In an effort to maximize efficiency when troubleshooting reported issues and replying to BCPS One related questions, the BCPS One support model has been expanded to include the Engrade Help Desk.

When users e-mail BCPSOne@bcps.org the BCPS One Project Team will continue to follow up on all e-mail communication to ensure users are being appropriately supported; however, users can also proactively **accelerate their support request by contacting the Engrade Help Desk directly.**

 To resolve an issue as quickly as possible, route requests as follows:

| Issue | Contact | Details |
|---|---|---|
| • You have encountered an error after logging into BCPS One.<br>• You have a question related to how the product works that cannot be answered by your S.T.A.T. teacher or by accessing the BCPS One Manual. | **Engrade Support**<br><br>1-800-305-1367<br><br>or<br><br>support@engrade.com | Include the following information in your communication:<br><br>• Username<br>• Description of problem, i.e. what were you attempting to do, what occurred, etc.<br>• Error messages you received, if any<br>• Browser you are using, i.e. Internet Explorer, Firefox, etc.<br>• Screenshots, if possible or applicable |
| • You have a problem accessing BCPS One when entering your username and password.<br>• You have identified a discrepancy with a roster or student data when comparing STARS/SILK and BCPS One.<br>• You have been notified of a parent access issue relating to parent portal account creation or student verification.<br>• You have a problem accessing Reading Wonders. | **BCPS One Project Team**<br><br>bcpsone@bcps.org | The BCPS One Project Team will investigate the issue you report and get back to you as soon as possible.<br><br><br>Follow up emails should be directed to bcpsone@bcps.org. |

Questions? Email: BCPSOne@bcps.org