

# Teacher Troubleshooting Guide

Troubleshoot login issues for your students

## How do students log in to 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](https://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](https://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/in/sdusd](https://clever.com/in/sdusd) and log in with your username and password.

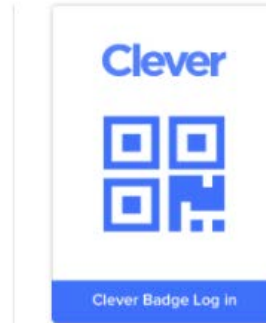
## Login information

USERNAME

PASSWORD [Show password](#)

Having trouble? [Get help signing in!](#)

Log in



District Admin Login

Step 2: Click 'Classes.'

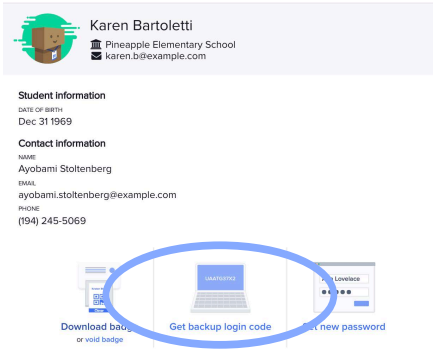
Step 3: Select the correct class and then the student you'd like to help.

Status in Clever	First name	Last name
Not logged in	Nancy	Hodkiewicz
Not logged in	Vincenzo	Cronin
Not logged in	Mary	Fritsch
Not logged in	Jason	Hoeger
Not logged in	Karen	Bartoletti
Not logged in	Eric	Balisteri
Not logged in	Michael	Graham
Not logged in	David	Schiller
Not logged in	Diane	Bernhard
Not logged in	Joseph	King

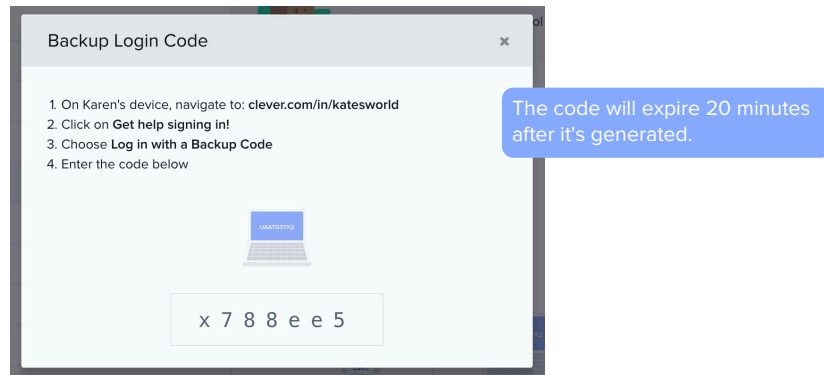
# Backup Codes:

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.



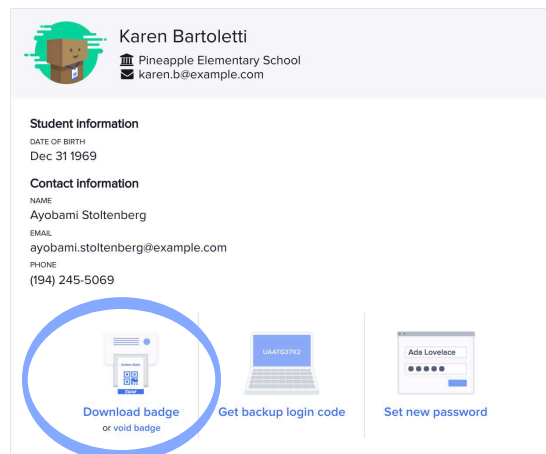
Step 6: Student will go to [clever.com](https://clever.com), click "Get help signing in!" under the password field, then "Log in with a Backup Code."

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

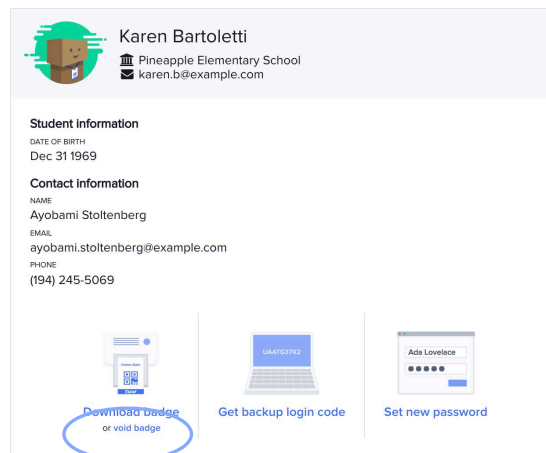
# Badge Regeneration:

You can generate Badges for TK-2nd 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](https://clever.com) and click on the Clever Badge.
- Hold the Badge up to the camera and log in!

