

## Zoom Additional Support

<p><b>Zoom Access</b></p>	<p>Some <b>students received a "Meeting for Internal Use Only" message</b> when attempting to log into a teacher's Zoom session via a link. If students encounter this error, <b>have students complete the following steps:</b></p> <ol style="list-style-type: none"> <li>1. Sign on to <b>PGCPS Zoom</b> (Clever or Zoom app for Students)</li> <li>2. Select <b>Join a Meeting</b></li> <li>3. Type in <b>Meeting ID</b> and select <b>Join</b></li> <li>4. When prompted type in the <b>Passcode</b></li> <li>5. Follow on-screen prompts.</li> </ol>
<p><b>Parent Assistance Reset Password</b></p>	<p style="text-align: center;"><b><i>Need to check on your child's grades and attendance?</i></b></p> <p style="text-align: center;">Click here to create an account or reset password  <a href="https://www.pgcps.org/schoolmax-support/">https://www.pgcps.org/schoolmax-support/</a></p> <p style="text-align: center;"><b>Follow Us!</b></p> <p style="text-align: center;"><b>Facebook: PGCPS Department of Family and School Partnerships</b>  <b>Twitter: @PGCPS_DFSP</b>  <b>Alumni Facebook: PGCPS Alumni</b>  <b>Alumni Twitter: @AlumniPGCP</b></p> <ul style="list-style-type: none"> <li>• Email and Text Updates</li> <li>• To sign up for updates or to access your subscriber preferences, please enter your contact information:  <a href="https://public.govdelivery.com/accounts/PGCPS/subscriber/new">https://public.govdelivery.com/accounts/PGCPS/subscriber/new</a></li> </ul>
<p><b>Parent Center Hotline</b></p>	<p>The Parent Center Hotline is available for parents to receive <i>live support, request hotspots, and schedule appointments</i> on <b>Mondays</b> and <b>Wednesdays from 8:00 am - 10:00 am</b> and <b>6:00 pm - 8:00 pm</b>.</p> <p style="text-align: center;">The Parent Center Hotline phone number is 240-696-3315.</p> <p style="text-align: center;">The email address is <a href="mailto:pgcps.family@pgcps.org">pgcps.family@pgcps.org</a>.</p>
<p><b>Distance Learning Support</b></p>	<p>The Distance Learning Support Hotline is available for parents to call for <b>technical support</b> and distance learning assistance. A live person is available <b>Monday - Friday from 9:00 am - 5:00 pm</b>.</p> <p style="text-align: center;">The Distance Learning Hotline phone number is 240-696-6229.</p> <ul style="list-style-type: none"> <li>• For Distance Learning Assistance: Press 1</li> <li>• For Technical Support: Press 2</li> </ul>