

# Tech Tips for Instructional Apps & Resources



SPPS staff, please utilize this document to address common technical issues. These are issues that have been seen commonly in support requests. **Please try these tips BEFORE submitting a ticket!**

At any time when something isn't functioning correctly on an iPad or computer try these steps:	
Students	Staff
<ol style="list-style-type: none"> <li>1. Clear cookies/history in Browser.               <ol style="list-style-type: none"> <li>a. <a href="https://support.apple.com/en-us/HT20126">iOS how-to: https://support.apple.com/en-us/HT20126</a></li> <li>b. <a href="#">Chrome how-to</a></li> </ol> </li> <li>2. Re-install the iPad app from Self Service. (This updates the version of the app, projects and information not lost)</li> <li>3. Restart the iPad.</li> <li>4. Update the iPad to the latest OS.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clear cookies/history in the browser.               <ol style="list-style-type: none"> <li>a. <a href="https://support.apple.com/en-us/HT201265">iOS how-to: https://support.apple.com/en-us/HT201265</a></li> <li>b. <a href="#">Chrome how-to</a></li> </ol> </li> <li>2. Update the browser using Self Service on your laptop.               <ol style="list-style-type: none"> <li>a. Open the Self Service App by navigating to Applications &gt; Utilities</li> <li>b. Log in to Self Service using your Active Directory Credentials</li> <li>c. Search for Google Chrome and install the latest version. You may need to quit Google Chrome first.</li> </ol> </li> </ol>

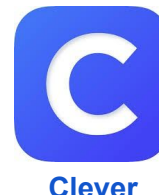
*Click an icon and the bookmark link below to be directed to the Tech Tips.*



SCHOOLGY



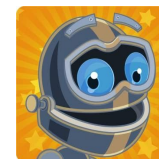
SEESAW



[Clever](#)



[ST Math](#)



[Raz Kids](#)



[Screen Time \(Block apps, websites, etc\)](#)

## Schoology



### Student Unable to Log in:

- [Schoology Login tutorial](#) Be sure to NOT choose the Saint Paul Public School in St. Paul, NE. (seriously, this is the #1 issue people cannot log in to Schoology) or South Saint Paul Schools ([schoology.sspps.org](http://schoology.sspps.org))
- All students have schoology accounts.
- Course rosters are imported from Campus enrollments. Do not add students to your Course. Do not use Access Codes with students.

### Staff Unable to Log in:

- On a laptop staff should go to the URL: [schoology.sspps.org](http://schoology.sspps.org)
- [On an iPad](#), again be careful of the Nebraska/SSP issue.
- All educators should have a schoology account. If your account is not allowing you to post content or not functioning as intended, please submit a ticket using the “Schoology” category. Be sure to include your Employee # and job title and location(s).

### Adding staff to a Course/can't find someone to add to Course

- To be added to another teacher's course you have two options:
  - Have the scheduler/clerk at your school add you to the Staff History of each section in Campus. OR
  - Join each Course in Schoology with the Access Code and have the teacher make you an admin right away or you'll get booted overnight.
    - Members -> gear icon to right of your name -> Make Admin

### Browser not supported message



Message from Schoology support: Since this is an issue of minor display issue (and you are still able to access the linked material and can clear the message), this defect will not be prioritized unless we receive new information about the impact of the defect, or it can be included in a larger scope of work.

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## Seesaw



### Student Unable to Log in:

- Students K - 2 use Seesaw. All students should log in with their Home Learning Codes.
- [How to find & login with Home Learning Codes](#)

### Staff Unable to Log in:

- Staff accounts are managed through Clever. Educators listed as teachers and co-teachers will see the Seesaw icon in their Clever portal.
- Staff needing access to Seesaw who do NOT see it in their Clever portal should submit a ticket.
- EA and TA Seesaw access is provided after completing a training course.

### Adding Co-Teachers to a Class:

- Seesaw can have up to 20 co-teachers in any class. Homeroom teachers can add other teachers as co-teachers at the building with their @stpaul.k12.mn.us email.
- If you are unable to add a teacher to your class, please submit a ticket. Sometimes this is due to the teacher not being listed at your building.

### Errors in Seesaw about uploading or access:

- Usually this is resolved by [clearing cookies](#) in your internet browser.

### Student Disappeared from your class list:

- Usually this is due to a change in Campus enrollment. Please submit a ticket to have the student added back to your class.
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## ST Math



### Student Unable to Log in:

- Students must sign in to ST Math using the Clever app. Steps are below:
  1. Ensure the ST Math app is on the iPad and is not open (see below)
  2. Open the Clever app and log in.
  3. Tap ST Math.
  4. The ST Math app will open and the student will be logged in to the app.

### Content Questions & Support: *"How do I do \_\_\_ on ST Math"*

- Contact the OTL Math department.

### Student Log in Errors:

- Regarding the student login—this is a common issue our help desk has seen from Clever schools using iPads. If the ST Math app happens to be open when they log in, students using Clever see a screen that mentions Homework and get asked for picture they don't know—instead of going directly to work. They just need to close the ST Math app--do the double tab on the home button and swipe the ST Math up to close, then enter with

their Clever login.

**Staff Unable to Log in:**

- Staff are NOT able to use the ST Math app on the iPad. Staff must use a laptop computer.
- Staff should sign in to Clever (clever.com/in/spps) and click ST Math.

**ST Math Rosters and Courses:**

- Students, teachers and co teachers are synced with ST math based on Campus math courses. Math courses with the title of “support” have been excluded from the rostering integration.

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**Clever**

[SPPS Clever Help page](#)

[Clever Login URL](#)

[For Staff: How to login to Seesaw with Clever](#)

**Staff unable to log in to Clever:**

Clever is configured by default for educators connected to a course in Campus and designated as a teacher or co-teacher. If staff are unable to log in, usually this is due to:

1. Staff member does not have any Campus classes connected to their account.
2. Google Email needs to be updated in Campus due to a name change.

Support staff, administrators and others can request to be added to Clever via a Service Ticket. Please be sure to include which app/resource you are looking to access via Clever.



**Words Their Way**

[Words Their Way Teacher Welcome Guide](#)

**Student Login:**

- Student login URL: pearsonrealize.com (also a webclip on the iPad)
- All students have accounts that follow the credentials:  
**'Student number@spps' (example = 's123456@spps')**
- Student passwords can be found by staff logging in to their Pearson Realize account.

**Content Questions & Support:** *“How do I do \_\_\_ on Words Their Way”*

- Contact the OTL Literacy department.



**Adding new Students:**

- Student accounts are NOT automatically generated. Educators must add students manually.
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## Raz Kids

[Logging in to RazKids/Headsprout](#)

[Teacher welcome/start guide](#)



### Access

ALL students K - 5 have access to RazKids (RazPlus) and Headsprout. Rosters are synced through Clever and homeroom classes in Campus. Homeroom teachers and co-teachers have a Raz-Kids account, accessed in their Clever portal.

- Staff that are NOT listed as a homeroom teacher or co teacher can sign up for a free RazKids account on the [website](#)

### Student Login

Students can sign in via Clever and tap the 'RazKids' app. Please be sure the RazKids app is downloaded first.

Alternatively, students can go directly to the Reading A-Z app and enter the class code and student username provided by the teacher.

### Content Questions & Support: "How do I do \_\_\_ on Raz Kids"

- Contact the OTL Literacy department.
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## Screen Time



### [How To Enable Screen Time Restrictions](#)

iOS can automatically filter website content to limit access to adult content in Safari and apps on your device. You can also add specific websites to an approved or blocked list, or you can limit access to only approved websites.

Follow these steps:

1. Go to Settings > Screen Time.
2. Tap Content & Privacy Restrictions and enter your Screen Time passcode.
3. Tap Content Restrictions, then tap Web Content.
4. Choose Unrestricted Access, Limit Adult Websites, or Allowed Websites Only.
5. Depending on the access you allow, you might need to add information, like the website that you want to restrict.