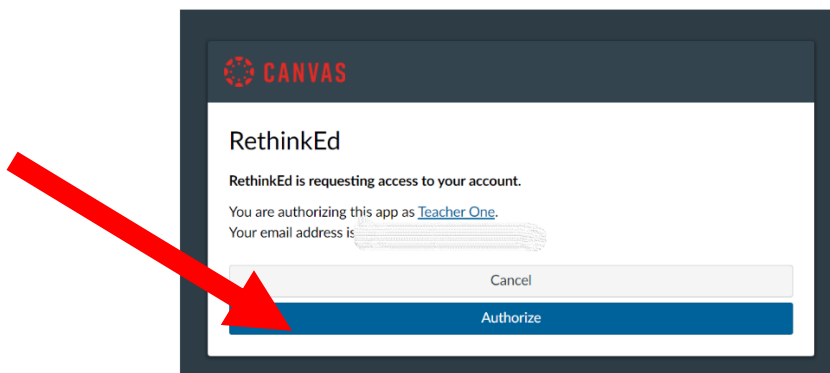# *Frequently Asked Questions*

Q: I don't have the Rethink Ed icon on my Clever dashboard.

A: First, try typing in Rethink Ed in the search bar at the top. If that does not result in finding the Rethink Ed icon, please contact BCPS Clever support.

Q: I'm seeing an *Authorize* screen when attempting to access the Rethink Ed content.

A: Click the "Authorize" button, then press the "fn" and "f5" keys at the same time and the content will refresh.

Q: What do my students do if they are being prompted to login into Rethink Ed when accessing the Canvas assignment?

A: First, have students check their Canvas profile to make sure their Broward email is the primary email (that will be indicated by a star). Second, make sure students' login to Rethink from their Clever dashboard.

Q: When trying to access the Rethink content, myself or my students are getting a spinning screen and the content isn't loading.

A: Please submit a tech ticket to Rethink Ed by clicking here.