

quick guide → Logging in to the Edusoft Web site

Logging in to Edusoft

You can log in to the Edusoft Web site from any computer that has Internet access and an Internet browser, such as Internet Explorer or Safari. You use the user name and temporary password you've been assigned. As soon as you log in for the first time, Edusoft requires you to select a permanent password. At the same time, Edusoft asks you to select a question to be used to verify your identity if you call the Edusoft Help Desk.

To log in to Edusoft:

- 1 In your browser's address bar, type this URL: <http://www.edusoft.com>

This is where you log in to the Edusoft Web site.

Please Log In...

User Name: Type your user name here.

Password: Type your password here.

Log In

Trouble Logging In?

If you are unable to log in, try the following:

- Check your spelling and Caps Lock key. To Edusoft, "JaneSmith" and "janesmith" are not the same.
- **Reset your password.** Edusoft will assign you a new temporary password and e-mail it to you.
- Contact your district's Edusoft Administrator.
- Contact Edusoft [Customer Support](#). ——— Click to contact the Edusoft Help Desk.

- 2 Type your user name and your password in the Log In area. Click **Log In**.

Edusoft requires you to change your temporary password as soon as you log in for the first time. The Change Password page appears.

You have logged in using a temporary password. You must change your password before you can continue using Edusoft. If you enter your e-mail address, you will be able to reset your password if you forget it. You must also select an identifying question and enter the answer. The question helps Customer Service identify you if you call us.

Use this page to change your password.

Change Password

Fill in the following fields to change your password:

Old Password:

New Password: [Tell me more...](#) Click this link to learn about about your district's password requirements.

Confirm New Password:

The following question will be used to identify you to customer service if you need assistance resetting your password:

Question: -- Please select a question -- Select a question...

Answer: ...and type the answer.

- 3 Click the **Tell me more** link to read about your district's password requirements.

These are some basic password rules. Your district may have additional rules.

- Passwords are case-sensitive. For example, PASSword and passWORD are different.
 - Your password must be between 6 and 20 characters long.
 - Your password cannot contain spaces.
 - Your password cannot contain the words "password," "edusoft," or certain other words.
- 4 Type your temporary password, type your new password, and then confirm your new password.

Change Password

Fill in the following fields to change your password:

Old Password: Type your temporary password.

New Password: [Tell me more...](#) Type your new password once in each box.

Confirm New Password:

- 5 Enter your e-mail address, and then confirm your email address.

This allows Edusoft to reset your password immediately if you forget it.

Enter your email address:

Current Email Address: none

Email Address: Type you email address.

Confirm Email Address: Confirm your email address.

- 6 Scroll down, select a question, and type an answer.

The Edusoft Help Desk uses this question to verify your identity if you call.

The following question will be used to identify you to customer service if you need assistance resetting your password:

Question: -- Please select a question -- Select a question...

Answer: ...and type the answer.

- 7 Click **Continue**.

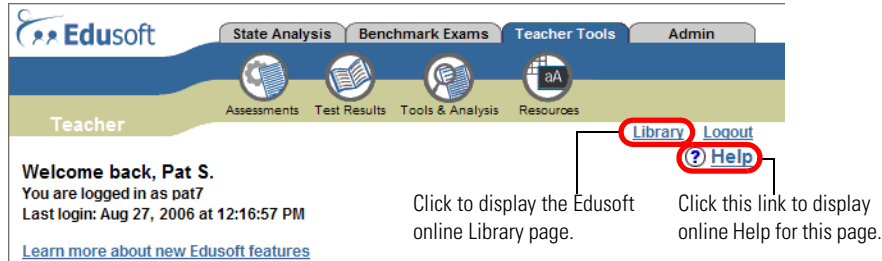
Edusoft logs you in and displays your home page. The next time you log in, you must use your new password.

Getting help using Edusoft

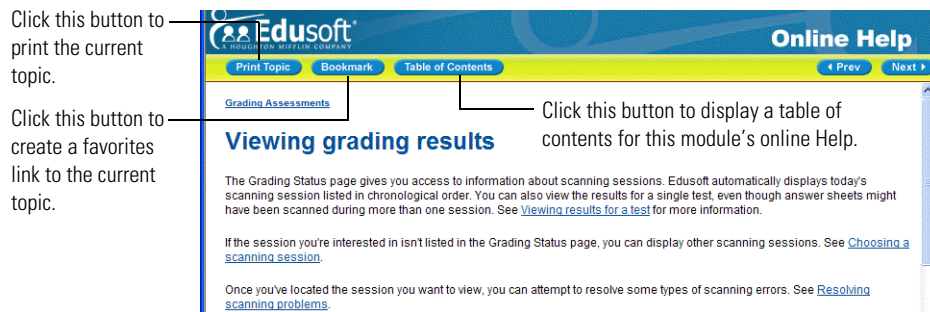
Edusoft provides several ways to get information when you need help. Each page has a Help link that displays online Help for that page.

To use online Help

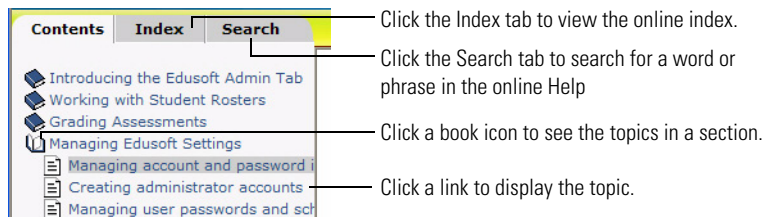
- 1 To view online Help, click the **Help** link on a page.



The online Help page opens to the topic for your current page.



- 2 Click **Table of Contents** to display the navigation panel. Click a topic to display it.



In addition, Edusoft has an online Library that gives you links to the entire suite of Edusoft Guides.

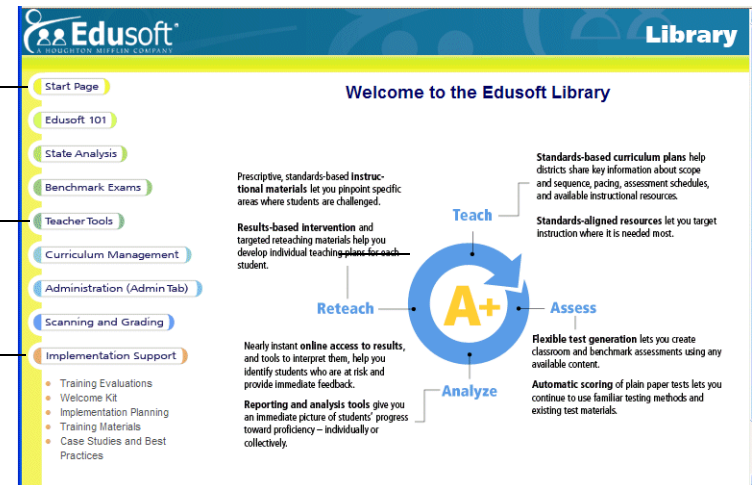
To open the Library page:

- 1 Click the **Library** link on any page.

The Library's Start Page gives you a visual overview of Edusoft.

Click to display a list of all guides for this module (including QuickGuides).

These pages help you roll out Edusoft in your district.



- 2 Click module on the left to go to its Library page, and click a link on a Library page to open an Edusoft Guide.

Contacting the Edusoft Help Desk

There may be times when the online Help and Library can't answer your question. If that's the case, you can contact your local Edusoft administrator or the Edusoft Help Desk. There are two ways to contact the Edusoft Help Desk: by e-mail or by phone.

To contact the Edusoft Help Desk:

- 1 From the Edusoft Log-in page, click the **Contact Support** link.
- 2 Fill out the Support form with your contact information and a description of your problem, and click **Submit**.

Tip: You can also call the Edusoft Help Desk at 1-800-323-9540, option 4.