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.

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