



Online Learning for Students

Tips for Online Success



[Arabic](#), [Chinese](#), [English](#), [Farsi](#), [Korean](#), [Spanish](#), [Urdu](#)

Student Technology

Troubleshooting Guide



[Arabic](#), [Chinese](#), [English](#), [Farsi](#), [Korean](#), [Spanish](#), [Urdu](#)

Student Created [Tech Help](#) via Flipgrid



FCPS 24-7 Blackboard

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Blackboard Collaborate Ultra



Google Slide Deck

Click on a Language

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Videos

1. Blackboard Ultra Basics ([English](#)) ([Spanish](#))
2. Blackboard Ultra Help for Participants ([English](#))



[Directions](#) to access BBCU on a smartphone.



FCPS Gmail

[Arabic](#), [Chinese](#), [English](#), [Farsi](#), [Korean](#), [Spanish](#), [Urdu](#)



Google Classroom

Teachers, Select the slide that describes how your students will access your Google classroom.

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Google Meet



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Rules for Tools -- Google Meet



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Tips for Online Success

Set yourself up for success with these tips:

Dedicate a space for you to do your work, where your computer will be on a level surface. Remember that everyone can see where you are working when your camera is on.



Dress for success. You may be on camera as you interact with your peers and teachers, so be sure to dress accordingly.

Communicate with your teachers via email (your student ID# @fcpsschools.net). Also use this email to reach out to counselors and other school staff.



Check for assignments and announcements via Blackboard and/or Google Classroom.



Stick to a schedule.



Follow the schedule for meeting with teachers. Use the other days to complete assigned work and check in when needed.



Be open and flexible to learn this new way together!

Thank you to Hayfield SBTS, Tabitha Reber, for sharing these tips for success!



Student Technology Troubleshooting Guide

I need support...

Accessing a website



- a) Refresh the web page. Click on this Icon
- b) Try using another browser (Internet Explorer, Chrome)
- c) Check your Internet connection.

Accessing a Google Doc



- a) Use Google Chrome.
- b) Login to your FCPS Schools account. Example: 1234567@fcpschools.net



Connecting to the Internet

- a) Disconnect, then reconnect to the Internet.
- b) Click the "Troubleshoot" button.
- c) Restart your device.

Remembering my login information

- a) **Username:** Student ID number
- b) **Password:** The FCPS network--Gmail, FCPS 24-7 Blackboard--share the same password. Contact your teacher if you need additional help.

I tried all the steps above, but I still need technology support.

Contact your teacher, or call one of the phone numbers provided below.

Amharic (አማርኛ): 571-423-4957 Arabic (العربية): 571-423-4952 Chinese (中文): 571-423-4953 Farsi (فارسی): 571-423-4954
 Korean (한국어): 571-423-4951 Spanish (español): 571-423-4950 Urdu (اردو): 571-423-4955 Vietnamese (Tiếng Việt): 571-423-4956