

Types of Connections



Accelerated Reader

SSO (Saved Passwords)

SSO (Saved Passwords) are apps that don't currently have a rostering or Single sign-on integration with Clever. We can use Clever to create a shortcut for students and teachers in Colegia. Your users will be required to enter a username and password on first login. It is recommended to allow Chrome to store the password when prompted. The school will need to roster all users.



HMH Ed Learning Platform

SSO (SAML)

SSO (SAML) are apps that can be connected using an external Identity Provider. The information needed for set up is unique to the purchasing account providing the data. These apps can be connected for only one purchasing account (school or board). We are not currently accepting requests for SSO (SAML) apps.



ExploreLearning

SSO

SSO are apps which support Single Sign On. These applications do not receive rostering data from Clever and either an App Admin at the school, or the classroom teachers, will need to roster the students.



i-Ready

SSO, Rostering

SSO, Rostering are apps which support both rostering and SSO! This means all rostering and Single sign-on data is synced to the application by Clever. These are our favorite types of apps and serve your students and teachers the best.



Hero

Rostering

Rostering are apps that support Rostering only, this means the rostered data from your district's Student Information System (SIS) is synced to Clever, which is then synced to your connected rostering applications. These apps do not provide Single Sign On.

Finding Apps

Search for apps by visiting <https://clever.com/app-gallery>

Only apps that have a partnership with Clever will appear in your search

See below for what each type of app will show:

SSO (Saved Password) – will not generate a result

SSO (SAML) – will state they provide SSO though Clever Instant Login, will also include SAML in the description and a connection instruction link in the description

This is an SAML-based, SSO-only connection that does not include rostering. Upon initiating this request, please follow the directions here:
<https://support.clever.com/hc/s/articles/000001510>

How HMH Ed Learning Platform works with Clever



HMH Ed Learning Platform offers SSO through Clever Instant Login

SSO – will only state they offer SSO though Clever Instant Login

How ExploreLearning - SSO works with Clever



ExploreLearning - SSO offers SSO through Clever Instant Login

SSO, Rostering – will state SSO though Clever Instant Login and Rostering via Clever Secure Sync

How i-Ready works with Clever



i-Ready rosters and provisions accounts through Clever Secure Sync



i-Ready offers SSO through Clever Instant Login

Rostering – will state they provide rosters and provisioning through Clever Secure Sync

How Hero works with Clever



Hero rosters and provisions accounts through Clever Secure Sync

What Apps to Request

The apps we find work best for teachers and students are:

SSO, Rostering

In addition, schools may wish to connect apps that are:

Rostering

SSO

In some cases, an app may have both an SSO component and Rostering component and you will need to request both if you have purchased both.

Apps which are not recommended:

SSO (SAML) – SAML apps can be connected for one single purchasing account only

SSO (Saved Passwords) – this works only as a shortcut, we can place any url in Colegia you wish so connecting an SSO (Saved Passwords) app does not serve any benefit

How to Request an App

Principal, Assistant Principal or Vice Principal - Email support@colegia.org to open a ticket

Submit a separate ticket per app request

The request must contain:

Complete name of the App you wish to connect

Confirmation your school has already subscribed.

State that you wish to connect the app via Clever, do not refer to Colegia

List the school numbers you have subscribed

Specify which users are subscribed

Sample Request Format

Clever App Request for App XYZ myemail@myschool.com reported via email <i>a few seconds ago (Mon, 29 Aug 2022 at 3:17 PM)</i> To: "Colégia Support" < support@colegia.org > We wish to connect App XYZ We have a valid subscription Please connect via Clever Schools 1234 and 5678 Math Grades 6-8 and ELA Grade 11 My Name Assitant Principal My School Name myemail@Myschool.com	Clever App Request for App XYZ myemail@myschool.com reported via email <i>a few seconds ago (Mon, 29 Aug 2022 at 3:17 PM)</i> To: "Colégia Support" < support@colegia.org > School 1234 has an active subscription to App XYZ We would like to share all 6-8 th grade Math sections via Clever My Name Assitant Principal My School Name myemail@Myschool.com
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Support will submit the request to connect the app if not already in use in our Clever Instance.

If already connected, or once accepted, Support will set up the sharing rule for your school.

The app in Colegia will be updated to reflect the connection.

Troubleshooting and Support

Some apps approve and configure accounts faster than others. Support will make every effort to connect your requested app as quickly as possible. If the app fails to accept the request, please contact your rep or salesperson. Let them know the request from Academica, Domain ID 5ecef0ac9d72f00017bfcca is for your school so they may process it.

Each app is a 3rd party vendor and has their own support department. For problems with content inside the program or for assistance with using the program, please contact the app's own support department.

For login issues to any app:

- Uh-Oh Clever message - See your campus tech to confirm your account is configured properly in Clever. Provide your campus tech with your teacher ID and school issued email address. If they are unable to resolve it they will contact support.
- Only teachers and students are configured for sync, if you are an Admin, you will not have access via Clever
- Some common errors
 - Individual student cannot access any apps
 - Is student new to the school if so please allow up to one week for access
 - Is student logging into Colegia with the correct email address
 - Individual teacher cannot access any apps
 - Is the teacher new, please allow up to 3 days for sync
 - Ask the campus tech to check the teacher's colDistrictID
 - Is the teacher in your SIS as a teacher. They have at least 1 active section connected to their teacher number. There is at least one student enrolled in the section. If they are a para, sub or co-teacher they will not automatically sync.
 - All students or all teachers cannot access the app – contact support@colegia.org and provide the app with the issue and your school number.
 - Individual Teacher/student can access other apps but not one – ask your campus tech to check the rule, then contact the 3rd party vendor.

Teachers and Students do not login to Clever. Look for the app on the Colegia Apps list and use that link. If the app does not appear email support@colegia.org

Do not contact Clever support for assistance.