

# Tobii Dynavox / Boardmaker Single Sign On FAQ List

## 1. What is Single Sign On (SSO) and how does it help me?

SSO is a system that allows one email/password to get access to all the different Tobii Dynavox websites (MyTobiiDynavox.com, BoardmakerOnline.com, and more). This is intended to make your experience smoother and less time-consuming.

## 2. What will I have to do differently with SSO?

The biggest difference is that you will no longer enter your username, but your email address in order to login. Also, the first time you login you will be asked to change your password.

## 3. When will this go into effect?

October 2018

## 4. My email address is really long, do I have to type it each time?

It's possible to set your browser to remember your login for a site automatically. There are many secure password keeper apps that will remember both email and password. A favorite of ours is Dashlane.

## 5. My email address is correct but I'm not receiving emails.

It's quite possible that our emails to you were flagged as spam and are sitting in your Junk/Spam folder. If you find them there, select them and choose "Never block sender" to avoid the problem in the future. If you can't find the message, please call technical support.

North America	(800) 588-4548
Outside North America	+46 8 522 950 20

## 6. How can I tell if I have already setup SSO for Tobii Dynavox SSO account?

The easiest way is to go to the "Forgot your password?" link on the login page and enter your email address. If you have setup SSO, a password reset email will be sent to that address.

## 7. What if it's an email address I can't access anymore?

In that case, your only option is to call technical support and ask for help changing your email address.

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## 8. Does this mean I can login to my school computer and that will also log me into Boardmaker?

This is a similar concept, but not the same. We don't currently offer that option.

**9. How does this affect my Boardmaker Online District account?**

As long as your account uses a valid email address, everything should work fine.

**10. Does this affect how we manage our Instructor accounts?**

- The process of adding instructors will check to see if the email address already has a Boardmaker account, if not – the account will be created.
- The process of inviting instructors with existing Boardmaker Online accounts will not change
- Invited Professional, Personal, and Community accounts can still opt to 'Create New' accounts after accepting a district invitation. This process will require a new email for the existing account.