

AskMCPS

Connecting you to the people, answers, and support you need

Frequently Asked Questions and Answers

How can I monitor my child's academic progress in school?

- Sign up for ParentVue to see your child's grades, attendance, classes, and report cards. You can also register for sports, enroll in school, and get messages from your teachers. Go to www.montgomeryschoolsmd.org/parents/tech-info-support to create your ParentVue account.
- Sign up for the ParentSquare app: ParentSquare Sign In for this messaging platform that is used to communicate among MCPS schools, teachers, students, and parents.

How do I enroll my child in school?

- Go to mcpsmd.org/enroll
- Upload:
  - Proof of residency (lease or utility bill)
  - Immunization records
  - Student's birth certificate or passport
  - Parent photo ID
- Submit the form and wait for confirmation

How do I find my child's bus route? Who should I contact if the bus does not arrive?

1. Go to the **MCPS Bus Route Locator**: www.montgomeryschoolsmd.org/departments/transportation/busroutes/
2. Select your school and look for the bus stop closest to you!
   - You'll get:
   - Bus number
   - Stop location
   - Pickup/drop-off times
3. If your bus does not arrive, contact the Department of Transportation at 240-740-6200.

How do I register for sports?

1. Log in to ParentVUE
2. Select Online Registration → Athletics
3. Upload:
   - Completed High School athletics pre-participation form
4. Submit and wait for confirmation from the athletics office.

What health forms are required to attend school?

It depends on the student's grade level, whether they are new to MCPS, and if they participate in sports. Below are the most commonly required forms:

All students

- The Maryland Health Immunization Certificate is required at enrollment for all students and when students receive new immunizations. Mdh_896_form

Pre-K, Kindergarten, or 1st Grade

- Maryland Department of Health Blood Lead Testing Certificate English and Spanish.
- The Health Requirements Form is required for all students in Pre-kindergarten or Head Start programs. MCPS 567-1

New students need a physical and a dental checkup.

- A health assessment or physical is required for new students to MCPS. An updated form should also be completed for sixth-grade students. SR-6, Health Assessment Form
- A Dental Health Form, MCPS 525-17 is recommended for new students.

Students participating in high school sports.

- Students must submit the High School athletics pre-participation form before participating in any school sports.

What if my child needs medication or treatments at school?

- Submit specific medication and treatment forms to your school's health room. These forms are available on the MCPS Health Services website located here: Health Forms - MCPS

For more detailed information and access to health forms, visit www.montgomeryschoolsmd.org/departments/studentservices/mentalhealth/school-health-services

How can I get support if my child requires special education services?

Contact your child's school counselor to arrange a meeting. The counselor will start a process called the Individualized Education Program (IEP) meeting. This meeting will help determine what support your child needs. Learn more about special education at www.montgomeryschoolsmd.org/departments/special-education/common-questions/overview/#overview1.

How do I get help if my child's technology is not working properly? Or if I need help with ParentVUE?

Go to montgomery.service-now.com/csm or email communitytechsupport@mcpsmd.org

You can use this page to search for guides, videos, or get your questions answered through a virtual agent. Please click on the support guide for additional information.

What if I forget my MCPS Google password?

MCPS now uses **Self-Service Password Reset (SSPR)**:

1. Go to sspr.mcpsmd.org
2. Enter your MCPS email (e.g., john.doe@mcpsmd.net)
3. Choose a recovery method: email, text, or security questions.
4. Follow the prompts to reset your password.
5. If this does not work, contact your child's school.

What happens if an immigration agent comes to the School?

- Our schools are and will always remain safe places where every child—regardless of immigration status—is welcomed, valued, affirmed, validated, respected, and loved.
- Under federal law, all children, regardless of their citizenship or residency status, are entitled to a K-12 education, including college counseling services.
- Schools are prohibited, without parental consent, from providing information from a student's file to federal immigration agents unless they have a subpoena.
- Learn more at www.montgomeryschoolsmd.org/departments/deod/immigration-supports/

How can I help if I don't speak English or if I'm not sure how to help my child with school?

- All parents and guardians can support their child's education. You can communicate with your child's school in any language by sending a note to the teacher or a message through ParentVue, Email or call the school.
- You can get answers to most questions in any language at AskMCPS www.montgomeryschoolsmd.org/askmcps-faqs/
- Take free workshops at the MCPS Parent Academy www.montgomeryschoolsmd.org/departments/parentacademy/

How do I earn and submit Student Service Learning Hours (SSL)?

Student Service Learning is a state requirement for all students in grades 6-12. Students must earn 75 SSL hours to graduate from high school and can start earning SSL hours the summer after grade 5.

1. Choose a pre-approved opportunity at bit.ly/SSLOpportunities.
2. Fill out form www.montgomeryschoolsmd.org/departments/forms/pdf/560-51.pdf

Can I change the school my child attends?

Students in Montgomery County are expected to attend the school in their attendance area or the one listed for their Individualized Education Program (IEP). If needed, families can ask for a different school through a Change of School Assignment (COSA). No school change is guaranteed.

You can apply for a transfer in ParentVue. Go to www.montgomeryschoolsmd.org/info/transfers/ for more information.

How do I get homework help for my child?

Call, email, or write a note to your child's teacher to request help. Many schools have resources and support. Also visit www.montgomeryschoolsmd.org/students/homework for additional resources.

Where can I find lunch menus?

You can find the menus for each school at schools.mealviewer.com/district/MontgomeryCountyPublicSchools.

You can get answers to most questions in any language at **AskMCPS**

Call AskMCPS at 240-740-3000

Email at AskMCPS@mcpsmd.org