

# ClassLink LaunchPad FAQs

## 1. How do I get a *ClassLink LaunchPad* account?

If you would like to sign up for a ClassLink account, click on the link below and please fill in the required information, agree to the terms, and then click DONE.

>> [Sign up for a WSSD ClassLink account](#) <<

## 2. What if I forgot my username and password?

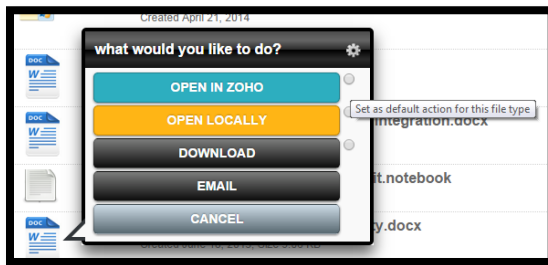
Your login credentials are the same as the username and password use to login to WSSD computers. You will have to contact your network administrator or help desk.

## 3. Has ClassLink stopped working?

You've probably been automatically timed out and just need to log back in.

## 4. In *My Files*, how do I change the default setting for which program will launch when I open a document online?

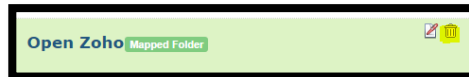
Left-click on the file icon. From the menu, click the radio button next to your preferred program. The next time you launch a file, no menu will appear. The file will automatically open in the program you selected.



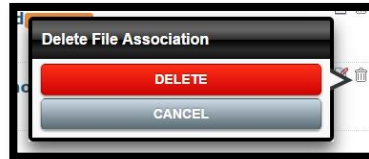
To undo this action, click on the setting button in the upper right-hand corner.



Click on the trash can to delete the set action.

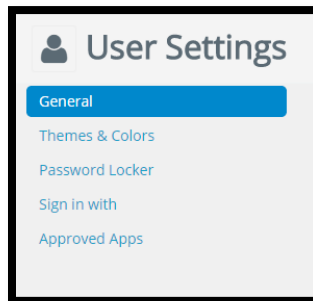
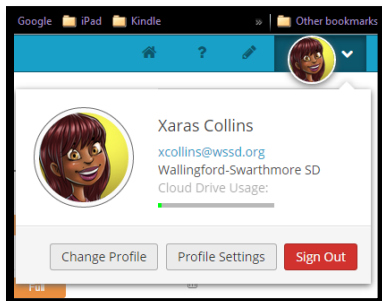


The menu options will appear again the next time you select a file.



## 5. How do I customize my profile and settings?

Click on the drop-down arrow next to the avatar in the upper right-hand corner of your screen. Click Profile Settings. This is where you can modify themes and colors, manage passwords, and more.

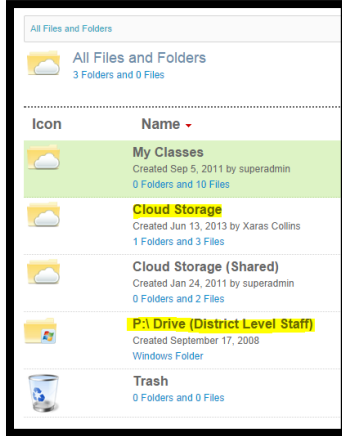


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**NOTE:** Settings is where you can **update passwords** to secured apps and **change the default view** for when you first login.

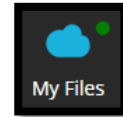
## 6. How do I access my P: Drive?

When you first login, click on My Files. You will see a list of drives. There should be cloud storage drive with 5 GB and your P:\ Drive. Click on the folder or drive name to open.

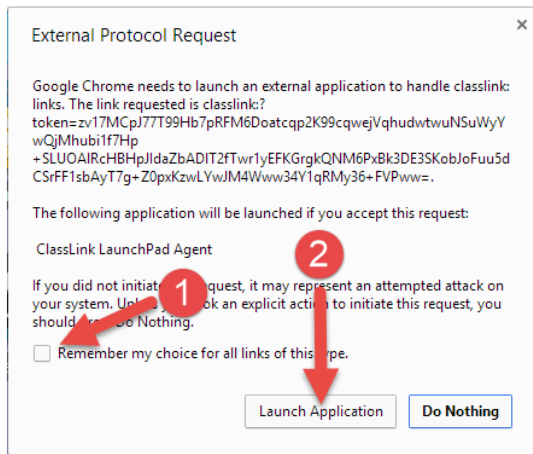


## 7. What is the *LaunchPad Agent*? Why do I need it? How do I activate it?

We have already taken care of this on WSSD computers. You should see a green dot indicating that the agent is installed.



**IF YOU ENCOUNTER THIS MESSAGE, JUST CHECK OFF THE BOX AND SELECT LAUNCH APPLICATION.**



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**At home, you can install the agent yourself by following the directions below:**

LaunchPad Agent is a small applet that would be locally installed on your computer and it eliminates the need for Java. Local editing of files is lightning fast!

- LaunchPad Agent stays in your task tray and you can click it to see status of current files and history of previous ones.
- LaunchPad detects if Agent is installed and falls back to Java where it is not available.
- Provides notifications on upload/download completion.
- One click access to documents that fail to upload properly.
- Available for [Mac](#) and [PC](#)
- Using the LaunchPad Agent also means no more Java updates.

To download and install the LaunchPad Agent follow these quick and easy steps. Screenshots for each step are included

Step	Description
Step 1	Locate then click the gray circle in the My Files module found on the bottom of LaunchPad
Step 2	A new window will appear. Click the Download Agent box to download the agent zip file
Step 3	Unzip the file then double-click setup.exe
Step 4	Once installed, return to the Download Agent window, then click 'Verify Agent Installed'
Step 5	Click close. If the agent is installed the My Files module will have a GREEN circle

