

STUDY ISLAND CLEVER TROUBLESHOOTING GUIDE

There are many things that could affect a user not being shared from Clever into Study Island. Clever is a rostering management system that enables users to launch into Study Island interface without having to login directly to the Study Island site. Use this guide to troubleshoot any issues with Clever and the connection to Study Island.

1. Ensure that the integration is complete within the district. Pull up the District Account in Salesforce and locate the "Customer Integrations" Tab for Study Island. If this shows status (**8. Complete**) then you can progress to the next step, but if it contains any other status, the clever administrator will need to work with the Technical Services team to ensure the data is connected appropriately.

2. Locate the status of their mappings to determine if events are processing or a location needs to be mapped. You can find information by navigating to the district in Alan Pro and logging in to a full access district administrator's account. Select Roster Management > Select 3rd Party Rostering > Select Map Schools. If you see a drop-down window, a blue sync button, or are missing the location entirely pass this over to specialists.

Ask the following questions: Where are they expecting the user to be shared? Is the location synced within the Roster Management Tab at the district level? *It is helpful for a specialist to resync the location in the district portal for Study Island and bring over all the current information as shared by Clever to see if this resolves the issue.

If a location doesn't exist in Study Island you may want to make sure the location has "Roster Management" selected within Alan Pro. Go to the District in Alan Pro > Select Schools > Select the School that is missing the Study Island > Select "Edit" > Select Roster Management > Select Submit

The screenshot shows the 'Edit' form for a school's provisioning in Alan Pro. The school is 'LIBERTY INTERMEDIATE SCHOOL'. The 'Provisioning' section has 'Renewal' selected for Order Type and 'PO' for Transaction Type. The 'Details' section shows the school name, country (US), state (IN), and start/end dates. The 'Product Selection' section lists various standards for 2nd, 3rd, and 4th grade. The 'Features' section has 'Study Island NWEA MAP Link' and 'Roster Management' checked. A 'Submit' button is highlighted in green at the bottom right.

Resetting a location may be required to initiate a hard resync. This breaks the connection for the location and their association of Clever to Study Island so generally when completing these steps you'll want to

work with a District Admin on scheduling a time to walk them through this process. **If you reset a school the students will be unable to login via Clever.**

3. Locate the user within the Study Island account. I find doing an export at the district level is the easiest way to get a collection of the data. Select Roster Management > Select Manage Users > Select Export Users > Define your fields and export. Is the user at the correct location? Is the user listed as deactivated? **What is their SIS & State ID?** The SIS or State ID will serve you in searching for the ID within Clever.

Helpful questions here are listed below:

Is the user associated with two locations within Clever?
When was the user added to the system?

4. Administrators can add users manually by clicking on “add individual user” in the roster management page. This feature was meant for internal partners when delivering services. However, some administrators may use this to avoid going through the Clever integration. These users will eventually be deactivated since there will not be a matching profile via Clever.

CLEVER AND THE CLEVER DASHBOARD

5. Utilize Clever portal to determine the sharing rules set. Navigate to clever.com > Select application partner and enter your credentials. Locate the product and School> click on Sharing.



Cleveland Metro School District is sharing all data matching any of the following rules:

Students where:
Grade is one of (case sensitive): 1 2 3 4 5 6 7 8 9 10 11 12 Kindergarten PreKindergarten

Also sharing all associated teacher and section data.

6. The supported roles for Clever are Administrator, Teacher and Student. A district administrator will need to be created by the Support team and the user will need to log in via the Study Island website.

7. Study Island does not support users being attached to multiple schools. These users may be deactivated in Study Island and unable to log in. Under Sharing> Select the type of user by clicking on the magnifying glass. Locate the user by using a filter. You can use first or last name, Clever ID, SIS ID. Once you've located the user, click on their name in blue. You will find all the information related to this user. You can use this to troubleshoot. If the student is attached to more than one school, the user will not be able to log in to Study Island via Clever.

8. Changes in Clever will take 24 hours to transmit to Study Island. If the change is seen in Clever, you can run a Sync in Roster Management> 3rd Party Rostering> Map Schools> Resync to view the change immediately in Study Island.

RECAP (TIER 1 Documentation)

Things to note about the Study Island - Clever Integration

- When troubleshooting Clever, you will need to work with an individual who has access to both the Study Island District Admin account AND the Clever Admin Dashboard
- Once integrated, the school will no longer have access to manage students within the program. All changes must be made within their SIS and Clever.
- Study Island supported roles are School Admin, Teacher and Student. District Admins will be created by Customer Support and these users will log in manually through studyisland.com with the credentials provided to them.
- Study Island does not support users in Clever who are attached to multiples schools.

What to do if a school, groups or individual users cannot login to Study Island via Clever?

1. At the District level, verify that the integration for the Study Island is complete. If it is not complete, please reach out to the Specialist team for further assistance. Depending on the status of the CIO, the specialist may take over the case/call or work with the correct teams to integrate the customer.

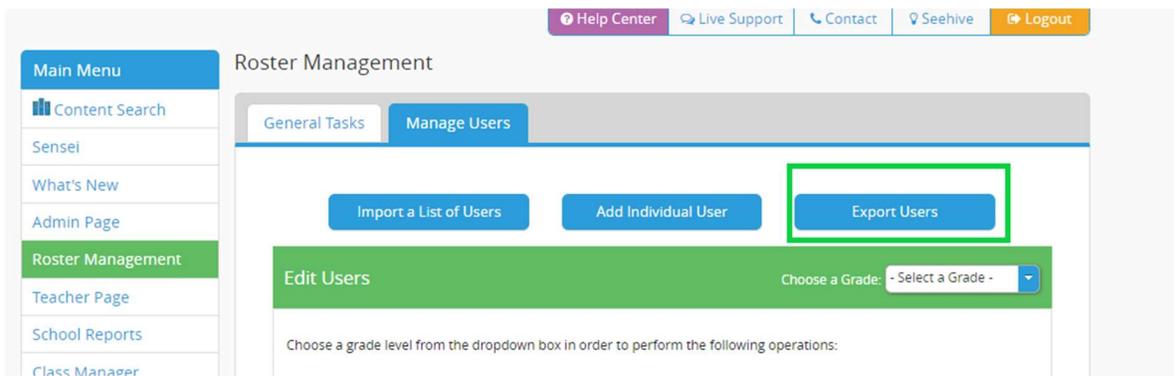
The screenshot shows the account page for Cleveland Metropolitan Sch Dist. The 'Customer Integrations' section is highlighted with a green box. A green arrow points to the 'Status' column in the table below.

Customer Integration Number	Platform	Integration Type	Integration Vendor	Status ↑	Target Date
1 <input type="checkbox"/> CusInt-1871	Exact Path	Clever v2	eSchoolData	8. Complete - Implemented	10/4/2019
2 <input type="checkbox"/> CusInt-2942	PLATO Courseware	Clever v2	eSchoolData	8. Complete - Implemented	7/2/2019
3 <input type="checkbox"/> CusInt-0136	Study Island	Clever	eSchoolData	8. Complete - Implemented	

2. If the integration is complete and entire school is unable to log in via Clever, log in under a District administrator account via Alanpro to verify the school has been mapped. If the school is not mapped, please walk the Admin through where the mapping section is located. It will be under Roster Management> 3rd Party Rostering> Map Schools. Select the matching school from the drop-down, ask if they would also like to share classes and then select match school. You will then run through the sync with the customer. They will be matching students/teacher and classes if they selected to share those. *Note: You can reach out to the Specialist team if you do not feel comfortable walking the customer through the Mapping process).

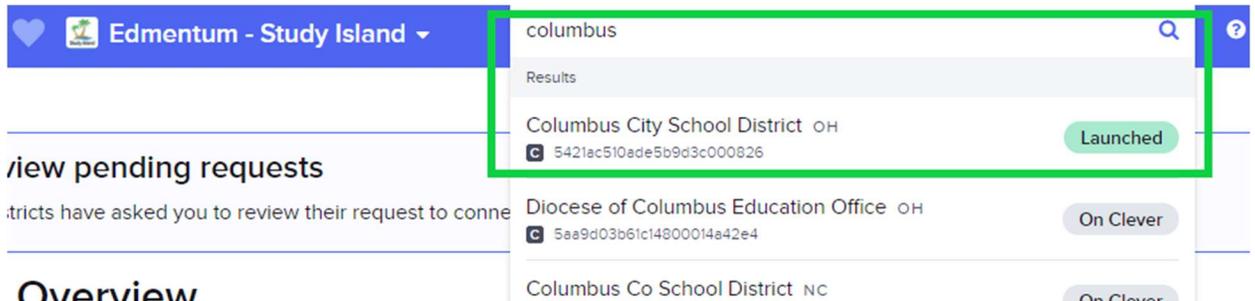
The screenshot shows the 'Map Schools' interface. The search bar contains 'Valleyview Elementary School'. A red 'X' icon is visible next to the search bar. A 'Match School' button is highlighted in green.

3. If an individual user cannot log in, move forward with the troubleshooting steps below.
4. Locate their account by exporting users from the District Admin account. You can download a list of active users AND deactivated users. Search by first/last name. Once you locate the user, locate the SIS ID and what school they are attached to.

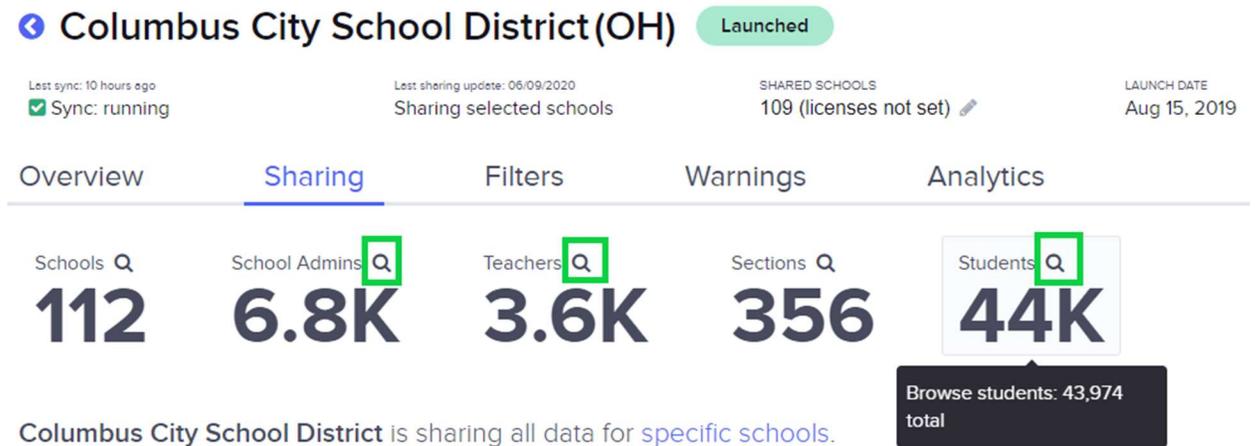


5. Once you have located the user in Study Island, log into the Clever Dashboard. Locate the district by going to [Clever.com](https://clever.com) > Select application partner and enter your credentials. You will make sure the banner at the top shows “Edmentum- Study Island.”

6. Use the search box to locate the district and click on the school name.



7. Click on Sharing > Locate the user’s role and click on the magnifying glass icon to search.



8. Add a filter to search for the student by first or last name. You can also search by SIS ID. Once you select the name, all the users matching the filter will be listed at the bottom of the page.

Locate the correct user and click on their name in blue.

district equals Columbus City Scho...
 name.first equals Jennifer
 Add Filter 35 students matching these filters

District	School	First	Last
Columbus City School District	East High School	Jennifer	Aguirre
Columbus City School District	Northtowne Elementary School	Jennifer	Ayala Becerril
Columbus City School District	Sherwood Middle School	Jennifer	Carmona-Cordova
Columbus City School District	Forest Park Elementary School	Jennifer	Castaneda Cardona
Columbus City School District	Devonshire Elementary School	Jennifer	Castro Bustamante

- Click on the “Log in As” at the top of the page in blue to verify that you are also unable to log in. If you can log in as the user, you can treat this as a troubleshooting case as there is something that is not allowing them to move forward on their end. If you can replicate being unable to log in, you can move on to the next steps.

Detail View Profile View

Debug Instant Login Log in as Jennifer

- Verify that the user's information matches what is listed in Study Island. For example, if the student is attached to multiple schools, they will be unable to log in. The school would need to work with Clever Support so that the student only shows at one location.

school East High School

- If the students SIS ID in Clever is different than the SIS ID in Study Island. We need to verify which one of the ID's is correct. At this point, it would require further steps by the Specialist team. Reach out with all the investigation information and we can assist.

sis_id 2080921
 state_id WE4608351
 student_number 2080921

- If all the information in Clever matches what is listed in Study Island, you can run the customer through a resync. Clever will take 24 hours to transmit to Study Island so it is possible something changed. You can see when the last time was a full re-sync was performed for the school by going into Roster Management> 3rd Party Rostering> Map Schools> Locating the school and then

hovering over the green check-mark icon. You can then run a resync for the school to bring the most up to date information from Clever down to Study Island.

School Mappings

To map a school, choose the Clever school which matches the Study Island school on the left.

Study Island School Name	Clever School Name	Sync Status	Sync Classes?	Actions
EAST TECHNICAL HIGH SCHOOL	East Tech High School	✓ Last full sync: 09/09/2019	No	Reset Resync
Adlai E. Stevenson	Adlai E. Stevenson	✓	No	Reset Resync
Alfred A. Benesch School	Alfred A. Benesch	✓	No	Reset Resync

13. If the resync does not resolve the user's issue, please reach out to the Specialist team for further assistance. Please have a case number set up and all the user's information available to smoothly transition the customer.