



# For Building Services

*from the Technical Help Desk*

## Welcome to MCPS!

The Technical Help Desk is providing the following Tech Tips to assist and guide you through some of the common MCPS applications such as:

- myID
- Setup Direct Deposit
- Outlook E-mail
- Maximo
- ePaystub
- Professional Development Online (PDO)

### myID

When you receive your temporary password, you are required to reset the password in **myID**, the MCPS password management system.

1. Go to <https://www.montgomeryschoolsmd.org/myid/>
2. Click **Register for Password Self Service**
3. **Sign in** with your username and temporary password  
**NOTE:** If you are using a personal computer enter mcpsmd\ in front of your user name (example: mcpsmd\smithjoh)
4. Click **next**
5. Enter your **temporary password**, click **next**
6. **Answer** at least 3 security questions and click **next**
7. Once you are registered go to <https://www.montgomeryschoolsmd.org/myid/> > click **Forgot Password**.
8. Enter your **username**, click **next**
9. **Answer** your security questions, click **next**
10. Change your password

Your MCPS **User Name** (also referred to as: User ID, Outlook User Name, Log in ID) remains with you throughout your career at MCPS. However, your Outlook **password** must be changed every 120 days. An email reminder will be sent to your MCPS Outlook email account 2 weeks prior to expiration.

## Employee Self-Service to set up Direct Deposit

- 1 Visit the Direct Deposit web page at:  
<https://www.montgomeryschoolsmd.org/departments/ersc/employees/pay/direct-deposit.aspx>
- 2 Click the **Quick Start Guide** link to access detailed enrollment instructions. You also may wish to read **Frequently Asked Questions** about direct deposit.
- 3 Next, click on the **Employee Self-Service (ESS)** link.
- 4 Click on **My direct deposit** found under the green My Pay banner.
- 5 **Sign in** using your MCPS username (example: smithjoh) and password.

## MCPS Outlook E-mail:

- 1 Go to <https://outlook.mcpsmd.org>
- 2 Enter your **username@mcpsmd.org** and **password**
- 3 Click the **Sign in** button and follow the on screen directions to set up your mailbox.

## Maximo (Maintenance Work Order System):

### **How do I get a Maximo Account?**

For a basic level of access to Maximo (like school users have), [send an e-mail to Richard Cox](#) requesting a Maximo account. Include your employee ID#, work phone number, work location, and position.

Mr. Cox will send an e-mail reply that contains your new Maximo account information.

For an advanced level of access to Maximo, contact Richard Cox 301-548-7531 to discuss your needs. He will identify the most appropriate level of access and give additional information for creating your new account.

### **How do I access Maximo from my school desktop?**

The web address for Maximo is: <https://maximoprod.mcpsmd.org> you can type the address for Maximo directly into your internet browser address bar. Contact your schools computer person (ITSS) to either have a shortcut placed on your desktop or Maximo listed on your favorites list.

### **Need more help with Maximo?**

See:


<http://www.montgomeryschoolsmd.org/departments/facilities/maintenance/services/automation.aspx>

## ePaystub

To access your ePaystub:

1. **Go to** <https://epaytax.mcpsmd.org/login.aspx>
2. **Login** using your user name (example: smithjoh) and your Outlook password
  - a. **NOTE: Do not use @mcpsmd.org after your user name when logging into systems other than Outlook**

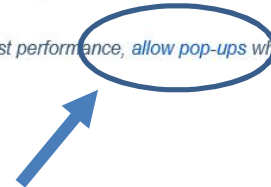
3. On the left under **View My Documents** click on **My ePaystub**
4. Under View, to the right of the date of the paycheck, click on the **magnifying glass**
5. Enter your **employee id** number
6. Under “Generate New Security Code” **enter the security code** shown in the blue box above
7. Click on **Submit**

**Important:** If you cannot get past the security screen, your browser might be blocking our page from popping up. You need to allow our page to use pop-ups. An easy way to do this in Internet Explorer is to click allow pop-ups on the banner that appears at the bottom of the screen. In Chrome you will see “pop-up blocked” to the right in the address bar (  ) click it and choose “always allow pop-ups from epaytax.mcpsmd.org”.



## Employee Self-Service

(For best performance, allow pop-ups when using ESS.)



### Need more help?

<http://www.montgomeryschoolsmd.org/uploadedFiles/departments/ersc/employees/employee-self-service/pop-up%20blocker%20instructions.pdf>

## Professional Development Online (PDO)

To access PDO:

1. **Go to** <https://pdo.mcpsmd.org/>
2. **Login** using your user name (example: smithjoh) and your Outlook password

**NOTE:** New hires will need to wait 24 hours after their hiring date before attempting to log into PDO

To sign up for a training in PDO:

1. Enter one or two keywords under **Course Search**.
2. Click **Search**.
3. Click the **Section Title** (in blue lettering) of the section you choose to attend and the course detail page opens.
4. Click **View All Sections** (if present).
5. Click **Register**.
6. Click **Next**.
7. A **confirmation screen** appears confirming your enrollment in the class.

## Important Message: Computer and Email Security

- Do not leave your computer unattended while you are logged in
- You can lock the computer at any time by pressing the Windows logo key+L on your keyboard
- It is a security violation if you share confidential access credentials provided to you by MCPS

By logging into a computer or account supplied by MCPS you acknowledge you have read [MCPS Regulation IGT-RA](#) (User Responsibilities for Computer Systems and Network Security), and understand its contents. Violation of the regulation is unethical and may be a criminal offense. Should

you commit any violation, your access privileges may be revoked, disciplinary action may be imposed, and/or appropriate legal action may be taken.

- What are “phishing” email messages? An attempt to gain sensitive, confidential or personal information such as usernames, address, phone numbers or passwords from a mail recipient
- Typically, the message appears to be legitimate and/or from a trusted source

It is important that you know that MCPS network administrators will NEVER ask for your password. If you receive a suspicious email, please forward the email to [abuse@mcpsmd.org](mailto:abuse@mcpsmd.org). Do not reply to the email and do not click on the link. If you do accidentally fall for a phishing scam it is very important that you change your password immediately and notify your school's technical support staff.

## **Technology Help is Available**

Many technical and non-technical questions can be answered by using the search site feature on the MCPS website ([www.montgomeryschoolsmd.org](http://www.montgomeryschoolsmd.org)).

**Self Help:** Many user guides and answers to common FAQ's can be found on the Help Desk's webpage (<http://www.montgomeryschoolsmd.org/departments/helpdesk/>)

### **Technical Help Desk can be reached by:**

1. **E-mail:** Help\_Desk@mcpsmd.org
2. **Call:** 301-517-5800 , 7 am to 5 pm Monday-Friday
3. Submit your own ticket by going to the Unicenter Service Desk (USD). Step by step directions can be found at:  
<http://www.montgomeryschoolsmd.org/departments/helpdesk/unicenter.aspx>

**Note:** The Technical Help Desk experiences an overwhelming volume of requests for assistance during the first few weeks of school. ***Please do not duplicate requests for help.*** We will respond to each inquiry as quickly as possible. Thank you in advance for your patience.