Ed Tech Troubleshooting FAQs

Parents

    I am unable to login to Parent Portal.

Parent Portal login instructions

    I am unable to login to Skyward.

    My child is unable to login to itslearning.

SBISD Student Login Instructions

    I cannot find the itslearning app on the ipad.

itslearning is accessed via Clever on district issued ipads.

    My child is unable to login to Clever.

    My child cannot see their courses in itslearning.

    My child cannot see their campus dashboard in itslearning.

    Students

    I am unable to login to itslearning.

SBISD Student Login Instructions

    I am unable to login to Google.

SBISD Student Login Instructions

    I am unable to see my campus dashboard.

    I am unable to see my courses.

    I am receiving an IDP Error message when I try to login to itslearning.

    I am receiving an access denied message when trying to login to itslearning.

    I am receiving a locked account message when trying to login to itslearning.

    The user has entered the incorrect user name and password too many times. The system resets after 20 minutes. If after 20 minutes the user is still unable to login, they should call the Help Desk at 713-251-8324 and request a password reset.

Please remind parents and students that the **SBISD Distance Learning Toolkit** has additional help guides and resources: https://www.springbranchisd.com/studentsfamilies/distancelearningtoolkit

Direct link to the Tools page: https://www.springbranchisd.com/studentsfamilies/distancelearningtoolkit/tools

Parents	
I am unable to login to Parent Portal.	[Parent Portal login instructions](#)
I am unable to login to Skyward.	Call the Help Desk 713-251-8324.
My child is unable to login to itslearning.	[SBISD Student Login Instructions](#)
I cannot find the itslearning app on the ipad.	itslearning is accessed via Clever on district issued ipads. The Clever app looks like this -
My child is unable to login to Clever.	Call the Help Desk 713-251-8324.
My child cannot see their courses in itslearning.	In itslearning, click "Home". If courses are not listed on the home screen, click "Courses". Then click "All Courses". If the courses are there, star them so that they appear on the home screen. If the courses are not in either place, call the Help Desk 713-251-8324.
My child cannot see their campus dashboard in itslearning.	In itslearning, click "Groups" and then click on your campus name. If the child's campus is not listed or is the incorrect campus, call the Help Desk 713-251-8324.

Students

I am unable to login to itslearning.	[SBISD Student Login Instructions](#)
I am unable to login to Google.	[SBISD Student Login Instructions](#)
I am unable to see my campus dashboard.	In itslearning, click "Groups" and then click on your campus name. If the child's campus is not listed or is the incorrect campus, call the Help Desk 713-251-8324.
I am unable to see my courses.	In itslearning, click "Home". If courses are not listed on the home screen, click "Courses". Then click "All Courses". If the courses are there, star them so that they appear on the home screen. If the courses are not in either place, call the Help Desk 713-251-8324.
I am receiving an IDP Error message when I try to login to itslearning.	This is common this time of year. The fix is to clear the cache. These are the instructions for clearing the cache on a device - [https://docs.google.com/document/d/1VFHOz8DPuO qZGT5GGhUyJP_pwmv_uJ3ZaW4-i-51NHI/edit?usp =sharing](https://docs.google.com/document/d/1VFHOz8DPuOqZGT5GGhUyJP_pwmv_uJ3ZaW4-i-51NHI/edit?usp=sharing)
I am receiving an access denied message when trying to login to itslearning.	This happens due to an issue with the district's single sign on. Clearing the cache in your Google Chrome browser almost always fixes this issue. These are the instructions - [https://docs.google.com/document/d/1VFHOz8DPuO qZGT5GGhUyJP_pwmv_uJ3ZaW4-i-51NHI/edit?usp =sharing](https://docs.google.com/document/d/1VFHOz8DPuOqZGT5GGhUyJP_pwmv_uJ3ZaW4-i-51NHI/edit?usp=sharing)
I am receiving a locked account message when trying to login to itslearning.	The user has entered the incorrect user name and password too many times. The system resets after 20 minutes. If after 20 minutes the user is still unable to login, they should call the Help Desk at 713-251-8324 and request a password reset.