

ClassLink FAQ

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What is the purpose of ClassLink?

ClassLink's job is to open a resource in a new browser tab and automatically log the user in. Once this happens, ClassLink has performed its job.

Where do I login to ClassLink?

The correct link is <https://launchpad.classlink.com/santarosa>. There is also a link to ClassLink on the district home page and many school websites.

I have forgotten my username or password to login to ClassLink or my password is not working.

If you do not know this information, contact your student's teacher for support.

I am a middle or high school student and my password has been reset by a teacher, but I don't know what to do next.

1. Visit ClassLink at <https://launchpad.classlink.com/santarosa>,
2. Click the blue button that says, **Click Here to Sign In**.
3. In the first box type **santarosa\your57#**. An example is **santarosa\5710101010**
4. In the second box, enter the password given by your teacher.
5. In the 3rd and 4th boxes, enter the new password you want to use and make a note of it.
6. Sign in with your 57# and the password you just created.

Santa Rosa County Schools

Update Password

<input type="text" value="someone@example.com"/>
<input type="text" value="Old password"/>
<input type="text" value="New password"/>
<input type="text" value="Confirm new password"/>

What device do I need to login to ClassLink?

ClassLink is web-based and can be used on almost any device. For the best experience, login to ClassLink on a laptop or desktop computer at <https://launchpad.classlink.com/santarosa>.

What browser is recommended for ClassLink?

For the best ClassLink experience, use the Google Chrome browser on a laptop or desktop with the settings below:

- Clear [Browsing Data](#)
- [Delete ClassLink and Santa Rosa related saved passwords in the Chrome browser](#)
- [Stop saving passwords](#)
- Set up Chrome to Clear cookies and site data when you quit Chrome
 - On your computer, open Google Chrome.
 - At the top right, click  > Settings.
 - Under "Privacy and security," click Site settings > Cookies and site data >
 - Turn on Clear cookies and site data when you quit Chrome.

How to I use ClassLink on a mobile device?

1. Download the appropriate ClassLink app: [iOS](#) or [Google Play](#)
2. Click the arrow in the top right corner to search for and choose **Santa Rosa County School District**.
3. Click **Sign in with ADFS**.
4. Enter your login username (district 57#), password. If you do not know this information, contact your teacher for support. **Click Sign in**.

Important: Not all ClassLink applications work well in the mobile ClassLink app. In some cases, you may need to download a specific iOS or Google Play app for a learning resource. For example, you will need to download Microsoft Teams for use on a mobile device.

I am using the ClassLink app on my mobile device, and an app is not signing me in.

Not all ClassLink applications work well in the mobile ClassLink app. In some cases, you may need to download a specific iOS or Google Play app for a learning resource.

When I try to login, I'm getting "HTTP error 400, Request Header is too long" message. What do I do?

Clear your browser cookies and cache. Next close and reopen your browser and try logging back in.

The Microsoft Teams app in ClassLink is not logging me in.

The Microsoft Teams app in Classlink is not an SSO app. This means that students will need to enter your email when prompted in this format: 57#####@students.santarosa.k2.fl.us. Alternately, you can open the Office 365 app in ClassLink and then open Teams. *The best experience for Microsoft Teams for all devices is to [Download Microsoft Teams](#) on your Device and sign into it using the format above.*

ClassLink logged me into my resource, but something is not working right on the site (It's slow, I can't see my textbook, etc.).

Any issues experienced in the resource itself are not related to ClassLink but may be related to the overall traffic on the resource site or technical issues at the resource site.

I am not the only one logging into ClassLink on my computer and I'm having trouble logging in.

- Make sure that you sign out of ClassLink in the upper right corner and completely close the browser when finished.
- Use [Incognito Mode](#) in the Chrome browser between ClassLink users.

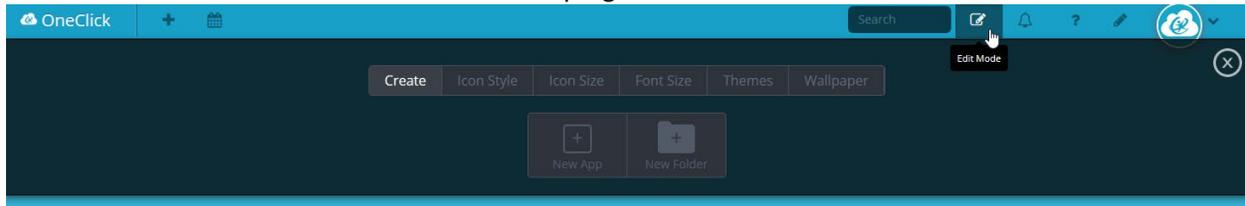
I am missing an app in ClassLink that I'm supposed to have. What should I do?

Most likely, the app you're looking for has been placed in a folder on the ClassLink desktop. To find an app, simply search in the upper right-hand corner of ClassLink.

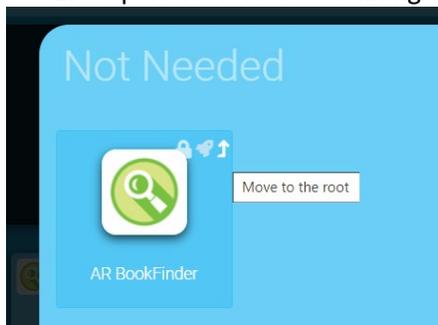


How to I move an app out of a folder and back to my ClassLink Desktop?

1. Click on the Edit Mode button in the top right.



2. Open the folder containing the app and click the "up arrow."

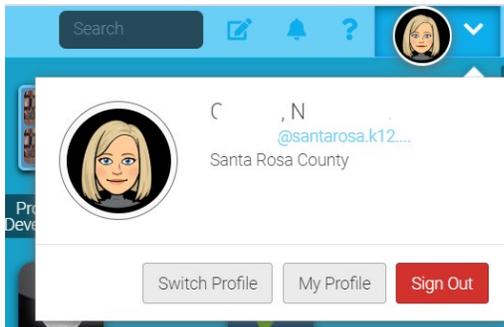


3. Close Edit Mode.

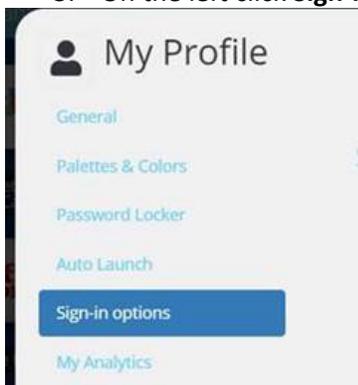
I am using Chrome on a laptop or desktop, and an app is not signing me in.

Make sure that the [ClassLink extension](#) is installed in your Chrome browser and [allow pop-ups](#). Also verify your network password in ClassLink by following these steps.

1. Click your icon picture in the upper right corner of Classlink.
2. Click **My Profile**



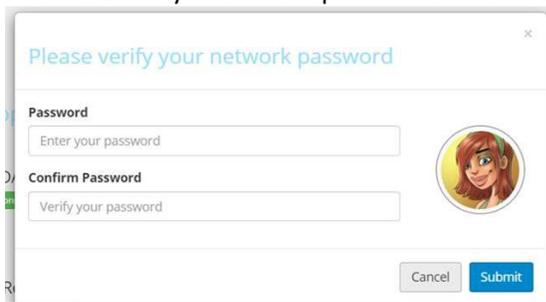
3. On the left click **Sign-in options**



4. To the right of LDAP/Active Directory, click **Update**



5. Enter your district password into the box two times and click submit.



6. Close the window in the upper right corner.

I am using ClassLink on an Apple device and the ClassLink LaunchPad Extension on Safari is disabled.

After you install the ClassLink LaunchPad Extension for the Safari browser, go into the Safari Preferences menu and click on Extensions. Enable the extension by clicking on the checkbox to the left. See screenshot below.

