## Zoom Additional Support

### Zoom Access

Some **students received a "Meeting for Internal Use Only" message** when attempting to log into a teacher's Zoom session via a link. If students encounter this error, **have students complete the following steps:**

1. Sign on to [PGCPS Zoom](#) (Clever or Zoom app for Students)
2. Select **Join a Meeting**
3. Type in **Meeting ID** and select **Join**
4. When prompted type in the **Passcode**
5. Follow on-screen prompts.

### Parent Assistance

**Need to check on your child's grades and attendance?**

Click here to create an account or reset password
https://www.pgcps.org/schoolmax-support/

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### Parent Center Hotline

The Parent Center Hotline is available for parents to receive live support, request hotspots, and schedule appointments on **Mondays and Wednesdays from 8:00 am - 10:00 am and 6:00 pm - 8:00 pm.**

The Parent Center Hotline phone number is 240-696-3315.

The email address is pgcps.family@pgcps.org.

### Distance Learning Support

The Distance Learning Support Hotline is available for parents to call for technical support and distance learning assistance. A live person is available **Monday - Friday from 9:00 am - 5:00 pm.**

The Distance Learning Hotline phone number is 240-696-6229.

- For Distance Learning Assistance: Press 1
- For Technical Support: Press 2