Clever/Lexia/ST Math Troubleshooting Tips

Combination of resources from Noel Hansen, Mike Wells, and Joan Walton

Try some of these tips if you are having trouble accessing Clever/Lexia/ST Math on a personal device.

Chromebook

Make sure that students are logged into the chromebook with their School Google Account. (Example: jw123456@students.davenport.k12.ia.us and their chromebook password.) Then go to www.clever.com Click on log in as a student. Then click on sign in with Google.

Tablet

On your tablet, you must have the newest version of the Google Chrome app, Lexia Core5 app, and ST Math app installed on the tablet. Uninstall any of the older versions of Lexia or ST Math.
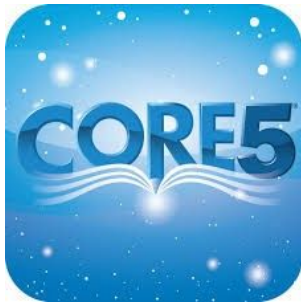
If Google Chrome is already installed then check to see if it is updated to the latest version. Scroll down to see the illustration.
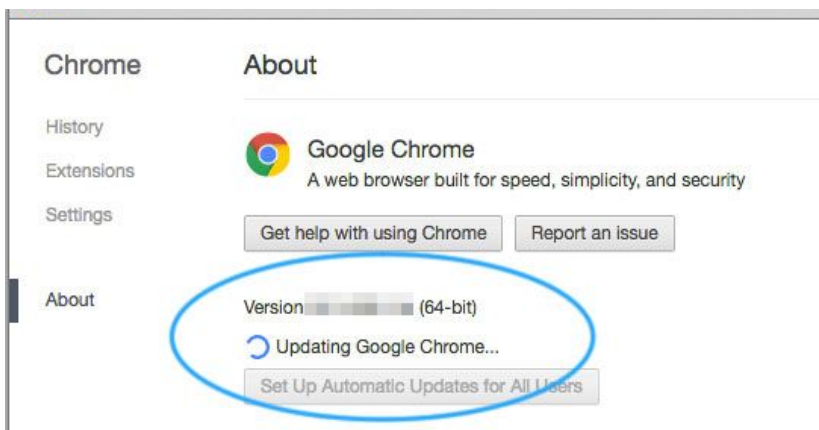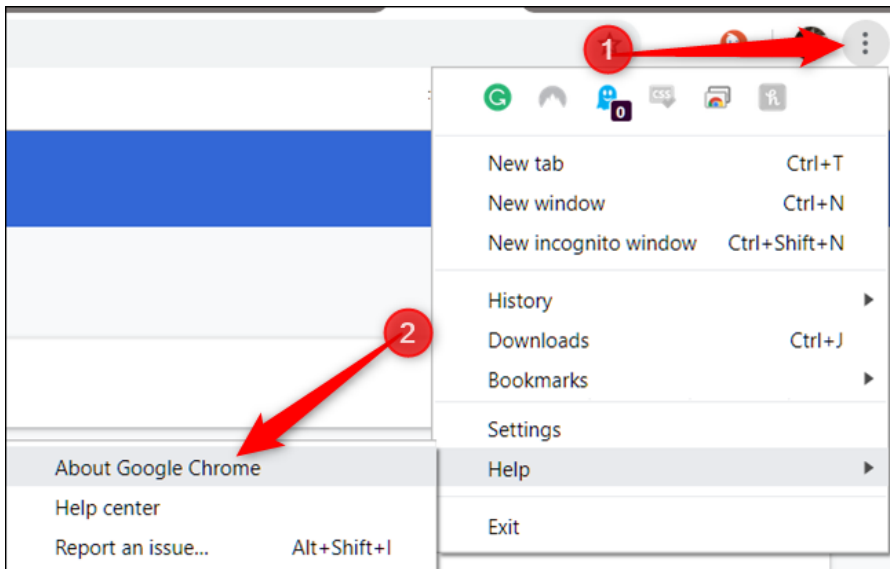
- Sign your student into their School Google Account in Chrome.
- Go to www.clever.com. Click on log in as a student. Then click on sign in with Google.
- Clever should automatically open up in the app.
- If the message "Core5 does not run in a browser on this device". Then use the desktop version of the App on your tablet. To switch to desktop:
  - Click on the more Action Menu in the upper right corner (3 dots)
  - Check the box for Desktop Site
  - The site should reload and Lexia should open and be automatically logged in.

Find in page

Add to Home screen

Desktop site ☐

Settings

Help & feedback
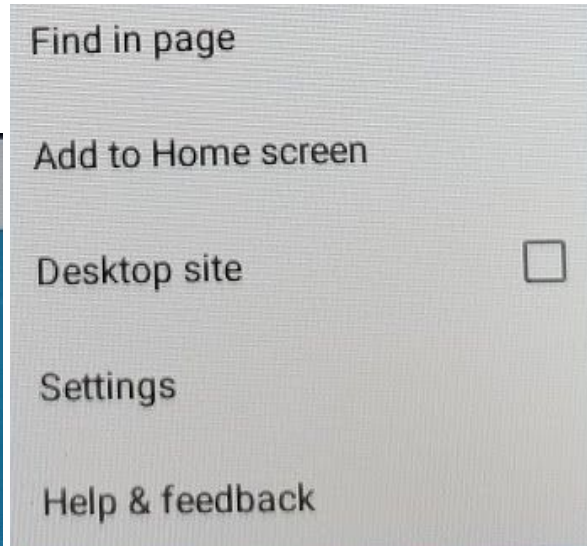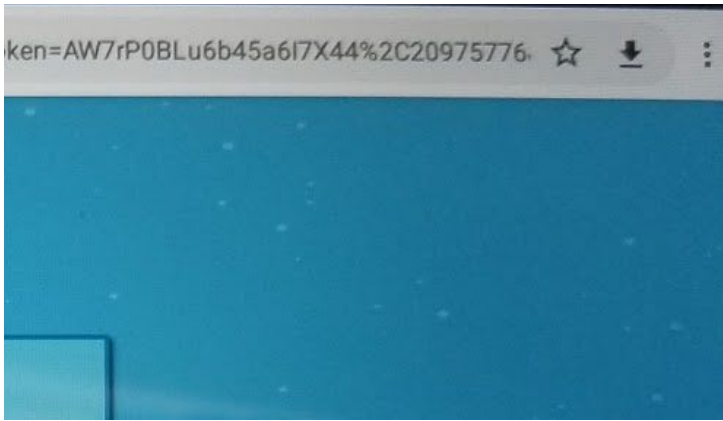
If it still doesn't work, try cleaning the cache in your browser and repeat the steps above.
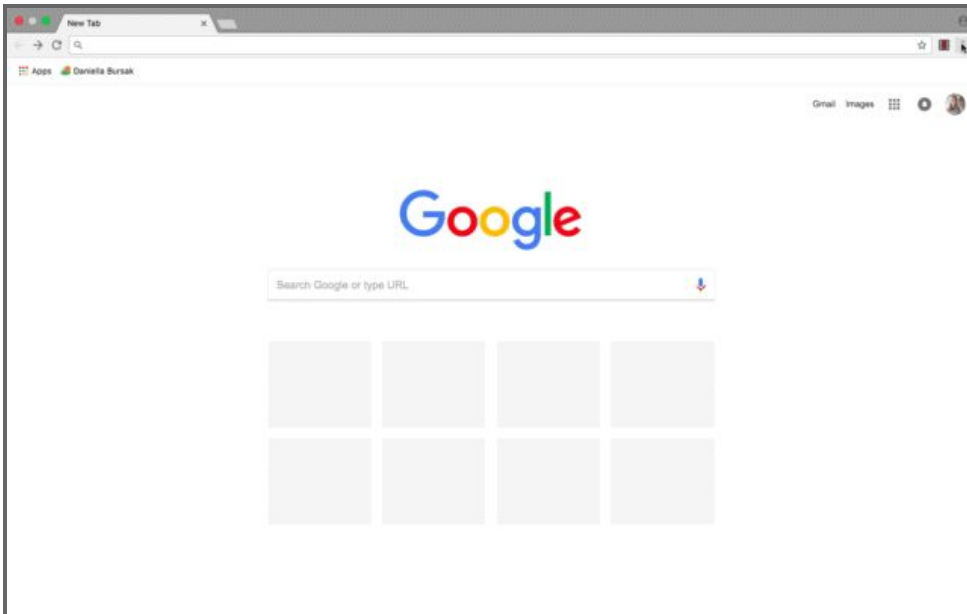
ST Math Amazon Tablet

You may have to log on to a personal account to access the Playstore to install the App. Then log out of the personal account and log back onto the student's account once you have installed the app.

Clear the Cache 5th Generation

You may want to clear the cache, history or cookies on the Amazon Kindle Fire Silk web browser to keep things tuned up and working properly when browsing the Internet. Here's how it's done.

- From the Home screen, open the "**Silk**" web browser app.
- Select the "**Menu**" ☰ icon located at the upper-left corner.
- Choose "**Settings**".
- Select "**Privacy**".
- Select "**Clear Browsing Data**".
- Check the options you wish to delete:
    - **Browsing history**
    - **Cache**
    - **Cookies, Site data**
    - **Saved passwords**
    - **Autofill data**
- Select "**Clear**", and the data will be deleted from the Fire browser.
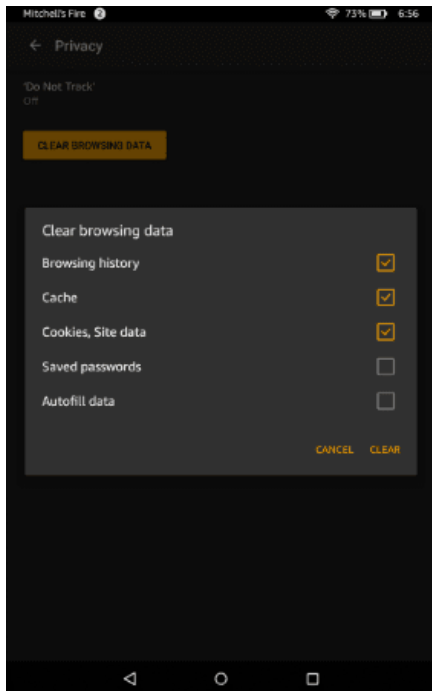
Signing Off ST Math:

Make sure the students exit ST Math correctly so that their data is recorded.

Signing Off Lexia:

Make sure students click on the red X when leaving Lexia. Then need to click the red X on each screen that appears until a dog appears asking if they want to leave. Students should press on yes. If they don't follow those steps they could lose any progress they have made.