

VILLA CRESTA ELEMENTARY SCHOOL

410-887-5275

2600 Rader Avenue, Parkville, MD 21234

Fax: 410-887-5277

September 8, 2020

Good Morning Villa Cresta Families,

We are receiving reports that a portion of our families are having difficulties signing in using their BCPS credentials. From what we can determined, it appears to be a county wide issue. At this time, we are receiving more calls and emails that can be answered or responded to in a timely manner. We encourage all families who have been unable to logon to their devices to send an email to their teacher letting them know.

If your child has been able to log in to their device and can sign in and can get to BCPS One, but not able to access Google Meets we are hearing of families that have been able to go to Internet Explorer and downloading Google Chrome.

Please be patient with us as we navigate this new type of education. Many of our classes are full and most of our families did not experience any issues. However, we also are aware some of you are experiencing these challenges. We understand your frustrations and please contact the BCPS helpdesk by submitting a ticket for support. School staff has been unable to determine why this is occurring for some of our families.

Thank you again for the support many of you have shown us. Knowing that you are behind us means more than you know. I will keep you updated of any new developments that may assist in your attempts to log on to your devices.

Take care,

Jenny Rohrbaugh, Principal