

Quick Start Launch Guide

Thanks for subscribing to Educake. This straightforward guide will help you start using it quickly and efficiently with your students.

Does the school's network manager/IT support need to be informed?

- They may need to 'allow list' Educake emails.
- They may support automated syncing with your school's MIS or set-up of single sign-on with students' Google/Microsoft accounts (if they have those).
- We've created an "[Educake Setup](#)" guide specifically for administrators, explaining everything from account creation, to MIS syncing, to GDPR.

How are classes set up on Educake?

- The easiest way is to set up automated syncing by going to [Manage Classes with Wonde](#). You will be asked to enter the details of your IT administrator so that they can complete the steps. Once set up, this will link Educake with your school's MIS, so that any changes to class lists are automatically reflected in Educake.
- If you'd rather not do that straight away, you can set up classes in the meantime by going to [Add or Move Students in Bulk](#), where you can securely upload a spreadsheet with your student data. We'll then add your students' accounts to their classes for you. We normally do this within 24 hours. [Click here to download a template spreadsheet](#).

	A	B	C	D	E	F	G
1	Last Name	First Name	Year	Class	Class Subject	UPN	Email
2	Moon	Daphne	10	MT	Science	T205104818001	daphnemoon@example.com
3	Crane	Frasier	11	KACL	Science	G205104818002	frasiercrane@example.com
4	Crane	Frasier	11	KACL-G	Geography	G205104818002	frasiercrane@example.com

- **Important:** Any staff member who is setting up automated syncing or uploading student data needs to have an Educake account first so that confirmation emails can be sent to a verified member of staff.

How do students get their login details?

When students' accounts are first created via [Manage Classes with Wonde](#), they will be given an Educake username and their passwords will initially be the same as their usernames. The student must change this to something more secure the first time they log in.

There are two options for distributing login details to students:

- You can automatically email students with their login details when their account is created. Please note that your IT administrator will need to 'allow list' Educake in order for students to receive emails from us directly. You may also return to Manage Classes with Wonde to send the emails at a later date.
 - If single sign-on is set up (Google or Microsoft), the email will include instructions to sign in with their school email address
 - If single sign-on is not set up, the email will include the username and a link to set a new password
- Each time Educake syncs with Wonde, it creates a printable PDF of students' usernames which can be printed onto sticky labels to give to students in school. These labels can also be accessed later in Manage Classes with Wonde.

When creating new accounts using [Add or Move Students in Bulk](#), there are 3 options:

- If you include students' school email addresses in your spreadsheet, then students can be sent confirmation emails with their login details. Please include this in your request when you upload your data. Note that your IT administrator will need to 'allow list' Educake in order for students to receive emails from us directly.
- It's possible to set up single sign-on between Educake and students' Google or Microsoft accounts. The students must already have Educake accounts for this method. Go to Add or Move Students in Bulk and provide the name and email address of an IT professional at your school. Educake will then send instructions to them, which will involve preparing a spreadsheet with students' SSO details.
- When new student accounts are created, the teacher who uploaded the spreadsheet will receive an email containing students' usernames and their initial 4-character passwords. We generate these as a PDF that can be used to print sticky labels to give to students in school. These can also be accessed later in Add or Move Students in Bulk.

What happens if students forget or lose their login details?

- Teachers can [reset students' passwords](#) so that they're the same as their username. Then, the next time students log in, they will be prompted to create a new password.
- Students can use the 'Trouble logging in' link to request an automated password reset. For this to work, [they will need their email address to be added to their account](#).
- Students can also use [single sign-on](#) linked to their Google or Microsoft accounts, so that they don't have to remember another password.

How can other teacher colleagues start using Educake?

- You can invite your colleagues to join Educake by logging in and clicking on "Settings" at the top of the homepage, then "[Add and Manage Staff](#)" in the lefthand menu.
- [Here's a video](#) you can share with your colleagues explaining how to set a quiz in Educake.

What does Educake look like for students?

- We created Educake to be as user-friendly as possible for students. Here's a [video you can share with them](#) that will tell them everything they need to know in three minutes.
- Want to show parents how Educake supports their children's learning? [Here's a video for them](#).

What support does Educake offer?

We're here to make sure you get the most out of your Educake subscription. We're happy to provide all of the following:

- A phone call with your school's account manager to discuss your goals for launching Educake and how we can support you
- A live, video demo explaining how Educake works and offering top tips
- A live, video training session for your next department meeting
- Quick answers to your questions – our usual response time is under two hours.

Our business hours are 8 to 5 weekdays. There are three ways you can reach us:

- Email: support@educake.co.uk
- Online chat: click the purple icon in the lower right of your screen if you're logged in
- Phone: 01865 800 808