Students accessing sdmylife using K-12 email credentials

How students' email addresses are associated with their SDMyLife/Xello accounts.

1. Student access is based on Infinite Campus enrollment.

2. The SD Department of Education works with the SD Bureau of Information & Telecommunication to pull a data file from Infinite Campus each day with student information (student ID, name, grade, school, etc.). This file does not contain students' email addresses because the state level Infinite Campus account does not have this information.

3. BIT also works with the SD K-12 Data Center to pull a file of all SD students' K-12 email addresses. The file from the K-12 Data Center only contains students' first names, last names, schools and email addresses.

4. Next, BIT combines the Infinite Campus file with the K-12 Data Center file in attempt to add students' email addresses to their respective Infinite Campus information.

5. Unfortunately, not all students' Infinite Campus information aligns with their K-12 Data Center information. When the information does not align, BIT keeps the students' Infinite Campus information in the file, so those students still have access to SDMyLife. However, if their information did not align, those students do not have an email address in the combined data file.

6. The combined data file is sent to Xello each weeknight for them to update student accounts.

What happens when students try to log in to SDMyLife/Xello?

1. Students using their K-12 email address to login must go to SDMyLife.com and click "LOGIN" in instead of going directly to login.xello.world.

2. By going to SDMyLife.com and clicking "LOGIN", it allows for students K-12 email credentials to be authenticated through the K-12 Data Center.

3. If a student is entering their correct email address and password and it is authenticated through the K-12 Data Center, the Data Center gives Xello the ok to let the student login.

4. However, the only way Xello knows which account to allow the student access to is by Xello having the student's email address associated to their Xello account. The association of their email is done through Xello receiving the combined data from the DOE/BIT each weeknight.

What should we do at the school level to make sure students can login with K-12 email addresses?

1. Work with your Tech Coordinator/Infinite Campus Contact to make sure all student data aligns between Infinite Campus and the K-12 Data Center (specifically: first name, last name, spaces and punctuation).

2. Make sure the students are going to SDMyLife.com and clicking "LOGIN".

3. Have students clear their web browsing history/cache.

Check to see whose email addresses are not included in the combined data file with the following steps.

1. Log into your educator account.

2. Click "Student", then "Student List".

3. Click "Data & Export" and check the box for "Email Address" and click "Apply".

4. To group the students who do not have an email address associated with their accounts, click on "Email Address" in the header column to sort the accounts by email. Clicking it once will put the group at the end. Clicking twice will bring them to the beginning of the list.

5. Provide your Tech Coordinator/Infinite Campus Contact with a list of the students without email addresses to make sure the students' first names, last names, spaces and punctuation align between the two systems.