



Welcome to MCPS!

The Technical Help Desk is providing the following Tech Tips to assist and guide you through some of the common MCPS applications such as:

- Human Resources Online (HRO)
- Outlook E-mail
- ePaystub
- Substitute Employee Management System (SEMS)

MCPS Account Creation:

When hired by MCPS, you are assigned a unique Employee ID number and MCPS **User Name** (also called a Login ID or User ID). You will also be emailed a temporary **Password**. When you receive your temporary password, you are required to reset the password in myID, MCPS's password management system. Directions are included in the email.

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 **password** must be changed every 120 days. An email reminder will be sent to your MCPS Outlook email account 2 weeks prior to expiration.

After you reset your temporary password and complete the registration in myID, you will now use your MCPS user name and new password for the following:

Logging into the Computers at a School

When logging onto a computer at any school use your Outlook/ePaystub user name and password

For example:

Username: smithjoh

Password: Outlook/ePaystub password

Note: You will have basic access to the computer since your account is not at the school. If you need additional access to shared files and folders, please contact your school's Media Specialist or ITSS for a visitor/guest account.

Human Resources Online (HRO) to setup Direct Deposit

To access HRO, go to the MCPS website and search by using keyword “HRO” and choosing “Direct Deposit Information” or use the following link:

<http://www.montgomeryschoolsmd.org/departments/ersc/employees/pay/direct-deposit.aspx>



Enter your MCPS username (example: scottj07) and password. Click “Log in”

The **HRO quick start guide** can be found on the Direct Deposit page of the MCPS website or by going to the following link:

http://www.montgomeryschoolsmd.org/uploadedFiles/departments/ersc/employees/pay/direct_deposit_quick_start.pdf

MCPS Outlook E-mail

- 1 Go to <https://outlook.mcpsmd.org>

Montgomery County Public
Schools

Sign in with your organizational account



Sign in

- 2 Enter your **username@mcpsmd.org** (example: **scottj07@mcpsmd.org**)
- 3 Enter your **password**
- 4 Click the **Sign in** button and follow the on screen directions to set up your mailbox.

E-Paystub

1. Go to: <http://www.montgomeryschoolsmd.org/departments/ersc/employees/employee-self-service/>
2. Under \$My Pay click on “**My ePaystub**”
3. **Log in** using your user name (example: scottj07) and your Outlook password
4. On the left under View My Documents click on **My ePaystub**
5. Under View, to the right of the date of the paycheck, click on the **magnifying glass**
6. Enter your **employee id number**
7. Under “Generate New Security Code” **enter the security code** shown in the blue box above
8. Click on **Submit**

Note: If your browser is 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, right click it and choose “always allow pop-ups from epaytax.mcpsmd.org”. Need more help? see:

<http://www.montgomeryschoolsmd.org/uploadedFiles/departments/ersc/employees/employee-self-service/pop-up%20blocker%20instructions.pdf>

Substitute Employee Management System (SEMS)

To access the quick start guide, go to:

<http://www.montgomeryschoolsmd.org/departments/personnel/substitutes/>

(user guides are listed at the bottom of the page)

Please remember that you must set up your account initially by phone on the Sub Automated Line before you can access the sub system online.

To set up your account on the phone, call the Sub Automated Line at 301-279-3998

- Enter **your employee ID number** followed by the star (*) key.
- When asked for your PIN, enter **your employee ID number** again followed by the star (*) key.
- **Record** your name followed by the star (*) key.
- **Hear** your callback number. Correct if necessary.
- You will be asked to select a new PIN. **Enter a PIN** that is at least six (6) digits in length but no more than nine (9) digits followed by the star (*) key.

Once you have set up your account by phone, you will be able to access the sub system online, using your MCPS username (example: scottj07) and password. If you need further assistance, please call the Substitute Help Line at 301-279-3280.

Important Message: Computer and Email Security

- Do not leave your 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 any links in a suspicious email. If you do accidentally fall for a phishing scam it is very important that you change your password immediately and notify the Help Desk or your school’s ITSS (Information Technology Systems Specialist.)

Technology Help is Available

Many technical and non-technical questions can be answered by using the search feature on the MCPS website (www.montgomeryschoolsmd.org).



Substitute Help Desk:

Tel: 301-279-3280

Hours: 6:30am to 3:00pm, Monday-Friday

Self Help: Many user guides and answers to common FAQ’s can be found on the Help Desk’s webpage (<http://www.montgomeryschoolsmd.org/departments/helpdesk/>)

Technical Help Desk can be reached by:

1. **E-mail:** Help_Desk@mcpsmd.org
2. **Call:** 301-517-5800 , 7 am to 5 pm Monday-Friday
3. 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>

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.