

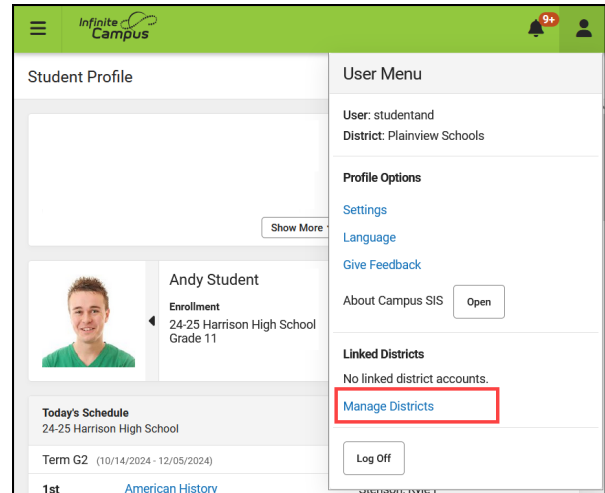
Linking Campus Student/Parent Accounts - Ongoing

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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**.



Here's [printable PDF](#) of a handout to introduce parents and students to linking accounts.

This article is intended for **district and school personnel**. See the [Link Accounts](#) article for instructions meant for parents and students.

Who can Link Accounts?

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

- North Carolina
- Delaware
- Ohio
- Michigan (not available in all districts)
- Colorado (not available in all districts)
- Utah (as of 8/11)
- Indiana (as of 8/19)
- Wyoming (as of 8/29)
- Arizona (as of 9/15)
- Kansas (as of 9/15)
- Massachusetts (as of 9/15)
- Minnesota (as of 9/22)
- Nebraska (as of 9/22)
- New Jersey (as of 9/22)

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

Upcoming States

Account linking will be made available in the following states on the dates indicated:

- September 29 at 8 PM CT
 - Missouri
 - New Hampshire
 - Wisconsin
- October 6 at 8 PM CT
 - District of Columbia
 - Idaho
 - Maryland
 - New Mexico
 - Oklahoma
 - Oregon
- Rhode Island
- Tennessee
- Texas
- Virginia
- Vermont
- Washington

Availability of Account Linking is not tied to a specific Campus release. Once a state's configuration supports Account Linking, Campus will turn it on for all districts in the state.

FAQ's

Do districts enable Account Linking?

- District administrators do not have to take action to enable Account Linking. Once the feature is available for a given state, parents and students can link accounts if desired.

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

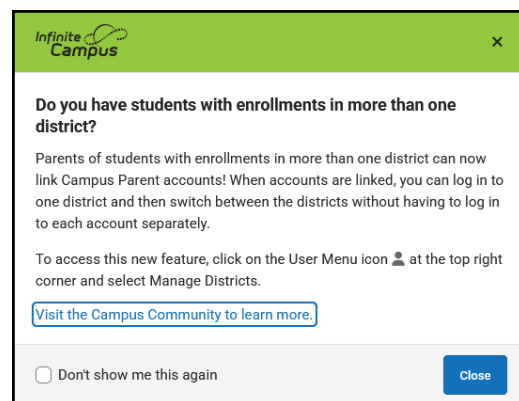
- No, only a user can link their own accounts. Users who access a parent or student account using the Login as User option will see the Manage Districts link but will not see any existing or available links that display for the account owner for data privacy reasons.

What do parents/students see when Account Linking is enabled for my state?

The first time a parent logs in to Campus Parent after Account Linking is available, they see the pop-up at the right. From there, they can click the link to the [Link Accounts](#) article for more information, which is also linked from Manage Districts.

Students see a similar message.

This message displays for all parents and students, regardless of whether they have enrollments in multiple districts. Parents and students can dismiss the message using the checkbox at the bottom.



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.

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.
