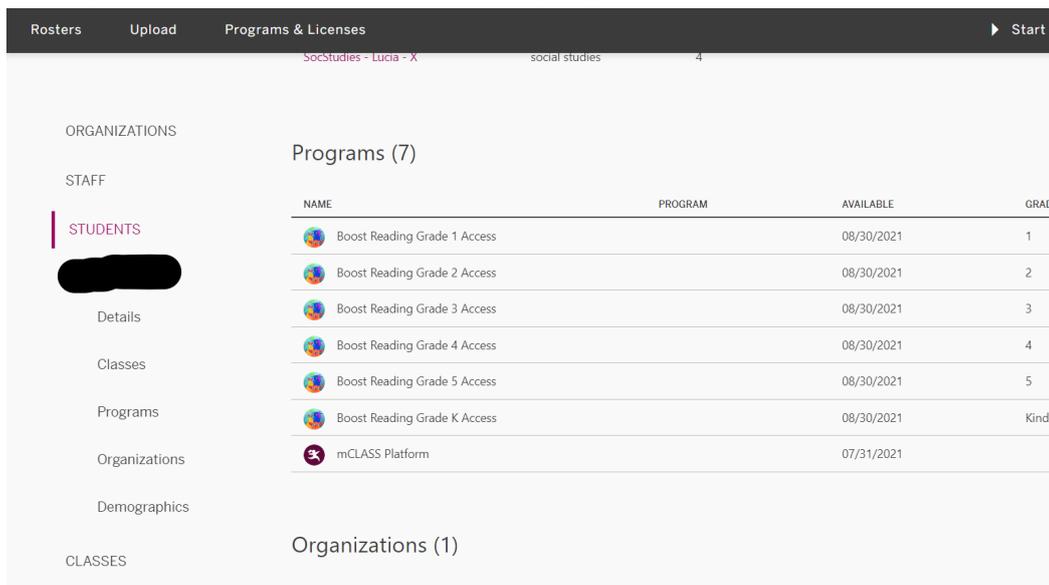


Error on student log-in through Clever and Amplify

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.



The screenshot shows the Amplify admin interface for a student. The top navigation bar includes 'Rosters', 'Upload', 'Programs & Licenses', and a 'Start' button. The main content area is divided into a left sidebar and a main panel. The sidebar has sections for 'ORGANIZATIONS', 'STAFF', 'STUDENTS', 'Details', 'Classes', 'Programs', 'Organizations', and 'Demographics'. The 'STUDENTS' section is active, showing a student's name (redacted with a black oval). The main panel displays 'Programs (7)' in a table format. Below the table, there is a section for 'Organizations (1)'. The table has columns for 'NAME', 'PROGRAM', 'AVAILABLE', and 'GRAD'.

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	

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.

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