# Blackboard Connect / myMCPS Connect End User Common Problems and Solutions

- The old system is called "Blackboard Connect" the new system is called "myMCPS Connect"

- All school's use the Blackboard Connect system for attendance calls some schools use the Blackboard Connect system for attendance calls and community outreach.

- Users must attend training to get access to the Blackboard Connect or the new myMCPS Connect system. Normally at least two staff, Principal and Admin Secretary, at each school have training / access to create community outreach messages.

- Staff location and access to the new myMCPS Connect and the old Blackboard Connect system are not updated automatically based on HRIS data. Once an account is created it will stay forever unless Help Desk is told to change or remove it. The Help Desk can shuffle (move) accounts to a user's new location

- Every MCPS employee that has a domain account will be able to log into the new myMCPS Connect system. If the user has not had training and does not have access to create community outreach messages they will not see the "Create a Message" button.
  - Users trained on the new myMCPS Connect system before December 2017 - then this user uses domain user name and password to log into the new myMCPS Connect system (no @mcpsmd.org after user name)
  - User trained on the new myMCPS Connect system after December 2017 - If the user was trained after December 2017 then they were given a stand-a-lone call enabled myMCPS Connect account that was created by the trainer. The stand-a-lone account has a user name of MeltID@mcpsmd.org (example scottj07@mcpsmd.org) and a stand-a-lone password that was given to them by the trainer. Only the MeltID@mcpsmd.org account can be used to send messages.

- Forgot your password give us a call at the Help Desk (301-517-5800) so we can reset it for you

- I haven't forgotten my password but I'm unable to log into the new myMCPS Connect system, now what?
  1. Make sure you are using Chrome (myMCPS Connect works best in Chrome)
  2. Don't use a shortcut go to https://montgomeryschoolsmd.parentlink.net
  3. Clear temp internet files and cookies (all time)
  4. Open a new incognito window and try to login again
  5. Reset Chrome to its default settings (settings>advanced> Restore settings to their original defaults)
  6. Try using another browser such as Internet Explorer and see if you can login and do what you need that way?
  7. If none of the above solves the problem give us a call at the Help Desk (301-517-5800)

- When will all users be using the new myMCPS Connect system for all functions?

- The new myMCPS Connect system does not have the ability to make attendance calls. There is no plan to move everyone to one system at this time.

- How are staff and student contact records updated?
    - Staff (HRIS) and Student (myMCPS Admin Portal Emergency card) data is uploaded to the vendor each night.

- What causes users to get the error saying they can't sent to more than 10 people when they are trying to create a community outreach message in the new myMCPS Connect system?
    - At training users are asked to log into myMCPS Connect>Click on account>uncheck "Limit message sending to 10 or fewer recipients and no groups" and press Save

- How do I troubleshoot a parent reporting they are not getting a community outreach messages from the new myMCPS Connect system on a particular phone number or email address?
    1. Confirm that they parents correct number/email address is listed in the myMCPS Admin Portal and on the parents contact record in myMCPS Connect.
    2. On the parents contact record in myMCPS Connect confirm that the number/email address doesn't have a red X or a circle with a line through it to the right of the number/email address. If it does click to turn the X or circle with a line through it to turn it into a green check mark and click save. Note you can also use this method to opt-in a parent after they have opted out in error.
    3. If this does not resolve the problem contact the Help Desk (301-517-5800)

- How do I troubleshoot a parent reporting they are not getting a community outreach message or the attendance message from the old Blackboard Connect system on a particular phone number or email address?
    1. Confirm that they parents correct number/email address is listed in the myMCPS Admin Portal and on the contact record in Blackboard Connect.
    2. Confirm that the number/email address isn't opted out (Admin>Settings>Manage Opt Outs>search for number/email address if found click on it to opt them back in)
    3. If this does not resolve the problem contact the Help Desk (301-517-5800)