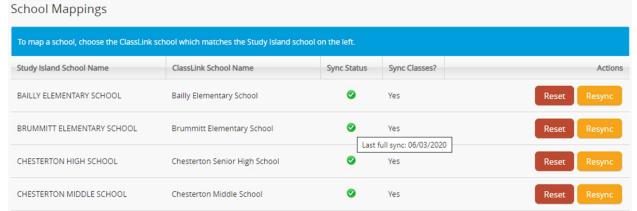
## STUDY ISLAND CLASSLINK TROUBLESHOOTING GUIDE

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.



**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.



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

Subscription Details -Product Selection Active Produ... Purchased View ○ New 

Renewal 

Adjustment 

Add-on 

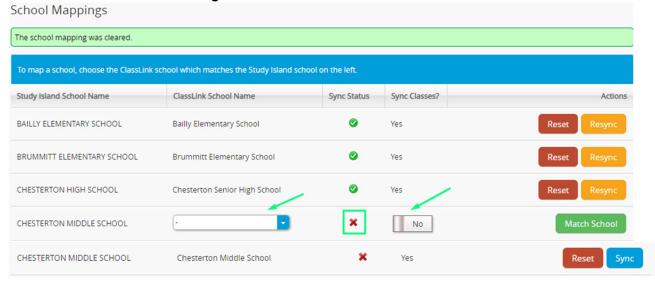
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School that is missing the Study Island > Select "Edit" > Select Roster Management > Select Submit

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.** 

Submit



**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

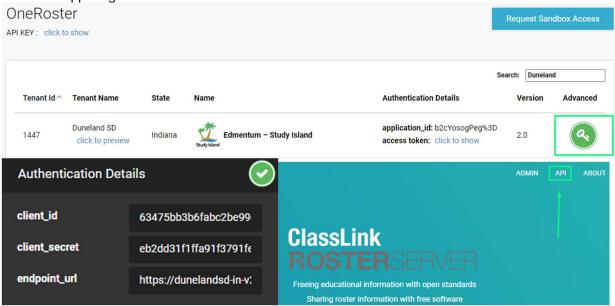
{[Source ID]} within Classlink.

## 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 <a href="https://dev.classlink.com/">https://dev.classlink.com/</a> 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 <a href="https://dev.classlink.com/">https://dev.classlink.com/</a> 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.



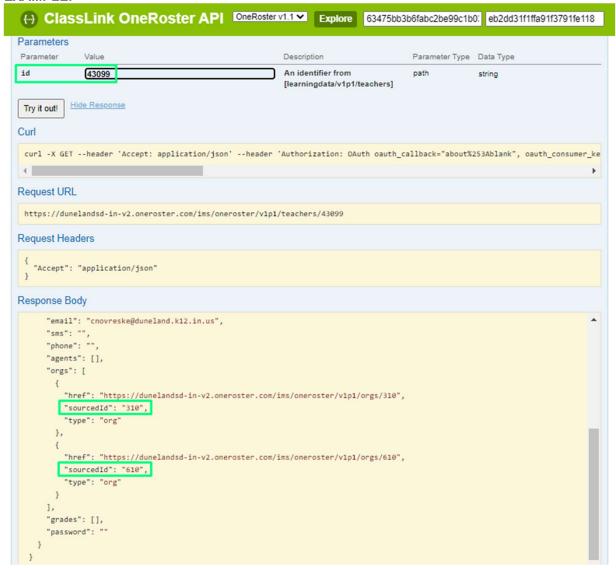
You are now at the Swagger Page!

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	63475bb3b6fabc2be99c1b0: eb2dd31f1ffa91f3791fe118
nineronorosten - ip noemone (reji ooenoo	geroonisesi oromoor
/ims/oneroster/v1p1/schools/{id}/enrollments	getEnrollmentsForSchools
GET /ims/oneroster/v1p1/schools/{id}/students	getStudentsForSchool
/ims/oneroster/v1p1/schools/{id}/teachers	getTeachersForSchool
/ims/oneroster/v1p1/schools/{id}/terms	getTermsForSchool
GET /ims/oneroster/v1p1/schools/{school_id}/classes/{class_id}/enrollments	getEnrollmentsForClassInSchools
/ims/oneroster/v1p1/schools/{school_id}/classes/{class_id}/students	getStudentsForClassInSchool
/ims/oneroster/v1p1/schools/{school_id}/classes/{class_id}/teachers	getTeachersForClassInSchool
GET /ims/oneroster/v1p1/students	getStudents
GET /ims/oneroster/v1p1/students/{id}	getStudent
/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**:



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",
```