

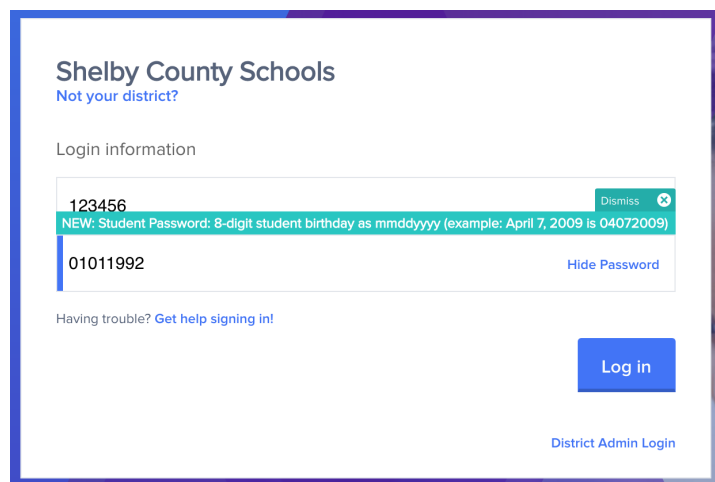
Teacher Troubleshooting Guide

Troubleshoot login issues for your students

How do students log into Clever?

To log into Clever, students should start at <https://clever.com/in/scs> and click "**Students - Log in Here**". This will bring you to a login page where students will input:

- Username: 6-digit Student ID
- Password: Birthdate (MMDDYYYY)



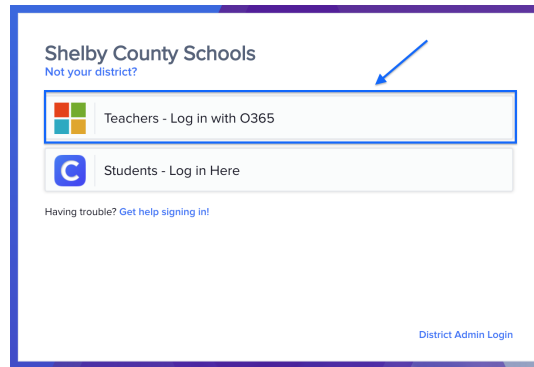
How can I help my students log in?

If your student runs into issue logging in, you can help your students in a few ways:

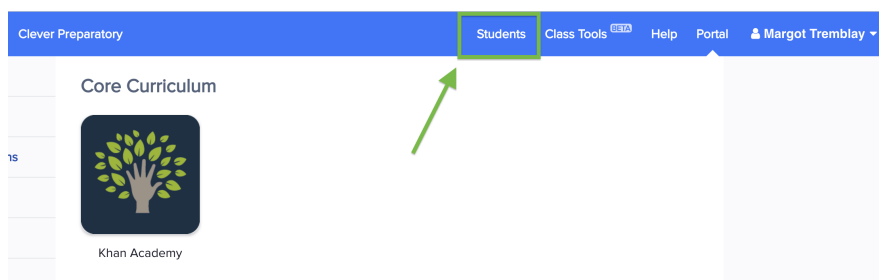
- 1 Confirm the student is enrolled in your class
- 2 Confirm the student is using the correct username
- 3 Contacting Clever Support

Troubleshooting Student Login Issues

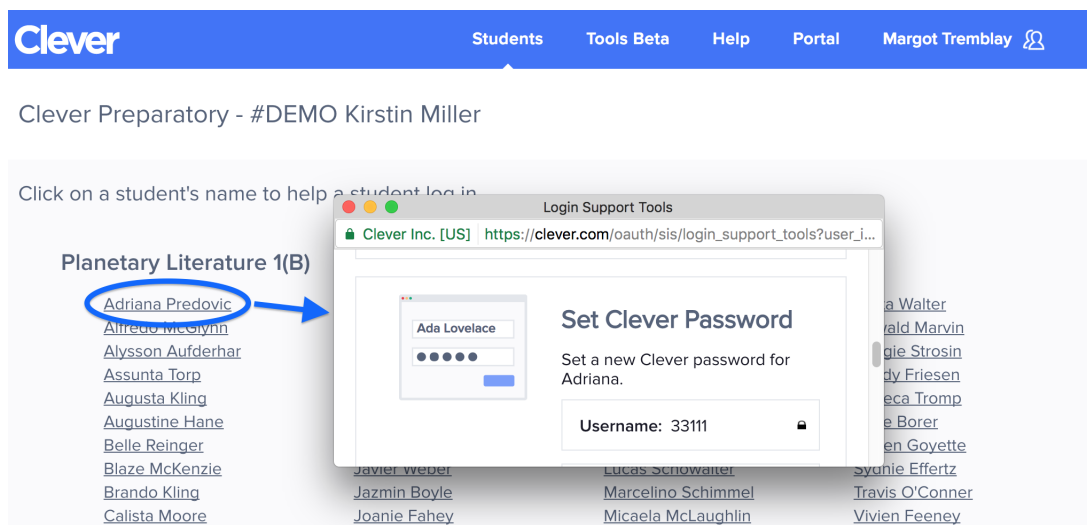
Step 1: Go to <https://clever.com/in/scs> and log in with your Office 365 credentials.



Step 2: Click 'Students'



Step 3: This will give you a view of all your students in Clever. Select the student you'd like to help and a window will pop-up with their username. If the student is **missing** from your roster, please contact Clever Support (instructions below)



Downloading Class Set of Usernames – PowerSchool

1. Go to PowerSchool Start Page
2. Click on a Grade Level
3. This will bring up all students with 6-digit student ID # and DOB for that grade
4. Print this information (Note – social security # may be visible as well -we would recommend blacking out SSN first, if possible, before distributing to teachers)
5. Repeat steps 2-4 for any other grade levels
6. Share with teachers

Downloading Class Set of Usernames – InfoSnap

1. Go to "Submission Workspace"
2. Under "View" select "All Submissions"
3. Type your school's name
4. Select "Find Records"
5. Under "Task", select "Export"
6. All found
7. Download data
8. Open with Microsoft Excel
9. Here you will see 6-digit student IDs (Clever username) and DOB (Clever password). Delete any columns you do not want.
10. Share with teachers

Clever Login Troubleshooting FAQ

1. I followed the login instructions and received an error. What's next?

Since Clever is a platform that will bring many different vendors in one place, there are certain issues that are best solved by vendor support teams directly. As a general rule of thumb, look at the login URL and reach out to the respective team (i.e. if the URL reads **clever.com/error101**, you'll contact Clever

2. Teacher: No Matching User

If you try to log in to Clever with your O365 credentials and see the following error, this means we do not have the correct email address in our system. Please reach out to the [Clever Support team](#) and we'll work with Shelby County Schools to update your email in our system

Uh oh!

We were not able to find a matching user in Clever. Please contact your network admin for assistance

[Log in with a different account](#)



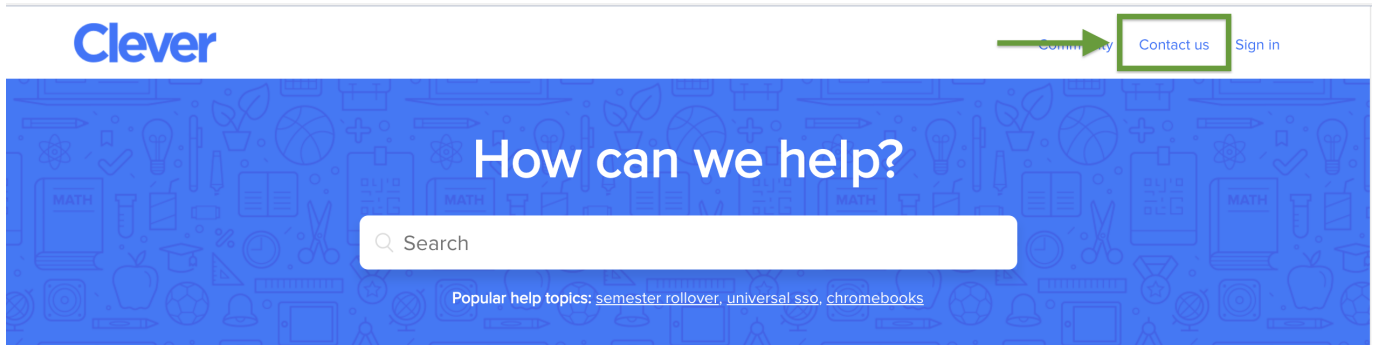
3. S602

If you click on the i-Ready icon and receive the following error, please reach out directly to the i-Ready team at shelbyrostersupport@cainc.com.



Contacting Clever Support

Step 1: Navigate to <https://support.clever.com> and click "Contact Us" at the top right-hand corner



Step 2: Fill out the information in the highlighted boxes to the best of your knowledge. This will allow the Clever Support team to begin troubleshooting right away

Contact us

What type of user are you?

Teacher or School Admin

Your email address *

username@scsk12.org

District name *

Shelby County Schools

Don't have a district? Enter your school name instead.

What can we help you with? *

Helping somebody with a login issue

What is the user's ID or number?

If there is an error message, copy and paste it here:

Which application is related to this request? *

None (my issue does not relate to an app)

If your application is not listed, please list the app in your description below.

Subject

Brief Description

Please enter a few words about the topic of your request, similar to an email subject line.

Suggested articles

[How do I manage the Clever Portal?](#)

Description/additional info *

Include the following:

- Student IDs of those affected
- App they're having issues with (Or "can't login to Portal")
- Any additional context

Please provide any additional information about your issue. The more we know, the better we can help.

Application Vendor Support Contacts



Achieve3000: rostering@achieve3000.com



i-Ready: shelbyrostersupport@cainc.com