







## **Troubleshooting Guide**

**RethinkEd's** online solutions are device agnostic, accessible by a wide range of desktop and mobile technologies including desktop and laptop computers, tablets, and mobile devices with an internet connection.

**RethinkEd** supports rostering and Single Sign-On (SSO) via Clever, OneRoster, or Class Link and offers integrations with Canvas and Schoology Learning Management Systems. Users can also log in manually. **RethinkEd** can create custom APIs to integrate with your existing data if needed. We discuss your technology requirements during initial planning and implementation meetings.

The **RethinkEd** platform is HIPAA and FERPA-compliant and meets Americans with Disabilities Act (ADA) and Section 508 accessibility requirements to at least WCAG 2.0 Level AA guidelines. **RethinkEd** is certified by HITRUST, COBIT, ISO/IEC 2700, PCI and Project Unicorn.

If you are experiencing issues with our solutions, please contact our Partner Services team or Customer Support or visit the Support Website

## **Los Angeles Unified and RethinkEd Resource Center**



**Full Resource Schedule** 

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**Frequently Asked Questions** 

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