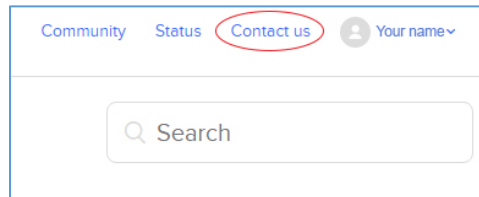


# Common Clever Issues

Listed below are some common issues that may be encountered while using Clever at home.

If you still are having issues with Clever at home, you can view Clever's help documentation for parents on the [Clever Student and Parent Support page](#). To request Clever support, click on the **Contact Us** text in the top right corner of the Support page:



- **Clever gives the message: “Clever Badges requires a webcam to log in. Please enable the camera.”:**

For Chromebooks: Go to the Chromebook settings and make sure the camera setting says “Ask before accessing” and not “Blocked”. Also make sure that pop-ups are enabled under the Privacy and Security Site Settings. (The first time the camera is enabled, Clever will ask for permission to access it.)

For PCs: Select **Camera** from the Windows Start menu and make sure the web camera is set up and operational. From the Windows Control Panel, make sure the device status states that the device is working properly.

- **Into Reading videos and animation provide audio, but no video (the screen is blank):** Make sure that you have the most up-to-date version of your graphics card driver installed.
- **When trying to access a learning program from Clever, receive a message to update your login information.**

Make sure the Clever extension is installed.

Logout and log back into Clever

Students cannot enter login credentials outside of Clever.

- **Students are not being logged out of Into Reading or GoMath, and when another student/sibling tries to access the same program, they get the previous users account.**

Clear the browser history, including cookies.