**BCPS One Parent Portal: FAQs and Information**

***BCPS One General***

Q: Where would I find information about BCPS One?

A: Go to: <http://www.bcps.org/bcpsone>. Here you will find information about why BCPS One is important to you as a parent or guardian.

***Parent Verification Process Questions (and Adding Students)***

Q: I can’t get see any of my student’s information and I’ve already created an account.

A: Did you create AND activate your account by entering the Account Activation code that was sent to your email address?

* If not, check your email for the Account Activation code. In the same email, click the link to get to BCPS One and then enter your email address, and the Account Activation code.
* If yes, did you already add your student by entering the Parent Verification code? If not, you need to add your student. To do this, be sure you received a yellow sheet of paper from your student’s school (should have been given to your student to take home). On that sheet of paper is your parent verification code as well as instructions on how to add your student (Part 2). For more information, and a step by step video that demonstrates how to access create a BCPS account, add your student(s), and other resources, visit: <http://www.bcps.org/bcpsone>.

Q: I have entered my student’s correct birth date and the parent verification code on the yellow sheet of paper but still can’t successfully add my student.

A: If the parent has confirmed that the information entered is accurate, there may be a discrepancy in the student’s date of birth that is recorded in the STARS student information system; please follow your standard operating practices to resolve this issue regarding the student’s birth date. Please note until this is resolved access to the student’s data will not be available for the parent.

Q: I received a parent verification code but when I entered it, along with my student’s birth date, I receive an error message.

A: What is your verification code’s expiration date?

* If the code is expired, we need to have the school’s Technology Liaison generate another verification code to be sent home with your student.
* If the code is not expired, we can have the school’s Technology Liaison print a duplicate copy of the letter to be sent home with your student.

Q: I did not receive the verification code that is referenced on BCPS One for any reason including what’s listed below:

* I am a parent who lives at a different address than my child
* I am one of several parents/guardians (or I have not been able to get the verification code from the parent who has it)

A: The yellow sheet of paper was sent home with your student. We can print another copy for you once we verify who you are.  
*Please refer to your school’s standard operating practices regarding distributing student information.*

Q: I have entered my student’s correct birth date and the parent verification code from the sheet of paper but still can’t successfully add my student.

A: If the parent has confirmed that the information entered is accurate, there may be a discrepancy in the student’s date of birth or school of enrolment that is recorded in the STARS student information system and loaded into BCPS One; please follow your standard operating practices to resolve this issue regarding the student’s birth date or enrolled school.  Please note until this is resolved access to the student’s data will not be available for the parent.  If the data is correct in STARS but incorrect in BCPS One, email [bcpsone@bcps.org](mailto:bcpsone@bcps.org).

***Gradebook***

Q: Why don’t I see any of my student’s grades (yet) or assignments?

A: Grades are made available when teachers post grades. For more information about your school’s grade posting guidelines, call your school.

***Need more information or guidance on how to find BCPS One resources?***

Q: I need more information about BCPS One, what it covers, etc. Who should I speak with?

A: We recommend that you go to the Parent University page at bcps.org/parentU to access the Parent Portal Workshops.

A: Helpful hints, videos and other information will be made available at <http://www.bcps.org/bcpsone>.

***Please feel free to direct any questions to Daniel Croke (Parent Service Coordinator) at dcroke@bcps.org***