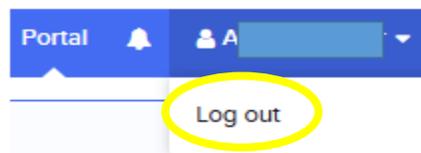| Distance Learning FAQs |
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Q: How does my child login to Clever?

Clever provides a single dashboard of all district programs and links to sites that teachers use. For the best user experience, please use Chrome or Firefox. Clever does not work well with other browsers such as Edge and Explorer.

1. You will need to use the direct Clever link for our district→ https://clever.com/in/dorchester2 Please do not Google "Clever" for the link. A direct link can also be found on our school website under "Popular Links."

2. Select Login with Active Directory.
   a. Username= computer username + @dorchester2.k12.sc.us (Ex. jdoe@dorchester2.k12.sc.us)
   b. Password= school computer password

If more than one child is using Clever on the same device in the same browser, the child must select "Log out" up top at the end of their session. Then, have the child close out of the browser. At this point, the next child can open the browser, go to https://clever.com/in/dorchester2, and login.

Q: Where does my child access distance learning packets?

If you did not pick up a hard copy of the distance learning packet from our school campus on March 17th, digital packets can be accessed on our school website under Parent and Community, At Home Learning.

Q: How do I log in to Clever?

Parents do not have Clever credentials. The purpose of Clever is to securely link all of our students' platforms under one school-assigned UN/PW. Our students can all access Clever from home using the same exact credentials they use at school. (4K-1st grade parents~ Contact your child's teacher if you are unsure of his/ her computer credentials). 2nd-5th graders should be familiar with their credentials because they use them every day at school.

Q: Why are teachers emailing parents instead of emailing students?

Students do not have active email accounts at this time.

Q: How do parents log in to Unified Classroom?

Parents can log in to PowerSchool's Parent Portal to see grades, but they cannot log in to Unified Classroom. Unified Classroom is a resource that is only available for our students at this time.

Additional Information about Parent Portal~ Parent Portal flyers went home with all students on March 4th. The flyers contained directions and access codes for creating accounts (or adding a child to an existing account). If you have not created your Parent Portal account yet, please create your account as soon as possible ☺. Additional information can be found on our school website.

Q: Will teachers be available to answer questions during distance learning?

Yes, teachers will be available Monday through Friday via email during the hours of 10-11 and 2-3.

Q: Are any classes using Teams?

Teams is part of your child's Microsoft Office 365 account and has some features that may be useful during distance learning. *Some* teachers plan to use this platform. Your child's teacher will reach out with specific information if/ when they decide to use Teams.

If your child's teacher will be using Teams, please use Chrome or Firefox. Teams does not work well with Edge or Explorer browsers.

Q: Can my child still get access to food services?

Curbside service is available daily from 11 AM - 1 PM at the following campuses: ABES, FDHS, FES, OES, Spann and WRES. Meals will be provided for any student up to the age of 18.

Q: My child doesn't have access to Wi-Fi at home. What should I do?

Spectrum is offering free Wi-Fi. Call 1-844-488-8395 for more information.

Q: I am having technical difficulties. What should I do?

- If a district-purchased platform is malfunctioning (O365, Unified Classroom, Clever, etc.), please notify your child's homeroom teacher so that they can reach out to their ITS.
- If you are having trouble with a website or an app that is not part of DD2's purchased software, please contact the support group for that platform.
- If your personal device is not working, please contact your manufacturer or the store from where you purchased it. DD2's IT department can only address DD2 devices and DD2 supported platforms/apps.
- HMH (Reading Counts, System 44, and Read 180) do not work on Android products.