



SchoolLinks

## **QUICK START GUIDE**

A Journey of Growth

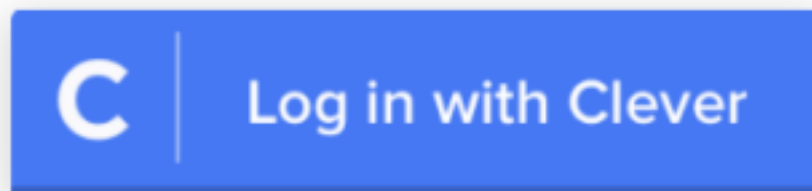
# #1 What is SchoolLinks

SchoolLinks is a modern College and Career Readiness platform that your district partnered with to prepare your students to become future ready and help you work more efficiently.

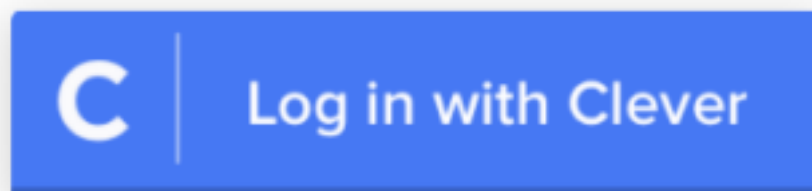
The platform offers more than 60 experiences, such as career interest inventory assessments, course planner, college and career search, internship matching, portfolio and more.

## #2 Logging in - <https://app.schoollinks.com/login/k12>

How staff login:



How your students login:



# #3 Training & Support

## Online Academy

Good for: learning everything SchoolLinks has to offer [training.schoollinks.com](https://training.schoollinks.com) (you have to use sign up using your district email) The online academy is a self-paced resource for you to learn the basics of SchoolLinks.

## Weekly Webinar

Good for: Module specific training, each session lasts between 15-30 mins You can sign up by logging into your SchoolLinks account, click on the question mark icon on the top right corner, select Webinar Training

## On Site Training

Good for: learning about district specific implementation plan An invitation will be sent to you from your district's SchoolLinks project manager.

# #4 Have a question?

## Live Chat

Good for: quick and simple questions on how to use SchoolLinks You will need to be logged in, so that we can address your specific question. If you are wondering about your district's specific implementation plan, this is NOT the recommended channel. In this case, we advice you to consult your district's SchoolLinks project manager.

## Email Support

Good for: more complicated questions that require a long text explanation, or a screenshot, and you need to create a ticket for a resolution. Please email [support@schoollinks.com](mailto:support@schoollinks.com) with your specific question including a screenshot, detailed description of the problem and steps to reproduce to open a ticket for your specific question.

## Phone Support

Good for: extremely complicated issues that cannot be explained via email Please reach out to your district's SchoolLinks project manager to setup a call.

# #5 FAQ

**Why is my Recommendation Letter Portal locked?** A: The recommendation portal will remain locked unless you have outstanding letter requests from students. When a student requests you to write them a letter, you will get an email notifying you, and you can log in to SchoolLinks to complete the request.

## **Some of my students cannot login**

A: Have you checked if the student has an account on SchoolLinks? To check, login to your counselor account and search for that student.

## **I missed training. Can I get more training on my own**

A: Have you checked out the online academy? Check your email, your district's SchoolLinks project manager should have sent you an email already. Please check your Spam folder or reach out to your SchoolLinks district POC to request the online course information, if you cannot locate it in your email.

**I don't know how to download career interest inventory results** A: This is the perfect time to go visit our help center at [support.schoollinks.com](https://support.schoollinks.com). Make sure you are logged into the platform to view these help articles.

**I need to know how many of my students have completed onboarding** A: There are multiple ways you can check this, go to your SchoolLinks' account > Dashboard > Export (on the top right corner) to generate a CSV. Or you can go to Indicator Analytics to check out the activity completion report summary.

**Why is my account not showing the right information?** A: Make sure you are logged in to the your account! It is important to remind your students and colleagues to log out of their accounts if they are using a public/shared device.

## #6 Why is SchooLinks not working?

Check your spelling

School Link

Schoollinks

SchooLink

School-link

**SchooLinks**

And check your wifi

## #7 Launch Checklist

Got my login

Attended Training

Got my online certifications

Have Google Chrome installed

Have stable internet