

Clever Troubleshooting

If you are having issues with applications in Clever, for troubleshooting purposes, please ask the questions below in the order they are listed.

QUESTION #1: Can the student get into their Google Account?

If not, the problem is with their Google account/password.

Technology Integration Specialist should be able to fix this --

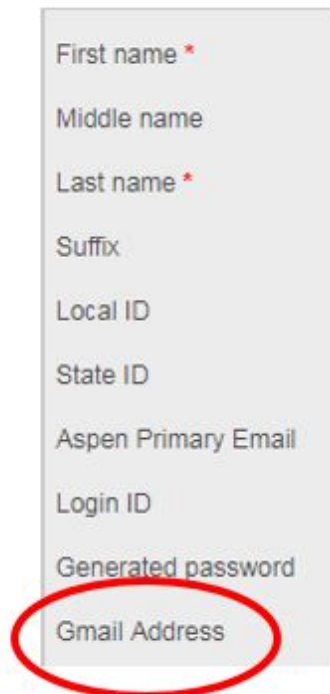
- Make sure the Student is in the correct Year of Graduation Organization in the Google Domain.
- Make note of the Google ID and ensure it is what the student is actually typing in.

QUESTION #2: Can the student get into their Google Account but cannot get into Clever?

If this is the case, most likely there is a problem with their Gmail Address in Aspen not matching their actual Google ID.

Technology Integration Specialist (or anyone who can access/update Aspen Student Accounts such as the Secretary in the Main Office who inputs data into Aspen) should be able to check on this --

- Make sure in Aspen that the **Gmail Address** matches EXACTLY with the Student's Google ID in Google.



A vertical list of student account fields. The fields are: First name *, Middle name, Last name *, Suffix, Local ID, State ID, Aspen Primary Email, Login ID, Generated password, and Gmail Address. The 'Gmail Address' field is circled in red.

QUESTION #3: Can the student get into their Google Account and their Clever Account but not into an application within Clever, such as Wixie, Storia, Lexia, Symphony Math, Big Ideas Math?

Verify in Aspen that the schedule is complete for the student.

If they have a schedule, most likely there is a problem with their rights to the specific application in Clever.

The Technology Integration Specialist can go into their Clever account (School tech Lead) and look at the application and the Students listed in that application.

QUESTION #4: If you are still having issues, please see notes below for each application.

BIG IDEAS MATH (Aspen info auto syncs w/Clever every night around midnight)
Please see Kelly Bitinas, District Math Coordinator, for assistance.

LEXIA (Aspen info auto syncs w/Clever every night around midnight)
Please check with Diana Rossetti for assistance.

SCHOLASTIC/STORIA (Aspen auto syncs w/Clever every night at 11:00 P.M.)
Please see your school Literacy Coach for assistance.

SYMPHONY MATH (Aspen auto syncs w/Clever every night at 11:00 P.M.)
Please check with Diana Rossetti for assistance.

WIXIE (Aspen info auto syncs w/Clever every night around midnight)
Please see your school Technology Integration Specialist for assistance.

