



Frequently Asked Questions



1. What value does the partnership between HMH® and ClassLink® offer my school or district?

This partnership offers the combined benefits of best-in-class learning with best-in-class integration. ClassLink has 21 years of experience helping schools and districts across the country and around the world to seamlessly onboard learning solutions. With their trusted service, your school or district is set up for a successful technical integration. And, as your partner in learning, we at HMH will always be here to answer any questions you may have.

If you would like to speak to someone to learn how this partnership can benefit your school or district specifically, please contact us at usermaintenance-esd@hmhco.com or at 800.323.9239 and select option 3.

2. How does HMH's partnership with ClassLink impact the existing integration I set up with the HMH Tech Services team in recent years?

Your existing configurations will not be impacted for the rest of this school year. For the 2020–2021 school year, you will have the ability to maintain existing configurations or work with ClassLink to migrate to their HMH-specific Rostering solution.

3. What are my self-service Single Sign-On and rostering options with HMH?

Currently HMH supports Google® SSO as a self-service SSO option for content on *Ed: Your Friend in Learning*® as well as ThinkCentral and Holt McDougal™ Online. Click [here](#) to learn more. If you have an alternative protocol (ADFS, Azure®, etc.) or need SSO for SAM™ as well, we encourage you to reach out to ClassLink where they can assist in your SSO needs.

If you need further information, please [email us](#) or contact us at 800.323.9239 and select option 3.

4. My district signed a TechIntegrate contract with HMH. How is this agreement impacted with the introduction of ClassLink to the relationship?

ClassLink is assuming HMH's obligations under your contract, and so will assume the agreement just as it exists now. No changes to the current documentation will be necessary.

5. Who do I contact to take advantage of the partnership between HMH and ClassLink?

Please contact our technical support team; usermaintenance-esd@hmhco.com or contact us at 800.323.9239 and select option 3.

6. Do I get a discount on ClassLink's standard pricing when I work with them to set up rostering and SSO into my HMH products?

Yes, if a customer chooses to utilize ClassLink beyond HMH solutions, ClassLink will be offering incentives.

7. I am already a ClassLink customer. Is there anything I need to do with either HMH or ClassLink to take full advantage of this new partnership?

Please contact your ClassLink account manager to discuss migration of any HMH platform configurations to the ClassLink solution.

8. I purchased TechIntegrate services days from HMH. Will those services still be honored?

Yes. All technical services days will be honored and delivered by ClassLink. ClassLink has onboarded former members of the HMH Technical Services team, who have the in-depth knowledge and experience to ensure quality service delivery.

9. I have an annual TechAdvise services subscription with HMH. How does this partnership impact the remaining time on that subscription?

HMH will be retaining the annual TechAdvise subscription contracts and your services will continue as expected. Should you have any further questions about this, [please reach out to us here](#).

10. My school or district is purchasing new content from HMH in 2020. Clever is our preferred integration service provider. What are our options?

HMH supports rostering and SSO integrations through our preferred partner, ClassLink or via HMH self-service tools, which can be found [here](#).

