

If a student does not have Clever access or does not have the green or grey Xello tile in their Clever account, please submit a request using this [document](#).

In the meantime, here's how you can help a student access Xello using a temporary password:

1. From your educator dashboard, type in the student's name at the very top of the screen in the search bar.
2. Click on that student to look at their profile. On the right side of that screen, click the grey button that says "Options".
3. Choose "create temporary password" which will give you a letter/number code for the student to use. Students will be prompted to choose a new password when they log-in. It is recommended that they choose their TSD Google password.
4. Their username is right under their name on that student profile page. Their username is THOM- and their student number.
5. Direct link to Xello log-in page: <https://login.xello.world/>

The screenshot displays the Xello student profile for Blake Abbott. The student's name is "BLAKE ABBOTT - 691218" and their username is "THOM-691218". The profile includes sections for "ABOUT THE STUDENT", "PERSONALITY STYLE", "LEARNING STYLE", and "LESSONS COMPLETE". A red arrow points to the username "THOM-691218". Another red arrow points to the "Options" button in the top right corner, which is circled in red. The "Options" menu is open, showing "Create Temporary Password" as one of the options.