The following is information from Library Support Services regarding MyOn access over the summer.

* All currently enrolled K-12 students will continue to have access to myON over the summer through the start of the school using their school network ID and password.
* All updates to school/teacher/grade will be made in August.
* New FCPS students will be added in August.

**myON Tech Support:**

* Summer support for parents will be provided by myON as done in previous years.  myON support will only direct users to FCPS Support for login issues.

Live Tech Support:   **888-728-1266**

Hours: 6:30am – 6pm (CT), Monday – Friday only

* Starting July 1st  from 7:30 a.m. - 5:30 p.m. (CT)
* Starting August 5th  from 6:30 a.m. – 7:00 p.m. (CT)

*Note: Closed on July 4th in observance of Independence Day ---*

**Email:** **support@myon.com**

**Summer Program – What to Expect?**

* All students and teachers who are enrolled in, or employed by, FCPS summer programs will have their myON account transferred to the summer program site. The myON login will be the student or teacher’s 2018-19 FCPS network username and password.
* If teachers are at more than one summer program site and need access to myON, please submit a RequestIT ticket to get access to both schools.
* If students attend summer program courses at different locations, their myON login will use the school from the first program site until summer program ends.
* If a student only attends one summer program course, the myON login will use the school for that program site.  Once the program ends, the student should go back to using their base school site to access myON.
* All students will lose access to myON starting on  August 2, to allow IT to prepare accounts for the start of school. Teachers will retain access if they remain at the same school using their network username and password.
* Teachers will assist students with regaining access to myON at the start of school.  A reminder that the myON login will be the same as the student’s network username and password and will be distributed, as was done for the 2018-19 school year.

Students enrolled in a summer program through OnCourse will be added to MyON during the summer program.