

# Resource Board

**Parents can access the Resource Tile, but teachers can't (or vice versa).**

Work through the following checks in order:

1. Go to **Core / Security / Authentication Settings / SSO Settings** and review the pickAtime SSO settings.
2. Go to **Core / Content / Additional Content Types / Links** and check the **Category Settings** for the pickAtime SSO link.
  - If the category is set to **Secure**, confirm the correct roles are added. If not, add them and test.
3. Click the category name to see all links in it.
4. Click **Edit Link** and confirm:
  - The **Publish date** is earlier than today's date.
  - Copy the **Destination URL** for use in the next steps.
5. Go to **Core / Content / Resource Boards**, click **Edit Post**, and confirm the **Category** and **Category Link** match those from step 4. Send the direct SSO link to the affected parents/teachers to test it directly.
6. Go to **Core / Users**, find the affected user, and open their **Contact Card / Access** tab. Review their **Personas** and **Roles**.
7. Click **Employment → Edit** and confirm they have the correct roles assigned.

---

Revision #2

Created 2026-06-22 01:40:28 UTC by Anne Taves

Updated 2026-06-22 23:46:02 UTC by Anne Taves