Teacher Troubleshooting Guide
Troubleshoot login issues for your students

How do students log into Clever?

Clever Instant Login allows students and teachers to safely access their education applications with a single username and password. Clever Badges allows your youngest students to simply hold up a physical Badge with a QR code to the computer's webcam to log in instead of typing credentials.

To log into Clever, students should start at clever.com click "Log In" in the upper right corner. They can search for their school to be directed to your district's Clever Portal. If you know your district's Portal URL, students can go to your district's Portal directly.

If your students are logging in with Clever Badges, they will go to clever.com, click on the Badge icon, and hold up their Badge to the device camera.

How can I help my students log in?

After following the instructions on the To get started page, you can help your students login to Clever in a few ways:

1. One-time login back-up codes
2. Password resets (if using Clever as identity)
3. Clever Badges regeneration (for students pre-k through 3)
To get started:

Step 1: Go to clever.com and log in with your Clever username and password.

Step 2: Click ‘Classes.’

Step 3: Select the correct class and then the student you'd like to help.
Backup Codes:

Backup codes allow you to generate a one-time use code that a student can use to log into their Clever account without entering their username and password. Use this to help students log in quickly without resetting their passwords.

Step 4: Click "Get backup login code."

Step 5: Copy down the code.

Step 6: Student will go to clever.com, click "Get help signing in!" under the password field, then "Log in with a Backup Code."

Step 7: Enter the Backup Code on the next screen, and click "Log in."

**Long Term Resolution:** If using Clever Passwords to log in, you can reset the student's password through the Clever Portal. Follow the instructions below to reset the password. If using a 3rd party identity (i.e. Google, Active Directory, etc), please contact your school's help desk to reset the password.
Password resets:

If your district uses Clever Passwords to log into Clever, then you have the ability to reset passwords for your students. Note: This functionality does not exist if your district logs in with a 3rd party identity, such as Google, Active Directory or LDAPS.

Step 4: Enter a new password and click 'Set Clever Password.'

Once the password is set, the old password is no longer valid. The student will only be able to log in with the new password.

Step 5: The student can log in with the new password at clever.com.

If a student’s password still isn’t working and they need to log into an application immediately, you can generate a one time Backup Code for the student - see previous page!
Badge Regeneration:

If your district has enabled Clever Badges, you can generate Badges for Pre-K - 3rd grade students so that they can log into Clever without typing a username or password.

Step 4: Click "Download Badge."

If the student has lost their Badge, you can first void the existing Badge and then generate a new one.

Step 5: Distribute Badges to your students & have them log in!

- Go to clever.com and click on the Clever Badge.
- Hold the Badge up to the camera and log in!