TECH TIPS

For Teachers
from the Technical Help Desk

All MCPS employees use their own unique credentials to access the network and most applications

Your position code in the payroll system determines your basic access rights to most MCPS applications. For additional access, written permission to the help desk from your administrator is required.

> Your MCPS user name and password will allow access to:

↓

> MyID (password management system used to change your password), MCPS Computer, Destiny, E-paystub, FMS, myMCPS, Synergy, Outlook (e-mail), PDO (training), Performance Matters, and the Unicenter Service Desk

NOTE: Some MCPS applications require a <u>different username and password</u>. Use the check list below to keep track of the most common stand-alone accounts most new teachers use (depending on your job code/position).

<u>Application</u>	<u>Check below when login information is received</u>
Google Apps for Education	
NWEA Map website (sent via Outlook e-mail)	
Other Online Resources (see your school's Media Specialist)	

Domain

What is a domain? A domain is a group of computers and devices on a network administered as a unit with common rules and procedures. All MCPS users are in one domain called MCPSMD.
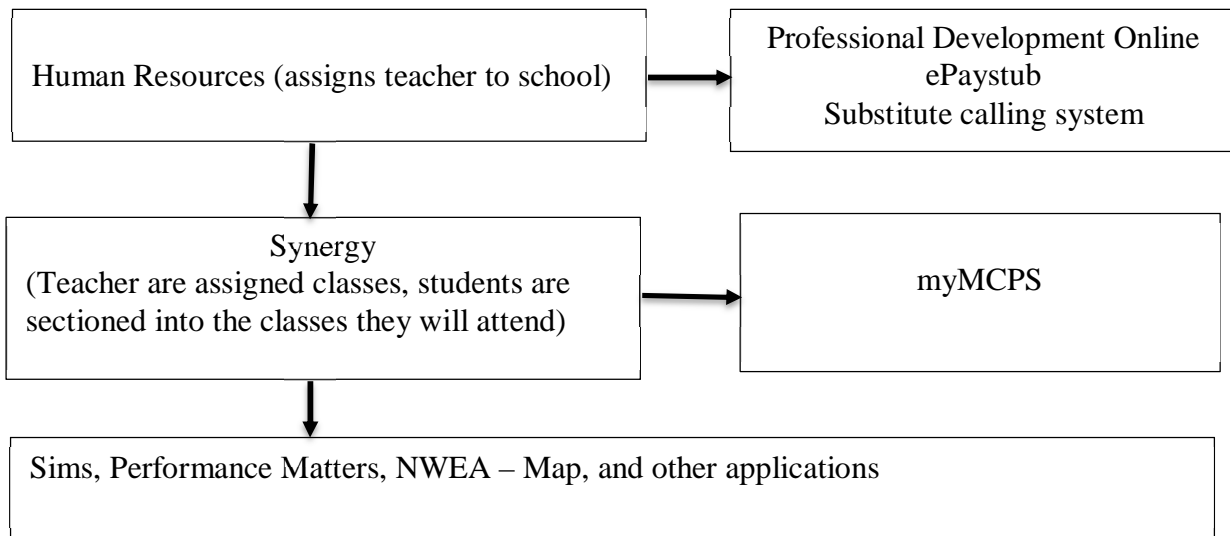
Data

Synergy (Student Information System) provides a central location for viewing and updating student data, including grades, attendance, enrollment, scheduling, and demographic information.

MyMCPS is the major depository for student data, assessment data, reports, instructional resources, and collaboration sites**.**

If you are unable to see your classes or students in an application, check with your school's master scheduler/registrar/guidance counselor to confirm that classes and students are correctly assigned to you in Synergy.

The chart below shows the most common data paths that effect teachers and students:

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┌─────────────────────────────────────┐         ┌──────────────────────────────────┐
│ Human Resources (assigns teacher     │────────▶│ Professional Development Online  │
│ to school)                           │         │ ePaystub                         │
│                                      │         │ Substitute calling system        │
└─────────────────────────────────────┘         └──────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐         ┌──────────────────────────────────┐
│ Synergy                              │────────▶│ myMCPS                           │
│ (Teacher are assigned classes,       │         │                                  │
│ students are sectioned into the      │         │                                  │
│ classes they will attend)            │         │                                  │
└─────────────────────────────────────┘         └──────────────────────────────────┘
                  │
                  ▼
┌───────────────────────────────────────────────────────────────────────────────────┐
│ Sims, Performance Matters, NWEA – Map, and other applications                        │
└───────────────────────────────────────────────────────────────────────────────────┘
```

myID

When you receive your temporary password, you are required to reset the password in **myID**, the MCPS password management system.

1. **Go to** https://www.montgomeryschoolsmd.org/myid/
2. Click **Register for Password Self Service**
3. **Sign in** with your username and temporary password
   > **NOTE:** If you are using a personal computer enter mcpsmd\ in front of your user name (example: mcpsmd\smithjoh)
4. Click **next**
5. Enter your **temporary password**, click **next**
6. **Answer** at least 3 security questions and click **next**
7. Once you are registered go to https://www.montgomeryschoolsmd.org/myid/ > click **Forgot Password**.
8. Enter your **username**, click **next**
9. **Answer** your security questions, click **next**
10. Change your password

Your MCPS **User Name** (also referred to as: User ID, Outlook User Name, Log in ID) remains with you throughout your career at MCPS. However, your Outlook **password** must be changed every 120 days. An email reminder will be sent to your MCPS Outlook email account 2 weeks prior to expiration.

<u>Employee Self-Service to set up Direct Deposit</u>

1. Visit the Direct Deposit web page at: https://www.montgomeryschoolsmd.org/departments/ersc/employees/pay/direct-deposit.aspx
2. Click the **Quick Start Guide** link to access detailed enrollment instructions. You also may wish to read **Frequently Asked Questions** about direct deposit.
3. Next, click on the **Employee Self-Service (ESS)** link.
4. Click on **My direct deposit** found under the green My Pay banner.
5. **Sign in** using your MCPS username (example: smithjoh) and password.

<u>ePaystub</u>

To access your ePaystub:

1. **To access ePaystub Go to** https://epaytax.mcpsmd.org/login.aspx
2. **Login** using your user name (example: smithjoh) and your Outlook password
3. On the left under **View My Documents** click on **My ePaystub**
4. Under View, to the right of the date of the paycheck, click on the **magnifying glass**
5. Enter your **employee id** number
6. Under "Generate New Security Code" **enter the security code** shown in the blue box above
7. Click on **Submit**

Important: If you cannot get past the security screen, your browser might be blocking our page from popping up. You need to allow our page to use pop-ups. An easy way to do this in Internet Explorer is to click allow pop-ups on the banner that appears at the bottom of the screen. In Chrome you will see "pop-up blocked" to the right in the address bar (⬛) click it and choose "always allow pop-ups from epaytax.mcpsmd.org".

Employee Self-Service

(For best performance, allow pop-ups when using ESS.)

Need more help?
http://www.montgomeryschoolsmd.org/uploadedFiles/departments/ersc/employees/employee-self-service/pop-up%20blocker%20instructions.pdf

Professional Development Online (PDO)

To access PDO:
1. **Go to** https://pdo.mcpsmd.org/
2. **Login** using your user name (example: smithjoh) and your Outlook password

NOTE: New hires will need to wait 24 hours after their hiring date before attempting to log into PDO

To sign up for a training in PDO:

1. Enter one or two keywords under **Course Search**.
2. Click **Search**.
3. Click the **Section Title** (in blue lettering) of the section you choose to attend and the course detail page opens.
4. Click **View All Sections** (if present).
5. Click **Register**.
6. Click **Next**.
7. A **confirmation screen** appears confirming your enrollment in the class.

Important Message: Computer and Email Security

- Do not leave your MCPS computer unattended while you are logged in
- You can lock the computer at any time by pressing the Windows logo key+L on your keyboard
- It is a security violation if you share confidential access credentials provided to you by MCPS

By logging into a computer or account supplied by MCPS you acknowledge you have read MCPS Regulation IGT-RA (User Responsibilities for Computer Systems and Network Security), and understand its contents. Violation of the regulation is unethical and may be a criminal offense. Should you commit any violation, your access privileges may be revoked, disciplinary action may be imposed, and/or appropriate legal action may be taken.

- What are "phishing" email messages? An attempt to gain sensitive, confidential or personal information such as usernames, address, phone numbers or passwords from a mail recipient
- Typically, the message appears to be legitimate and/or from a trusted source

It is important that you know that MCPS network administrators will NEVER ask for your password. If you receive a suspicious email, please forward the email to abuse@mcpsmd.org. Do not reply to the email and do not click on the link. If you do accidentally fall for a phishing scam it is very important that you change your password immediately and notify your school's technical support staff.

Technology Help is Available

Many technical and non-technical questions can be answered by using the search site feature on the MCPS website: www.montgomeryschoolsmd.org
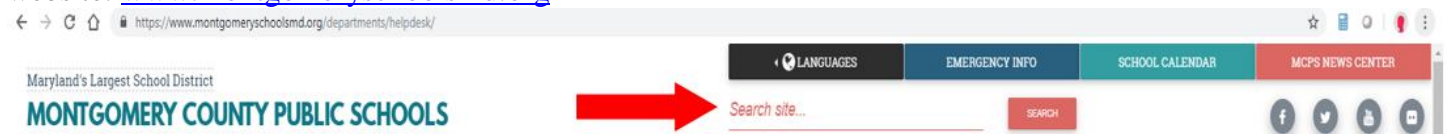
School Support: The Information Technology Systems Specialist (ITSS) assigned to your school is your first point of contact for technology problems. Contact your ITSS using Unicenter Services Desk (USD)

Technical Help Desk: The Technical Help Desk can provide assistance and guidance to many common MCPS applications.

Self Help: User guides and common FAQs   http://www.montgomeryschoolsmd.org/departments/helpdesk/

Contact the Help Desk

1. Submit your own ticket by going to the Unicenter Service Desk (USD). Step by step directions can be found at:
   http://www.montgomeryschoolsmd.org/departments/helpdesk/unicenter.aspx
2. **E-mail:** Help_Desk@mcpsmd.org
3. **Call:** 301-517-5800 , 7 am to 5 pm Monday-Friday

Note: The Technical Help Desk experiences an overwhelming volume of requests for assistance during the first few weeks of school. *Please do not duplicate requests for help*. We will respond to each inquiry as quickly as possible. Thank you in advance for your patience.