ClassLink Troubleshooting Steps

To streamline the support process, the Information Systems, Teaching and Learning, and Technology departments have put together this document to formally define the support process for application access, as well as teacher and student account issues. Before proceeding, please keep the following in mind as absolute facts:

- **All** student accounts as assigned to schools based on what is in each school's Master Schedule.
- Applications for **all users** are assigned to classes, based on their enrollment as a student or teacher.
- If a user's e-mail in JCampus does not match their actual e-mail address, they will not be able to log into any applications that are rostered through ClassLink.
- Data is only exported from JCampus once per day in the evening. This means that there will be a delay of one day between a student being put in the master schedule and the student getting their new account and application assignments.

With the above in mind, here are our recommended troubleshooting steps that we encourage every staff member to follow:

1. Check JCampus: is the student rostered to your school and in a class? Does all of the information in JCampus match their actual information (spelling, e-mail address, etc.)
   a. If a teacher is unable to log in to ClassLink at all, first confirm they are entering their credentials correctly, then e-mail nickb@npsb.la
   b. If a student is having issues logging in, confirm that credentials are being entered correctly, then have their teacher reset the student's password through "My Classes". Instructions for teacher-student password resets are linked here.
   c. If a teacher can log in to ClassLink but does not have a "Backpack" or is not able to sign in to other applications in ClassLink, see step 2, while verifying that the teacher is in the Master Schedule as a teacher for at least one class.
2. If JCampus information is correct, verify that it has been at least one day since the data has been entered. If JCampus information is incorrect, notify your school secretary and administration so that it may be corrected.
3. Verify that the device being used is up to date with the highest available version of iPadOS.
   a. If the device is up to date, first try reinstalling the relevant application, then restart the iPad.
   b. If an error is still occurring, try using a different iPad.
4. Once the above steps have been followed, including allowing at least one day from the known time the student data was entered, please follow the following points of contact:

iPad/Hardware Issues	IPadHelp@npsb.la
Account Issues (cannot log in to Outlook / ClassLink / iPad)	Teacher Accounts: e-mail nickb@npsb.la or edwardn@npsb.la Student Accounts: **RESET THE PASSWORD FIRST** then nickb@npsb.la

Curriculum Application Access (But user can log in)	Science Jessie Church: Jessie.Church@npsb.la ELA Aly Erikson: aerikson@npsb.la Math Catherine McClinton: cmcclinton@npsb.la Social Studies Jennifer Martin: jmartin@npsb.la
JCampus Data incorrect **and** not able to be corrected at the school level	Adrienne Theus: adrienne@npsb.la Heather Von-Heimburg: Heather.VonHeimburg@npsb.la