Clever Sign on Issues on Chromebook

This guide is intended to show some troubleshooting for issues we have seen trying to get signed into Clever and Zoom on Chromebooks.

**Clever loops back to login screen even after pressing “Login with Network Credentials”**

In this problem, users will be re-presented with the following screen, even after clicking the “Log in with Network Credentials”

1. To fix this, we need to clear the cookies/tokens. To start, click the 3 vertical dots in the upper-right hand corner of the screen as pictured below, then click “Settings”
2. The Settings window will now appear. Now type the word “clear” in the blue Settings search bar so that we can then find the option to “Clear browsing Data” which will appear below. Click on “Clear browsing data” to open up the next window.

3. You will now see the window below. Simply click “Clear data” to erase Cookies and other site data. You may have to change the “Time Range” to “All time” if “Last Hour” does not work.

4. Please retry accessing Zoom and Clever now.