

Families of MyPCS Online Students



Questions to Ask for Identifying & Troubleshooting Common Issues

- **Can you login to Clever successfully?**

If the student cannot login successfully to Clever, contact the student's teacher or call 588-6060.

- **What internet browser are you using?**

Google Chrome is the preferred browser for using Clever and most of the applications found there. Some resources are not fully supported using other internet browsers.

- **Have you cleared your cache?**

1. On your computer, open your browser, such as Chrome.
2. On many browsers you can use the keyboard shortcut CTRL + SHIFT + DEL
3. To delete everything, select All time.
4. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
5. Click Clear data.
6. Close your browser completely, then reopen to try again.

- **If the issue remains unresolved...**

Share the following information with your child's teacher:

- A description of the issue, including a screenshot or what your child is seeing on their device.
- Information about the device that is being used.
- If needed, Parents can reach out to PCS Tech Help at 588-6060.