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

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

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

4. Type your temporary password, type your new password, and then confirm your 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.

6. Scroll down, select a question, and type an answer. The Edusoft Help Desk uses this question to verify your identity if you call.

7. Click Continue.

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

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.
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.

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

These pages help you roll out Edusoft in your district.

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.