Student Assistance Common Issues

- **CLASSLINK**

  ISSUE: the student is receiving an error that says, "*HTTP Error 400: BAD REQUEST, the size of the request headers are too long*"

  This is a common issue with Google Chrome and Classlink, this means they have the right username and password but they need to **clear their browsing data** or **use a different browser.**

  SOLUTION: Clear the browsing data on Chrome. To do this, go to the top right of Chrome and click on the 3 dots, a list will drop down. Move your mouse over where it says, "More tools" and then select, "Clear browsing data…" When the window pops up, make sure that the drop-down box next to "time range" is set to: **"All time"** and then click "Clear data".
  If this doesn't work for the student please have them do it again until it works.
  ALTERNATE SOLUTION: Use a different browser or the Classlink app.

- **PASSWORD RESET TOOL**
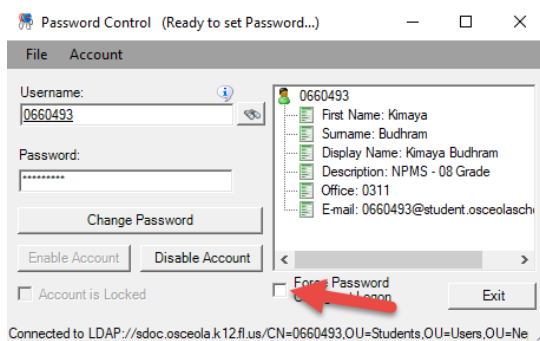
  Make sure when using the password reset tool that **"Force Password Change at Logon" is unchecked.** This is **mandatory** for the password reset to work for 'at home students'.

- **TEAMS**

  ISSUE: Student cannot see your class in their list of Teams but they are added on your end.

  SOLUTION: Remove the student and re-add them to your team.

  Another common solution to Teams related issues is resetting the student's password, and having them reinstall the Teams application on their device.

- For issues beyond what is covered here please submit a ticket at: https://servicedesk.osceola.k12.fl.us/
  Please **DO NOT** give out the employee help desk number (407-870-4000) to students; This is solely for employees and employee related issues.

If Students want to create their own password, please direct them to osceolaschools.net/passwordreset They can follow the instructions and change their password after you have reset it.
NOTE: *If their password is expired this will not work, you must reset it first.*