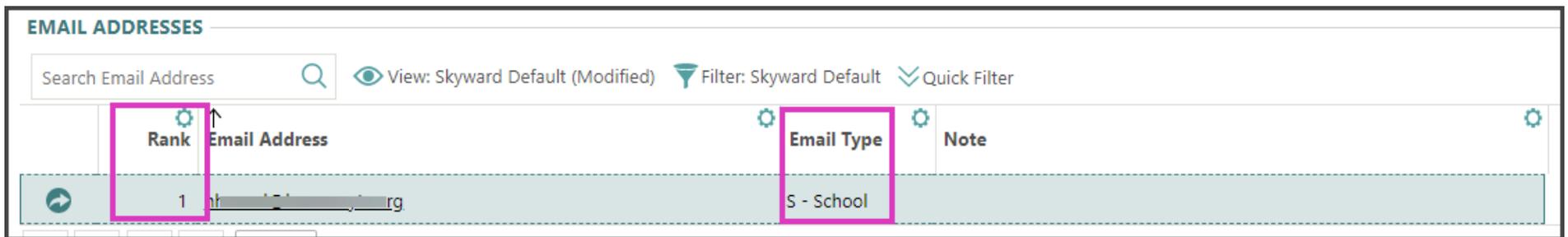


CLEVER - TRAINING December 2021

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)

Staff Profile

Staff: Type to search... Filter: Skyward Default Quick Filter

Full Name Staff Number 8001587 TSDS Unique ID 9534123641 Active True Current Teacher True

SCHEDULE

Search Course Code View: Skyward Default (Modified) Filter: Skyward Default Quick Filter

	Display Period	Section Length Code	Course Code	Course Description	Section	Days	Effective Start Date	Effective End Date	Building Code	Room Number	Primary
	A1	Y	20-21 ASP-YR	After School Clubs 2021-2022	POL	T	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	A1	Y	20-21 ASP-YR	After School Clubs 2021-2022	S News	W	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	A2	Y	20-21 ASP-YR	After School Clubs 2021-2022	BC6-12	T	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	6	Y	7ENELAR_S	ELAR Gr7	7B	M,T,W,R,F	08/16/2021	05/25/2022	004	255	<input type="checkbox"/>
	7	Y	7ENELAR_S	ELAR Gr7	7B	M,T,W,R,F	08/16/2021	05/25/2022	004	255	<input type="checkbox"/>
	3	Y	8ENELAR_S	ELAR Gr8	8A	M,T,W,R,F	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	4	Y	8ENELAR_S	ELAR Gr8	8A	M,T,W,R,F	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	1	Y	8ENELAR_S	ELAR Gr8	8B	M,T,W,R,F	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	2	Y	8ENELAR_S	ELAR Gr8	8B	M,T,W,R,F	08/16/2021	05/25/2022	004	247	<input checked="" type="checkbox"/>
	8	Y	8LCPHEN_O	Power Hour-English LA Gr8	002	M,W,F	08/16/2021	05/25/2022	004	251	<input checked="" type="checkbox"/>
	9	Y	8LCPHEN_O	Power Hour-English LA Gr8	002	M,W,F	08/16/2021	05/25/2022	004	251	<input checked="" type="checkbox"/>

CURRICULA



View: CTE Courses (Modified)

Filter: Skyward Default

Quick Filter

	Curriculum Code	Curriculum Description	Active	CTE Course	Grade Levels
	8ENESLE_S	ESL Level E Gr8	<input type="checkbox"/>		08
	8ENESLD_S	ESL Level D Gr8	<input type="checkbox"/>		08
	8ENESLC_S	ESL Level C Gr8	<input type="checkbox"/>		08
	8ENESLB_S	ESL Level B Gr8	<input type="checkbox"/>		08
	8ENESLA_S	ESL Level A Gr8	<input type="checkbox"/>		08
	8ENESL__S	ESL Gr8	<input checked="" type="checkbox"/>		08
	8ENELLA_S	English Learners LA Gr8	<input checked="" type="checkbox"/>		08
	8ENELAR_S	ELAR Gr8	<input checked="" type="checkbox"/>		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

Clever Harmony Public Schools

Dashboard Portal App Store Search

Tools and Support

Customize school portal Badges Demo accounts Clever Academy Create portal notifications Updates and resources

Troubleshoot Login View team members App sharing rules Create custom section

Type in the teacher or student's name

Overview

On the top of the profile page, check:

- Teacher's Name
- Location
- Email address

The screenshot displays a teacher's profile page. At the top right is a 'Support Tools' button. The profile header includes a red circle with the number '1' next to the 'Overview' tab, and a 'Details' tab. Below this is a 'Sections' section with a table containing 6 rows. The table columns are: Section, School, Period, Grade, Subject, Primary Teacher, and Students. Below the table are two sections: 'Apps' (showing 'ck-12 CK-12 Foundation') and 'Logins to Clever' (showing '4').

Section	School	Period	Grade	Subject	Primary Teacher	Students
Advisory(8B) - [redacted] to -	Brownsville-Innovation	—	8	homeroom/advisory	[redacted]	22
ELAR Gr8(8A) - [redacted] to -	Brownsville-Innovation	—	8	english/language arts	[redacted]	14
ELAR Gr8(8B) - [redacted] to -	Brownsville-Innovation	—	8	english/language arts	[redacted]	22
ELAR Gr8(8C) - [redacted] to -	Brownsville-Innovation	—	8	english/language arts	[redacted]	21
ELAR_Gr8(8A) - [redacted] to -	Brownsville-Innovation	—	8	english/language arts	[redacted]	9
Student Mentoring(NJHS) - [redacted] to -	Brownsville-Innovation	—	8	other	[redacted]	12

Apps: ck-12 CK-12 Foundation

Logins to Clever: 4

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

Support Tools ▾

Overview **Details** 2

Teacher Information

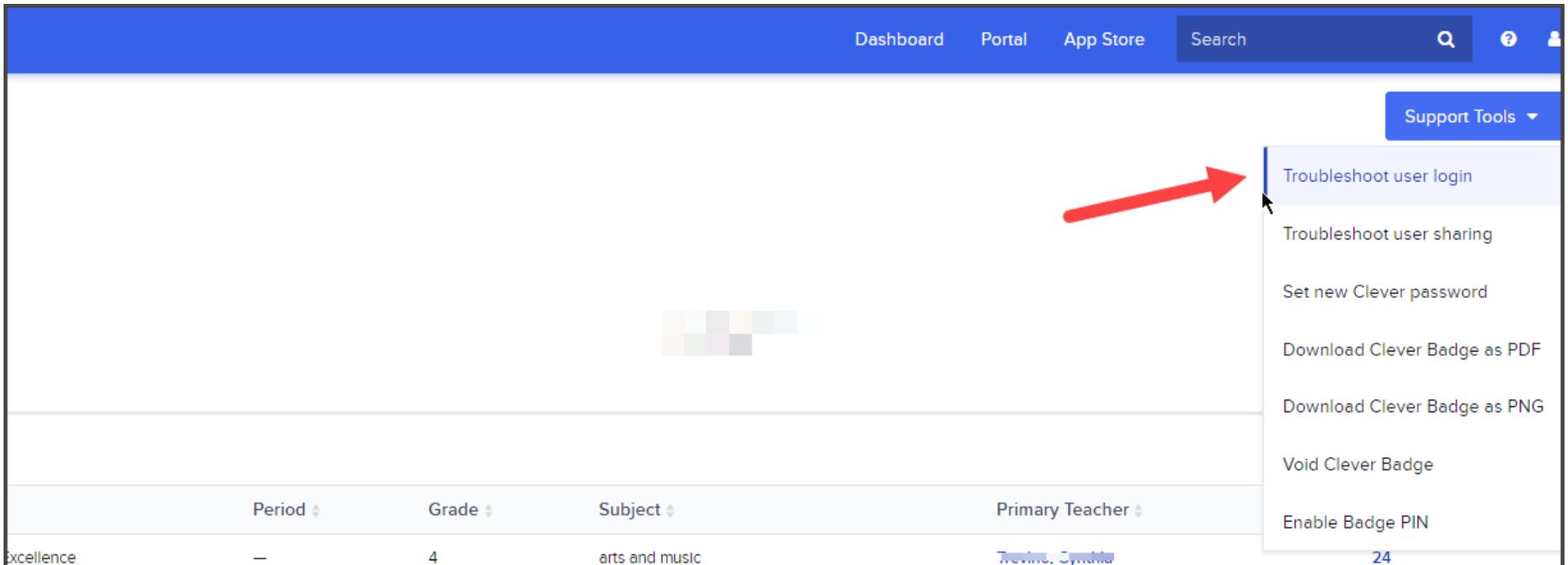
TEACHER ID 5709	A	CLEVER TEACHER ID 5ae152cd4369fb278ffccb3a
TEACHER NUMBER 80 21	B	STATE ID —
CREATED 2019-01-05		TITLE —
LAST LOGIN TO CLEVER 2021-12-6	C	LAST MODIFIED 2021-10-31

Troubleshooting this page, what to look for on this page

- Teacher ID, it needs to match what 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

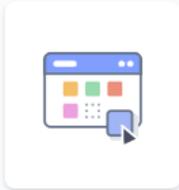


The screenshot shows a dashboard interface with a blue header bar containing navigation links: Dashboard, Portal, App Store, and a Search bar. Below the header, there is a 'Support Tools' dropdown menu. A red arrow points to the 'Troubleshoot user login' option in the dropdown. The main content area is mostly blank with a faint grid pattern. At the bottom, there is a table with columns for Period, Grade, Subject, and Primary Teacher. The table contains one row with the following data:

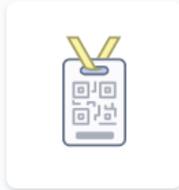
Period	Grade	Subject	Primary Teacher
—	4	arts and music	Trevino, Cynthia

Additional text visible in the interface includes 'excellence' on the left, '24' in the bottom right corner, and a 'Support Tools' dropdown menu with the following options: Troubleshoot user login, Troubleshoot user sharing, Set new Clever password, Download Clever Badge as PDF, Download Clever Badge as PNG, Void Clever Badge, and Enable Badge PIN.

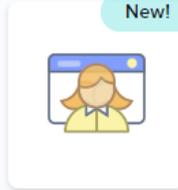
Tools and Support



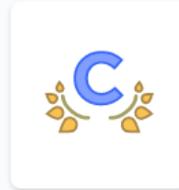
Customize school portal



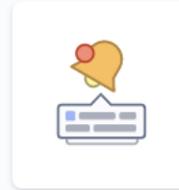
Badges



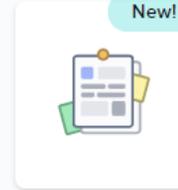
Demo accounts



Clever Academy [↗](#)



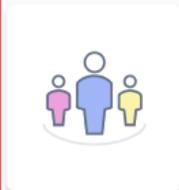
Create portal notifications



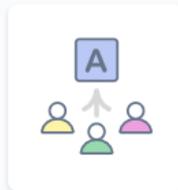
Updates and resources [↗](#)



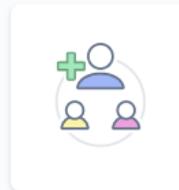
Troubleshoot Login



View team members



App sharing rules



Create custom section

Edtech analytics

Last 7 days [View details](#)

App name	% Students	% Teachers	Avg. active time
Schoolology	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

Recommended action App issue

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

[Contact Learning.com](#)

Root cause analysis:

[Copy issue description](#)

This is likely an app issue

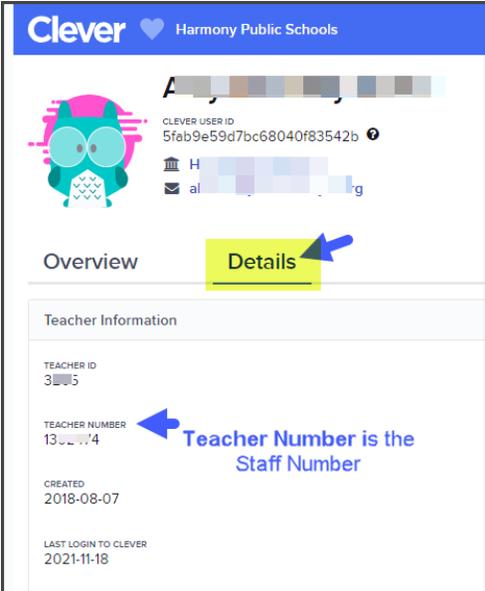
We weren't able to identify any issues on Clever's end! We've confirmed that the user is shared with Learning.com, and there are no associated data errors. Please contact your district tech support and request they confirm if the login issue is still occurring using Clever's **"Access Portal As" feature**. 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](#)

Test summary

-  The user logged in to Clever successfully 6 hours ago
-  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
-  The user has no data quality warnings
-  The user is not filtered out by app-side filters
-  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
-  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
	<p>Check if the Clever account has the Skyward number on it.</p> <p>Note: The teacher Number must be the same as the Staff Number on the Skyward profile.</p> 	<p>If the Teacher number is not showing, create a ticket using Clever as a category.</p> <p>The Staff number must be added to the Teacher Portal. Campus admin doesn't have access to make changes on the portal.</p>

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



← Back to My Classes

- Assignments
- Groups
- Students
- Program Settings**



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.

Choose your Programs

Class 1

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

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

- | | |
|--|---|
| <input type="checkbox"/> 17 ¡Arriba las Matemáticas! Nacional: Gr... | <input type="checkbox"/> 03 Into Math National: Grade 3 |
| <input type="checkbox"/> 18 ¡Arriba las Matemáticas! Nacional: G... | <input type="checkbox"/> 04 Into Math National: Grade 4 |
| <input type="checkbox"/> 19 ¡Arriba las Matemáticas! Nacional: G... | <input type="checkbox"/> 05 Into Math National: Grade 5 |
| <input type="checkbox"/> 20 ¡Arriba las Matemáticas! Nacional: G... | <input type="checkbox"/> 06 Into Math National: Grade 6 |
| <input type="checkbox"/> 21 ¡Arriba las Matemáticas! Nacional: Gr... | <input type="checkbox"/> 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

- | | |
|---|---|
| <input type="checkbox"/> HMH Into Reading Florida Grade 01 | <input type="checkbox"/> HMH Into Reading Grade 01 |
| <input type="checkbox"/> HMH Into Reading Tennessee Grade K | <input type="checkbox"/> HMH Into Reading Texas Grade K |
| <input type="checkbox"/> HMH Into Reading Virginia Grade K | <input type="checkbox"/> HMH Rigby Lectura por niveles Grado 01 |
| <input type="checkbox"/> HMH Rigby Lectura por niveles Grado 02 | <input type="checkbox"/> HMH Rigby Lectura por niveles Grado 03 |
| <input type="checkbox"/> HMH Rigby Lectura por niveles Grado 04 | <input type="checkbox"/> HMH Rigby Lectura por niveles Grado 05 |



Undo

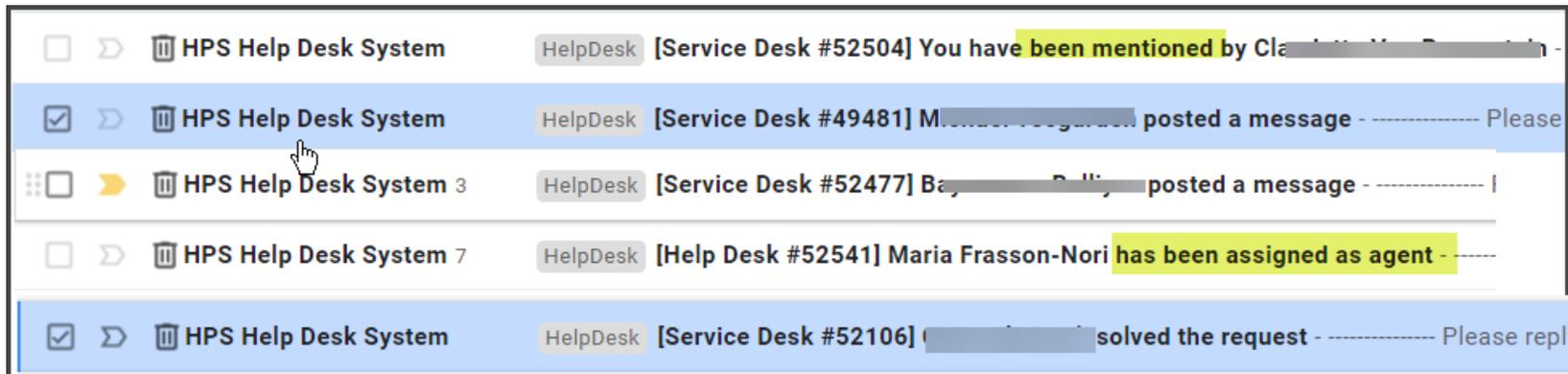
Save and Update



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

Hi, I'm having trouble with my account. I can't log in and I'm getting an error message. Can you help me?

[Mark as solution](#) [Reply](#)

[Reply and change status](#)

[Reply and solve](#)

[Reply](#)

[Reply](#)