

Troubleshooting OneRoster Connections

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This article is intended for use by members of the Digital Learning Partner Program and is not designed for general Campus users.

Before submitting a [support](#) case with Campus, verify the following with the district you're attempting to connect to:

For OAuth 2:

- The connection is active.
- You have the correct key, secret, token URL and base URL for the API.
- The connection is enabled in the district system.
- The "Data to Share" setting for the connection is accurate.
- For OneRoster 1.1, make sure parents and students have user accounts (as with OAuth 1)
- The vendor key and secret is used in required endpoints such as Grade Book endpoints.

For OAuth 1:

The key and secret they have provided has not expired.

Connections to the 1.1 version of OneRoster expire **one year** after they are created. Districts should **Renew** an expired connection in the tool to keep using those credentials or create new credentials and share them with the partner.

Connections do not expire when using the 1.2 version of OneRoster.

Parents and students all have user accounts.

When using the 1.1 version of OneRoster, parents and students must have **user accounts** for data to be shared through a OneRoster connection. Districts can verify that a user has an account by going to System Administration > User Security > , searching for the user, and checking for a username below the user's name in the search results. New accounts can also be created in the Users tool.

Districts can create student accounts en masse using the .

Parents and students are not required to have user accounts when using the 1.2 version of OneRoster.

The district is not attempting to make a connection with

grade book sync using credentials only meant to enable roster-sync.

To create a connection that includes **Grade Book Sync** (previously "grading services"), districts must enable **Grade Book** when configuring the connection in Campus.

Grade Book must be enabled to transfer grades, assignments, and scores when using the 1.1 or 1.2 versions of OneRoster.

Districts must have purchased the Campus Learning to have this option. Connections with access to Rostering and Demographics data are available without a Campus Learning license.
