



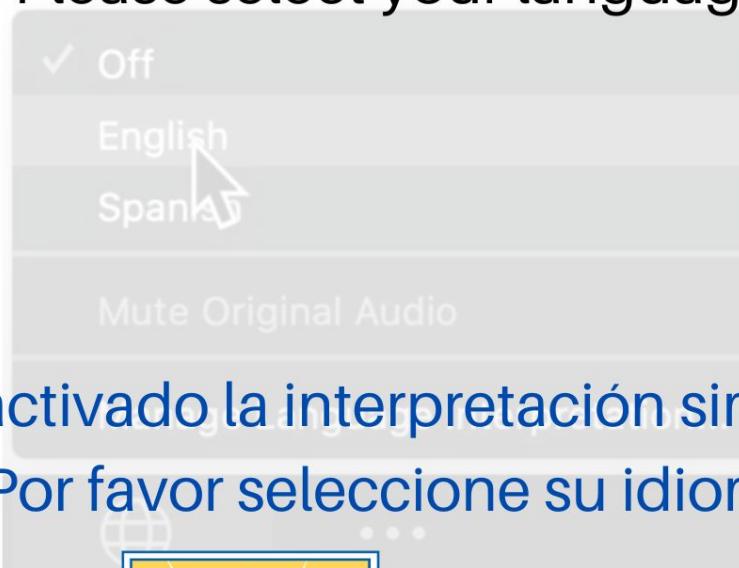
# SchooLinks

## Course Planner for Guardians

Arlington Public Schools  
SY 25-26



Simultaneous interpretation is now enabled  
Please select your language



Se ha activado la interpretación simultánea  
Por favor seleccione su idioma



Arlington  
Public  
Schools

# Training Overview

In this session you will learn about our Course Planner feature and key parent/guardian tools that allow you review and acknowledge your student's course plan.

- Overview of Course Planning & Timeline
- Using Course Planner as a Student
- Viewing Course Plans as a Guardian
- Guardian Acknowledgement Process
- SchooLinks Support Resources



# Overview of Course Planning

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# What is Course Planner?

- ✓ A student-driven multi-year planning tool
- ✓ A way to select courses aligned with graduation goals
- ✓ A system that supports counselor workflows and parent/guardian involvement

The screenshot shows the Course Planner interface for the 2024-2025 school year. The left sidebar has a yellow background with icons for Home, Student, Explore, Plan, Engage, Career, and College. The main area shows a grid of courses categorized by subject. Under 'English', there are three courses: English I (ENG101), English II (ENG102), and English III (ENG103). Under 'Electives', there are several courses including US History (HIST400), AP US Government (HIST403), French I (FRE100), Psychology (HIST406), Algebra I (MATH200), Algebra II (MATH202), AP Biology (SCI300H), AP Chemistry (SCI301H), AP Calculus AB (MATH205), and AP Calculus BC (MATH206). The interface includes a navigation bar at the top with tabs for 'SCHOOL', 'Course Planner', 'Planned School' (SchooLinks High School), 'Graduation Plan', 'Basic Grad Plan', and 'Course Catalog'. It also shows '2022-2023' (9th grade, 4/5), '2023-2024' (10th grade, 4/5), '2024-2025' (11th grade, 4/5), and '2025-2026' (12th grade, 4/5). A 'Comments' button is in the top right. At the bottom, there are buttons for 'Submit plan' and 'Other Options'.

# Student Scope

Course Planning is available for 6th - 11th grade students

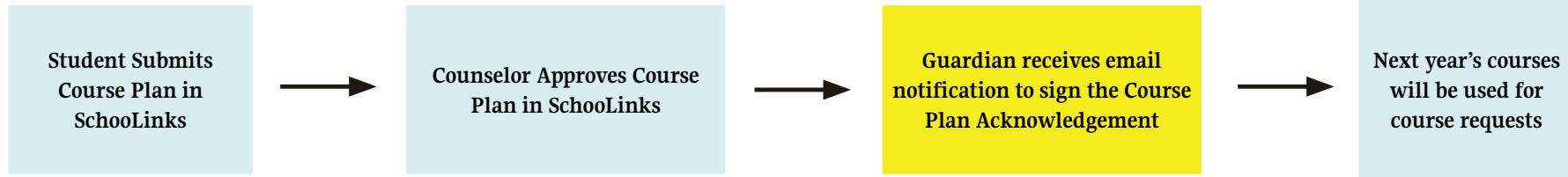
- 6th plans for 7th
- 7th plans for 8th - 9th (long-term planning)
- 8th plans for 9th-12th (long-term planning)



# Course Planning Milestones

## Parent/Guardian Course Plan Approvals

- After School Counselors approve student's course plans, parents/guardians will be notified via SchooLinks to review and acknowledge student's course plan.
- Student Course Plans open **January 5th, 2026**



# Student Access to SchoolLinks

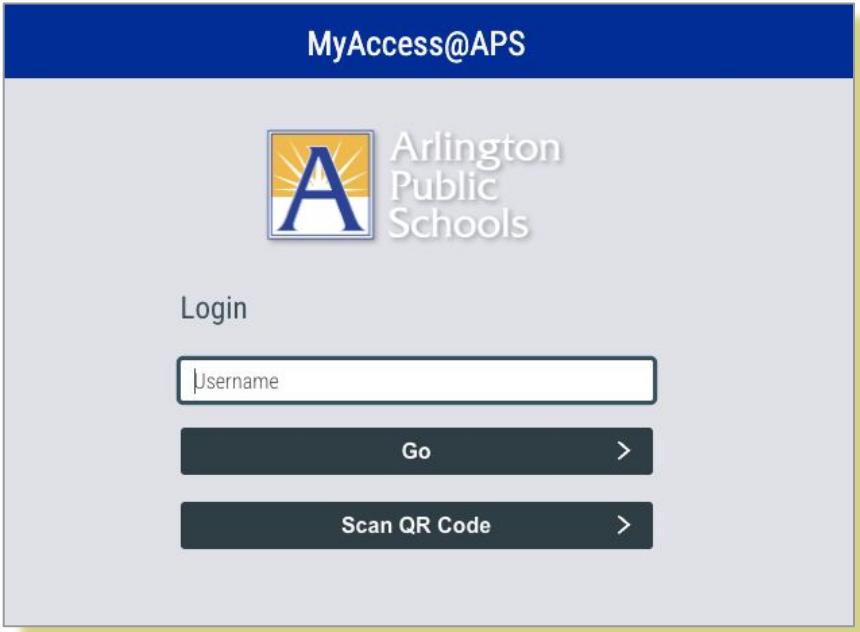
**schoollinks** 

# SchooLinks Login Method



## Login: Synergy MyAccess Portal

*Note: Students and staff are rostered via a nightly CSV file sent from Synergy and will log in using the MyAccess portal*



# Using Course Planner as a Student

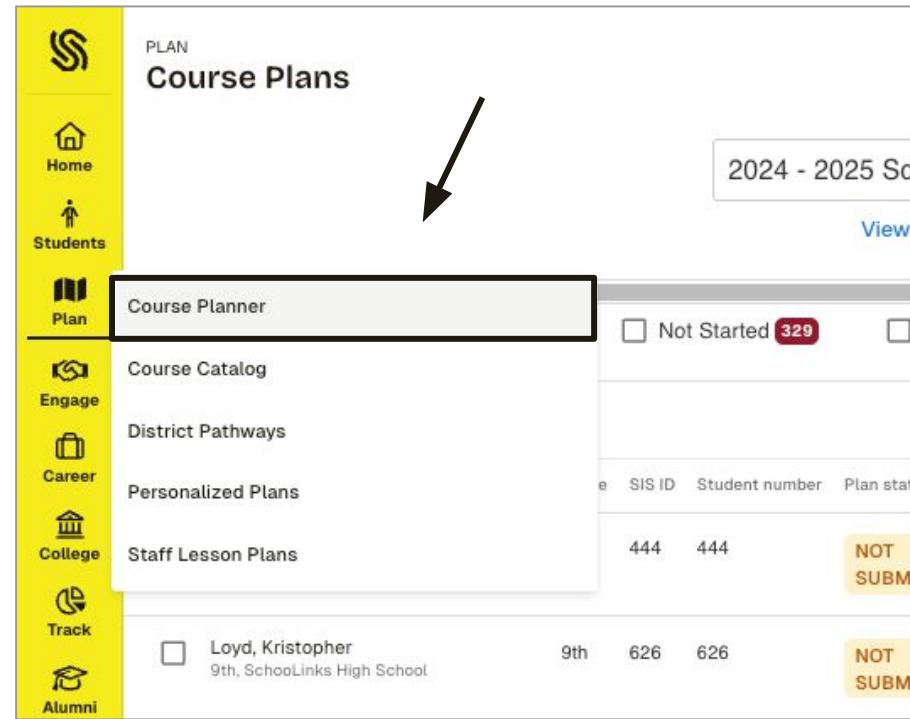
# Course Planning for Students



# Access Course Planner as a Student

Click Plan and select Course Planner.

- Available to students when Course Planner is opened.
- Also accessible from the student's to-do list.

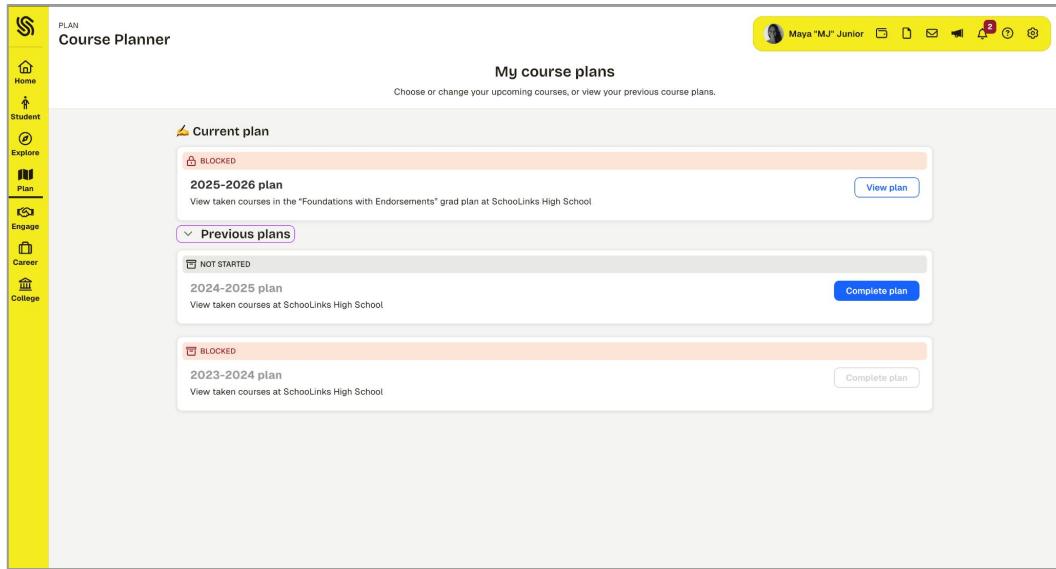


The screenshot shows the Schoology student dashboard. On the left, a vertical sidebar menu is displayed with various icons and labels: Home (house icon), Students (person icon), Plan (book icon), Engage (handshake icon), Career (briefcase icon), College (building icon), Track (gauge icon), and Alumni (graduation cap icon). The 'Plan' option is highlighted with a black box and an arrow points to it. The main content area is titled 'PLAN' and 'Course Plans'. It shows a list of course plans for the 2024-2025 school year. The first item in the list is 'Course Planner', which is also highlighted with a black box. Other items in the list include 'Course Catalog', 'District Pathways', 'Personalized Plans', and 'Staff Lesson Plans'. To the right of the list, there is a table with columns for 'SIS ID', 'Student number', 'Plan stat', '444', '444', and 'NOT SUBM'. Below the table, a student profile for 'Loyd, Kristopher' is shown, along with '9th', '626', '626', and 'NOT SUBM'.

# Course Plan History

Keep track of course plans year-to-year.

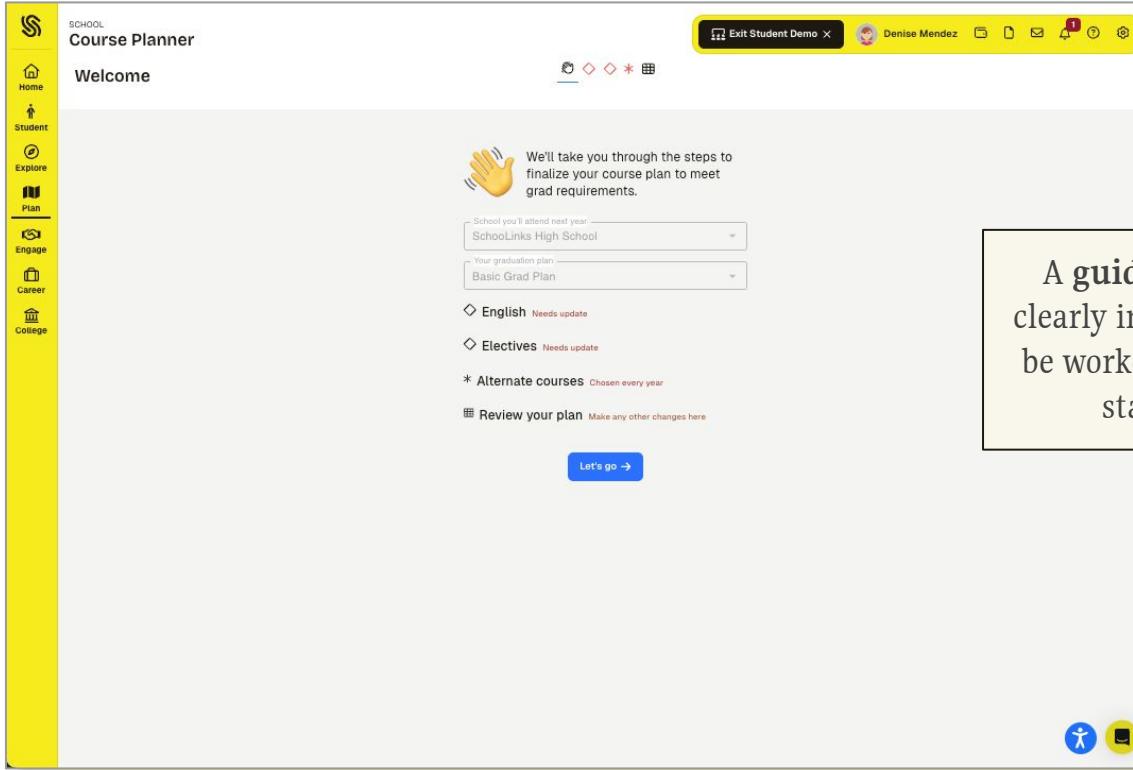
- Current plan: planning for next year.
- Historical plans: no longer editable.



The screenshot shows the 'Course Planner' interface. On the left is a vertical sidebar with a yellow background and a white 'S' logo at the top. Below the logo are six menu items: Home, Student, Explore, Plan (which is highlighted in blue), Engage, Career, and College. The main content area has a white background. At the top, it says 'PLAN Course Planner' and shows a user profile for 'Maya "MJ" Junior' with a yellow notification badge. Below that is a header 'My course plans' with the sub-instruction 'Choose or change your upcoming courses, or view your previous course plans.' The interface is divided into two sections: 'Current plan' and 'Previous plans'. The 'Current plan' section is titled '2025-2026 plan' and is marked as 'BLOCKED'. It says 'View taken courses in the "Foundations with Endorsements" grad plan at SchoolLinks High School' and has a 'View plan' button. The 'Previous plans' section is titled '2024-2025 plan' and is marked as 'NOT STARTED'. It says 'View taken courses at SchoolLinks High School' and has a 'Complete plan' button. Below that is another 'BLOCKED' plan for '2023-2024 plan' with the same 'View taken courses at SchoolLinks High School' and 'Complete plan' details. The entire screenshot is framed by a yellow border.



# Welcome Page



The screenshot shows the 'Course Planner' section of the SchoolLinks platform. On the left, a vertical yellow sidebar lists navigation options: Home, Student, Explore, Plan, Engage, Career, and College. The 'Plan' option is highlighted. The main content area is titled 'Welcome' and features a yellow hand icon with a 'waving' motion. The text reads: 'We'll take you through the steps to finalize your course plan to meet grad requirements.' Below this, there are two dropdown menus: 'School you'll attend next year' set to 'SchoolLinks High School' and 'Your graduation plan' set to 'Basic Grad Plan'. A list of items with status indicators follows:

- ◇ English Needs update
- ◇ Electives Needs update
- \* Alternate courses Chosen every year
- ▣ Review your plan Make any other changes here

A blue 'Let's go →' button is located at the bottom of this list. The top right corner of the page shows a user profile for 'Denise Mendez' and various system icons. The bottom right corner features a blue circular icon with a white person icon and a yellow circular icon with a white square icon.

A guided experience that clearly indicates what needs to be worked on and the current status of the plan.



# Program of Study

First step in course planning if you offer programs.

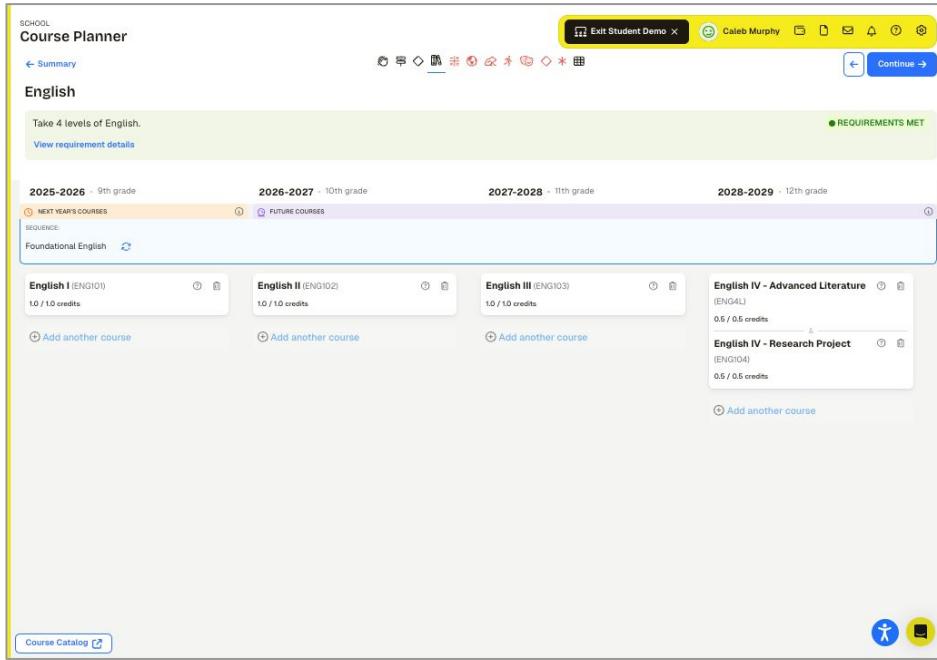
- Select programs
- Selected programs add requirements to plan for

The screenshot shows a software interface for course planning. At the top, there are navigation buttons: a back arrow, a 'Summary' link, and a 'Continue' button with a right arrow. Below this is a toolbar with various icons. The main area is titled 'Program' and contains a 'Description' section with the text: 'Select a pathway that matches your career interest.' and 'Program Requirement Met'. It also states: 'Select 1-2 Pathways from the list of options. The Pathways selection adds requirements to the graduation plan, which determine the courses needed to graduate.' A 'Biomedical Science' pathway is selected, indicated by a checked radio button. A tooltip for this option says: 'If interested in the medical or advanced science fields, this program will lay the foundation allowing you to take a foundational Biomedical Science course and Human Anatomy.' To the right, there are three other pathway options: 'Arts, Audio/Video Technology, and Communication' (2 Options), 'Public Service' (2 Options), and 'Science, Technology, Engineering, Math (STEM)' (2 Options, 1 Selected). At the bottom, there is a 'Course Catalog' link and a yellow navigation bar with icons for a person, a book, and a gear.



# Planning for Each Requirement

- Students step through each graduation requirement.
- Courses added automatically with sequences, or manually selected.
- Real-time indication if the requirement is being met.



The screenshot shows the 'Course Planner' interface for the 'English' requirement. At the top, a banner indicates 'REQUIREMENTS MET'. The interface is divided into four columns representing the years 2025-2026 through 2028-2029. Each column shows course sequences: 'NEXT YEAR'S COURSES' (9th grade), 'FUTURE COURSES' (10th grade), '11th grade', and '12th grade'. Under the 9th grade column, 'Foundational English' is listed. Below this, four courses are listed: 'English I (ENG101)', 'English II (ENG102)', 'English III (ENG103)', and 'English IV - Advanced Literature (ENG401)'. Each course has a progress bar showing '1.0 / 1.0 credits' and a 'Add another course' button. The 'Course Catalog' button is located at the bottom left, and a navigation bar with icons is at the bottom right.

# Browse and Add Courses

- When browsing for a course, students see just the courses available to them for that requirement and grade.
- Easily search for courses.
- Click to add a course.
- See course details with the question icon.

⊕ Add a course...

Foundational English only ⓘ

▼ ⓘ  Search courses

AP English IV (ENG104H) ⓘ

1.0 credits AP

AP English IV Dual Credit (ENG1000D) ⓘ

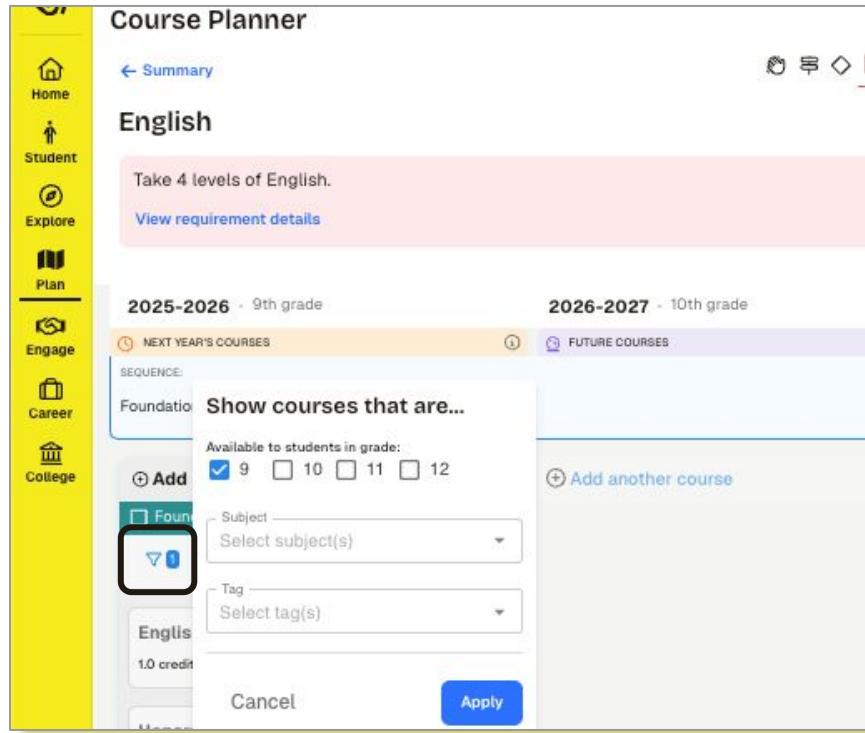
1.0 credits Dual

AP Literature (ENG105H) ⓘ

1.0 credits AP

# Browse and Add Courses: Filtering

- Students can also filter courses by clicking the filter icon.
- Students can filter by grade, subject and tag.
- Counselors can also filter by school and explore outside the requirements courses.



The screenshot shows the 'Course Planner' interface for the 'English' subject. The sidebar on the left includes icons for Home, Student, Explore, Plan, Engage, Career, and College. The main area displays a summary: 'Take 4 levels of English.' with a link to 'View requirement details'. Below this, the '2025-2026 - 9th grade' and '2026-2027 - 10th grade' sections are shown. A yellow box highlights the 'NEXT YEAR'S COURSES' section. A filter icon (a magnifying glass with a minus sign) is circled in black and placed over the 'Show courses that are...' dropdown menu. The menu includes options for 'Available to students in grade:' (checkboxes for 9, 10, 11, 12, with 9 checked), 'Subject' (dropdown 'Select subject(s)'), and 'Tag' (dropdown 'Select tag(s)'). At the bottom are 'Cancel' and 'Apply' buttons.

# Adding Alternate Courses

- Students select courses to take if one of their selections is not available.
- Only selected for *next year*.
- Selected in the order of preference.

Health Education (GYM102)  
1.0 / 1.0 credits

Alternate courses ⓘ

No courses added yet

Add 4 more alternate courses

# Course Plan Summary

- Shows an overview of the student's plan for graduation.
- Clearly indicates in red where requirements aren't met.
- Review, edit, and submit.

The screenshot shows the SchooLinks Course Planner interface. The top navigation bar includes 'Exit Student Demo', the student's name 'Caleb Murphy', and various icons for account management. The main title is '2024 - 2025 Plan' with a status of 'NOT SUBMITTED'. The 'Planned School' is 'SchooLinks High School'. The 'Graduation Plan' is 'Foundations with Endorsements'. The 'Pathways' section shows '1 Selected'. The 'Course Catalog' tab is selected.

The course plan is organized by subject and grade level:

- Law Enforcement:** Criminal Investigation (ELEC111) - 1.0 / 1.0 credits
- English:** Honors English I (ENG101H) - 1.0 / 1.0 credits (Pre-AP), Honors English II (ENG102H) - 1.0 / 1.0 credits (Pre-AP), AP English IV Dual Credit (ENG100D) - 1.0 / 1.0 credits (Dual), AP English IV (ENG104H) - 1.0 / 1.0 credits (AP), Missing prerequisite
- Math:** Algebra I (MATH200) - 1.0 / 1.0 credits, Geometry (MATH201) - 1.0 / 1.0 credits, Algebra II (MATH202) - 1.0 / 1.0 credits, Pre-Calculus (MATH203) - 1.0 / 1.0 credits
- Social Studies:** World History (HIST401) - 1.0 / 1.0 credits, US History (HIST400) - 1.0 / 1.0 credits, US Government (HIST402) - 1.0 / 1.0 credits, AP Psychology Dual Credit (HIST100H) - 1.0 / 1.0 credits (Dual)
- Science:** Introduction to the Physical Sciences (SCI100) - 1.0 / 1.0 credits, Biology (SCI300) - 1.0 / 1.0 credits, Chemistry (SCI301) - 1.0 / 1.0 credits, Physics (SCI302) - 1.0 / 1.0 credits
- Physical Education:** Physical Education (GYM100) - 1.0 / 1.0 credits, Physical Education (GYM100) - 1.0 / 1.0 credits

At the bottom, it shows 'Credits: 23/24 planned' and 'Requirements: 6/8 met'. There are 'Other Options' and 'Submit plan' buttons. The bottom right corner indicates 'Student submission Due 08/21/25'.



# Other Student Examples: 6th Grade

SCHOOL

Course Planner

2025 - 2026 Plan Submitted

Planned School: Gunston Middle School Graduation Plan: 7th Grade Requirements Course Catalog

2026-2027 • 7th grade

NEXT YEAR'S COURSES

<span>English</span>	<span>Grade 7 English (11110)</span>	<span>0.0 / 0.0 credits</span>
<span>History</span>	<span>Civics and Economics (12355)</span>	<span>0.0 / 0.0 credits</span>
<span>Math</span>	<span>Pre-Algebra for 7th Graders (7 and 8) (13109)</span>	<span>0.0 / 0.0 credits</span>
<span>Science</span>	<span>Grade 7 Life Science (14115)</span>	<span>0.0 / 0.0 credits</span>
<span>Health &amp; PE</span>	<span>Grade 7 Health and Physical Education (17120)</span>	<span>0.0 / 0.0 credits</span>
<span>Electives</span>	<span>Arabic I (15800)</span>	<span>1.0 / 1.0 credits</span> <span>1 alternate course selected</span>
	<span>Intermediate Band (19201)</span>	<span>0.0 / 0.0 credits</span> <span>1 alternate course selected</span>

Credits: 1/0 planned Requirements: 6/6 met Other Options

Student submission: 12/17/25 Staff approval: Due 03/06/26

If you make changes, resubmit before the deadline.

Comments

# Other Student Examples: 8th Grade

SCHOOL  
**Course Planner**

2025 - 2026 Plan • SUBMITTED

Planned School: Wakefield High School Graduation Plan: COPY-Advanced Studies Diploma

Programs: 1 Selected Course Catalog

2025-2026 • 8th grade (2/7)

**TAKEN COURSES**

- English 8 (11120) 0.0 / 0.0 credits ⓘ | Grade pending
- World Geography (12210) 1.0 / 1.0 credits ⓘ | Grade pending

**NEXT YEAR'S COURSES**

- English 9 (21130) 1.0 / 1.0 credits ⓘ
- English 10 (21140) 1.0 / 1.0 credits ⓘ
- English 11 (21150) 1.0 / 1.0 credits ⓘ
- English 12 (21160) 1.0 / 1.0 credits ⓘ

**FUTURE COURSES**

- World History & Geography: 1500 AD to Present (22216) 1.0 / 1.0 credits ⓘ
- United States & Virginia History (22360) 1.0 / 1.0 credits ⓘ
- United States & Virginia Government (22440) 1.0 / 1.0 credits ⓘ

**Mathematics**

- Pre-Algebra for 8th Graders (13112) 0.0 / 0.0 credits ⓘ | Grade pending
- Algebra I (23130) 1.0 / 1.0 credits ⓘ
- Geometry (23143) 1.0 / 1.0 credits ⓘ
- Algebra II (23135) 1.0 / 1.0 credits ⓘ
- Probability & Statistics (23190) 1.0 / 1.0 credits ⓘ

**Science**

- Grade 8 Physical Science, Intensified (14129) 0.0 / 0.0 credits ⓘ | Grade pending
- Immersion Intensified Biology (24319) 1.0 / 1.0 credits ⓘ
- Immersion Intensified Chemistry (24416) 1.0 / 1.0 credits ⓘ
- Intensified Physics (24515) 1.0 / 1.0 credits ⓘ
- Anatomy & Physiology I, DE (98085W) 1.0 / 1.0 credits ⓘ

**World Languages and Cultures**

- French I (15110) 1.0 / 1.0 credits ⓘ | Grade pending
- French II (25120) 1.0 / 1.0 credits ⓘ
- French III (25130) 1.0 / 1.0 credits ⓘ

**Health & Physical Education**

- Grade 8 Health and Physical Education (17200) 0.0 / 0.0 credits ⓘ | Grade pending
- Health & Physical Education I (27300) 1.0 / 1.0 credits ⓘ
- Health, Physical & Driver Education II (27410) 1.0 / 1.0 credits ⓘ

**Fine Arts or Career & Technical Education**

**Economics & Personal Finance**

Credits: 26/26 planned Requirements: 11/11 met Other Options

Exit Student Demo × Tracy Hughes

Programs: 1 Selected Course Catalog

2026-2027 • 9th grade (6/7)

2027-2028 • 10th grade (6/7)

2028-2029 • 11th grade (6/7)

2029-2030 • 12th grade (6/7)

Comments

Student submission 12/17/25

Staff approval Due 03/06/26

If you make changes, resubmit before the deadline.

# Things Students Can Do

View or select a program of study

Click any requirement to add or remove courses

See supplemental plans & reset plan

See overall plan status

2024 - 2025 Plan • NOT SUBMITTED

SchooLinks High School Graduation Plan Foundations with Endorsement

Pathways 1 Selected

Course Catalog →

2025-2026 - 9th grade 6/6 2026-2027 - 10th grade 6/6 2027-2028 - 11th grade 4/6 2028-2029 - 12th grade 6/6

NEXT YEAR'S COURSES FUTURE COURSES

English

Honors English I (ENG101H) 1.0 / 1.0 credits Pre-AP

Honors English II (ENG102H) 1.0 / 1.0 credits Pre-AP

AP English IV Dual Credit (ENG1000D) 1.0 / 1.0 credits Dual Missing prerequisite

AP English IV (ENG104H) 1.0 / 1.0 credits AP Missing prerequisite

Math

Algebra I (MATH200) 1.0 / 1.0 credits

Geometry (MATH201) 1.0 / 1.0 credits

Algebra II (MATH202) 1.0 / 1.0 credits

Pre-Calculus (MATH203) 1.0 / 1.0 credits

Social Studies

World History (HIST401) 1.0 / 1.0 credits

US History (HIST400) 1.0 / 1.0 credits

US Government (HIST402) 1.0 / 1.0 credits

AP Psychology Dual Credit (HIST1001H) 1.0 / 1.0 credits Dual

Science

Introduction to the Physical Sciences (SCI100) 1.0 / 1.0 credits

Biology (SCI300) 1.0 / 1.0 credits

Chemistry (SCI301) 1.0 / 1.0 credits

Physics (SCI302) 1.0 / 1.0 credits

Physical Education

Physical Education (GYM100) 1.0 / 1.0 credits

Physical Education (GYM100) 1.0 / 1.0 credits

Credits: 23/24 planned Requirements: 6/8 met Other Options

Student submission Due 08/21/25

Submit plan

View goals, change history, download as a PDF

Submit their plan for approval.

# Warnings and Errors

Students get real-time feedback if any warnings or errors are found on their course plan.

The image shows a graduation plan interface with several components:

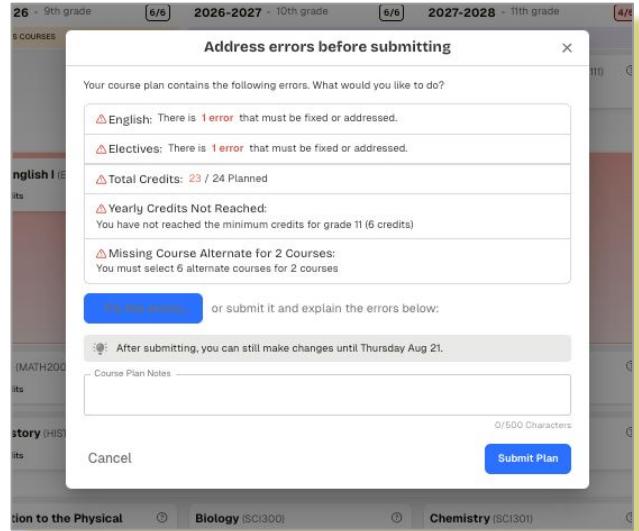
- Graduation Plan:** A box at the top left lists two types of warnings:
  - Requirement not met
  - Credit requirements not met
- Course Grid:** The main area displays courses in a grid format. A red box highlights the English section, which includes Honors English I, Honors English II, AP English IV Dual Credit, and AP English IV. The AP English IV row has a red border and a warning message: "Missing prerequisite".
- Requirement Tree:** A separate box on the left shows the English requirement tree with 3/4 sub-requirements met. A red box highlights this section.
- Courses Section:** A box at the bottom right lists courses with errors:
  - Missing a prerequisite
  - Missing a co-requisite
  - Invalid courses
- Geometry Course Detail:** A box on the right shows a detailed view of the Geometry course (302) with a red border and a warning message: "Missing prerequisite".



# Student Submission

Students submit their course plan for approval when they have finished their selections.

- Students **CAN** submit plans with warnings or errors.
- They will need to explain why.



# Access Your Guardian Account

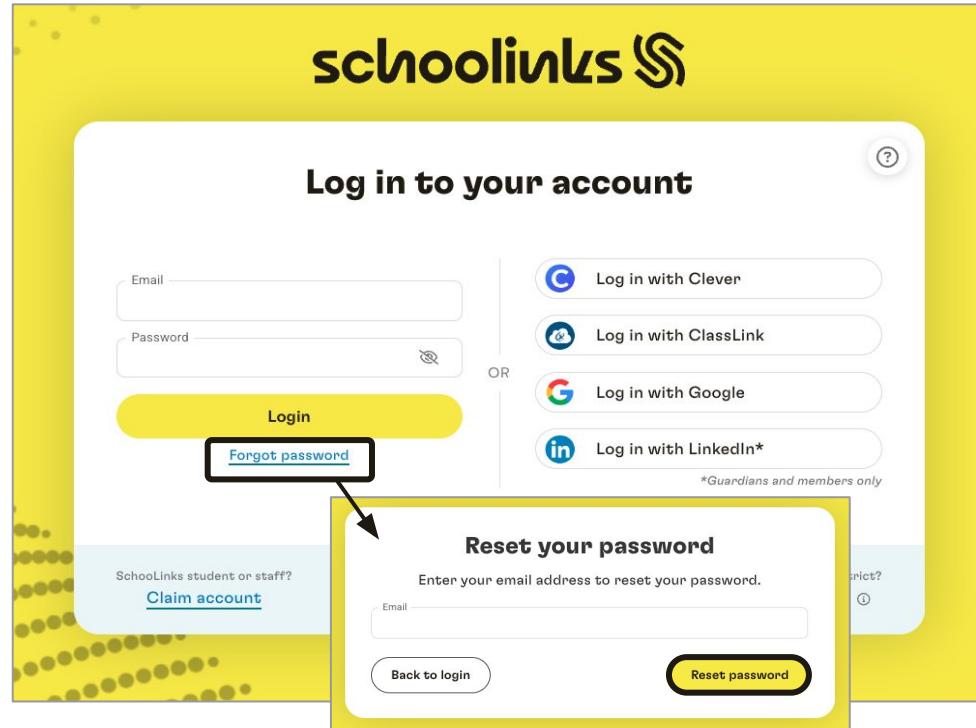
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# Access Your Guardian Account (Synced Emails)

Logging in for the first time?

Go to [app.schoolinks.com](https://app.schoolinks.com)

- If the email on file with the district is a Google email, then click **Log in with Google** to sign in.
- Otherwise, click **Forgot password**, enter your email, then click **Reset password**. You will receive an email with instructions to create a SchooLinks password.



[Onboarding for Guardians \(Synced Accounts\)](#)

# Access Your Student's Course Plan

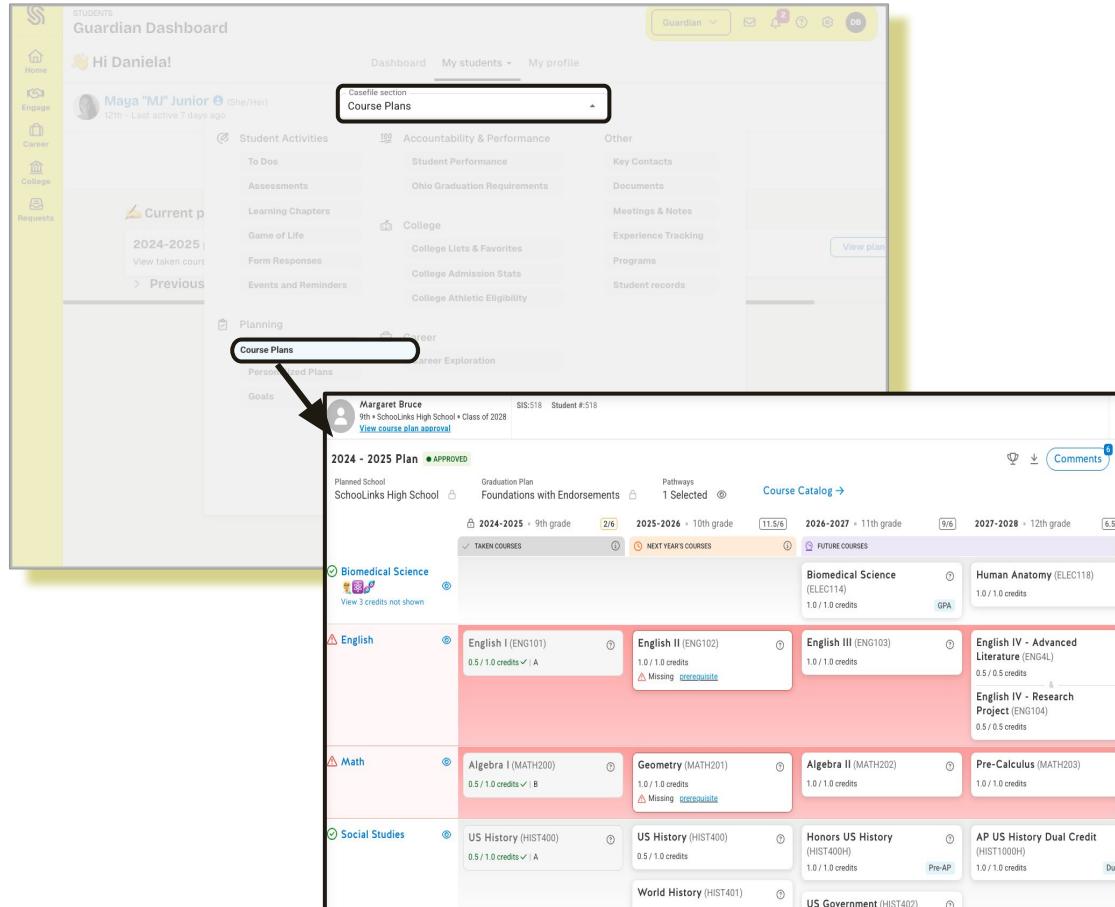
**schoolinks** 

# View Student's Course Plan

If you would like to review your student's Course Plan in SchooLinks:

- Select your student
- Then select Course Plans from the casefile section dropdown to view your student's course plan directly in SchooLinks

[View Student Course Plans](#)

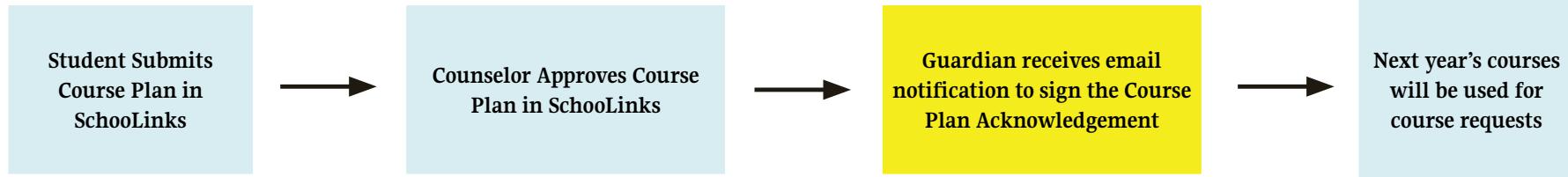


The screenshot shows the SchooLinks Guardian Dashboard. The top navigation bar includes 'Guardian', 'Dashboard', 'My students', and 'My profile'. A dropdown menu for 'Casefile section' is open, with 'Course Plans' selected. The main content area is titled 'Planning' and shows 'Course Plans' as the active section. A student profile for 'Margaret Bruce' is displayed, including her grade (9th), school (SchoolLinks High School), and class year (Class of 2028). A link to 'View course plan approval' is shown. Below this, the '2024 - 2025 Plan' is listed as 'APPROVED'. The 'Planned School' is 'SchoolLinks High School'. The 'Graduation Plan' section shows 'Foundations with Endorsements' and '1 Selected'. The 'Course Catalog' section lists various courses with their credits and descriptions. A large red box highlights the 'English' section, which includes 'English I (ENG101)', 'English II (ENG102)', and 'English III (ENG103)'. Below this, other subjects like Math, Social Studies, and History are listed with their respective courses and credits.

# Course Planning Milestones

## Parent/Guardian Course Plan Approvals

- After School Counselors approve student's course plans, parents/guardians will be notified via SchooLinks to review and acknowledge student's course plan.
- Student Course Plans open **January 5th, 2026**



# Email Notification Course Plan Acknowledgement (Option 1)

Parents and guardians will receive the following message from [info@schoolinks.com](mailto:info@schoolinks.com) to review and approve their student(s) course plan:

**Subject:** Your student's **Course Plan Acknowledgement** is ready for your review

Hey *[Guardian Name]*, check out what's going on in your SchooLinks account!

**Action needed:** Please review and approve your student's [Course Plan Acknowledgement](#), which is due *[guardian approval date]*. Please approve as soon as possible.

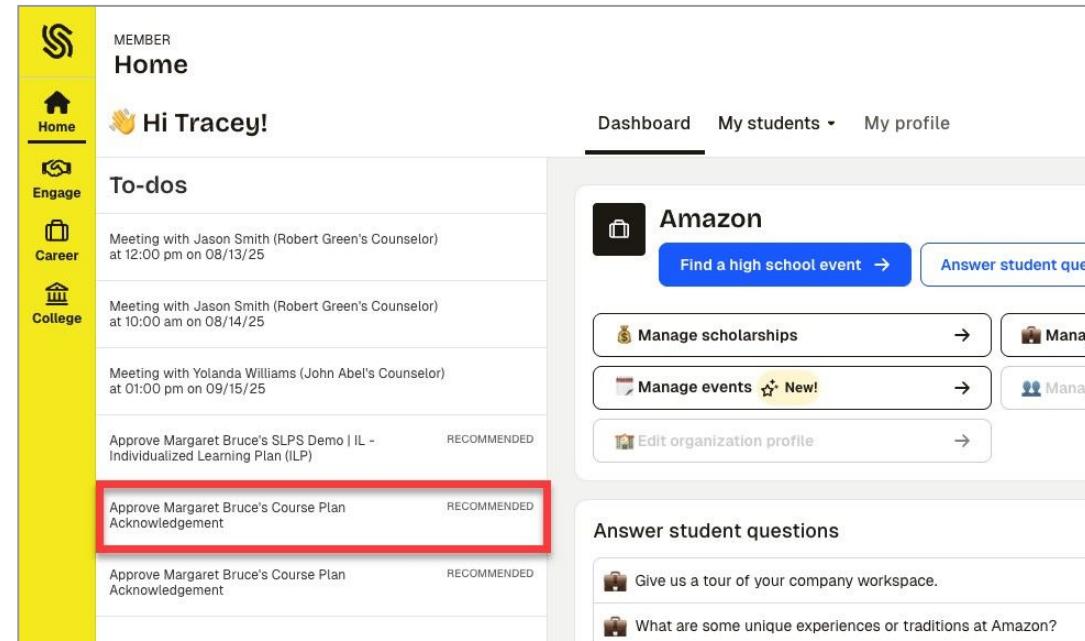
Sincerely,  
SchooLinks



# View & Sign Your Student's Course Plan Acknowledgement (Option 2)

This will be listed as a **To-do** on your Guardian Dashboard.

*Note: Course Plan Acknowledgements are only available for signature once the student has submitted their Course Plan AND the counselor has approved the plan.*



The screenshot shows the 'MEMBER Home' dashboard for a user named Tracey. The 'To-dos' section lists several tasks, with one specific task highlighted by a red box: 'Approve Margaret Bruce's Course Plan Acknowledgement'. This task is marked as 'RECOMMENDED'. The dashboard also includes sections for 'Amazon' (with links to manage scholarships, events, and organization profile), and 'Answer student questions' (with two examples: 'Give us a tour of your company workspace.' and 'What are some unique experiences or traditions at Amazon?').

To-do Description	Status
Meeting with Jason Smith (Robert Green's Counselor) at 12:00 pm on 08/13/25	
Meeting with Jason Smith (Robert Green's Counselor) at 10:00 am on 08/14/25	
Meeting with Yolanda Williams (John Abel's Counselor) at 01:00 pm on 09/15/25	
Approve Margaret Bruce's SLPS Demo   IL - Individualized Learning Plan (ILP)	RECOMMENDED
Approve Margaret Bruce's Course Plan Acknowledgement	RECOMMENDED
Approve Margaret Bruce's Course Plan Acknowledgement	RECOMMENDED

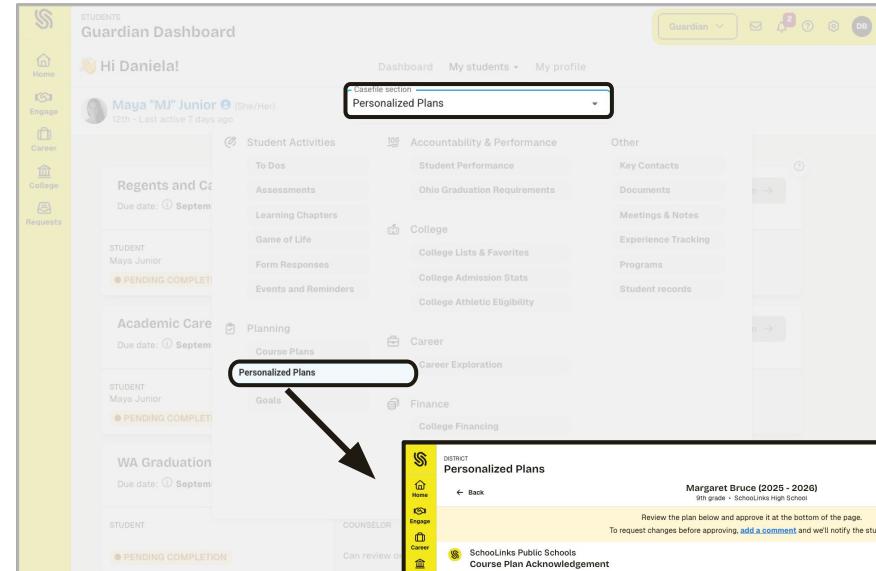


# View & Sign Your Student's Course Plan Acknowledgement (Option 3)

Click Personalized Plans from the casefile section dropdown to view and approve the student's personalized plan.

## Overview of Your Student's Personalized Plan

*Note: Course Plan Acknowledgements are only available for signature once the student has submitted their Course Plan AND the counselor has approved the plan.*



The screenshot shows the SchoolLinks Student Guardian Dashboard. The 'Personalized Plans' section is highlighted with a yellow box and an arrow pointing to it from the text above. The dashboard includes sections for 'Regents and C', 'Academic Care', and 'WA Graduation'. The 'Personalized Plans' section is part of the 'Course Plans' dropdown menu. A sub-modal window titled 'Personalized Plans' is open, showing a course plan for 'Margaret Bruce (2025 - 2026)'. The plan is for 'SchoolLinks Public Schools' and is a 'Course Plan Acknowledgement'. It shows the student submitted the plan on 12/15/2025 and the counselor approved it on 12/15/2025. The 'Approve plan' section is visible at the bottom of the sub-modal.

# SchooLinks Support

**schoolinks** 

# Visit the Help Center



To access the Help Center:

- Visit [support.schoollinks.com](https://support.schoollinks.com)  
*\*\*must be logged in first to view articles*

OR

- Click the Question Mark in the upper right corner of the platform, then select Help Center

Use the search bar to find your answer or scroll to browse topics

The screenshot shows the SchoLinks platform interface. On the left is a vertical sidebar with icons for Home, Students, Plan, Engage, Career, College, Track, Alumni, and Admin. The main area is titled 'Home' and shows a 'Search Students' bar. A sidebar on the right lists student activity updates. A large central box is titled 'SchoLinks is here to help!' and contains a search bar with the placeholder 'Search for articles...'. Below the search bar is a section titled 'Trending Articles' with three items:

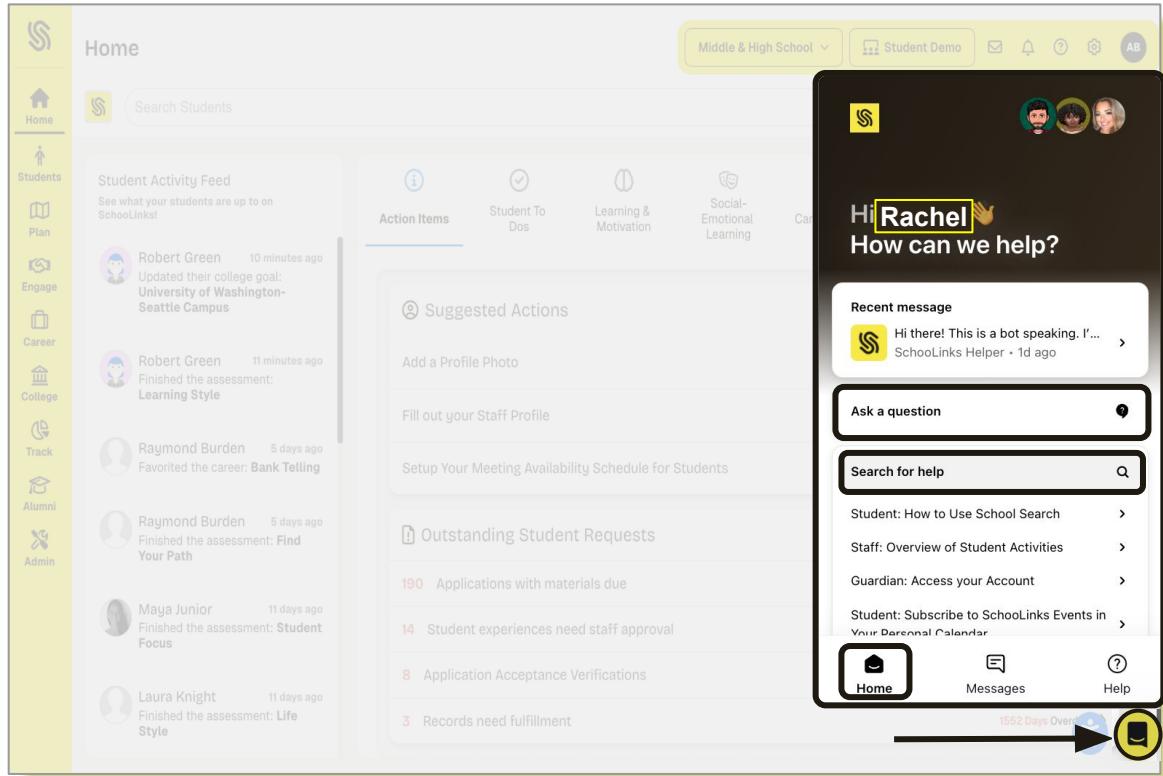
- Staff: SchoLinks' New Look, Smarter Navigation > Student: New Look, Easier Navigation. Check Out SchoLinks' Glow Up! >
- Staff: Elementary Platform Updates > Student: College Application Manager Overview & Setup >
- Staff: Configure the College Application Manager > Student: Connect Your Common App Account >



# Get In-App Support (Home Tab)

Click the chat icon in the lower right corner to access the following from the Home tab:

- The AI agent which generates answers and article sources based on your questions. This information is pulled directly from the Help Center, getting you the help you need without interrupting your workflow.
- The search bar to search by topic and view a list of suggested help center articles



The screenshot shows the SchoLinks Home tab interface. On the left is a vertical sidebar with icons for Home, Students, Plan, Engage, Career, College, Track, Alumni, and Admin. The main content area has a "Home" header and a "Search Students" bar. Below is a "Student Activity Feed" showing recent student interactions: Robert Green updated their college goal, finished an assessment, and favorited a career; Raymond Burden finished an assessment; Maya Junior finished an assessment; and Laura Knight finished an assessment. To the right are sections for "Action Items", "Suggested Actions" (Add a Profile Photo, Fill out your Staff Profile, Setup Your Meeting Availability Schedule for Students), "Outstanding Student Requests" (Applications with materials due, Student experiences need staff approval, Application Acceptance Verifications, Records need fulfillment), and a "Recent message" from the AI bot. A large callout box highlights the AI agent's response to "Rachel" with the message "How can we help?". The bottom right corner features a yellow "Help" button with a question mark icon.



# Get In-App Support (Message Tab)

From the **Messages** tab:

- View a history of your support messages
- Ask a question of the support team and receive a response within minutes during business hours.
  - 8:30am-6pm Eastern
  - 7:30am - 5pm Central
  - 6:30am - 4pm Mountain
  - 5:30am - 3pm Pacific

The screenshot shows the SchoLinks software interface. On the left, a vertical sidebar lists navigation options: Home, Students, Plan, Engage, Career, College, Track, Alumni, and Admin. The 'Home' icon is highlighted with a yellow box. The main content area is the 'Home' screen, which includes a 'Search Students' bar, a 'Student Activity Feed' section, and tabs for 'Action Items', 'Student To Dos', 'Learning & Motivation', and 'Social-Emotional Learning'. A large, semi-transparent overlay represents the 'Messages' tab. This tab displays a list of messages from 'SchoolLinks Helper' with timestamps (e.g., '1d ago', '2d ago', '3w ago'). It also features a 'Suggested Actions' section with items like 'Add a Profile Photo', 'Fill out your Staff Profile', and 'Setup Your Meeting Availability Schedule for Students'. Below this is an 'Outstanding Student Requests' section with counts: 190 applications with materials due, 14 student experiences needing staff approval, 8 application acceptance verifications, and 3 records needing fulfillment. At the bottom of the overlay, there are buttons for 'Home', 'Messages' (which is highlighted with a yellow box), and 'Help'.



# Get In-App Support (Help Tab)

From the Help tab:

- Search Help Center articles by keywords
- Explore Help Center Article Collections

The image shows the Schoology mobile application interface. On the left, a vertical navigation bar lists icons for Home, Students, Plan, Engage, Career, College, Track, Alumni, and Admin. The main content area is the 'Home' screen, which includes a 'Search Students' bar, a 'Student Activity Feed' section showing recent student interactions, and a 'Suggested Actions' section with items like 'Add a Profile Photo' and 'Fill out your Staff Profile'. On the right, a large floating window displays the 'Help' tab. This tab features a search bar, a list of '20 collections' including 'Getting started', 'Platform Setup and Account Management', 'Analytics', 'Careers', and 'Check-Ins', and a 'Help' button in the bottom right corner. A yellow arrow points from the text 'From the Help tab:' to the 'Help' button on the right.

# Thank You!

