



THIS PROGRAM WILL NOT WORK WITH MY DEVICE! GRRRRRR!!!!!!

It is very frustrating to have electronic devices that you either can't get to work on a device or are not compatible with specific devices. This handout will help you identify whether our technology resources are compatible with your device and the best method of using each of our technology resources on your type of device. Also, pay attention to browser use too. Different programs work best within different web browsers.

Before you explore your options, I highly recommend downloading the Google Chrome Web Browser, if you do not have it, and setting up your student's Clever Dashboard on the device they will be using. It will prevent a good many troubleshooting issues from occurring!

THE GOOGLE CHROME WEB BROWSER

The following section explains how to download the Google Chrome Web Browser on your computer. Find your operating system and follow the directions to download it. I highly recommend this because many of the apps on the Clever Dashboard will not open unless you are in Google Chrome.

COMPUTER OPERATING SYSTEMS

Windows

First, if you do not have the Google Chrome Browser, download it. You can go through Explorer but you need Google Chrome to open the apps on the Clever Dashboard. To do this, download the installation file at <https://www.google.com/chrome/browser/desktop/index.html>. If prompted, click Run or Save. If you chose Save, double-click the download to start installing. Start Chrome. If you're using Windows 7, a Chrome window opens once everything is done. If you're using Windows 8 and 8.1, a welcome dialogue appears. Click Next to select your default browser. If you're using Windows 10, a Chrome window opens once everything is done. You can make Chrome your default browser. If you've used a different browser, like Internet Explorer or Safari, you can import your settings into Chrome.

When you open the Google Chrome Browser, there will be a matrix box in the upper right hand corner. Click on that matrix to access google drive, docs, slides, sheets, classroom, etc...

MacOS

First, if you do not have the Google Chrome Browser, download it. You can go through Safari but you need Google Chrome to open the apps on the Clever Dashboard. To do this, download the installation file at <https://www.google.com/chrome/browser/desktop/index.html>. Open the file called 'googlechrome.dmg'. In the window that opens, find Chrome. Drag Chrome to the Applications folder. You might be asked to enter the admin password. If you don't know the admin password, drag Chrome to a place on your computer where you can make edits, like your desktop. Open Chrome. Open Finder. In the sidebar, to the right of Google Chrome, click Eject.

When you open the Google Chrome Browser, there will be a matrix box in the upper right hand corner. Click on that matrix to access google drive, docs, slides, sheets, classroom, etc...

THE CLEVER DASHBOARD

COMPUTER OPERATING SYSTEMS

Windows

First, if you do not have the Google Chrome Browser, go back to the Google Chrome Web Browser Section and follow the instructions for your operating system.

Once you have downloaded Google Chrome, use this browser and go to www.clever.com. Click on Login as Student at the top right hand corner of the screen. Select a school by typing in Cahaba Elementary and scrolling to Trussville City Schools. Click on Login with Active Directory. In the email/username box type in your child's username and @tcs.loc. Then type in his or her password. Finally, click on sign in. If prompted, have Google remember your password. You are now on the Clever Dashboard.

MacOS

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Chrome OS

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IPADS & TABLETS

Tablets

Open your Google Web Browser on your tablet. Go to the clever.com website. Set up your students account. For school enter Cahaba Elementary School. Then enter in your child's username and password. Click on yes when prompted: Remember my Password. You can make it into an app on your tablet by clicking on the three dots in the upper right corner. Scroll down to save on my home screen. Click yes. Boom! Your ready to go.

iPAD

If you have an iPad you can go to Clever by downloading the app. Go to the iTunes Store at <https://itunes.apple.com/us/app/clever-instant-login/id1134186971?platform=ipad&preserveScrollPosition=true#platform/ipad>. Use the badge on the back of your Student Login Card to download the app to your iPad. Set up your students account. For school enter Cahaba Elementary School. Then enter in your child's username and password. Hallelujah! Done!

CELL PHONES

Android

Open your Google Web Browser on your phone. Go to the clever.com website. Set up your students account. For school enter Cahaba Elementary School. Then enter in your child's username and password. Click on yes when prompted: Remember my Password. You can make it into an app on your phone by clicking on the three dots in the upper right corner. Scroll down to save on my home screen. Click yes. Drum roll please! Way to go.

iPhone

If you have an iPhone you can go to Clever by downloading the app. Go to the iTunes Store at <https://itunes.apple.com/us/app/clever-instant-login/id1134186971?mt=8>. Use the badge on the back of your Student Login Card to download the app to your phone. Set up your students account. For school enter Cahaba Elementary School. Then enter in your child's username and password. Booyah! You did it!

GOOGLE ACCOUNTS

If you have not already, I highly recommend setting up your child's Clever Dashboard on the device they will be using. It will make accessing his or her Google Account a lot easier.

ALL COMPUTER OPERATING SYSTEMS

Option 1 - Highly Recommended - Using the Clever Dashboard

If you do not have the Google Chrome Web Browser, please go back to the Google Web Browser Section and follow the instructions. If you do not have your student's Clever Dashboard account set up on your device, please go back to the Clever Dashboard section and follow the instructions.

Login to the student's Clever Dashboard. Scroll down to the Google App. Click on it. This will automatically open the student's Google Account without having to type in a username or password.

When you open the Google Chrome Browser, there will be a matrix box in the upper right hand corner. Click on that matrix to access google drive, docs, slides, sheets, classroom, etc...

Option 2 - Login Through the Google Chrome Web Browser

You can also login to your student's Google account by going to www.google.com. Look in the upper right hand corner. If there is a letter there and not a button that says sign in, someone is already logged into a Google Account on this computer. **YOU MUST LOG OUT AND FULLY AND THEN LOG THE STUDENT IN OR YOU WILL NOT BE ABLE TO ACCESS THE STUDENTS ACCOUNT. ALL GOOGLE ACCOUNTS MUST BE SIGNED OUT OF FOR THE STUDENT'S GOOGLE ACCOUNT TO WORK!**

Once you have logged out any google accounts. Click on the sign in button. You will either be prompted to put in a username and password or add a new account. If it asks you to add a new account, click on it and you will be prompted to put in a username and password. Type in your child's username and @trussvillecityschools.org. Next it will ask you for a password. Put in the student's password. Wait a moment. It will ask you if you would like to save the password. Click, yes. A box will open and give you the option to Link data. Click on Link Data. After a few moments another box will pop up. Click on Ok. Got it. Your student is now logged into his or her Google Account.

When you open the Google Chrome Browser, there will be a matrix box in the upper right hand corner. Click on that matrix to access google drive, docs, slides, sheets, classroom, etc...

IPADS, IPHONES, ANDROID PHONES, & TABLETS

Option 1 - Highly Recommended - Using the Clever App

If you have not downloaded the Clever App, go back to the Clever Account Section and follow the directions.

Open the Clever App. Scroll down to the Google icon. Click on it. You are automatically logged into your child's Google Account. When you open the Google Chrome Browser, there will be a matrix box in the upper right hand corner. Click on that matrix to access google drive, docs, slides, sheets, classroom, etc...

Option 2 - Going Through Your Tablet's Google Chrome Browser

Open up the Google Chrome Web Browser on your tablet. If you do not have Google Chrome, please go back to the Google Account Section and download it or you can also login to your student's Google account using any web browser by going to www.google.com. Look in the upper right hand corner. If there is a letter there and not a button that says sign in, someone is already logged into a Google Account on this computer. **YOU MUST LOG OUT AND FULLY AND THEN LOG THE STUDENT IN OR YOU WILL NOT BE ABLE TO ACCESS THE STUDENTS ACCOUNT. ALL GOOGLE ACCOUNTS MUST BE SIGNED OUT OF FOR THE STUDENT'S GOOGLE ACCOUNT TO WORK!**

Once you have logged out any google accounts. Click on the sign in button. You will either be prompted to put in a username and password or add a new account. If it asks you to add a new account, click on it and you will be prompted to put in a username and password. Type in your child's username and @trussvillecityschools.org. Next it will ask you for a password. Put in the student's password. Wait a moment. It will ask you if you would like to save the password. Click, yes. A box will open and give you the option to Link data. Click on Link Data. After a few moments another box will pop up. Click on Ok. Got it. Your student is now logged into his or her Google Account.

When you open the Google Chrome Browser, there will be a matrix box in the upper right hand corner. Click on that matrix to access google drive, docs, slides, sheets, classroom, etc...

You have several options with MYON. As always, going through the Clever Dashboard is your best option. MYON however, is compatible with more devices than most of our other programs. It can be accessed on any computer with any web browser, and apps are available for iPad, Android tablets, Chromebooks ,and Kindle Fire HD.

ALL COMPUTER OPERATING SYSTEMS

Option 1 - Highly Recommended - Using the Clever Dashboard

If you do not have the Google Chrome Web Browser, please go back to the Google Web Browser Section and follow the instructions. If you do not have your student's Clever Dashboard account set up on your device, please go back to the Clever Dashboard section and follow the instructions.

Login to the student's Clever Dashboard. Scroll down to the MYON App. Click on it. This will automatically open the student's MYON Account without having to type in a username or password.

Option 2 - Login Through a Web Browser

You can also login to your student's MYON account by using any web browser and going to www.myon.com. Type in Cahaba Elementary School for School name. Type in your child's username and password. Click Sign in. You are now on your student MYON Dashboard.

iPADS, iPHONES, ANDROID PHONES, TABLETS, & KINDLE FIRES

Option 1 - Highly Recommended - Using the Clever App

If you have not downloaded the Clever App, go back to the Clever Account Section and follow the directions.

Open the Clever App. Scroll down to the MYON icon. Click on it. You are automatically logged into your child's MYON Account.

Option 2 - Download the MYON App

Open up a web browser on your device and go to <https://about.myon.com/digital-library/mobile-apps>. Choose your device and click on it. Follow the directions for your device. You can download the app to:

- iPads/iPhones
- Tablets/Android Phones
- Chromebooks
- Kindle Fires

Option 3 - Going Through Your Tablet's Web Browser

Open up a Web Browser on your tablet. Go to www.myon.com. Type in Cahaba Elementary School for School name. Type in your child's username and password. Click Sign in. You are now on your student MYON Dashboard.

STUDY ISLAND

Study Island is best accessed using the Clever Dashboard. There is an app available for iPads as well.

ALL COMPUTER OPERATING SYSTEMS

Option 1 - Highly Recommended - Using the Clever Dashboard

If you do not have the Google Chrome Web Browser, please go back to the Google Web Browser Section and follow the instructions. If you do not have your student's Clever Dashboard account set up on your device, please go back to the Clever Dashboard section and follow the instructions.

Login to the student's Clever Dashboard. Scroll down to the Study Island Icon. Click on it. This will automatically open the student's Study Island Account without having to type in a username or password.

Option 2 - Login Through a Web Browser

You can also login to your student's Study Island account by using any web browser and going to www.studyisland.com. Click on Login. **MAKE SURE YOU CLICK ON STUDY ISLAND SCHOOL EVEN THOUGH YOU ARE AT HOME!** Study Island Home is a different program and we do not use it at Cahaba Elementary School. Click Login. Now you can put in your child's user name and password. Click on sign in. You are now on the Study Island Home Page.

IPADS, IPHONES, ANDROID PHONES, TABLETS

Option 1 - Highly Recommended - Using the Clever App

If you have not downloaded the Clever App, go back to the Clever Account Section and follow the directions.

Open the Clever App. Scroll down to the Study Island icon. Click on it. You are automatically logged into your child's Study Island Account.

Option 2 - Going Through Your Tablet's Web Browser

You can also login to your student's Study Island account by using the web browser on your phone or tablet and going to www.studyisland.com. Click on Login. **MAKE SURE YOU CLICK ON STUDY ISLAND SCHOOL EVEN THOUGH YOU ARE AT HOME!** Study Island Home is a different program and we do not use it at Cahaba Elementary School. Click Login. Now you can put in your child's user name and password. Click on sign in. You are now on the Study Island Home Page.

Option 3 - iPad App

This is the most labor intensive choice, but possibly worth it if your child uses the iPad as the at home study device. It requires you to load the Chrome Virtual Browser which allows you iPad to use features like Flash and Java. I have not tried this myself and it looks like the virtual browser was only given a one star rating, but it might be worth trying. Go to <http://www.alwaysontweb.com/play-Study-Island-on-ipad> and follow the directions.

DREAMBOX

It is best to go through the Clever Dashboard to access Dreambox. Students can play DreamBox on all computers, laptops, and Chromebooks through a Flash-enabled internet browser and on all iPad tablets since iPad 2 (2011) through our DreamBox Math apps. At this time, DreamBox is not available on Android tablets and smartphones.

ALL COMPUTER OPERATING SYSTEMS

Option 1 - Highly Recommended - Using the Clever Dashboard

If you do not have the Google Chrome Web Browser, please go back to the Google Web Browser Section and follow the instructions. If you do not have your student's Clever Dashboard account set up on your device, please go back to the Clever Dashboard section and follow the instructions.

Login to the student's Clever Dashboard. Scroll down to the Dreambox App. Click on it. This will automatically open the student's Dreambox Account without having to type in a username or password.

Option 2 - Login Through a Web Browser

You can also login to your student's Dreambox account by using any web browser and going to <https://play.dreambox.com/login/3nz9/rf6v>. Click on your child's teacher's name. Type in your child's username and password. Then, click on Log In. You are now on your student Dreambox Dashboard.

IPADS

Dreambox offers an app for IPADS only. It can be a bit tricky to download, but once you do, it works well. First, open your iTunes Store on your iPad or go to <https://itunes.apple.com/us/developer/dreambox-learning-inc./id672952404> in your Safari Web Browser. **Download both the Dreambox Math Green App and the Dreambox Math Blue App.** Open either the DreamBox Math Green or DreamBox Math Blue app. It will not matter which one. Both apps work together. From the "Welcome" screen, select School. **It is important that you select School even from home.** Enter Cahaba's School code 3nz9/rf6v and tap Play. You will only have to enter this code once on this device. Click on your child's teacher. Enter your child's username and password. Tap on Play. You are now on your Child's Dreambox Dashboard.

RAZ KIDS

You have several options with RazKids. Remember, going through the Clever Dashboard is your best option. RazKids, like MYON, is compatible with more devices than most of our other programs. It can be accessed on any computer with any web browser, and apps are available for iPhone, iPod Touch, iPad, Android tablets, Chromebooks, and Kindle Fire.

ALL COMPUTER OPERATING SYSTEMS

Option 1 - Highly Recommended - Using the Clever Dashboard

If you do not have the Google Chrome Web Browser, please go back to the Google Web Browser Section and follow the instructions. If you do not have your student's Clever Dashboard account set up on your device, please go back to the Clever Dashboard section and follow the instructions.

Login to the student's Clever Dashboard. Scroll down to the RazKids App. Click on it. This will automatically open the student's RazKids Account without having to type in a username or password.

Option 2 - Login Through a Web Browser

You can also login to your student's RazKids account by using any web browser and going to <https://www.kidsa-z.com/main/Login>. Type in your teacher's username. This is different for each teacher. You can find your teacher's username on your Student Information Card. Click on your child's user name icon. Put in your child's password. You are now on your student's RazKids Dashboard.

iPADS, IPHONES, ANDROID PHONES, TABLETS, & KINDLE FIRES

Option 1 - Highly Recommended - Using the Clever App

If you have not downloaded the Clever App, go back to the Clever Account Section and follow the directions.

Open the Clever App. Scroll down to the RazKids icon. Click on it. You are automatically logged into your child's RazKids Account.

Option 2 - Download the RazKids App

Open up a web browser on your device and go to <https://www.raz-kids.com/main/ViewPage/name/tc-mobile/context/teachercorner>. Choose your device and click on it. Follow the directions for your device. You can download the app to:

- iPhone/iPod Touch
- iPad
- Tablet/Android Phone
- Kindle Fire

Option 3 - Going Through Your Tablet's Web Browser

Open up a Web Browser on your tablet and go to <https://www.kidsa-z.com/main/Login>. Type in your teacher's username. This is different for each teacher. You can find your teacher's username on your Student Information Card. Click on your child's user name icon. Put in your child's password. You are now on your student's RazKids Dashboard.

TROUBLESHOOTING

I Can't Find This School Program on the Clever Dashboard

There are some programs we use, especially for elearning that are not on the Clever Dashboard. Our Technology Department puts the icons on all the student dashboards and connects their usernames and passwords. This as you can imagine takes quite awhile to do for a whole school. The following programs are currently not on the Clever Dashboard, but we are working with our technology department to get them on the dashboard as soon as possible.

Sites Not Utilized by All Teachers

- Social Studies Weekly
- code.org
- aprilmith.org (Our Technology Class Learning Platform)

E-Learning Websites

- Magic School Bus
- PBS Jam Session
- Cosmic Kids

BrainPop Jr. Is Asking Me for a Username and Password

Even when you go through Clever, Brainpop Junior asks you for a username and password. Part of the BrainPop Program is free to everyone, but schools have access to more options using a school username and password. You can find this on the back of your student information card. The Cahaba Elementary School username is cahabaelem and the password is huskies. We are currently working to solve this kink.

This Program Says I Need Adobe Flash Player

When you receive this message, it can be scary because it is hard to tell if you really need what the program is asking you for, or if it is a potential virus. When you get this message, more times than not, it is an issue in your settings. We are noticing this is an issue in the latest update of Google Chrome because it doesn't give you an option in your settings to use Flash for any programs needing it. The only two options you have, are don't allow or ask first.

If you get this message and you are using Google Chrome, you will have a padlock icon at the beginning of the web address bar. Click on the padlock. Scroll down and choose allow Flash.

If you are using any other web browser, you'll need to check your settings to make sure you have enabled Flash.

If you are on an iPad, the problem is that iPads do not support Flash. To play Flash content on an iPad, you need to download an app that can run Flash. One of the highest rated apps is Photon. Go to the app store to download it on your iPad. It is not free. It cost \$4.99 to download. Once you download the app, go to <https://www.lifewire.com/use-photon-flash-player-on-ipad-4103828> to see step by step instructions for how to use it.

I Can't Get My Child's Account to Work!

Your child must be logged into his or her Google Account for all school programs to run smoothly and without issues. The most common problem we hear is that a parent did everything they were supposed to and they can't open a student account. You have to make sure that all other users of the computer or device are signed out of all google accounts. Then, you can login the student. If any other google accounts are open or signed into, the student will not be able to access their account.

I Have a Problem That Is Not Addressed Here

If you have a problem that is not in this handout, please feel free to email me at april.smith@trussvillecityschools.com or call me at the school 205-228-3400 Ext 3483. Emailers, please tell me your child's name and teacher and describe the problem. Callers, please leave a message on my voicemail with your name, your child's name and teacher, your phone number, and an explanation of the problem, and I will call you back at the first available chance I have. I can't answer my phone during the school day because I do have classes all day. Please allow two business days for me to return your call.

