Christian Academy School System

TECHNOLOGY FAQ FOR EMPLOYEES & FAMILIES

This document contains many questions that arise daily as teachers and students spend time in the classroom and/or at home accessing digital class materials for various reasons. If you experience an access issue with Technology look through these items and be sure you are following the explanation given. If you still experience problems submit a help desk ticket by emailing support@caschools.us.

1. ## How do I access _ _ _ _ _ _ program?

   The answer, most likely, is ClassLink! 99% of the programs and digital curriculum you are using for teaching or having students access will be located on your ClassLink Launchpad screen. We will, likely, always ask you if you are signed into ClassLink before troubleshooting further.
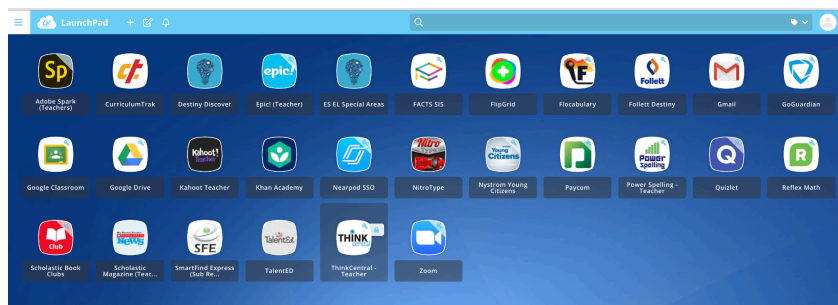

2. How do I sign into ClassLink? It says my username or password is invalid.

Your username for ClassLink is NOT your full email address. Sign in with only the part before the @caschools.us or @castudents.us. Your password for ClassLink is your regular password used for Google, Gmail, etc.
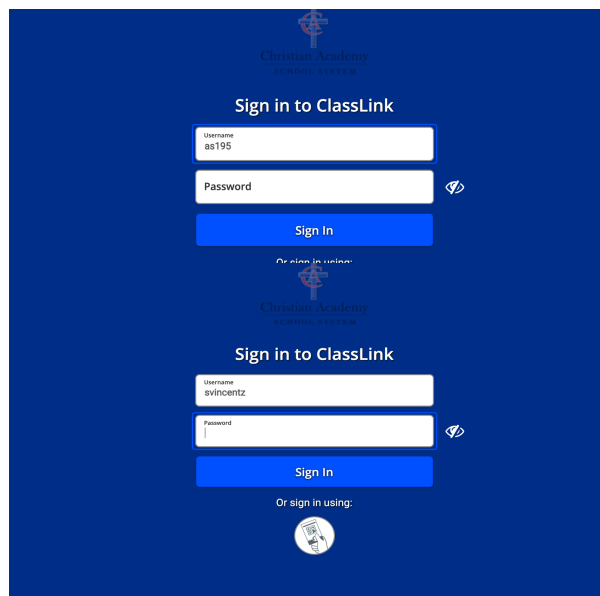
3. How do I get back to my ClassLink Launchpad page if I closed it?

Be sure you are signed into your school Google account and are using the Google Chrome browser. On your Bookmarks bar, there is a "Christian Academy" folder on the left. Click that folder and choose ClassLink Portal. A shortcut can also be found under Quick Links on the Christian Academy website.
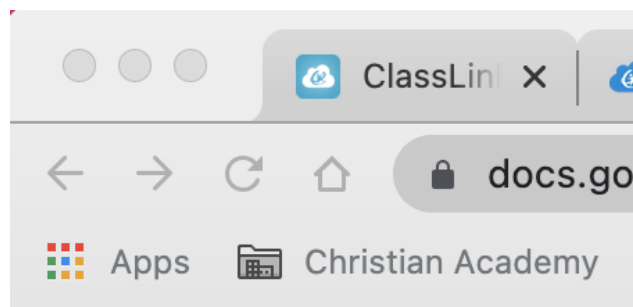
4. Can teachers and students access ClassLink on a personal / home computer that is not the property of CASS?

Yes, the first step is to be using the Google Chrome browser. If you do not have Google Chrome installed on your personal or home computer, click HERE. You will also need to be signed in on the browser with your school Google profile. Directions for that can be found HERE. At this point, you can navigate to the folder described in question 3. You can also paste this link (launchpad.classlink.com/caschools) into your Google Chrome browser. It is always recommended to sign in to Google, first, with your school account.

5. My students and I are locked out of ClassLink! What should I do?

The short answer to this question is, simply wait it out. This is a security function. When sign-in information is continuously entered incorrectly, ClassLink will lock the user out for a few minutes. Usually the error will state how long you will need to wait prior to trying again.

Helpful Resources

- Susan's YouTube Channel
- Tips for parents using Canvas
- Resources for secondary students
- Parent's Guide to Google Sign In and Google Classroom
- Google Classroom Video Tutorials for Families