

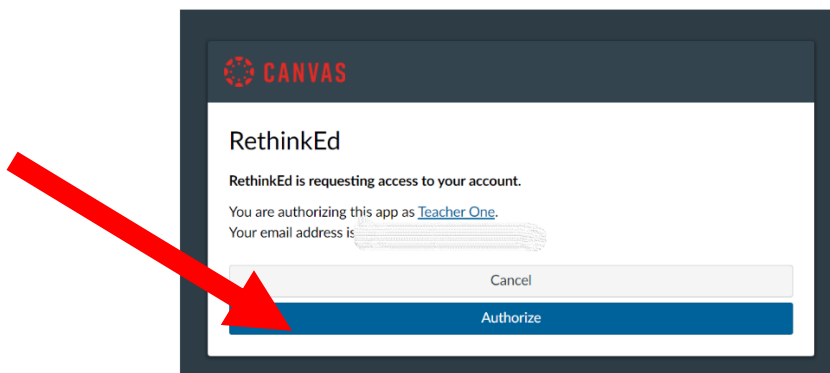
Frequently Asked Questions

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.

☰ Student Two's settings

Notifications


Files

Settings

ePortfolios

QR for Mobile Login

Global Announcements

 **Student Two's Settings**

Full Name: Student Two
This name will be used for grading.

Display Name: Student Two
People will see this name in discussions, messages and comments.

Sortable Name: Two, Student
This name appears in sorted lists.

Pronouns: None
This pronoun will appear after your name when enabled

Language: System Default (English (US))




Time Zone: Eastern Time (US & Canada)

Maintenance windows: 1st and 3rd Thursday of the month from 1:05am to 3:05am (Thursday from 5:05am to 7:05am UTC)
Next window: Thu Sep 16, 2021 from 1:05am to 3:05am

Maintenance windows begin July 2021. For details please see the [release notes](#) .

Ways to Contact

Email Addresses

fake@fake.com   

+ Email Address

Other Contacts **Type**

+ Contact Method

Edit Settings

Download Submissions

Pair with Observer

Student Broward Email must be here

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](#).