



Honeoye Falls-Lima ClassLink FAQ

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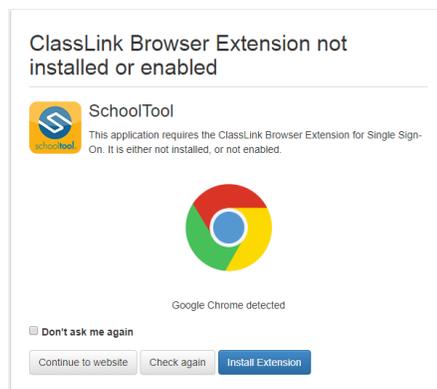
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I have heard that ClassLink is a Single Sign-On system. What does Single Sign-On mean?

Single sign-on (SSO) is a user authentication service that allows users to log into third party application with the same username and password. ClassLink uses SSO to log users into different applications using the same username and password that the user entered to log into ClassLink.

I was prompted to install a Chrome/Edge extension for ClassLink. Is it safe to do that?

YES. ClassLink requires a browser extension to run and allow for SSO. When first launching ClassLink, you may be prompted with a dialog like the one below (the icon will differ depending on which browser you are using). Choose **Install Extension** and install the ClassLink extension to your browser (it is not necessary to choose 'Turn on sync'). After the extension is installed, close the browser tab and then choose **Continue to website**.



Why do some icons have a key and others do not?

Icons with key and blue ribbon indicate that the app/website requires a username or password for login. In some cases, the login information will be passed from the HF-L system (SSO) and you will not need to enter your username and password. Some other applications will require you to enter your username and password the first time you access the application. Once you enter your login credentials, ;ClassLink will remember that information for future access.

How do I find apps that are not showing up on My Apps?

Open the App Library (+ in upper left corner of the ClassLink Launchpad) and search for HF-L approved applications and websites. If the app is not listed, please contact the [HF-L Technology Department](#).

Can I group similar apps together?



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YES. In My Apps, turn on edit mode by clicking on the pencil in the ClassLink menu bar or by right clicking in the My Apps Launchpad. Drag and drop icons to set the order that you would like. You may also create a folder and the drag icons into the folder for grouping.

Can I add my own apps/websites to My Apps launchpad?

NO. Only HF-L approved websites/applications/resources that are listed in the HF-L App Library may be added to your Launchpad.

Can I customize my layout in ClassLink?

YES. In My Apps, turn on edit mode by clicking on the pencil in the ClassLink menu bar or by right clicking in the My Apps Launchpad. You may update the font size, icon size, wallpaper and theme.

What does auto launch do?

Auto launch will start the app or open the website when ClassLink is opened. Up to 5 apps may be auto-launched with ClassLink and each will open in a new browser tab. To turn auto-launch on, right click on the icon or open up My Profile and toggle the setting for auto-launch. Any app that is set to auto-launch will have a rocket icon in the name field for the app.

Can I access ClassLink from home?

YES. There is a Quick Link for ClassLink on the District and each school home page. There is also a link under the Student Resources menu and on the Staff Intranet.

Is there a mobile app and how to I use it?

NOT YET. The HF-L ClassLink app will be ready soon.

Why are all the links to frequently used apps gone from the HF-L Website and Staff Intranet?

All web based resources have been moved to ClassLink. Just launch ClassLink , log in with your network username and password and then click on the app that you need.

How can I get a website/app/resources added to ClassLink?

Any new resource must be reviewed and approved by the Technology Office, Standards Coordinator and Building Principal. Please complete the Software Website Request Form for any new software, websites, online textbooks, etc.

If I can access my OneDrive files, should I still run the OneDrive 'sync' on my computer?

YES. Accessing files from ClassLink My Files is the same as accessing files from Office 365. This is the online version of OneDrive and Office. The HF-L Technology Department recommends that you still run the OneDrive app (sync process) on your school assigned device so that you can easily access files from File Explorer and your files will be backed up in OneDrive.



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