



Account Management HELP



LEAD eduPLEX Contact. is deemed to be the teacher that initiates the first batch of eduPLEX User Accounts. If this responsibility is passed on to another teacher, please notify eduPLEX Admin via email. [Click here.](#)



WHAT TO DO IF:

1. **If Users forget their PASSWORD.** After eduPLEX creates a User Account the password is encrypted and cannot be retrieved.
 - **Option 1:** Your School eduPLEX Leader should have retained a copy of the original UAR documents (See Teacher drive)
 - **Option 2:** Password Reset (see next step)
2. **If a USER password has been compromised and need to be reset.** (ie. made known to other users). This will necessitate a password reset. Please email [eduPLEX Admin](#) indicating > Username for the student with the school code and the new password to be used. This new information should be updated in the eduPLEX User Account files for your school. [Watch a short video](#)
3. **Requesting Additional Single or Multiple USER Accounts.**
 1. Download a [new UAR form](#)
 2. Complete it
 3. Email it to your Lead Teacher for forwarding to eduPLEX Admin
 4. [Watch a short video](#)
4. **Suspending or deleting User Accounts (purging)**
 0. If your school needs to suspend a User Account for whatever reason please email eduPLEX Admin with the Users Account name and the reason for the suspension (the reason appears on a Log in Notice telling the user why their account is suspended)
 1. To unsuspend (resume) and account please email [eduPLEX Admin](#)
 2. To delete one or two Accounts. Please email [eduPLEX Admin](#)
 3. **End of year Account purging.**
 - In November eduPLEX Admin will send you a list of ALL your schools current accounts.
 - Your eduPLEX LEAD Teacher will be asked to identify ALL User Accounts that need to be deleted for the upcoming year. This is predominately for Users that will be leaving your School. (Grade 6 or year 12)
 - ALL other continuing Accounts will be rolled over into the next year.
 - [Watch a short video](#)





Dealing with alleged Cyber Bullying Incidents

■ eduPLEX Admin can "ghost" into all accounts to examine all messages and content for ANY User. Admin reserves the right to immediately remove and suspend/delete accounts that contravene the [Code Of Conduct](#) and [Terms and Conditions of use](#).

■ eduPLEX DOES NOT TRACK IP address access points however there are some quick remedies within the system.

If a User receives/reports or identifies inappropriate content from or by another user from **within their own school** they can:

1. Report the content by clicking on the Report Objectionable content link for that object
2. They can report it to their teacher
3. If it is content inside a message, They MUST not delete it.
4. **TEACHERS**. Please note that all messages sent by Users are retained in the **SENT tab** of the Users Inbox. This is **PROOF of violation**.
5. Teachers should ask the offending user to log In and open the SENT tab in their message Inbox as proof.
6. Teachers and lead edPLEX teachers can then decide to suspend a User or not.
7. If Users message eduPLEX Admin, and evidence suggests a violation has happened we will suspend User Account/s and email the Lead eduPLEX Teacher.

If a User receives/reports or identifies inappropriate content from or by another user from **another school** they should:

1. Report the content by clicking on the Report Objectionable content link for that object
2. They can report it to their teacher
3. If it is content inside a message, They MUST not delete it.
4. The classroom teacher / lead eduPLEX Teacher can then notify eduPLEX Admin via email
5. **eduPLEX Admin will "ghost" into to the offending Users Account to verify and suspend the offending users account**
6. eduPLEX Admin will contact the lead eduPLEX Teacher from the other school and detail the verified offence.