

Setting up your Clever Family Portal account

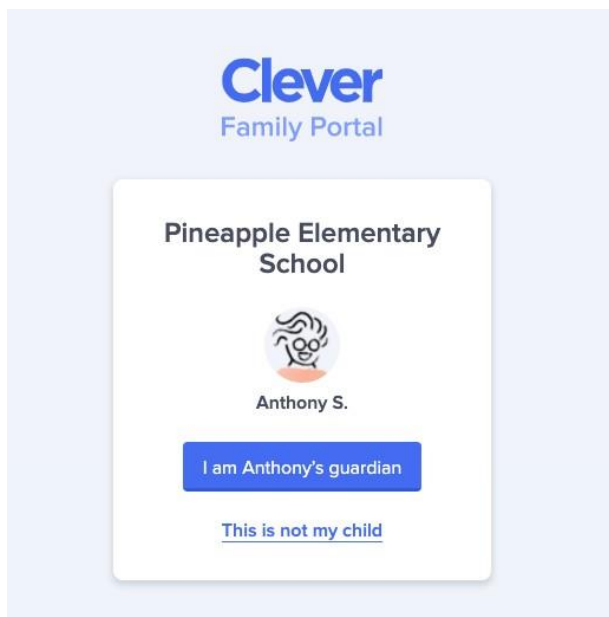
If your child's school district has invited you to Clever Family Portal, you as a parent will go through the following steps:

1. **You received an email invite from your child's school district with a link to set up your Clever account**



PLEASE NOTE: If you have multiple children in the same school district, you will receive an invitation for each child. You must click the link to each unique invitation to be connected to each child using Clever. Click on the link in the email received for each child and proceed to the next step.

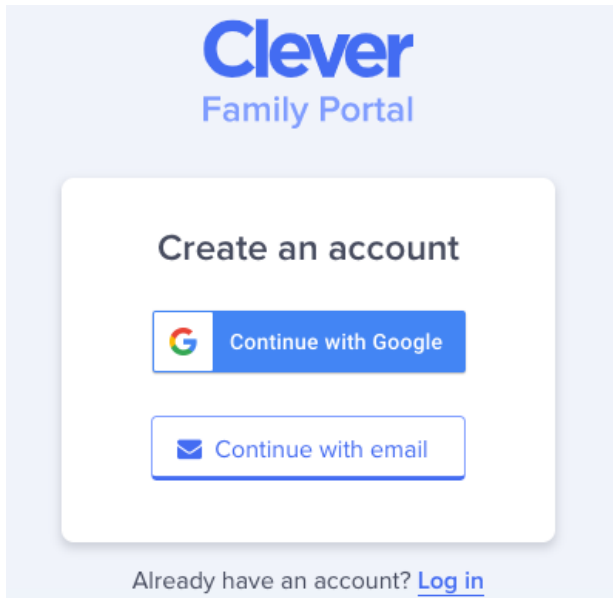
2. **Confirm your invite**



Once you click on the link you will be directed to a Family Portal web page. If you see the correct school and name for your child, awesome! Click the blue button to confirm.

If the name that appears is not the name of your child, it is likely your child has not been properly associated with the right school. Please reach out to your child's school to resolve.

3. Choose your login method

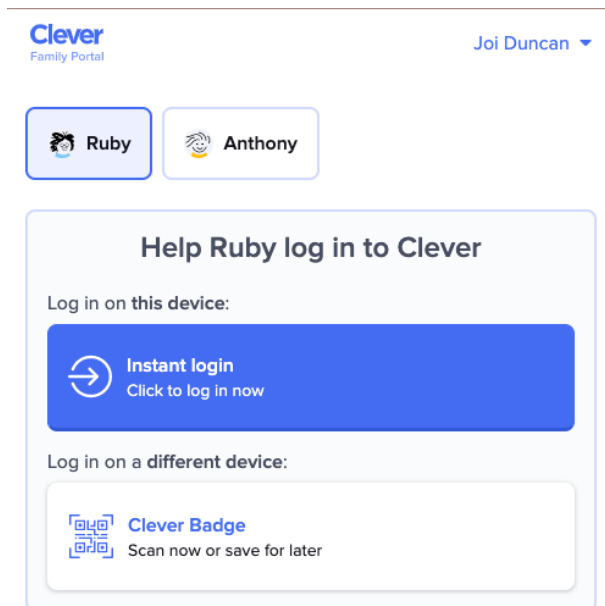


If you would like to use your Google email account to connect to Clever, choose **Continue with Google**. This email does not need to match the email address that received the district invitation.

If you choose **Continue with email** you can link any valid email address to the Clever account. You will also be asked to set a password, which can be changed later.

If you **have already set up your account with another child**, you will be prompted to log in again to connect to a different child, without having to set up another email account.

4. Welcome to your Clever Family Portal!

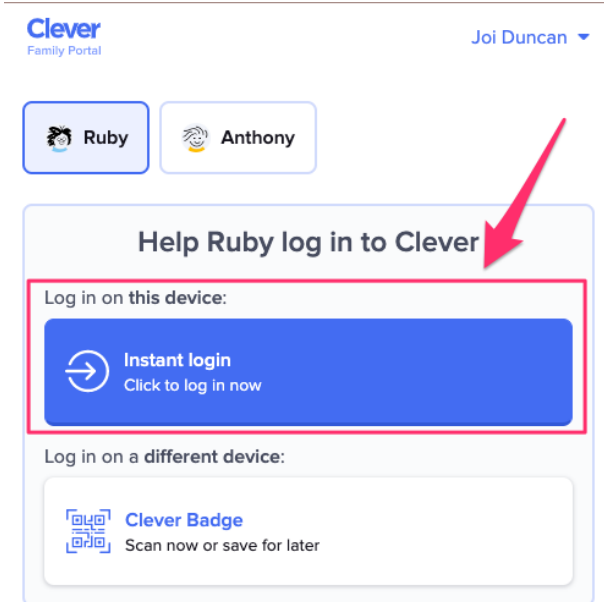


After confirming your email, you will be automatically signed in and can now help your child log in to their Clever account!

Using Family Portal to help your child log-in

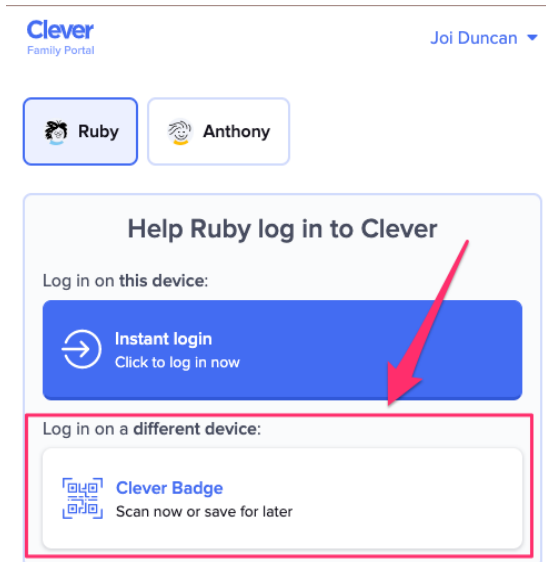
If your child cannot log in to Clever, you can help them log in using your account in the Clever Family Portal. Use your family account to, 1) Log in as your child, or 2) Provide alternative login methods for your child. Sign into your family account here -> family.clever.com

To log in as your child, click the **instant login** button. This will automatically log the student into their Clever portal with the device you are using. Clicking the instant login button will also log you out of the family account. To return to your Clever Family Portal account, you will need to log in again.



The screenshot shows the Clever Family Portal interface. At the top left is the Clever logo and 'Family Portal'. At the top right is the user name 'Joi Duncan' with a dropdown arrow. Below this are two user profile cards for 'Ruby' and 'Anthony'. The main section is titled 'Help Ruby log in to Clever'. Under this title, there are two sections: 'Log in on this device:' which contains a blue button labeled 'Instant login' with a circular arrow icon and the text 'Click to log in now'; and 'Log in on a different device:' which contains a 'Clever Badge' icon and the text 'Scan now or save for later'. A red box highlights the 'Instant login' button, and a red arrow points to it from the right.

If you would like to provide alternative login methods for your child using their own device, you can scan or download their **Clever Badge** by clicking the button below.



The screenshot shows the Clever Family Portal interface. At the top left is the Clever logo and 'Family Portal'. At the top right is the user name 'Joi Duncan' with a dropdown arrow. Below this are two user profile cards for 'Ruby' and 'Anthony'. The main content area is titled 'Help Ruby log in to Clever'. Underneath, there are two sections: 'Log in on this device:' with a blue button for 'Instant login' (with a right arrow icon and the text 'Click to log in now') and 'Log in on a different device:' with a white button for 'Clever Badge' (with a QR code icon and the text 'Scan now or save for later'). A red arrow points to the 'Instant login' button, and a red rectangular box highlights the 'Clever Badge' button.

Our recommendation is as follows:

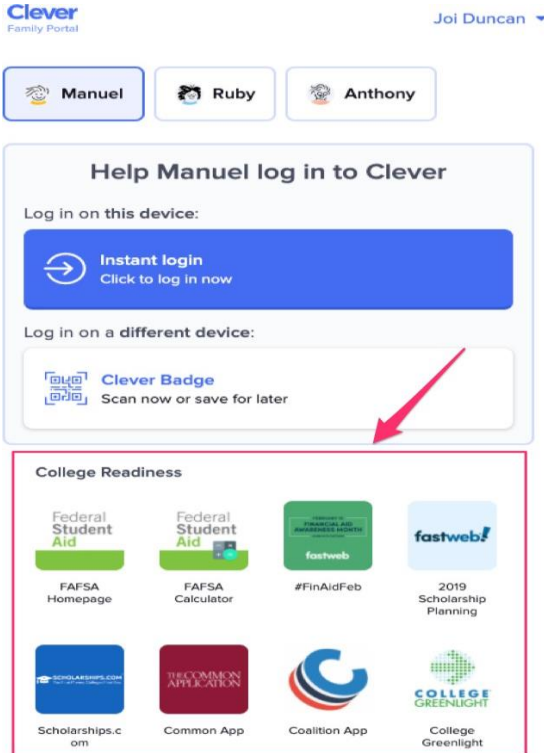
1. Open the badge on your phone
2. Go to clever.com/badges on your child's device
3. Hold up the badge to your child's webcam. From there your student will be logged into their account!



PLEASE NOTE: Not all students have Clever Badges. This decision is up to the school the child attends. For more information on Clever Badges, please visit support.clever.com;
For Families: How do I help my student log into Clever with a Badge?

District added links

Below the login tools, your district may have added links for you.



The screenshot shows the Clever Family Portal interface. At the top, it says "Clever Family Portal" and "Joi Duncan". Below this are three user profile buttons: Manuel, Ruby, and Anthony. A section titled "Help Manuel log in to Clever" contains two options: "Instant login" (a blue button with a right arrow icon) and "Clever Badge" (a button with a QR code icon). A red arrow points to the Clever Badge button. Below this is a "College Readiness" section with a grid of eight links: Federal Student Aid (FAFSA Homepage), Federal Student Aid (FAFSA Calculator), fastweb (#FinAidFeb), fastweb! (2019 Scholarship Planning), Scholarships.com, Common App, Coalition App, and College Greenlight.

In Clever Family Portal, you can click links provided by your district. These are resources that will redirect you to the websites your district has shared with you and your child.

FAQ

I forgot my password! How can I access my Clever Family Portal account?

You can reset your password here <https://clever.com/oauth/clever/recover-account>. You will need to enter the email address attached to your family account to obtain account recovery instructions.

If I have multiple children using Clever, how do I connect to them all?

Student associations are assigned by the district. For each student your school district associates you with, you will receive a separate invitation link via email. To be associated with all of your students, you will need to click each link to confirm your relationship to the student. You will only need to confirm your email address once.

I do not see all of my children when I log in. Who should I reach out to?

Your child's school manages which email addresses are connected to each student. If you need access to more students, we recommend reaching out to your child's school.

Is there a way for my family account to be associated with a different email address?

At this time, Clever cannot change the email address associated with a family account. Please get in touch with your child's school to have the district send a new invite for each student to the correct email address.

What do I do if I am not connected to the correct students?

Please reach out to Clever support immediately at support.clever.com and provide a screenshot of your family account, what district your student is in, and any other relevant information.