# EasyBridge Alerts and Product Association of ClassView Products

This document highlights the process of associating products to classes in EasyBridge and the Alerts that will be recorded in ClassView if there is an issue with the class. Please refer to the System Startup Guide for more details.

Using pearsoneasybridge.com, customer admins or teachers select a product to be associated with each class (section). As seen below in the example with iLit 90, products in the ClassView platform have several independent grade levels.
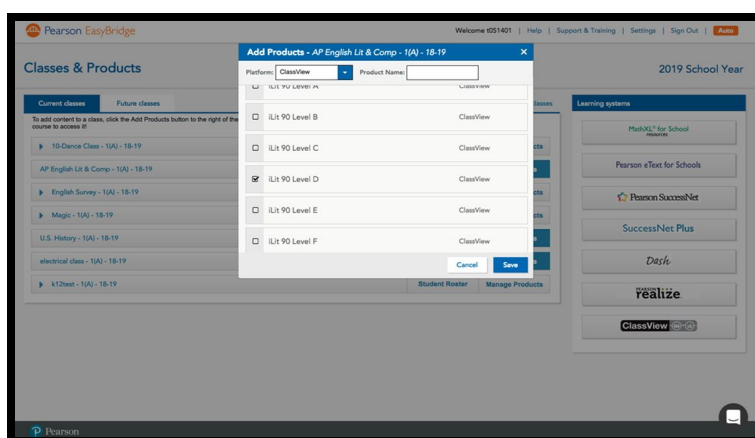
It is technically possible to select more than one (1) product/grade level (ex. iLit 90 Level A *and* iLit 90 Level F) but doing so would prevent the class from being created in ClassView. Each class may only be associated with one product/grade level in order to process the class correctly in ClassView.

Any error or issue with the class file that has been uploaded to EasyBridge will show up in the Alerts tab of ClassView. Common issues will include the following:

- **Multiple Products** - this means that during the product to class association in EasyBridge there has been more than one (1) product selected, as in the example above. For the products in ClassView, only 1 product can be selected per class.
- **No TOR** - this means that no Teacher of Record (TOR) has been identified in the upload file from the Student Information System (SIS).
- **No Product** - this indicates that a class was initially set up correctly, but someone followed-up and removed the product/association to the class in EasyBridge.

If "Multiple Products" alert is received in EasyBridge Alerts then the message will disappear within a few minutes after the the issue is resolved in EasyBridge. The message can also be removed manually within EasyBridge Alerts by opening the issue and selecting Remove.

Assuming there are no issues or alerts, classes will be auto-created in ClassView within 15 minutes after saving the product association to a class.