



SchooLinks Support for Middle and High School Families

This document is to help provide an understanding of the different supports available for Middle and High School Families with incidents regarding SchooLinks. Please refer to this [FAQ document](#) for additional information and use this to guide the support needed.

****Upon an issue with SchooLinks, your first point of contact is your child's School Counselor.****

If unable to solve the incident please view below to determine the appropriate service request. You must report the concern to either SchooLinks or LCPS. Use the guide below to help you decide where your concern should be addressed.

<p>Support Center Service Ticket "Something Broken" In "Summary" type "SchooLinks"</p>  <p>Support Center</p>	<p>SchooLinks Help Chat Click icon in the lower right of the screen</p>  <p>SchooLinks</p>
<ul style="list-style-type: none"> ● Unable to log onto SchooLinks ● System is down 	<ul style="list-style-type: none"> ● Unable to see completed activities ● Common App College does not have a Common App link icon ● Trouble adding teacher recommendations