Updating your Devices -

Good afternoon parents –

I am aware of the difficulty and frustration you are having trying to update your devices and I apologize for this. I can tell you many parents and students have met with success. Regardless, I spoke this morning to our DOIT department from BCPS and a technician was sent to Hereford High to identify the locations for the strongest wifi  signal locations. They informed me that two antennas ( brown flat waffle looking items) are active on both sides of the English wing and we have marked the strongest wifi signal locations coming from these antennas with a series of orange cones and signs.  Please park in these areas and you should be able to complete the updates.  The second best location is along the English classrooms on the south side of the building opposite the corn field.   I am also including the link to the updated directions Ms. Hickman sent out previously along with her tips below.  I hope this is helpful and again, I apologize for this frustrating situation.

* Your device should be fully charged.
* When you get to the school, you will need to get out of your vehicle, and walk close to the building with your device.  We have found that the strongest access to our Wireless Internet can be found right outside of the entrance to the English Wing.
* **The device must be turned on and connected to the "BCPS-Secure" Internet for a full 15 minutes before restarting.**  **You will not get a notification when it is finished updating, so you will need to wait the entire 15 minutes to be sure it has had ample time to download all updates**.
* After 15 minutes have passed, restart your computer and continue to follow directions attached to ensure your computer is ready for the 2020-2021 school year.

Additional directions are provided by accessing this link:

[FirstLogInDirections\_2020.pdf](http://track.spe.schoolmessenger.com/f/a/fioKUXHDuLVYvtJ5TwQW4Q~~/AAAAAQA~/RgRhLoykP0R1aHR0cHM6Ly9tc2cuc2Nob29sbWVzc2VuZ2VyLmNvbS9tLz9zPXpYNGJyVW5Pd2tnJm1hbD02MmJmZTkwOTljNjk3YTk2Y2ZhY2Q3NTk5MWE3ZGFiZGE5ZjE0ZTFkOWRhOWFjYWY3MTRmMmI5NGI3NTU5OGMyVwdzY2hvb2xtQgoARyRZTV_dbZAIUg9zdGVubHlAYmNwcy5vcmdYBAAAAAE~)