

Can you login to Clever successfully?

If the student cannot login successfully to Clever, they should reset their password.

Go to:

<https://www.pcsb.org/passwords> for more information.

What internet browser are you using?

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

Have you cleared your browsing history?

1. On your computer, open Chrome.
2. At the top right, click the vertical breadcrumbs.
3. Click More tools and then Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to “Cookies and other site data” and “Cached images and files,” check the boxes.
6. Click Clear data.

If the issue remains unresolved...

Provide a description of the issue, including a screenshot or photo of what the student is seeing on their device. Provide information about the device that is being used. Parents can reach out to their student’s teacher with this information or call 727-588-6060.

Supporting MyPCS **Online** Students

Questions to Ask for Identifying & Troubleshooting Common Issues

