⚙MCPS | Teacher Laptop and Monitor Support Guide


Daily Connection

Step 1: Connect USB-C from Monitor to Laptop.

==**Note**: Do NOT connect the USB-C cable from the monitor and the power supply cable simultaneously. The USB-C cable provides power to the laptop from the monitor so there is no need for both. If both are connected it will result in the laptop forcing a restart.==

Step 2: Power on the laptop and monitor (located on the back of the panel).
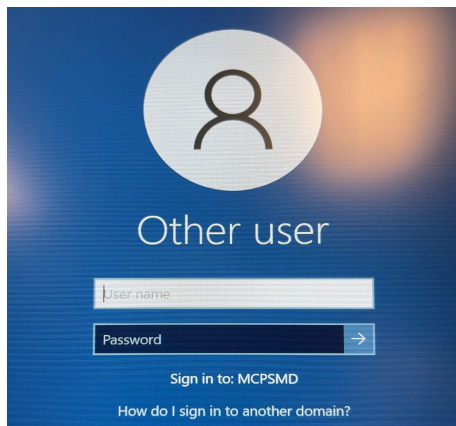
****Monitor will display the laptop view once the device reaches the "Log-in" Screen.
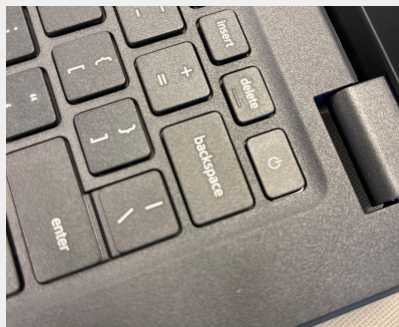
Step 3: Log in to the laptop using your MCPS username and password.
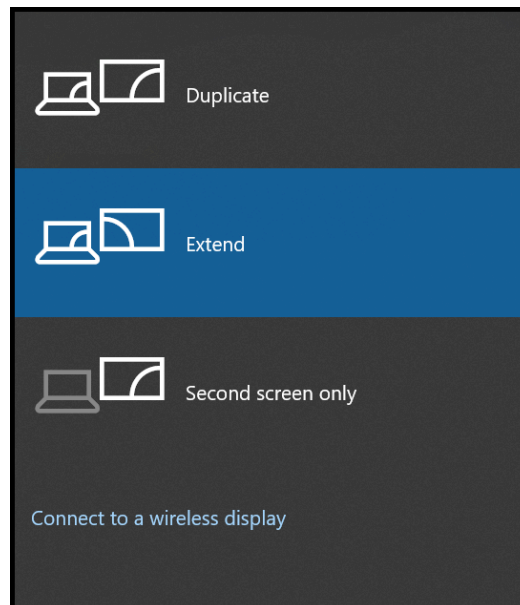
Configurations

Using the monitor as an extended second screen (one-time setup)

Select the Windows key (⊞) + P to pull up the Display menu and select "Extend".

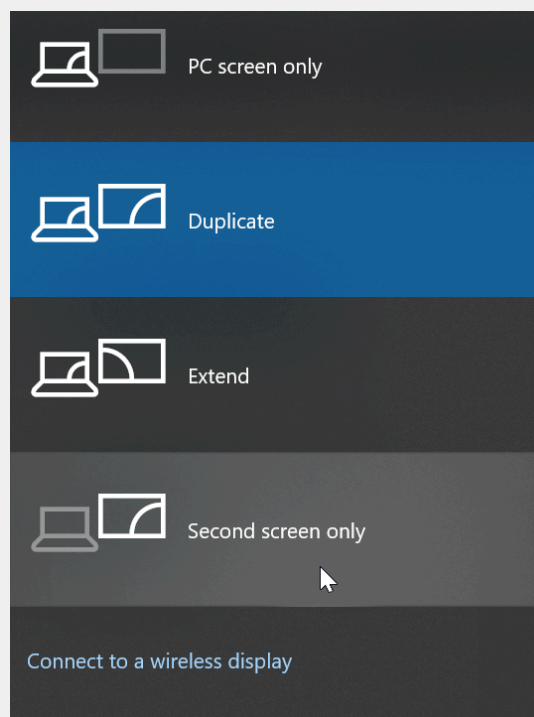In order to view items in the extended desktop, drag them to the right.

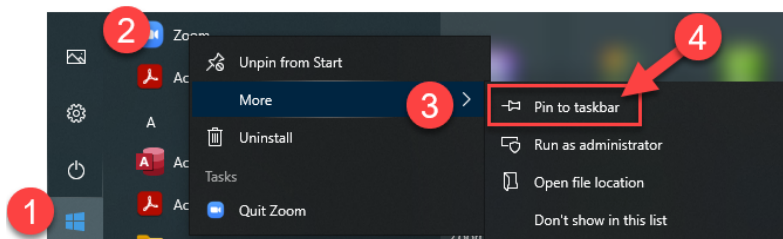**Using the monitor as a duplicated second screen (one-time setup).**

Select the Windows key (⊞) + P to pull up the Display menu and select "Duplicate".

This will display the same screen on both the laptop and the monitor.

PC screen only

Duplicate

Extend

Second screen only

Connect to a wireless display

How do I add frequently used applications to my taskbar?

1. Click on the Windows icon.
2. Right click on a desired application.
3. Choose the "More" option from the menu.
4. Click "Pin to Taskbar"

Unpin from Start

More >

Uninstall

Tasks

Quit Zoom

Pin to taskbar

Run as administrator

Open file location

Don't show in this list

Logging into VPN at Home

A Virtual Private Network (VPN) is recommended for use at home to help provide added security when accessing the MCPS network. Please note that you must be connected to WiFi before performing these steps.

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Step 1: After you have bypassed the "This device is the property of MCPS" screen, select "Sign-in options".
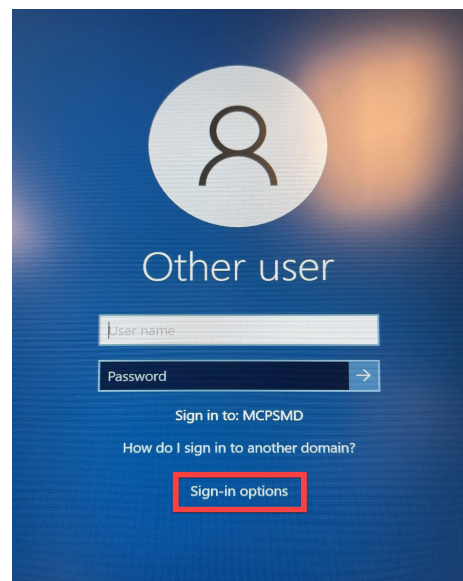
Step 2: Select the Orange shield to log into your device using the "Forticlient" icon. Log-in as normal with your Outlook username and password.
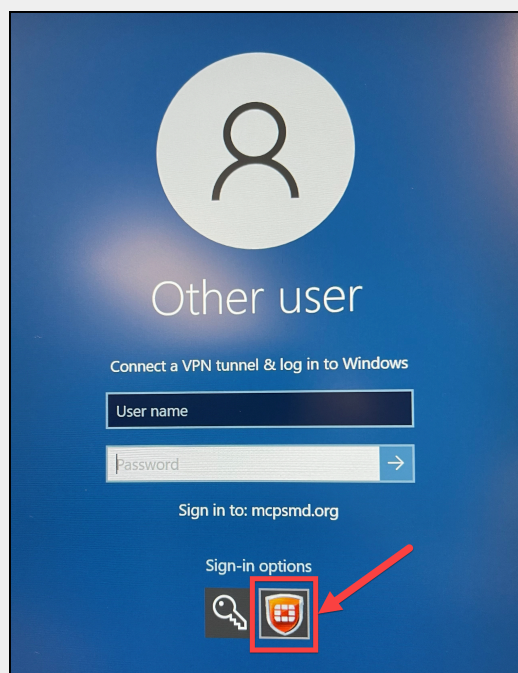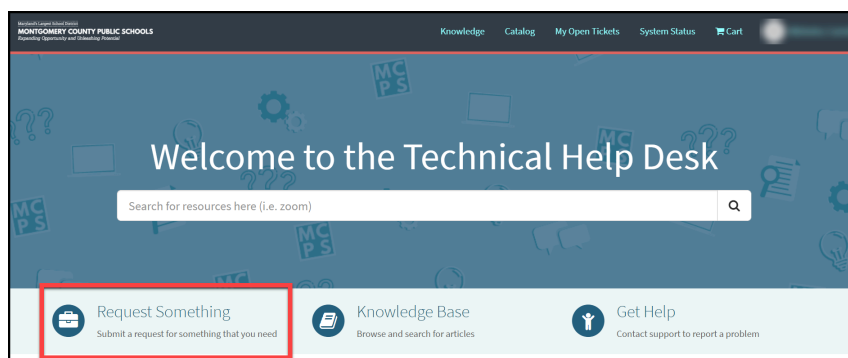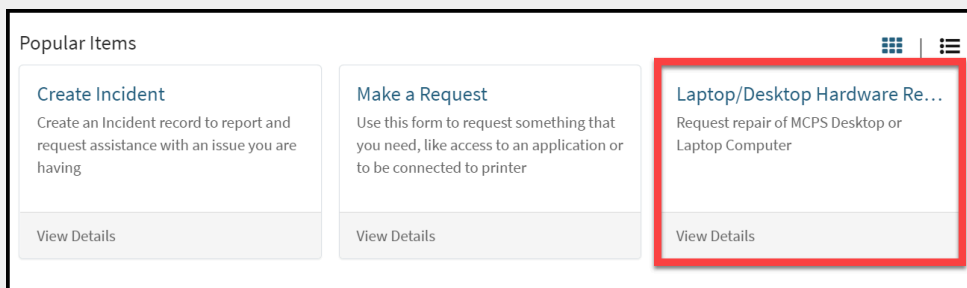

ITSS Support

If you need further support, please contact your ITSS by submitting a Laptop/Desktop Hardware request via the Help Desk Portal. See the directions provided below.

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Step 1: Log into the [Help Desk Portal](#) with your Outlook login credentials. Once logged in, click on **Request Something**.
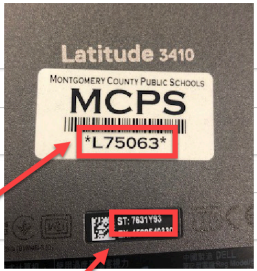
Welcome to the Technical Help Desk

Knowledge   Catalog   My Open Tickets   System Status   🛒 Cart

Search for resources here (i.e. zoom)

Request Something
Submit a request for something that you need

Knowledge Base
Browse and search for articles

Get Help
Contact support to report a problem

Step 2: Within the Service Catalog, click on **Laptop/Desktop Hardware Repair**.

Popular Items

Create Incident
Create an Incident record to report and request assistance with an issue you are having

View Details

Make a Request
Use this form to request something that you need, like access to an application or to be connected to printer

View Details

Laptop/Desktop Hardware Re...
Request repair of MCPS Desktop or Laptop Computer

View Details

Step 3: Once on the Laptop/Desktop Hardware Repair form, complete all **required** fields (noted with *).

This includes **Hardware Properties** for your laptop (see image for laptop properties details).

Hardware Properties

* Computer Make → **Dell**

* Computer Model → **Latitude 3410**

* MCPS Barcode → **See barcode on bottom of laptop**

* Serial Number → **See ST (Service Tag) on bottom of laptop**

* Room Number → **Enter your school room number**

Latitude 3410
MONTGOMERY COUNTY PUBLIC SCHOOLS
MCPS
L75063
ST: 7631793

Step 4: Once finished, click on the blue **Request** button.

Request
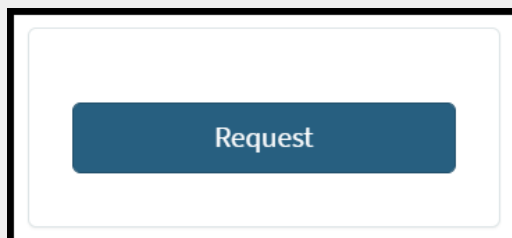
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FAQs

Q: Which school staff will receive a laptop to use?
A: MCEA position teachers will receive a laptop. Other school staff that have positions aligned to the SEIU union, such as para-educators, interpreters, media assistants, building service workers, etc., can have a chromebook provided to them for use.

Q: Will cases for teacher laptops be provided?
A: Laptop cases have been ordered and will be delivered to schools soon.

Q: Will teacher laptops connect with school printers?
A: Yes

Q: Can teachers bring their laptop home?
A: Yes, teachers can bring their laptops home for use at any time. However, teachers need to bring their laptops back into school each day since that is the only personal device they'll have for use while in their classroom. The laptop is used to dock into a classroom monitor which will display content onto the Promethean Board or other interactive panel.

Q: What happens if a teacher has brought their laptop home overnight and unexpectedly is unable to come to work the next day to teach, for example, if they or their child become sick requiring them to stay home or be elsewhere?
A: Each school has been provided with extra laptops that can be brought into a classroom for use on a given day when needed.

Q: Are extra teacher laptops provided to schools?
A: Yes, schools are provided with 20% more teacher laptops than the amount actually needed for the 1-to-1 ratio of teacher to laptop.

Q: Will extra teacher laptops be provided in a cart for storage?
A; No, schools are responsible for deciding how/what storage options work best for them.

Q: Will any extra classroom monitors be provided to schools?
A: No

Q: I don't have the Unplug'd app installed on my laptop. How do I connect my laptop to my Boxlight interactive panel?
A: Right now you will need to connect your laptop and Boxlight via cable. If you want the Unplug'd app installed on your laptop to enable casting from your laptop to the Boxlight, connect with your school ITSS to have the app installed at your school.