

READING EGGS CLEVER TROUBLESHOOTING GUIDE

Teachers and students can be shared to Reading Eggs in through a 3rd Party Integration such as Clever. If a district is Clever enabled this allows the Clever Administrators to manage users and classes outside of the Reading Eggs System. Use this guide to troubleshoot any issues with Clever and the connection to Reading Eggs.

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.

	Customer Integration ...	Platform	Integration Type	Integration Vendor	Status ↑	Target Date
1	CusInt-2709	Exact Path	Bandwidth/Network		8. Complete - Implemented	4/30/2019
2	CusInt-0144	PLATO Courseware	Clever	PowerSchool	8. Complete - Implemented	7/27/2016
3	CusInt-0193	Study Island	Clever	PowerSchool	8. Complete - Implemented	7/26/2016
4	CusInt-0638	Reading Eggs/Eggspress	Clever	PowerSchool	8. Complete - Implemented	7/27/2016

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 Reading Eggs CRM. If you see ‘Yes’ next to Clever Reading Eggs and Clever ID associated with the school district, they are connected. Log into a district administrator’s account > select “Clever” on the left-hand menu. If you see a drop-down window, a blue sync button, or are missing the location entirely pass this over to specialists.

Onslow County School District

Name:	Onslow County School District
District Code	45487
Country	United States
MDR Number	643391
Clever ID	5787ce2478ef4c010000087f
Clever Integration Active From	2018-08-01
Clever Reading Eggs	Yes
Clever Mathseeds	No

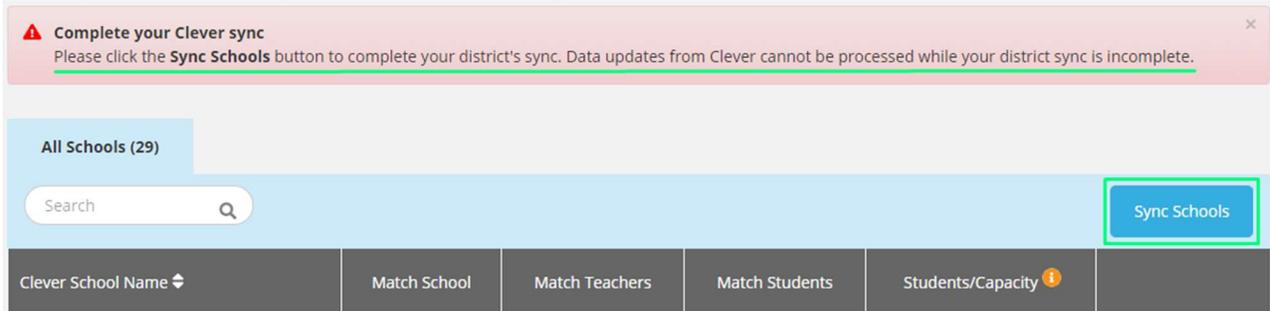
Ask the following questions: Where are they expecting the user to be shared? Is the location synced at the district level? *It is helpful for a specialist to perform a district reset in the district portal for Reading Eggs and bring over all the current information as shared by Clever to see if this resolves the issue. Holding **[Shift+Z]** will populate the reset field that will allow you to resync the district. A reset does not affect any users that are already matched, it gives you an opportunity to adjust the school setup and ensure all users are matched appropriately. After page navigates to the sync field where data is processing next to their respective locations a page refresh (F5) will allow you to see all completed fields.

All Schools (29)

Search Reset District Sync Schools

Clever School Name	Match School	Match Teachers	Match Students	Students/Capacity
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After you've reset the district you can map a user to their profile respectively and find any unmatched users. It is imperative that you select **Sync Schools** or the setup is incomplete, and you will not be able to complete this unless you have 3 columns of green arrows for all locations.



If a location doesn't exist within Reading Eggs District you'll want to verify the location is shared from Clever. If the school exists in Reading Eggs but is not assigned to the district you can add the district in the Reading Eggs CRM. In the School District CRM you will find a section to add a School Code which will move the school to the District and allow you to login as the District Coordinator to sync the location. This takes some time, but a refresh should pull over the appropriate data.

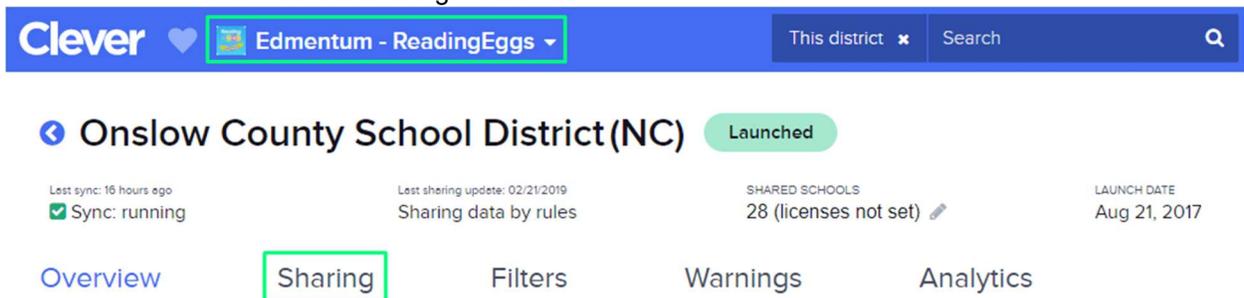
Schools in Onslow county school district

School code

3. Locate the user within the Reading Eggs account. I find the easiest method is to search for the user at the respective location by first and last name. It's helpful to identify the error they are reporting. Is the user at the correct location? Is the user listed as deactivated?

If a teacher is not mapping, see if you can locate the teacher's email address by searching for it under the Teacher section in the Reading Eggs CRM. If you find an email address is taken, you can transfer this user to the location that is syncing within Clever and then login to the district Admin to update the profile. If not, you can email support@readingeggs.com to have the email removed from the parent trial.

4. Searching for the information within Clever will allow you to confirm if the District is sharing the appropriate information to Reading Eggs. If the user isn't in Clever, they will need to work within Clever Support to ensure they user is added and shared respectively. **Are they assigned to a class in Clever?** If the user isn't assigned to a class in Clever, the user may not be assigned to one in Reading Eggs which results in an unusable login. The data typically takes 24 hours to share a learner to a respective class. You can go to Clever.com > Login as Application Partner > Select Edmentum – ReadingEggs > Search for the District Name > Select Sharing > Add Filter > Enter a Value and search for the field.



You can even Try to login as a user to see if they receive an access expired message or if they connection is successful. If they are unable to navigate using the “Log in as Their Name” then you may have to verify that user is mapped to the appropriate location within the district Mapping.

The image displays two identical screenshots of a user profile interface. Each screenshot features a header with 'Detail View' on the left and 'Profile View' with a close icon on the right. Below the header is a table of user attributes. The first row of the table is 'Debug Instant Login', which contains a button labeled 'Log in as Jennifer A Abbate'. This button is highlighted with a red rectangular border. The subsequent rows list user metadata: 'created' (2019-08-22T01:14:59.431Z), 'district' (Onslow County School District), 'email' (jennifer.abbate@onslow.k12.nc.us), 'id' (579c3715c8c83a5c07000d16), and 'last_modified' (2019-08-22T01:14:59.431Z).

Detail View Profile View ×	
Debug Instant Login	Log in as Jennifer A Abbate
created	2019-08-22T01:14:59.431Z
district	Onslow County School District
email	jennifer.abbate@onslow.k12.nc.us
id	579c3715c8c83a5c07000d16
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Detail View
Profile View
✕

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*It

is important to note that users in Reading Eggs that have a connection with clever will not be able to manage students. They will not be able to move students from one class to another, edit a student’s or their credentials, add/remove a student, or edit/add/remove a class. They can, however, print login cards/certificates/parent letters, edit progress, turn on/off games, and view reports.

RECAP (TIER 1 Documentation)

Things to note about the Reading Eggs - Clever Integration

- When troubleshooting Reading Eggs Clever issues, you will need to work with an individual who has access to both a Reading Eggs 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.
- Reading Eggs supported roles are Teacher and Student. Subscription Coordinators and District Administrators will be created by Customer Support and these users will log in manually through ReadingEggs.com with the credentials provided to them.
- Reading Eggs 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 Reading Eggs via Clever?

1. At the District level, verify that the integration for the Reading Eggs 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.

Account: Onslow County School District

Services Partner: Candace Rice | Region - Account: Mid-Atlantic | Parent Account: | Shipping Address: 200 BROADHURST ROAD, Jacksonville, NC 28540 USA | Type: Current | Phone: (910) 455-2211

Customer Integrations: 5 items - Sorted by Status - Updated a few seconds ago

Customer Integration ...	Platform	Integration Type	Integration Vendor	Status ↑	Target Date
1 <input type="checkbox"/> CusInt-2709	Exact Path	Bandwidth/Network		8. Complete - Implemented	4/30/2019
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- If the integration is complete and entire school is unable to log in via Clever, log in under a District administrator account via the Reading Eggs CRM to verify the school is mapped. If the school is not mapped, please walk the District Admin through where the mapping section is located. It will be under Clever in their District Admin account. Select "School Setup" to the right of the shared location. (You may have to perform a reset which will require holding **Shift+Z** in order to see the reset button.) You will then run through the sync with the customer. They will be matching students and teachers. (Note: You can reach out to the Specialist team if you do not feel comfortable walking the customer through the Mapping process).

Clever School Name	Match School	Match Teachers	Match Students	Students/Capacity	School Setup
Queens Creek Elementary	✓	✓	✓	662/0Unlimited	School Setup

- If an individual user cannot log in, move forward with the troubleshooting steps below.
- Locate their account by navigating to Manage Students in the District Account. Search by first/last name. Once you locate the user find what class and/or school they are attached to. If you don't see the user go to step 10.
- Once you have located the user in Reading Eggs, 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 - Reading Eggs".

Clever Edmentum - ReadingEggs

Onslow County School District (NC) Launched

Last sync: 16 hours ago Sync: running | Last sharing update: 02/21/2019 | Sharing data by rules | SHARED SCHOOLS: 28 (licenses not set) | LAUNCH DATE: Aug 21, 2017

Overview **Sharing** Filters Warnings Analytics

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

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

← Columbus City School District (OH) Launched

Last sync: 10 hours ago ✓ Sync: running Last sharing update: 06/09/2020 Sharing selected schools SHARED SCHOOLS 109 (licenses not set) ✎ LAUNCH DATE Aug 15, 2019

Overview Sharing Filters Warnings Analytics

Schools Q **112** School Admins Q **6.8K** Teachers Q **3.6K** Sections Q **356** Students Q **44K**

Browse students: 43,974 total

Columbus City School District is sharing all data for [specific schools](#).

[See previous sharing rules](#)

- Add a filter to search for the student by first or last name. 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... x

name.first equals Jennifer x

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. Try to login as a user to see if they receive an access expired message or if they connection is successful. If they are unable to navigate using the “Log in as Their Name” then you can loop in the specialists. 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 x

Debug Instant Login Log in as Jennifer

- If the user is not listed in clever, then they will not appear in Reading Eggs. If they are a student and not assigned to a class in Clever or Reading Eggs they will receive an access expired

message. If you are working with a teacher search their email address in the Reading Eggs CRM. If you locate this users email at a different location that the location they are attempting to sync via clever, transfer this teacher account to the correct location and then reset the district.

11. Verify that the user's information matches what is listed in Reading Eggs. 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.
12. Finally, when all schools finished a setup, you should have all green check marks. Your students should fit under capacity and then you can apply the "Sync Schools" button. All the work you've done is incomplete until this button is pressed. If you

All Schools (29)					
Search <input type="text"/>					Sync Schools
Clever School Name	Match School	Match Teachers	Match Students	Students/Capacity	
Queens Creek Elementary	✓	✓	✓	662/0Unlimited	School Setup
Blue Creek Elementary	✓	✓	✓	471/0Unlimited	School Setup

13. If the sync 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.