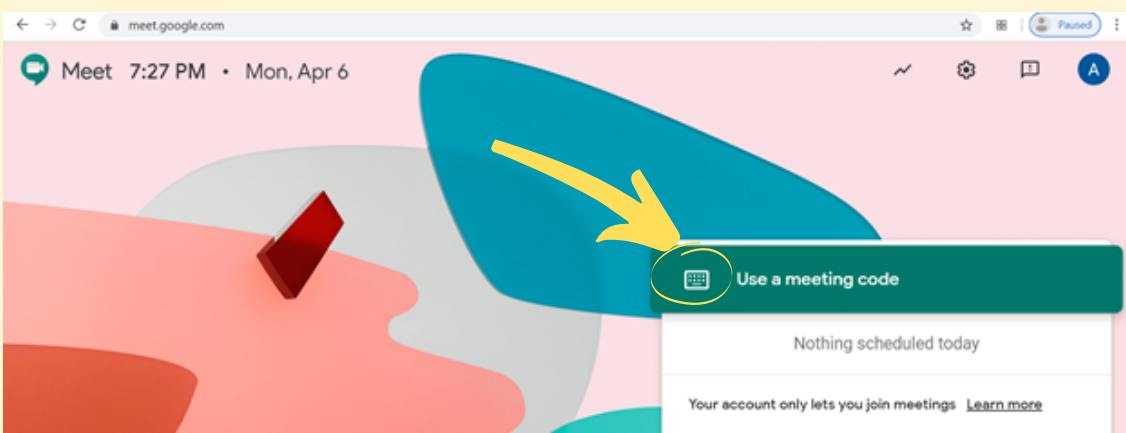
  Use another account

2 **LOG INTO GOOGLE USING BCPS CREDENTIALS.**

Google
Sign in
Use your Google Account

Email or phone
abc123@bcps.org

Forgot email?

Not your computer? Use Guest mode to sign in privately. Learn more

Create account   Next

- Your email address will be your **BCPS username, followed by @bcps.org.** (ex. abc123@bcps.org)
- Click next.
- Enter your BCPS Password. Click next.

*** If you do not know your child's username and password, please contact their homeroom teacher.**
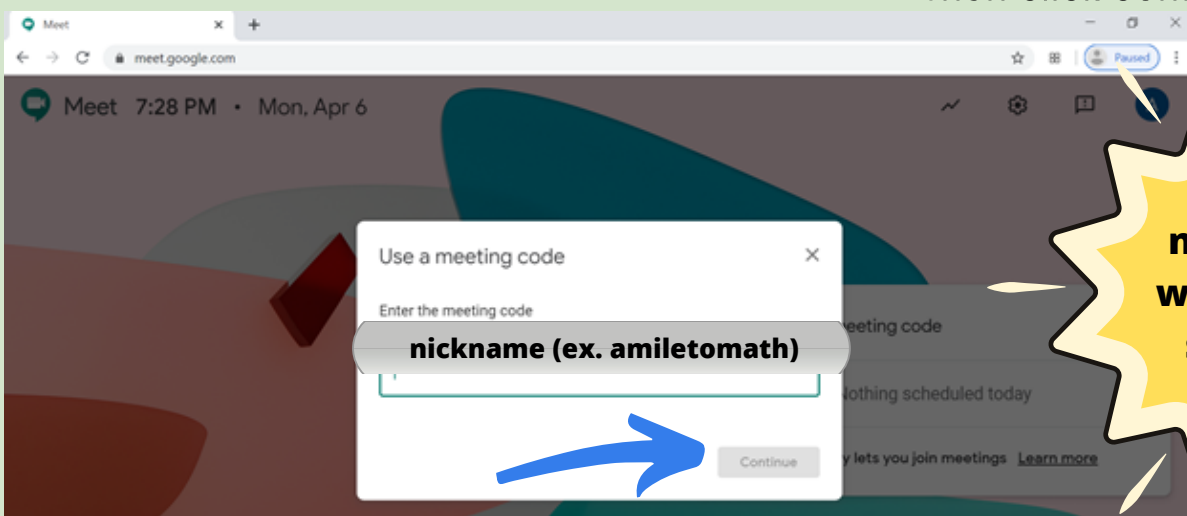
3 **USE A MEETING CODE.**

Meet 7:27 PM • Mon, Apr 6

Use a meeting code
Nothing scheduled today
Your account only lets you join meetings Learn more

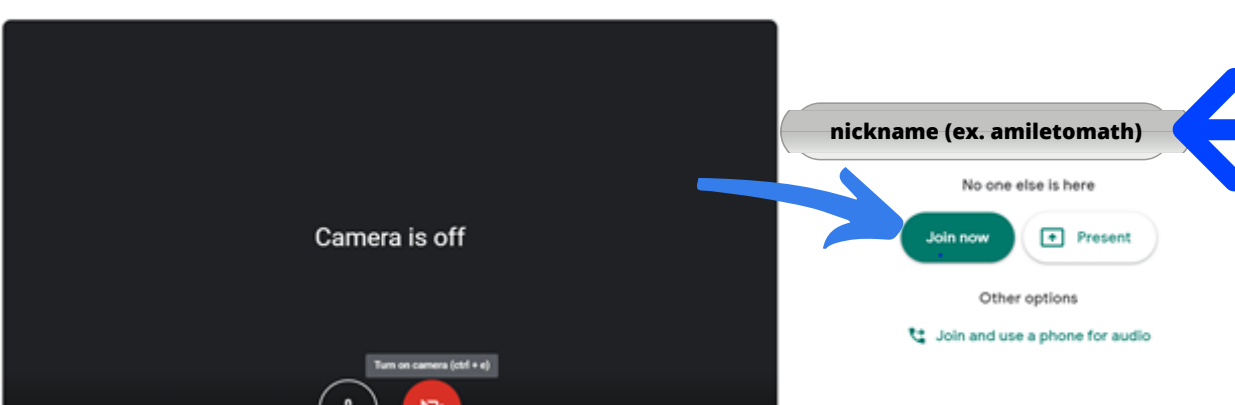- You will then arrive back at the Google Meet homepage.
- Click Use a Meeting Code.

4 **ENTER THE MEETING CODE.**
- Enter the nickname given to you by your teacher. (ex. amiletomath)
- Then click continue.

Meet 7:28 PM • Mon, Apr 6

Use a meeting code   ✕
Enter the meeting code
nickname (ex. amiletomath)

Continue

This nickname will always stay the same!

5 **JOIN THE MEETING.**
- Click Join Now and you will be in the meeting!

Camera is off

nickname (ex. amiletomath)
No one else is here
Join now   Present
Other options
Join and use a phone for audio

Make sure this matches the nickname given to you by your teacher!

A. Mileto - April 2020

Google Meet Nicknames

Google has recently updated its Meet platform in response to customer requests and the unprecedented online instruction that is now happening around the globe. The major change is that Google Meet session links expire after all participants log out. This requires changes be made to any posted links to sessions on Schoology.

Some students are also sharing the posted phone numbers and PIN for Meet sessions on social media sights. Then random callers are "dropping in" and disrupting session.

To alleviate these issues, we are suggesting a slight change to how teachers post their Meet sessions. We are suggesting that just a session nickname be shared and that the phone number and PIN not be posted. Instead, using the directions below, teachers will call the students directly from the Meet session ensuring that the correct person is on the line.

Create the Google Meet

1. Create a Google Meet with a nickname utilizing the naming convention. There should be no special characters in the nicknames. Use the naming convention *usernamemeetingname* (example: **mfort**historyclass). This ensures that no one in the system will duplicate a nickname.

2. Change your Welcome page and removes the old link to the meeting. Replace it with a link to https://meet.google.com and the new nickname. Instruct the students to click the **Use a meeting code** button and enter in the nickname when it is time to join the session. (The nickname will not work when the session is closed by the teacher.)
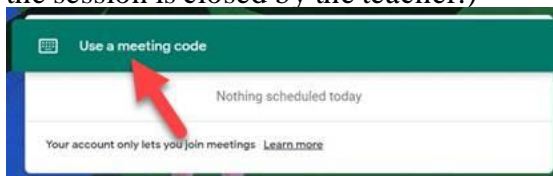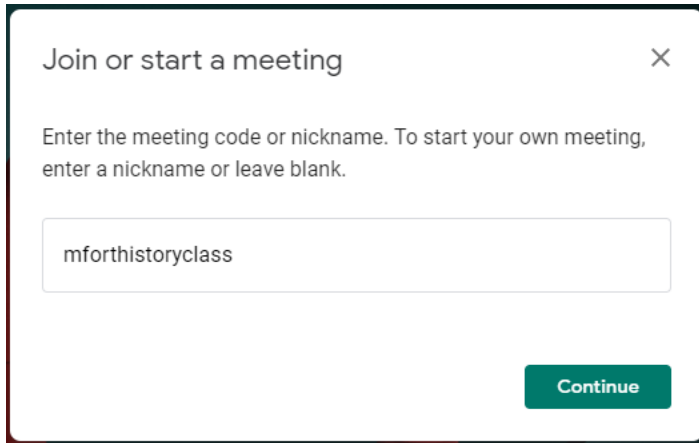

Start the Google Meet Session

1. About five or ten minutes before the session is to being, open the Chrome browser and go to https://meet.google.com. Be sure to be logged into the Chrome browser with your BCPPS credentials. Click the **Join or start a meeting button**.
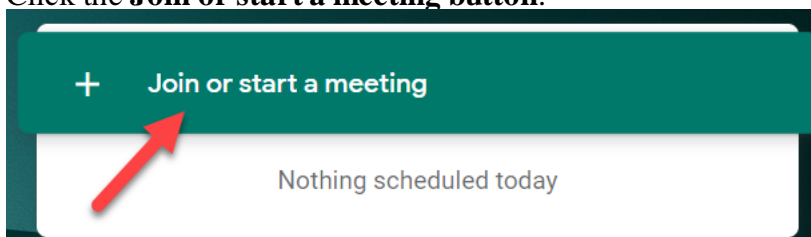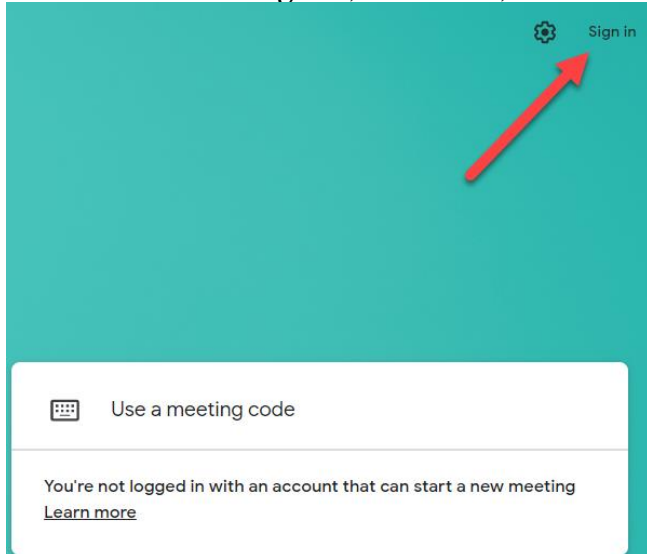
2. Enter the nickname for the session and click **Continue**.

3. The session will begin, and your students will arrive.

4. Remember that students MUST enter the session with their BCPS Credentials.
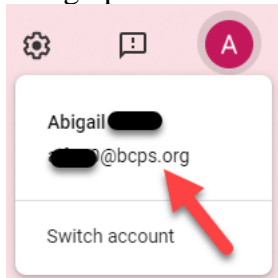
   If the screen reads **Sign In**, like below, click it and provide the BCPS credentials.

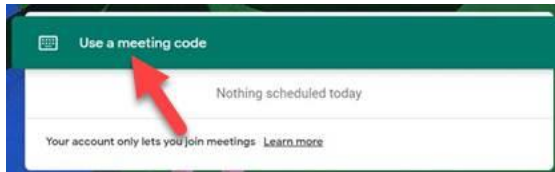   If there is an icon or avatar, like below, click it (1) to reveal the account that is connected. If it is NOT a BCPS account, click **Switch Account** (2).
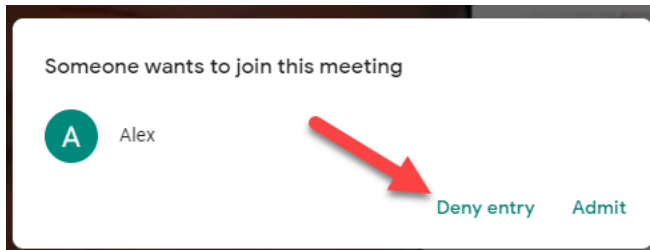
The graphic below shows a BCPS account is signed in.

After ensuring that the student is logged in with their BCPS account they click the **Use a meeting code** button.

Deny ANY request to join the session, even if the name is recognized. These requests are coming from non-BCPS accounts.
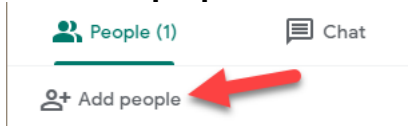

## Call Students that Only Have Dial Phone Access

1. For students that can only participate over a dial up phone, utilize the call feature in Meet.

2. Ask your families that need this option to provide you with a good phone number that the student can be reached during planned sessions.

3. When the session begins click on the **Participants** icon.

4. Click **Add people**.

5. Click the **Call** tab (1) and then enter the phone number to dial (2).
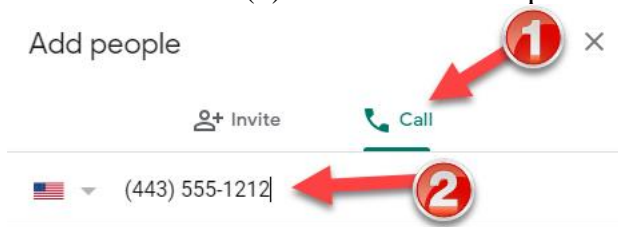
Let your families know that the phone will ring, and the caller displayed may say Hangouts Meet OR just be an unknown number. They should answer the phone at the appropriate time.

6. Repeats these steps until all the students that need to be called are connected.

7. Note that the teacher CAN mute the students on the phone. The student CAN unmute by pressing *6. The teacher CANNOT unmute students on the phone.

End the Google Meet When Complete

1. When the session is over, wait for all kids to leave the session. Remove any that will not leave.
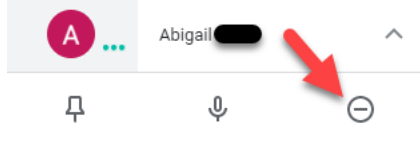

2. Wait for a few minutes to make sure that no one else joins the meeting space.

3. After waiting for a few minutes, end the meeting and leave the Chrome browser. In a minute or less the meeting link will expire.

HOW PARENTS & STUDENTS CAN REQUEST BCPS TECHNOLOGY SUPPORT

1.   CONTACT THE TEACHER

Teachers can help with questions about assigned work or access to resources. Teachers may also be able to recommend troubleshooting resources or the appropriate next steps for issues.

Teachers can be contacted by email or by using the Schoology Messenger feature.
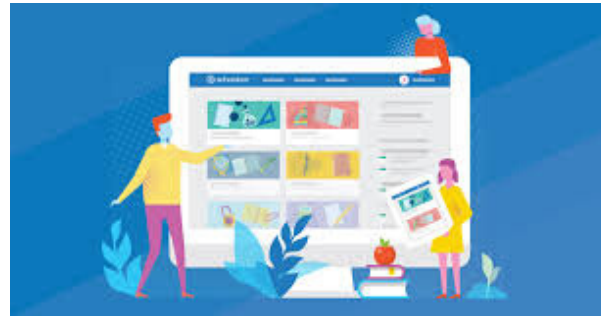
2. UTILIZE THE SELF HELP RESOURCES ON BCPSONE

Go to bcpsone.bcps.org using any internet browser.

Log in with your BCPS Credentials or myBCPS Account.

Parents/guardians who need to make an account should click on the "Create Account" link on the log in page.

ACCESS THE "BCPSONE SUPPORT CENTER" LINK

The link can be found at the top of the BCPSOne homepage.

TECHNOLOGY SUPPORT CENTER PORTAL

This site contains Self Help Resources to help troubleshoot some Schoology, Google Meet and technology issues.

Students and parents can submit a request for additional technology support using the "Parents and Students Tech Support" Button.
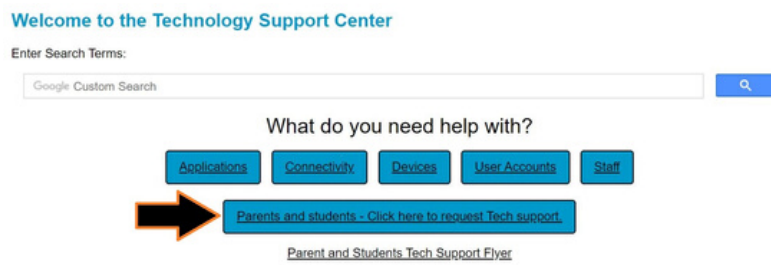
WHEN SHOULD I COMPLETE A REQUEST FOR TECH SUPPORT?

BCPS students and parents can submit a request for Technology Support using BCPSOne. Tickets for technology support can be put in for a variety of issues including:
- Lost or broken device chargers
- Issues with an application (ex. Schoology, Microsoft, Google, Brainpop, etc)
- Issues adding a BCPS Account
- Hardware issues (device not charging, broken parts, touchpad, camera, microphone issues, etc)

COMPLETE THE REQUEST FORM

Provide the necessary information about your issue. Try to give as much information as possible about your issue in the description.

For Service: Choose "**User Device Support**" for issues with the physical device. Choose "**Application Support**" for issues with BCPSOne, Schoology, Microsoft, Google, Brainpop, Etc.

For Category: If you chose **Application Support,** choose the application that you are requesting support with. If you chose **Device Support,** either choose "Laptop/Tablet" or "Virus or Malware Infection" depending on your issue.

SUBMIT THE TICKET

When completing the ticket, be sure to include an email and phone number that trained technical staff can use to provide you support. Then click Submit.

AFTER SUBMITTING A TICKET, A BCPS TECHNICIAN WILL CONTACT YOU TO HELP RESOLVE THE ISSUE

3. NEED ADDITIONAL TECHNOLOGY SUPPORT? CALL THE BCPS TECHNOLOGY HELP DESK

443-809-4672
M-F 7:00 AM- 4:15 PM on Regularly Scheduled School Days