

# Amplify

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# Powder Mill Amplify

# Users Login Error Message

## 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/

# Bulk add staff to multiple classes

There is no need to add co-teachers through Clever to have the testing blitz for Dibels.

Use these instructions for adding staff and teachers to classes so that teachers can test students in multiple classes.

[Batch upload instructions from Amplify](#)

# Error on student log-in through Clever and Amplify

Student gets an "uh oh error" message when they try to log in by Clever and Amplify. Check the student's account under the admin panel, rosters, student and see if there are programs listed on the left side under the student's name between classes and organizations. This is an example of a student who does have programs; the effected student does not have them.

Rosters

Upload

Programs & Licenses

Start

SocStudies - Lucia - Xsocial studies4

ORGANIZATIONS

STAFF

STUDENTS

Details

Classes

Programs

Organizations

Demographics

CLASSES

Programs (7)

NAME	PROGRAM	AVAILABLE	GRAD
Boost Reading Grade 1 Access		08/30/2021	1
Boost Reading Grade 2 Access		08/30/2021	2
Boost Reading Grade 3 Access		08/30/2021	3
Boost Reading Grade 4 Access		08/30/2021	4
Boost Reading Grade 5 Access		08/30/2021	5
Boost Reading Grade K Access		08/30/2021	Kind
mCLASS Platform		07/31/2021	

Organizations (1)

Solution: Contact Amplify tech support via the orange chat button the bottom right corner. They said that it was an issue with the Clever sync and they need to fix it on their end. It could take a couple days for it to get resolved.