

## STUDY ISLAND CLASSLINK TROUBLESHOOTING GUIDE

There are many things that could affect a user not being shared from Classlink into Study Island. Classlink is a rostering management system that enables users to launch into Study Island interface without having to login directly to the Study Island site. Use this guide to troubleshoot any issues with Classlink and the connection to Study Island.

**1.** Ensure that the integration is complete within the district. Pull up the District Account in Salesforce and locate the “Customer Integrations” Tab for Study Island. If this shows status **(8. Complete)** then you can progress to the next step, but if it contains any other status, the clever administrator will need to work with the Technical Services team to ensure the data is connected appropriately.



Customer Integrations				
4 items • Sorted by Status • Updated a few seconds ago				
<input type="checkbox"/>	Customer Integration Num...	Platform	Integration Type	Integration Vendor
1	<input type="checkbox"/> CusInt-1846	Study Island	Classlink	ClassLink
				Status ↑
				8. Complete - Implemented

**2.** Locate the status of their mappings to determine if events are processing or a location needs to be mapped. You can find information by navigating to the district in Alan Pro and logging in to a full access district administrator's account. Select Roster Management > Select 3<sup>rd</sup> Party Rostering > Select Map Schools. If you see a drop-down window, a blue sync button, or are missing the location entirely pass this over to specialists.

School Mappings

To map a school, choose the ClassLink school which matches the Study Island school on the left.

Study Island School Name	ClassLink School Name	Sync Status	Sync Classes?	Actions
BAILLY ELEMENTARY SCHOOL	Bailly Elementary School	✓	Yes	Reset Resync
BRUMMITT ELEMENTARY SCHOOL	Brummitt Elementary School	✓	Yes	Reset Resync
CHESTERTON HIGH SCHOOL	Chesterton Senior High School	✓	Yes	Reset Resync
CHESTERTON MIDDLE SCHOOL	Chesterton Middle School	✓	Yes	Reset Resync

Ask the following questions: Where are they expecting the user to be shared? Is the location synced within the Roster Management Tab at the district level? \*It is helpful for a specialist to resync the location in the district portal for Study Island and bring over all the current information as shared by Classlink to see if this resolves the issue.

If a location doesn't exist in Study Island you may want to make sure the location has "Roster Management" selected within Alan Pro. Go to the District in Alan Pro > Select Schools > Select the

School that is missing the Study Island > Select "Edit" > Select Roster Management > Select Submit

LIBERTY INTERMEDIATE SCHOOL

Subscription Details

Active Product: Study Island

LIBERTY INTERMEDIATE SCHOOL (SI2380443)  
03/14/2016 - 08/31/2020

Features:

- Study Island NWEA MAP Link
- Roster Management

IN

- 2nd Grade Standards Mastery
- Math (2014 Standards)
- English/Language Arts (2014 Standards)
- Social Studies (Academic Standards)
- Science (Academic Standards)
- 3rd Grade Standards Mastery

Order Type: ☒ New ☐ Renewal ☐ Adjustment ☐ Add-on ☐ Edit Trial ☐ Training

Transaction Type: ☒ PO ☐ CC ☐ Check ☐ LOI ☐ Alter Products ☐ Alter Dates ☐ Alter

Maint Fee: 0.00

Training: ☐ Yes ☒ No (Send email to training)

Details:

School Name: LIBERTY INTERMEDIATE SCHOOL

North Star: ☐

Keystage 3: ☐

Country: US

State: IN

Order #

(PO):

Maintenance Fee: 0.00

Start Date: 03/14/2016

End Date: 08/31/2020

DEACTIVATE

Deactivate

Product Selection

Select A Country: US Select A State: IN

[Check All] [Check None] ☒ By Grade ☐ By Subject

- ☒ 2nd Grade Standards Mastery
  - ☒ Math (2014 Standards)
  - ☒ English/Language Arts (2014 Standards)
  - ☒ Science (Academic Standards)
  - ☒ Social Studies (Academic Standards)
- ☒ 3rd Grade Standards Mastery
  - ☒ Math (2014 Standards)
  - ☒ Math (2014 Standards) - Benchmark
  - ☒ English/Language Arts (2014 Standards)
  - ☒ English/Language Arts (2014 Standards) - Benchmark
  - ☒ Science (Academic Standards)
  - ☒ Social Studies (Academic Standards)
- ☒ 4th Grade Standards Mastery
  - ☒ Math (2014 Standards)
  - ☒ Math (2014 Standards) - Benchmark
  - ☒ English/Language Arts (2014 Standards)
  - ☒ English/Language Arts (2014 Standards) - Benchmark
  - ☒ Science (Academic Standards)
  - ☒ Social Studies (Academic Standards)

States With Products: US - IN, US - US

Features:

Study Island NWEA™ MAP® Link: ☒

Roster Management: ☒

Action

Submit

Resetting a location may be required to initiate a hard resync. This breaks the connection for the location and their association of Classlink to Study Island so generally when completing these steps you'll want to work with a District Admin on scheduling a time to walk them through this process. **If you reset a school the students will be unable to login via Classlink.**

### School Mappings

The school mapping was cleared.

To map a school, choose the ClassLink school which matches the Study Island school on the left.

Study Island School Name	ClassLink School Name	Sync Status	Sync Classes?	Actions
BAILLY ELEMENTARY SCHOOL	Bailly Elementary School	✓	Yes	Reset Resync
BRUMMITT ELEMENTARY SCHOOL	Brummitt Elementary School	✓	Yes	Reset Resync
CHESTERTON HIGH SCHOOL	Chesterton Senior High School	✓	Yes	Reset Resync
CHESTERTON MIDDLE SCHOOL	-	✗	No	Match School
CHESTERTON MIDDLE SCHOOL	Chesterton Middle School	✗	Yes	Reset Sync

**3.** Locate the user within the Study Island account. I find doing an export at the district level is the easiest way to get a collection of the data. Select Roster Management > Select Manage Users > Select Export Users > Define your fields and export. Is the user at the correct location? Is the user listed as deactivated? **What is their SIS & State ID?** The SIS or State ID will serve you in searching for the

{{Source ID}} within Classlink.

#### Helpful questions here are listed below:

Is the user associated with two locations within Classlink?

When was the user added to the system?

### CLASSLINK AND THE SHARING RULES SET

4. Utilize Classlink portal to determine the sharing rules set. Navigate to <https://dev.classlink.com/> and enter your credentials. Navigate to One Roster > Search for the District > Select “click to preview” under the District name > Select Users on the left-hand nav > Search for the Source ID or Username of the user affected (**this must be exact**). If the user does not populate then work with the Clever Admin on the Source ID they see for the user. If you or the administrator cannot find the user within Classlink they will need to work with Classlink Support. If the user is found, then you’ll need to move to the next step to ensure they are shared to a single location.



5. Utilize the “Swagger page” in Classlink to determine if the user is assigned to two locations. Navigate to <https://dev.classlink.com/> and enter your credentials. Navigate to One Roster > Search for the District > Select “green key icon” next to the District > Copy the endpoint URL and paste in a new window > Select API in the upper right-hand corner.

OneRoster


API KEY: [click to show](#)

[Request Sandbox Access](#)

Search:

Tenant Id ^	Tenant Name	State	Name	Authentication Details	Version	Advanced
1447	Duneland SD <a href="#">click to preview</a>	Indiana	 Edmentum – Study Island	application_id: b2cYosogPeg%3D access token: <a href="#">click to show</a>	2.0	

#### Authentication Details




**client\_id** 63475bb3b6fab2be99

**client\_secret** eb2dd31f1ffa91f3791fe

**endpoint\_url** https://dunelandsd-in-v:

ADMIN **API** ABOUT




## ClassLink ROSTER SERVER

Freeing educational information with open standards  
Sharing roster information with free software

#### You are now at the Swagger Page!

Copy the Client\_ID and Client\_Secret as shown from the green key icon on the previous Classlink page and paste into the fields respectively > Select Explore > Expand Rostering Option > Select GET/ims/oneroster/v1p1/teachers/{id}


**ClassLink OneRoster API**

OneRoster v1.1

Explore


63475bb3b6fab2be99c1b01

eb2dd31f1ffa91f3791fe118

GET	/ims/oneroster/v1p1/schools/{id}/enrollments	getEnrollmentsForSchools
GET	/ims/oneroster/v1p1/schools/{id}/students	getStudentsForSchool
GET	/ims/oneroster/v1p1/schools/{id}/teachers	getTeachersForSchool
GET	/ims/oneroster/v1p1/schools/{id}/terms	getTermsForSchool
GET	/ims/oneroster/v1p1/schools/{school_id}/classes/{class_id}/enrollments	getEnrollmentsForClassInSchools
GET	/ims/oneroster/v1p1/schools/{school_id}/classes/{class_id}/students	getStudentsForClassInSchool
GET	/ims/oneroster/v1p1/schools/{school_id}/classes/{class_id}/teachers	getTeachersForClassInSchool
GET	/ims/oneroster/v1p1/students	getStudents
GET	/ims/oneroster/v1p1/students/{id}	getStudent
GET	/ims/oneroster/v1p1/students/{id}/classes	getClassesForStudent
GET	/ims/oneroster/v1p1/teachers	getTeachers
GET	/ims/oneroster/v1p1/teachers/{id}	getTeacher

Enter Teacher ID in "ID" Value and select "Try it Out" > Search Response Body box for "orgs" to identify if teacher is in multiple locations.

## EXAMPLE:

 **ClassLink OneRoster API** OneRoster v1.1 [Explore](#) 63475bb3b6fab2be99c1b0 eb2dd31f1ffa91f3791fe118

### Parameters

Parameter	Value	Description	Parameter Type	Data Type
id	43099	An identifier from [learningdata/v1p1/teachers]	path	string

[Try it out!](#) [Hide Response](#)

### Curl

```
curl -X GET --header 'Accept: application/json' --header 'Authorization: OAuth oauth_callback="about%253Ablank", oauth_consumer_ke
```

### Request URL

```
https://dunelandsd-in-v2.oneroster.com/ims/oneroster/v1p1/teachers/43099
```

### Request Headers

```
{
  "Accept": "application/json"
}
```

### Response Body

```
{
  "email": "cnovreske@duneland.k12.in.us",
  "sms": "",
  "phone": "",
  "agents": [],
  "orgs": [
    {
      "href": "https://dunelandsd-in-v2.oneroster.com/ims/oneroster/v1p1/orgs/310",
      "sourcedId": "310",
      "type": "org"
    },
    {
      "href": "https://dunelandsd-in-v2.oneroster.com/ims/oneroster/v1p1/orgs/610",
      "sourcedId": "610",
      "type": "org"
    }
  ],
  "grades": [],
  "password": ""
}
```

They will need to work with Classlink support if they need the user at two locations as they can add a metadata field to make an exception for these users.

### Response Body

```
{
  "user": {
    "sourcedId": "43099",
    "status": "active",
    "dateLastModified": "2020-06-01T19:09:03.000Z",
    "metadata": {
      "primaryOrg": "310"
    },
    "username": "cnovreske",
  }
}
```