Children's University Online:

How to Delete a child's account

Deleting a child's account from *Children's University Online* completely removes all data, activity stamps and awards attached to the child, once deleted a child will not be able to log in and you will not be able to retrieve data.

If you would like to remove a child's data from *Children's University Online* but do not wish to 'hard delete' you can use the archive function. This will effectively disable a child's account, but you can restore their account at a later date if needed.

What you'll need

- Your Children's University Online log in information
- Details of the account/s you wish to delete

Step 1

- Go to www.childrensuniversity.co.uk and look for the word 'Login' at the top right. Choose to login as staff and enter your details, your username will be your email address and your password will have been sent to you by Children's University Trust (remember to check your junk folder!)

Step 2

- On your dashboard click on *All* under *School Children*
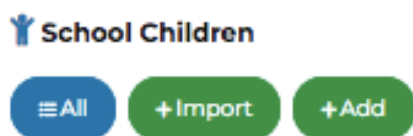
Step 3

- Use the *Search and Filters* to identify the accounts you wish to delete, you can search by school or individual account
- If you are deleting several accounts you can change the view to 50 accounts per page, this will allow you to edit or delete up to 50 accounts at one time

	SORT BY: Date modified ↑↓	PER PAGE: 10	⇌ Search and Filters

	Current hours	Created

10
20
50
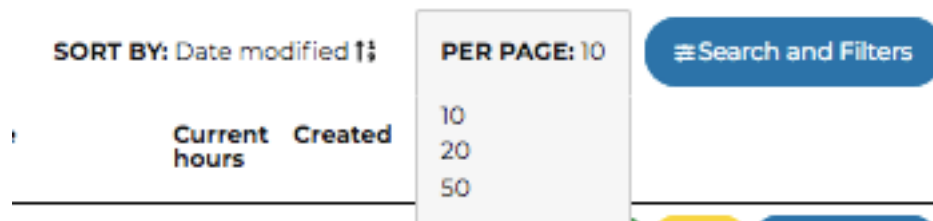
Step 4

- Tick the box next to the accounts you wish to delete, this will make the *Edit Selected* button live


+ Add New			▾ Edit Selected	SORT BY: Date modified ↑↓	PER PAGE: 10	⇌ Search and Filters

	School	First name	Last name	Username	Current hours	Created
✓	Rydell High	Nevil	Longbottom	N.Longbottom.8643	14	27/05/2020
✓	Rydell High	Harry	Potter	H.Potter.4539	14	23/04/2020
✓	Rydell High	Fred	Weasley	F.Weasley.6167	43	27/05/2020

Step 5

- Once you have clicked on *Edit Selected* use the dropdown menu and select *Delete*
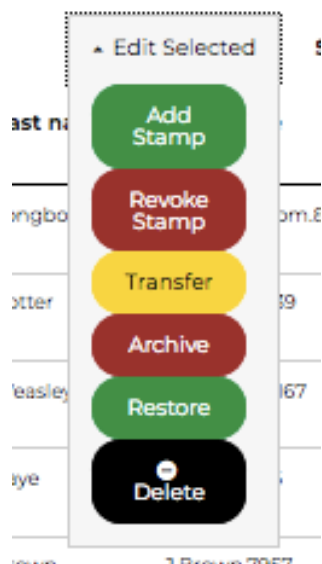
Step 6

- You will be asked to confirm you wish to delete the accounts selected by typing DELETE in the required box

Step 7

- You will then see a confirmation that the selected accounts have been deleted
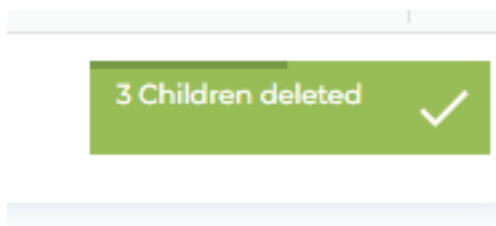
Common issues

- Once you have deleted accounts the information will not be retrievable, if you are unsure as to whether you will need this information in the future you may wish to archive the accounts instead.

Sorry, I still don't understand!

- Contact Digital Inclusion Officer Cordelia Howard
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