



For Building Services

from the Technical Help Desk

Tech Tips to help you access:

- Human Resources Online (HRO)
- Outlook E-mail
- Maximo

Human Resources Online (HRO) to setup Direct Deposit:

To access HRO, go to the MCPS website and search by using keyword “HRO” and choosing “Direct Deposit Information” or use the following link:

<http://www.montgomeryschoolsmd.org/departments/ersc/employees/pay/direct-deposit.aspx>

Username:
Password:

 **Montgomery County Public Schools**
HRO Human Resources Online

Powered by Truenorthlogic

Enter your MCPS username (example: scottj07) and password. Click “Log in”

Need more help? The **HRO quick start guide** can be found on the Direct Deposit page of the MCPS website or by going to the following link:

http://www.montgomeryschoolsmd.org/uploadedFiles/departments/ersc/employees/pay/direct_deposit_quick_start.pdf

MCPS Outlook E-mail:

- 1 Go to <https://outlook.mcpsmd.org>

Montgomery County Public Schools

Sign in with your organizational account



The image shows a sign-in form with two input fields. The top field is labeled 'Username@mcpsmd.org' and has a red arrow pointing to it from the left. The bottom field is labeled 'Password'.

Sign in

- 2 Enter your **username@mcpsmd.org** (example: **scottj07@mcpsmd.org**)
- 3 Enter your **password**
- 4 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: <http://maximo.mcpsmd.org/>. You can type the address for Maximo directly into your internet browser address field. 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>

E-Paystub

1. Go to: <http://www.montgomeryschoolsmd.org/departments/ersc/employees/employee-self-service/>
2. Under \$My Pay click on “**My ePaystub**”

3. **Log in** using your user name (example: scottj07) and your Outlook password
4. On the left under View My Documents click on **My ePaystub**
5. Under View, to the right of the date of the paycheck, click on the **magnifying glass**
6. Enter your **employee id number**
7. Under “Generate New Security Code” **enter the security code** shown in the blue box above
8. Click on **Submit**

Note: If your browser is 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, right click it and choose “always allow pop-ups from epaytax.mcpsmd.org”. Need more help? See:

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

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. 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 feature on the MCPS website (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. **Create a request for help via Unicenter Service Desk (USD):**
<https://sdmit.mcpsmd.org/CAisd/pdmweb.exe>

Step by step directions at: <http://www.montgomeryschoolsmd.org/departments/helpdesk/unicenter.aspx>

2. **E-mail:** Help_Desk@mcpsmd.org
3. **Call:** 301-517-5800 (Mon-Fri 7 am to 5 pm, except holidays)

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.