



Clever FAQ for Hawaii School Admins

Troubleshooting login, roster, and application access issues

What is Clever?

Clever is a secure pipeline between your district's data and the learning applications that your teachers and students use. We help your district's IT office provide applications with all the information they need to set up access for users quickly and correctly.

Clever Instant Login is our single sign-on solution, allowing users to log into applications with a single set of credentials through the Clever Portal. Users can open their devices, sign into the Clever Portal, and click on the available applications to access their online learning programs without using multiple usernames and passwords.

How can I help teachers log into Clever?

Teachers should log into Clever at clever.com/in/hawaii using their Clever credentials:

- **Username:** 8-digit teacher number (ex. 12345678)
- **Password:** 8-digit teacher number for first login, then change password

How can teachers reset their Clever password?

Teachers can reset their Clever password in a few simple steps:

- 1 Go to clever.com/in/hawaii
- 2 Click 'Get help signing in!'

A screenshot of the Clever login page for the Hawaii Department of Education. The page has a white background with a blue header. It includes a logo, a "Not your district?" link, and a "Dismiss" button. Below that, there are instructions for Teacher, Student, and Administrator usernames. There are input fields for "USERNAME" and "PASSWORD" with a "Show password" link. At the bottom, there is a "Log in" button and a "District Admin Login" link. A blue circle highlights the "Get help signing in!" link.

- 3 Click 'Reset your password'
- 4 Enter HIDOE email address in the format 8-digit teacher number@notes.k12.hi.us to email a password reset link (e.g. 12345678@notes.k12.hi.us).

How can I help students log into Clever?

Students should log into Clever at clever.com/in/hawaii using their Clever credentials:

- **Username:** 10-digit state ID number (ex. 1234567890)
- **Password:** Same password as SY '16-'17
 - Students new to Hawaii DOE: Default 'hawaii' then reset password

As a school admin, you can reset students' passwords from your Clever Portal by using the School Admin Toolkit in a few simple steps:

- 1 Log into your school admin Portal at clever.com/in/hawaii
- 2 Click on the School Admin Toolkit icon
- 3 Find the student you would like to help log into Clever, and click "Reset password or create backup code"
- 4 Reset the student's password. Then instruct them to log in at clever.com/in/hawaii with the new password

My teachers are missing an application in their Portal. What do I do?

Your district admin sets rules within Clever to determine the apps that appear in your teachers' Clever Portal. If your teachers are missing an application in the Portal, please reach out to Jan Fukada at jan_fukada@notes.k12.hi.us to request that the app be added to the Portal.

Please note: You will only see app in your school admin Portal that support school admins through Clever, which does not apply for all applications. If you need school admin access to an application that is not showing in your portal, *you'll likely need to set up an account directly with the application.* This can be done by contacting [the app's support team](#).

My teachers see an error message when they try to log into an app.

If you or another user click on an application in the Portal and receive an error message, there are a few reasons why this could have happened. It's important to determine the type of error message so that you can direct the issue to the team best equip to assist you.

If you see a blank page, or an error message branded with the application's logo or if you see that the web address of the page with the error is not a clever.com address, please contact the support team at the application.

If you're seeing a Clever error (look for the Clever logo on the page), then please visit our [Help Center](#) to submit a support ticket, and be sure to include details of the problem.

If you're seeing a Clever error that says school admins are not a supported user type, you'll need to set up an account directly with the application rather than logging in through Clever. Please contact the application support team, and request a school admin account.

Note: Screenshots of error messages are very useful for troubleshooting issues!

My teachers are seeing incorrect rosters. How do I fix them?

First off, it's important to pinpoint where the teachers' rosters are incorrect. Are the rosters correct in Clever when they log into their Clever dashboard, but incorrect in the application? Or are the rosters incorrect both in Clever and in their applications?

If rosters are correct in Clever but incorrect in an application:

If a teacher's rosters are correct in the 'Students' tab in their Clever dashboard, but those same rosters are not reflected in an application, the application most likely needs to sync with Clever again to bring the updated rosters into the app. Please reach out to the specific [application's support team](#) to assist.

If rosters are incorrect in both Clever and an application:

The HIDOE data team pulls files from your student information system, Infinite Campus, and sends them to Clever on a daily basis. Clever then relays that data to your applications. To correct a teacher's rosters in Clever, you must correct them in IC. Please reach out to [your school's registrar](#) to assist you with updating your rosters. Once the rosters are corrected in IC, you should see updated rosters in Clever within a few days.

One of my teacher's apps isn't working like it should. How can I resolve this?

If a learning program isn't functioning as expected (for example, if the app freezes in the middle of a session), this is most likely something that the [application's own support team](#) will need to address. If you don't see a link to help within the application itself, you can typically find the application's support contact information with a quick online search for the application name and the word "support."

Remember to include as much detail about the issue as possible and any screenshots!

How can I add another resource to the Clever Portal?

As the technology coordinator for your school, you are able to add links to school-specific resources to the Clever Portal to customize the Portal for your school. You can view step-by-step instructions for customizing the Portal [here](#).

How can I manage Clever Badges for my school?

As the technology coordinator for your school, you are able to bulk generate Badges and troubleshoot any Badge issues for your school. You can view step-by-step instructions for managing Badges [here](#).

Note: Clever Badges are only available for students in grades Pre-K - 3.