

# Powder Mill Amplify

- Users Login Error Message

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## Amplify error message

I worked on an issue with a teacher trying to access Amplify through her iPad device but getting error message when login in using Clever.

I tough it was a password reset but come to find out I needed to clear the cache. Below is the steps taken to clear the cache from an iPad.

1. Opening settings, scroll down until you find Safari, then select it to open the next men.
2. Scroll down and tap clear History and website Data.
3. In popup, tap clear History and Data to confirm.

After clearing the cache went to Clever and access the Amplify by entering the username and password/