

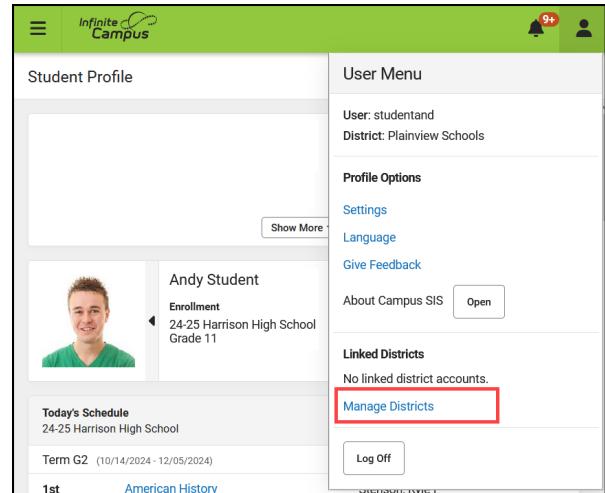
# Linking Campus Student/Parent Accounts - Ongoing

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Parents and Students with accounts in multiple school districts can link their accounts. Linking accounts:

- Makes it easy to switch between accounts without having to log out and back in.
- Enables push notifications from all linked accounts for mobile app users.

This option is being released on a **state-by-state basis**.



## Who can Link Accounts?

Below is the list of states where the option to link accounts is currently available:

- North Carolina
- Delaware
- Michigan - December 2024 (not available in all districts)

This option only applies to parents and students who have accounts in multiple school districts.

## FAQ's

### Does linking accounts impact a district's ability to use Single Sign-On (SSO)?

- No impact; users should be able to use account linking and SSO with no issues.

### Does it matter which account is used to generate the code?

- The connection can be created with either account as the starting point.
- Users of the mobile app who use the "Keep Me Logged In" feature, one account will be the "default" each time they open the app:
  - If the user links accounts using the mobile app, the default account is the second account they access, the one where they paste the code from the first account.
  - If the user links accounts using a browser instead of the mobile app, or if they log out of the mobile app, the default account is the first one the user logs into via the mobile app.

### **What happens if a Portal account at one district gets deactivated?**

- If an account is deactivated, the user can still log in to a linked account that is active. The deactivated account's district is listed in the Manage Districts list, but if the user tries to switch to that account, they'll get an error message.
- For mobile app users, if the deactivated account is the default account described above, the user must log in to the other active account.

### **Is there a way for an admin to link accounts if parents are having trouble?**

- No, only a user can link their own accounts.

## **Learn More**

See the [Link Accounts](#) article for more information about managing links between accounts. This article is linked from the Manage Districts tool in Campus Student and Campus Parent.

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