CLEVER - TRAINING December 2021
Training for Campus staff

Principal or DOA
1. Create a new account
2. Generate a Skyward ID
3. Add the Harmony's email address as a **Rank 1** and **Email type** School
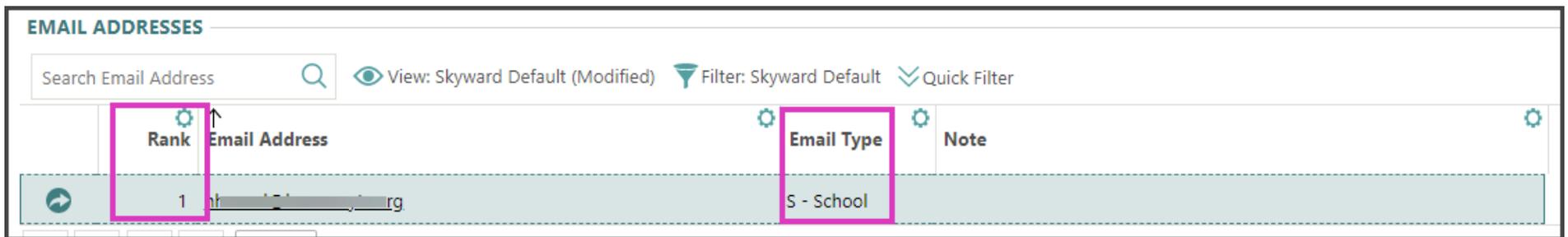
Dean of Academics:
1. Make sure the Skyward ID was generated
2. Make sure the emails listed as "S - school" - Rank 1 - It can't be primary
3. While creating a schedule make sure to link the class to a section and students. The teacher must be the **primary** on Meets to access Clever
4. High School Schedule: make sure the class is active on the curriculum page
5. The Effective start date and Effective End date are important for the script, access will be available the next day of the Start date -

Other
6. Due to State reporting requirements, the Assistant teachers won't be able to have access to most of the app
7. Encourage the staff NOT to change the email address in the middle of the year, it will cause a lot of issues with applications to access
8. We can provide admin credentials for the majority of the applications - create a ticket to request it
9. New software purchased by the campus must be approved by the superintendent before it is synced with Clever or Portal.

Troubleshooting accounts: DOA, DOCC and District Coordinators of Instructional Support

- Always start troubleshooting from Clever. It will show if the teacher has an account and if all classes were created
- Check on Skyward for missing information or section, or no students roster. Teacher marked as primary
- Ask collaboration with @cfrasson if everything is correct (maybe is the Skyward ID missing from the portal)

CURRICULA

8ENESLE_S 🔍 👁 View: CTE Courses (Modified) 🔽 Filter: Skyward Default ⌄ Quick Filt

↓ Curriculum Code	Curriculum Description	Active	CTE Course	Grade Levels
8ENESLE_S	ESL Level E Gr8	☐		08
8ENESLD_S	ESL Level D Gr8	☐		08
8ENESLC_S	ESL Level C Gr8	☐		08
8ENESLB_S	ESL Level B Gr8	☐		08
8ENESLA_S	ESL Level A Gr8	☐		08
8ENESL__S	ESL Gr8	☑		08
8ENELLA_S	English Learners LA Gr8	☑		08
8ENELAR_S	ELAR Gr8	☑		08

TROUBLESHOOTING CLEVER

1. Log in in Clever as an administrator via the website (icon on the portal doesn't work for admin)
2. It opens on the Dashboard page.
3. On the search field, type the staff name you want to troubleshoot

Overview

On the top of the profile page, check:
- Teacher's Name
- Location
- Email address

Troubleshooting this page, what to look for on this page

a. Make sure the email address is showing on this page, email not marked as "school" on the Skyward profile will not be showing, and teacher won't have access to Clever
b. All sections should be listed. If a section is missing it means the teacher is not the primary teacher for that class in Skyward,

Details

Most important information will be here:
- A - Teacher ID
- B - Teacher Number - In Skyward is Staff Number
- C -   Last login to Clever

CLEVER USER ID
5fab9e5bd7bc68040f835cad ❓

🏛 Brownsville-Innovation
✉ jnieto@harmonytx.org

Overview   Details **2**

Teacher Information

TEACHER ID 5709 **A**	CLEVER TEACHER ID 5ae152cd4369fb278ffbcb3a
TEACHER NUMBER 80 21 **B**	STATE ID —
CREATED 2019-01-05	TITLE —
LAST LOGIN TO CLEVER 2021-12-6 **C**	LAST MODIFIED 2021-10-31

Support Tools ▼

Troubleshooting this page, what to look for on this page

- Teacher ID, it needs to match watch is in Skyward
- Teacher Number - or Skyward ID or Staff Number, if missing on this page means the teacher doesn't have a Skyward ID on the profile
- Last login: if it shows more the 2 weeks, it means the teacher was never able to open the page

There are 2 ways to troubleshoot a teacher or a student account as administrator:

1. Search by name on the Dashboard page, and open the profile page, or click on the "Troubleshoot Login", both ways will go to the same page

Tools and Support

Customize school portal	Badges	Demo accounts (New!)
Clever Academy	Create portal notifications	Updates and resources (New!)
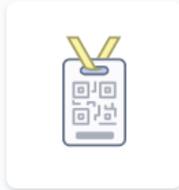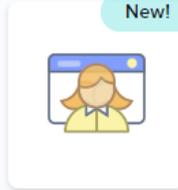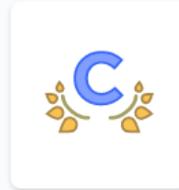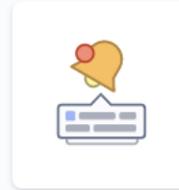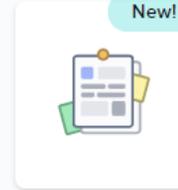
New!

Troubleshoot Login
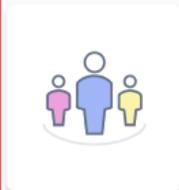
View team members
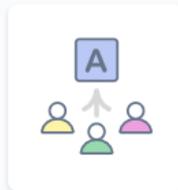
App sharing rules
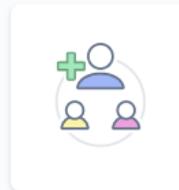
Create custom section

Edtech analytics   Last 7 days   View details

App name	% Students	% Teachers	Avg. active time
Schoology	99%	-	132 minutes
Clever	79%	-	3 minutes
NoRedInk	71%	-	39 minutes
Google Docs	65%	-	36 minutes
Zoom - Teachers &	64%	-	3 minutes

Clever in your school   Last 7 days   View details

	Students	Teachers
Usage by scoped user	83.2%	22.8%
Unique users	466	13
Total logins	4.8K	110

Troubleshoot Login

USER NAME

APPLICATION NAME
Learning.com

Test summary

✓ The user logged in to Clever successfully 6 hours ago

Recommended action `App issue`

Contact Learning.com with the details below to help resolve the issue.

Contact Learning.com

✓ The user's email address is unique

✓ The app has launched

✓ The user is shared with the app

✓ The user has no data quality errors

Root cause analysis:

Copy issue description

✓ The user has no data quality warnings

✓ The user is not filtered out by app-side filters

ℹ **This is likely an app issue**

We weren't able to identify any issues on Clever's end! We've confirmed that the user is shared with Learning.com, and there are no associated data errors. Please contact your district tech support and request they confirm if the login issue is still occurring using Clever's **"Access Portal As" feature**. If the login fails, your district tech support will need to reach out to the application's support team as the application's assistance will be required to resolve the issue.

Related Help Center article: Impersonating a User: 'Access Portal as' Feature

✓ The app supports SSO

✓ The app supports SSO for teachers

✓ SSO into the app is enabled for teacher users

✓ The app is visible in the teacher portal

ℹ This is likely an app issue

If it shows an error message, as: This user is not shared Clever, you will need to go to the rules for the app.

Issue	What to do	Action
Error message: Uh-hu	Check if the teacher has a Skyward ID (Staff Number)	Generate a Skyward ID
	Check if the Clever account has the Skyward number on it. **Note:** The teacher Number must be the same as the Staff Number on the Skyward profile. 	If the Teacher number is not showing, create a ticket using Clever as a category. The Staff number must be added to the Teacher Portal. Campus admin doesn't have access to make changes on the portal.
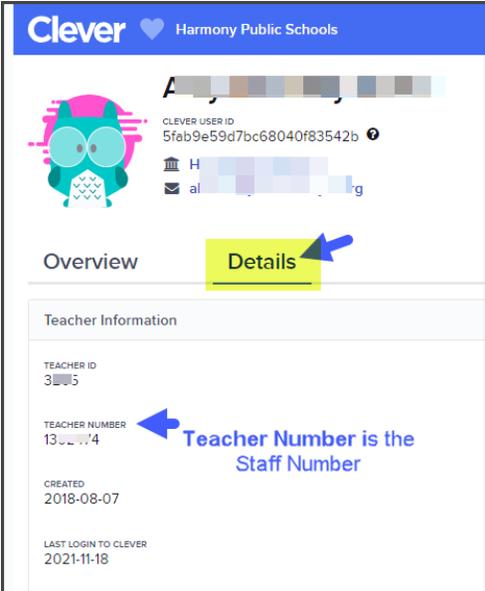
Issue	Note	Action
Missing an application on Clever	1. Check if the teacher has the class related to the application. Ex: Studies Weekly, must have a Social Studies class.	Update the schedule
District application is asking for credentials	The teacher has all classes created in Clever	Teacher must contact the vendor support
Students or teachers can't see assignments anymore	Clever is very sensible and works slowly	Clear the cache and check the browser version

TROUBLESHOOTING HMH

Issue	Note
Teacher can open the application	Check the profile, same as Clever,
Teacher doesn't have the material in Ed	Teacher need to select his classes inside the:Myclasses-> Programs setting (screenshot below)
Teacher can see the modules anymore	Clear the cache and check the browser version

Ed

QS

← Back to My Classes

Class 1

Program Settings

Select the program(s) that you teach for this class. If you do not select any programs, your students may not have access to the related resources.

📋 Assignments

👥 Groups

👤 Students

⚙ Program Settings
2

Choose your Programs

Select the check box beside the program(s) you need for this class.

🔲 **Class 1**

▣ Mathematics

Select the programs your students will use in Mathematics
You must select at least one program for this subject to complete the class setup

☐ 17 ¡Arriba las Matemáticas! Nacional: Gr...   ☐ 03 Into Math National: Grade 3

☐ 18 ¡Arriba las Matemáticas! Nacional: G...   ☐ 04 Into Math National: Grade 4

☐ 19 ¡Arriba las Matemáticas! Nacional: G...   ☐ 05 Into Math National: Grade 5

☐ 20 ¡Arriba las Matemáticas! Nacional: G...   ☐ 06 Into Math National: Grade 6

☐ 21 ¡Arriba las Matemáticas! Nacional: Gr...   ☐ 08 Into Math National: Grade 7

▣ Reading and Language Arts

Select the programs your students will use in Reading and Language Arts
You must select at least one program for this subject to complete the class setup

☐ HMH Into Reading Florida Grade 01   ☐ HMH Into Reading Grade 01

☐ HMH Into Reading Tennessee Grade K   ☐ HMH Into Reading Texas Grade K

☐ HMH Into Reading Virginia Grade K   ☐ HMH Rigby Lectura por niveles Grado 01

☐ HMH Rigby Lectura por niveles Grado 02   ☐ HMH Rigby Lectura por niveles Grado 03

☐ HMH Rigby Lectura por niveles Grado 04   ☐ HMH Rigby Lectura por niveles Grado 05

Undo   Save and Update

?

Help Desk email notifications

New: Agents now can reply to the email notifications

1. Notifications from the Helpdesk can be:
- Assigned as an agent *
- Ask for collaboration
- Posted a message - requester or a collaborator
- Solve the request
- For a campus with MS and HS Dean of Academics- DOA need to collaborate with each other
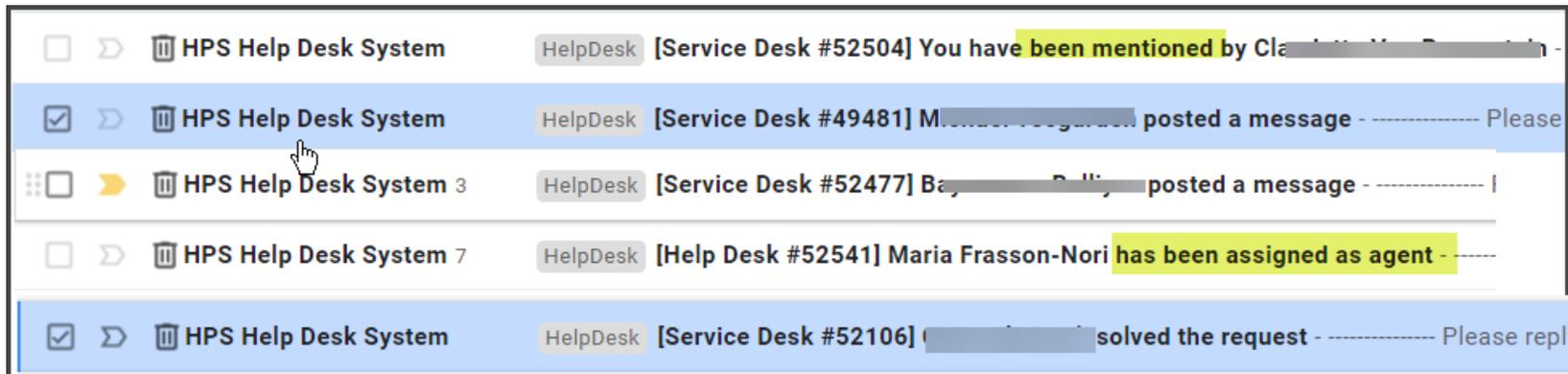
2. Go to the Helpdesk and assist the user with each notification you get on your email
3. Make sure to close the ticket, by "marked as solved" if the Skyward account was updated.

Maria Frasson-Nori Agent   a month ago   # 7

Mark as solution   Reply

Reply and **change status**   >

✓ Reply and **solve**   2

💬 Reply

1   **Reply** ▼