

What if I have multiple students in my household using the same device to access Clever?

If your household has multiple students with Clever accounts using this same device, this article will help make sure that your children are properly logged out before the other logs in!

Directions - General

To ensure that your child's user session is ended before logging the other in, please follow these steps:

Step 1: Log out of Clever

- From the [Clever Portal](#), click on the student's name in top right corner, select **Log out**.

Step 2: Log in to Clever as new user

- Navigate to <https://clever.com/login> and search for your school. Once your school is located, click on the Google button and enter your **school email address** and password. You should now be successfully logged in to the new user's Clever account

Directions - Chromebooks

If your students share a Chromebook, we recommend setting up multiple profiles on the device. Once configured, each student should use their personal profile to prevent conflict between accounts.

Step 1: Set up multiple profiles. Direction can be found [here](#).

Step 2: Sign in to the additional profile(s)

Before you can sign in another person, be sure you've [added the second person](#) to your Chromebook. Then follow these steps:

1. Sign in to your Google Account.
2. At the bottom right, select the time.
3. Select your Google Account email.
4. Select **Sign in another user**.
5. You'll see a reminder to use the feature only with people you trust. Select **OK**.
6. Pick a person, then enter their password. You can add up to 5 users.

Switch between accounts you're signed in to

After you've added multiple people, you can switch between them:

1. Sign in to your Google Account.
2. At the bottom right, select the time.
3. Select the person you'd like to switch to.

All active people share some settings, such as networks. Other settings, like profile pictures and bookmarks, are specific to each person.

Need additional help?

We recommend clearing the browser history (cookies, cache, etc.). For Chrome, you can clear the cache by following these steps:

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click **More tools** > **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

If you are using an alternate browser, please see the following documentation:

- [Apple Devices](#)
- [Windows Devices](#)

If the above steps have been completed but the login does not work, please have your students log in using a private window. This will ignore all existing user sessions, allowing other users to log in:

1. On your computer, open [Google Chrome](#).
2. At the top right, click More  > **New Incognito Window**.
3. A new window appears. In the top corner, check for the Incognito icon .
4. Navigate to <https://clever.com/login> and log in using the instructions outlined in Step 3.

If you are still running into issues, feel free to contact Clever Support!