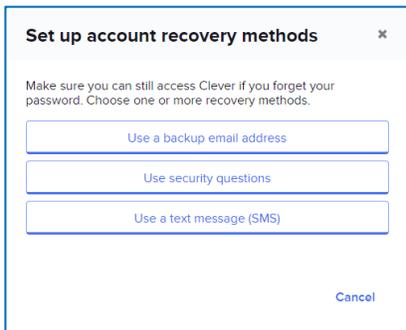


## Did you know that Clever gives you the ability to setup Self-Service Account Recovery?

Self-Service Account Recovery allows users to reset their password if they ever forget it or get locked out of their account. Upon logging into Clever users will be prompted to setup their Self-Service Account Recovery Option(s) if they have not already done so.

Clever supports three different methods of Self-Service Account Recovery:



**Set up account recovery methods** x

Make sure you can still access Clever if you forget your password. Choose one or more recovery methods.

Use a backup email address

Use security questions

Use a text message (SMS)

Cancel

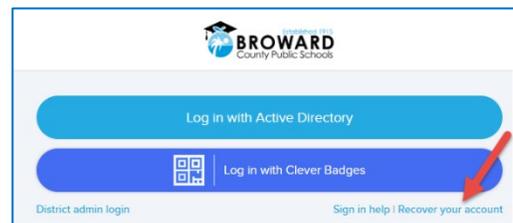
**Backup Email:** Clever will send an authentication code to a back-up (Non-School Board) email address user have provided.

**Security Question:** Clever will prompt user to answer the security question that they set up.

**Text Message:** Clever will send an authentication code via text message to the cellphone number user have provided.

**You must set up at least one of these three options.**

To recover your account, click the “Recover your account” link on the SSO login page.



To configure/change/remove Self-Service Account Recovery option(s), follow these easy steps:

1. Log in to Clever.
2. Select user's name on the top right corner of the Clever Launchpad.
3. Select “Account Recovery” from the drop down.
4. Select which of the Account recovery methods the user wants to setup/change/remove.

