

TEACHER GETTING STARTED GUIDE:

Logging in and Syncing Classes



1 Login to TeachHub

Head to the DOE's Teach Hub Portal at teachhub.schools.nyc



The screenshot shows the 'Sign In' page for the NYC Department of Education. It features the NYC Department of Education logo at the top. Below the logo, the text 'Sign In' is displayed. There are two input fields: 'User name' and 'Password'. Below the 'Password' field is a 'Sign In' button.

Enter your DOE username and password.

Your username is your DOE email address with @schools.nyc.gov removed

2 Login to Clever



Click on the Clever icon under the Curriculum Resources section under your school's grade band (e.g. K-12, Elementary School, etc).

3 Login to Newsela



Click on the Newsela application icon, listed in alphabetical order under the Learning Applications category.

4 Sync your Classes

You will be prompted to sync your classes when you first log in. If you skip this step, you can sync your classes later by clicking your initials > Settings > [Classes](#) > Sync with Clever.



Sync with Clever

Troubleshooting Tips

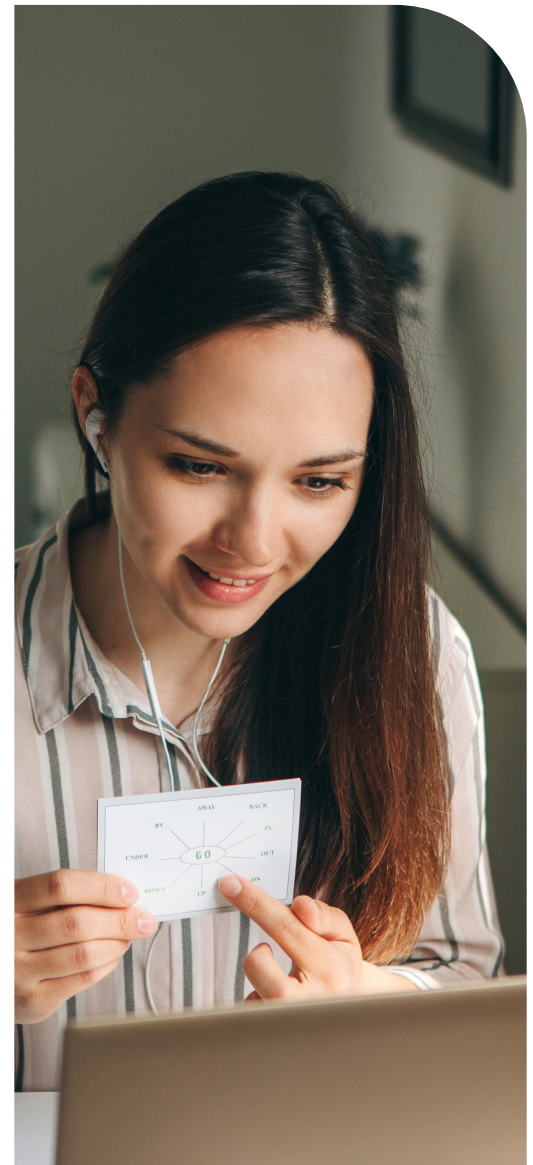
If you do not see your Clever classes in Newsela

Check all available classes have been synced

1. Login to Newsela through TeachHub/Clever
2. Click on initials in top right corner
3. Click 'Settings'
4. Click the 'Classes' tab
5. Click 'Sync with Clever/Sync Now' button
6. Click checkbox for all needed classes
7. Click 'Sync Selected Classes'

Check Archived Classes

1. Login to Newsela through TeachHub/Clever
2. Click on initials in top right corner
3. Click 'Settings'
4. Click 'Archived Classes' tab
5. If missing course is present, click the 'Restore' icon



Check to ensure all classes and students are properly rostered in STARS

Reach out to Clever support to ensure all classes are properly syncing from STARS to Clever. If they aren't, Clever can support you in understanding why, and how to troubleshoot.

Once confirmed that all classes are in Clever, reach out to Newsela support:

support.newsela.com/contact

Troubleshooting Tips

If a student is missing from your synced class

1. Login through Clever to automatically update rosters from synced classes
2. Check that the student is currently rostered to your course in STARS and Clever
 - a. In Clever, you can see your classes and students by clicking the Classes tab in the upper right corner
 - b. Because of processing times between systems, it could take 3-5 days before a student appears in a teacher's class in Clever after being added in STARS

If a student is not able to see assignments for your class

1. Ensure student is logging in through TeachHub/Clever
2. Login through TeachHub/Clever to automatically update rosters from synced classes
3. Check student's email address in Newsela to make sure it matches email address for your class in
 - a. Have student login to Newsela through TeachHub/Clever Click on initials in top right corner
 - b. Click 'Settings'
 - c. Click 'Account' tab
 - d. Compare email address listed on this page to email address in your class roster



Troubleshooting Tips

If you login in through TeachHub/Clever and cannot see historical data

(Duplicate Accounts) - Likely An Email Domain issue

Your old account may need to be merged to your Clever created account.

To request this change:

For both teachers and students, fill out the form on this page:

support.newsela.com/contact

- Include user's email address for older account
- Include user's Clever email address



If your 'Sync with Clever' button is grayed out

This commonly happens when logging in through Google while trying to sync from Clever. Your login method should match where you want class rosters to come from

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4. Click the 'Classes' tab
5. Click 'Sync with Clever/Sync Now' button
6. Click checkbox for all needed classes
7. Click 'Sync Selected Classes'