

FQMS Technology Help Resources

Please find below information regarding technology support for fall virtual instruction that includes both self-help resources and how to request technology support.

- [Student Technology Resources](#): Provides guides, resources and videos for HCPSS student technology. Below are some direct links to commonly used resources:
 - [Canvas Orientation](#) - includes how to navigate Canvas
 - [Google Meet](#) - includes a [video overview](#) of how to login
 - [Chromebooks](#) - provides a variety of resources for using an HCPSS Chromebook
- [Password and Username Self-Service](#): Allows families to request a password reset or student's username. New students can use this application to retrieve their account information. This application is also linked off the [hcpss.me](#) website, which also includes [user directions](#).
- [HCPSS Connect Parent Resources](#): Provides HCPSS Connect—including Synergy, Canvas, and Family File—guides and videos for parents.

If after reviewing these resources, your family continues to need support, please complete the [FQMS Student and Family Technology Support Request](#) and one of our staff members will reach out to you as soon as possible. If you cannot access the online form for any reason, please call the school at 410-313-1506 and someone will get back to you.

Staff will attempt to resolve the issue, and if unsuccessful will provide directions for exchanging the broken device for a working one at the school system's [Onsite Technology Center](#).