

# ClassLink

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# Intro to ClassLink

ClassLink is the single-sign-on portal for Princeton ISD which facilitates logins to district web resources. It also enables file access from home. Please see the video below for a brief introduction to ClassLink.

This video talks about linking your Google account to ClassLink. This step is no longer needed.

# Troubleshooting Single Sign-On

If a student has trouble signing in to an app in ClassLink please check the following.

## For Managed SSO Apps

Managed SSO apps are apps that technology is responsible for managing. A full list of Managed SSO apps can be found [here](#).

### **The student is prompted for credentials when launching the app.**

This behavior indicates that the student does not have an account within the app or that the account credentials have not been imported yet. Most imports run nightly so this issue is usually resolved automatically within a day. Certain apps like MSTAR may take longer because accounts cannot be imported into ClassLink until after they are processed by MSTAR. These apps can take up to two days to be resolved.

### **The student receives an Incorrect Password error from the app**

This behavior is most likely related to one of the following problems

**The account has been imported into ClassLink but has not been created in the app yet. Apps that do not support automatic imports will experience this issue.**

Put in a HelpDesk ticket with the name of the student and the name of the app. Technology will then do a manual import which will resolve the issue.

**The student has saved an incorrect password in ClassLink which overrides the password that technology has imported.**

1. Right click on the app in ClassLink.
2. Click **Update Password**.
3. Click **Delete**.
4. Click **Ok**.

This will cause the password to revert to the one that Technology imported for the student.

**The account exists in both systems but the password is incorrect/has been changed in the app.**

If you are able to see the student in your roster in the given app, put in a HelpDesk ticket with the name of the student and a note indicating that they have an account but are unable to log in

## For Unmanaged SSO Apps

Unmanaged SSO apps are apps that technology does not manage. These apps will prompt the student for login credentials the first time they launch the app. These credentials will be used for every subsequent login.

### **The student receives an Incorrect Password error from the app**

1. Right click on the app in ClassLink.
2. Click **Update Password**.
3. Change the username and password to the correct values.
4. Click **Submit**.

### **No students are able to log in to the app. Passwords are entered correctly into ClassLink**

Please put in a HelpDesk ticket which includes the name of the App and valid test credentials for the app so that Technology can correct the issue.

# Managed Websites and Applications

Auto Fill applications require the [ClassLink OneClick Extension](#).

Crossed out applications are no longer provided by the district.

Application	Import Type	ClassLink	SSO Type	Notes
Accelerate Learning	Automatic	Yes	Auto-Fill	
Discovery Ed	OneRoster	Yes	OAuth2	
Edgenuity	OneRoster	Yes	SAML	
ESTAR/MSTAR	Automatic	Yes	Auto Fill	Requires a valid State ID.
Google	Automatic	Yes	SAML	See <a href="#">this article</a> for details.
HMH, HRW, ED	OneRoster	Yes	SAML	
Imagine Learning	Manual	Yes	Auto-Fill	
iStation	Automatic	Yes	LTI	Requires a valid State ID.
IXL	Automatic	Yes	<b>Google SSO</b> or Auto Fill	<b>Sign in with Google is supported for all users.</b> Teacher passwords are set by the teachers. Student passwords are set by the import but can not be enforced.
McGraw Hill	Automatic	Yes	SAML	
MySciLearn	Manual (Campus)	Yes	Auto-Fill	Prompts for Auto-Fill password on first launch.
SAVVAS	OneRoster	Yes	SAML	
Schoology	Automatic	Yes	SAML	

Study Island	OneRoster	Yes	Auto Fill	
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# Using ClassLink at Home

ClassLink required a browser extension to do automatic logins to certain services. If you are trying to use a service that logs you in automatically when you are at school but does not log you in automatically when you are at home then you will need to install the extension in order to use these services. In order to install the extension you will need to know what browser you are using.

You can use this website to find out: [www.whatsmybrowser.org](http://www.whatsmybrowser.org)

## Chrome

1. [Click here](#)
2. Click **Add to Chrome**
3. Click **Add extension**

## Edge

1. [Click here](#)
2. Click **Get**
3. Follow the prompts to install
4. You may need to restart Edge to activate the extension

## Firefox

1. [Click here](#)
2. Click **Add**
3. Click **Okay, Got It**

## Internet Explorer

We highly recommend using a browser other than Internet Explorer due to compatibility issues with many websites.

1. [Click here](#)
2. Click **Run**

3. Follow the prompts to install
4. Wait for the install to finish
5. Return to Internet Explorer and click the gear icon in the upper-right corner of the window
6. Click **Manage Add-ons**
7. Click on the extension labeled **ClassLink.Extension**
8. Click **Enable**
9. Click **Close**

## Safari

1. [Click here](#)
2. Once the App Store opens click **Get**
3. Follow the prompts to install
4. You may need to restart Safari to activate the extension