

ClassLink Integration

The pickAtime and ClassLink integration consists of two essential components: Direct Data Import and Single Sign-On (SSO). Follow the steps below to connect your accounts.

1. Enable Direct Data Import

Use this to automatically import teachers, students, class rosters, parents, and parent-student relationship data for your parent-teacher conferences.

1. Add the pickAtime application within your ClassLink management console. For a step-by-step guide, visit the [Add Applications and Determine Data Sharing Permissions](#) page within the ClassLink Help Center.
2. Once the app is added, pickAtime will receive an automated notification. Our team will configure the import on our end.
3. Confirmation: You will receive an email from us once the data import is active and ready for use.
4. Before your initial import, navigate to the Rosters > Demographics section in ClassLink. Ensure that the security value (student DOB) permission is activated for the pickAtime app. This is required to allow parents to link to their students. Please review the [following](#) page to learn more about enabling this permission for the pickAtime app.
5. Once permissions are updated, run the data import.

2. Configure Single Sign-On (SSO)

This allows your users to log in to pickAtime securely using their ClassLink credentials.

1. Log In: Sign into the pickAtime Admin UI.
2. Navigate: Go to [Global Setup / Business](#).
3. Locate SSO Settings: Scroll down to Integration Options and find the Single Sign On section.
4. Select Provider: Choose **ClassLink SAML** from the SSO Provider drop-down menu.
5. Enter Credentials: Paste your **IdP Metadata URL** into the respective field.

Note: If you need help finding these URLs, refer to the [SAML Console](#) page within the ClassLink Help Center for a step-by-step guide on locating your IdP credentials.

NOTE: Preventing Duplicate Contacts for Existing pickAtime Accounts

If your school has used pickAtime without integration, imported data files manually, and now wants to enable a ClassLink integration, duplicate contact records may occur due to differing contact IDs (teacherID, studentID, parentID).

Recommendation: Clear old data before the new import.

Steps to remove old data:

1. Create a new event using a past event as a template to preserve settings, notifications, and appointment fields.
2. (Optional) Export reports from past events on the Reports page.
3. Delete all past events except the new one.
4. Go to Global Setup / Contacts / Advanced Options, then click Delete All Contacts. In the pop-up, select Level to delete: Admin Level - Event Administrator (this removes contacts with lower access level and contacts with customer access level - parents and students).
5. Run the new integration import.

This ensures clean data syncing without duplicates. Contact support@pickatime.com if needed.

FAQ: We recently switched to ClassLink. Parents can sign in, but when they try to link their child, they receive the error: "We are unable to find your student records with the values you have supplied." And when we view the contact record for that student, the security value field is blank. How do we fix this?

A: This error occurs because student Security Values (Dates of Birth) were not included in the initial data import. When a parent enters a birth date to verify their student, the system finds an empty field in pickAtime and denies the match.

The security values (student DOB) are located in the **Rosters > Demographics** section in ClassLink. Most likely, this step may have been skipped when the pickAtime app was initially added. Please review the [following](#) page to ensure you have enabled this permission for the pickAtime app.

Once permissions are updated, run the data import again. This will populate the missing birth dates in pickAtime and allow parents to successfully link their students.

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