FAQs: ClassLink/Kimono Partnership

This document is intended to answer customer questions about the partnership between Kimono and ClassLink.

Q: Will ClassLink work with my existing SIF Zone?

A: Yes, the Kimono partnership brings that capability to ClassLink customers.

Q: Do I have to rebuild my SIS connection to upgrade?

A: No, customers can upgrade to ClassLink and continue using their existing SIS integration through Kimono.

Q: If I keep my current SIS connection, do I still pay Kimono for that?

A: No, your SIS connection is included in your ClassLink fee.

Q: If I move my SIS connection to ClassLink, do I pay more?

A: No, your SIS connection is still included in your ClassLink fee.

**Q:** What if I want to upgrade, but I use Kimono for additional integrations?

A: Customers who utilize Kimono for multiple product integrations may continue to use their Kimono SIS integrations and other application integration licenses for as long as those remain active.

Q: Do I have to complete my migration by May 1, 2019 to have the implementation fee waived?

A: No, you will be able to lock in the incentive as long as you issue a PO to ClassLink by May 1, 2019.

Q: How similar is ClassLink's provisioning solution to what I use today with Kimono?

A: ClassLink uses similar data objects and will handle groups and OUs. They can also perform similar data mappings and transformations to build usernames, passwords, and attributes.
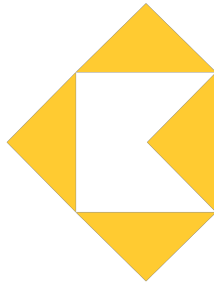
Q: Is ClassLink in the cloud?

A: ClassLink's directory provisioning solution is on-premise, but their SSO solution can be either in the cloud or on-premise.

Q: Does Kimono intend to continue supporting SDM and Directories?

A: Kimono will continue supporting these products for the foreseeable future; however, Kimono strongly believes that migrating to ClassLink is the better path for its customers.

Q: Who would I contact for support once I upgrade?

A: Upgraded customers will call ClassLink for support. ClassLink and Kimono Support teams will work closely together to provide support.

Q: Why is the cost of the upgrade more than I'm paying today?

A: The upgrade price is higher because of the additional SSO feature to thousands of applications, which is vital for equitable access and tends to increase the adoption of technology.

**Q:** Will ClassLink support my different directory structures?

A: Yes, ClassLink will support different directory structures for Active Directory, Google, and Azure. Customers use the Microsoft sync tool to sync Office365.

Q: What kind of mappings will ClassLink support?

A: ClassLink allows you to define default mappings that apply to all, and custom mappings that apply only to certain users. All of the scripts are editable and customers can define actions based on events.

Q: What sort of analytics and troubleshooting tools are available?

A: Customers can review all of the log files for their account. ClassLink logs nearly every action and provides dashboards on useful data sets, such as application usage by date, app, or school, and devices and browsers used.
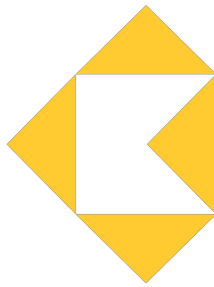
Q: How often does ClassLink sync with my directories?

A: ClassLink's sync schedule is very flexible and only writes changes. Customers can choose to sync as frequently as every five minutes, although for most customers synchronizing a few times per day is sufficient.

Q: How does ClassLink handle home folders?

A: ClassLink can set up your home folders, but like most provisioning solutions it does not move them.

Q: What is the implementation process?

A: ClassLink's team meets with customers via web conferencing to help them through setting up their account. New accounts are always set up in staging first, and after approval are moved to production.

Q: How does ClassLink's SSO work?

A: ClassLink has a library of 6000 applications with authentication integration. It also has an option of password vaulting into non-integrated apps. Customers can create their own library of applications, add custom resources, set up drag and drop for their storage providers (Dropbox, etc.), and set up access to their Active Directory home folders. Admins have granular control over what data is shared and the audience with whom it is shared.

Q: What are the login options?

A: SSO login options include one username/password, QuickCard, facial recognition, and remote login with the mobile app.

Q: What sort of track record does ClassLink have for onboarding customers mid-year?

A: ClassLink successfully onboarded 60 customers after back-to-school this year, with the largest enrollment at about 60,000 students.

Q: Does ClassLink have any case studies?

A: Yes, look here: https://www.classlink.com/case-studies/.
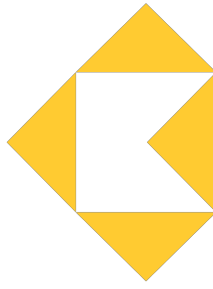
Q: Are there resources to help me decide if ClassLink is the right solution for my district?

A: Yes, ClassLink has put together a Buyer's guide for SSO: https://www.classlink.com/wp-content/uploads/2018/03/NM_ClassLink_BuyersGuide_forprint.pdf.

These additional articles may also be useful: https://www.edsurge.com/news/2018-12-17-why-single-sign-on-has-teachers-cheering https://www.theedadvocate.org/one-click-access-for-all/

Q: How do my younger students use SSO?

A: Logging in via Quickcards or facial recognition are the easiest methods for younger students, as they are not required to remember a username and password.

Q: What are Quickcards?

A: A Quickcard is an ID card with a QR code imprinted on it. The user waves the Quickcard in front of the computer/tablet camera and is instantly logged in.