

Dealing with Inappropriate Content

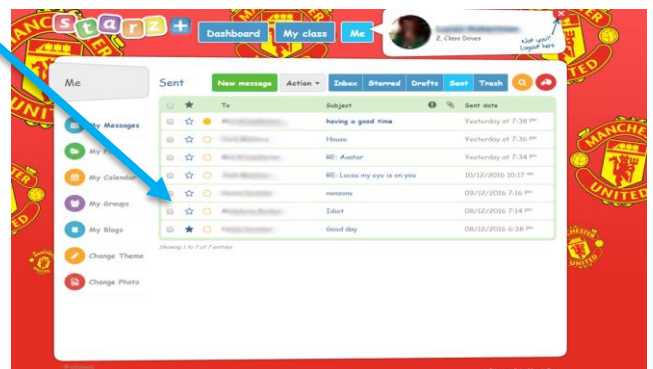
When dealing with an incident of this kind the first step should be to minimise the impact on other children whilst gathering evidence, removing the offensive material and dealing with the offender who uploaded/added the content.

We suggest that changing the passwords for children involved is the easiest way of giving you time to deal with the incident and prevent them from viewing the material. This can be done on an individual basis via the Class list. Alternatively, an Admin user can select, and change, the passwords for the whole class(es) using the CP>Classes route in the administration area.

Once this has taken place, gather your evidence taking screen shots if appropriate.

To remove an inappropriate Message

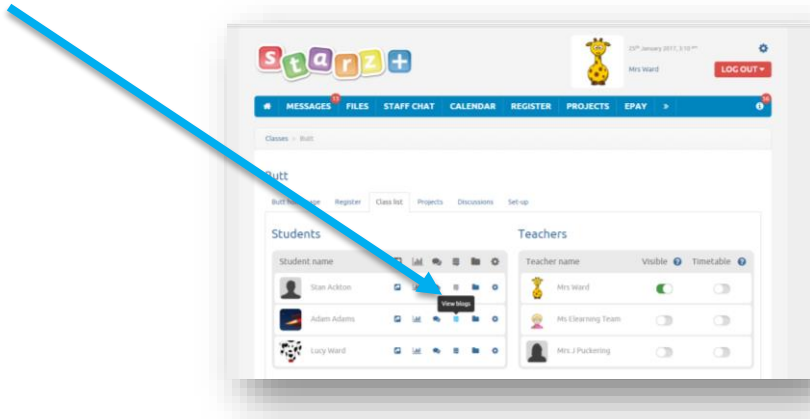
- Log onto Starz+ using your teacher account
- Visit the class list and locate the sender of the message
- Use the 'Bent Arrow' icon for the child to visit his/her account (Note this will then log you out of your own account)
- The next screen you will see is the child's 'Dashboard' – Select the 'Me' button at the top of the page, you will now be looking at the child's Inbox...Select to view the Sent box.
- From this view, you should be able to locate the offensive message, the one to be removed. Open the message and note the recipient(s), you will need to visit their accounts and remove the message from their Inbox next.
- Close the message and navigate back to the Sent box
- Check the box at the side of the message
- Select the 'Action' button and then from the drop-down, 'Move to Trash'.
- Next visit the Child's Trash box, check the box again at the side of the message and repeat step 8, this time electing to 'Delete the Messages' This will completely remove the message. Please ensure that you have obtained a screen shot of the message for evidence if required – Once Delete has been selected the message is completely erased.
- Log out of the child's account
- Repeat steps 1 to 3, this time choosing to visit the recipient's account
- Locate the message in this child's Inbox, move it to Trash as before and then select Action to completely remove the message.
- Repeat the process if there is more than one recipient.



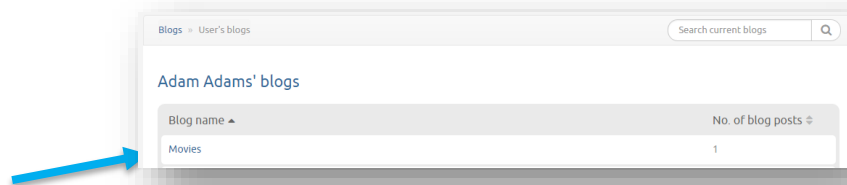
Please note: If a child has sent to multiple recipients, please contact us to make a request of eSchools who can remove the message from their database. Please provide the name of the sender, the subject line, date and a list of recipients.

Checking Blog Posts and removal of Inappropriate Comments

To view pupils' blogs, visit your class page and hold down the Ctrl button whilst clicking onto the children's' blog icon. Using the Ctrl button at the same time as clicking, the icon will open each blog in a separate tab allowing quick access whilst keeping you logged into your own account.

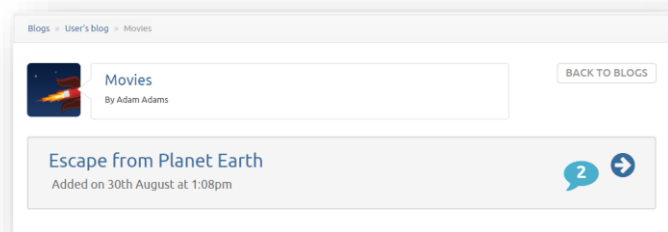


Selecting each tab in turn allows you to view a list of each child's blogs.

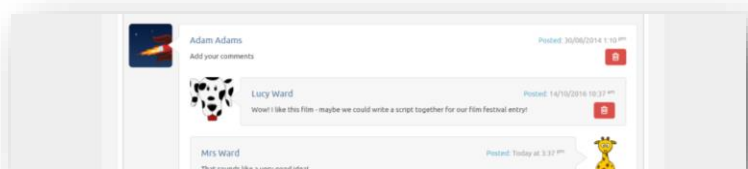


Click onto the Blog name to open and view the posts, together with any comments that have been left, or to leave one of your own.

The next screen will indicate if there are any comments left against the blog post, in this case you can see that there are 2 comments



Click onto the arrow to view the comments. If you have a comment that requires removal, move your mouse over the comment and a red 'dustbin' will appear.

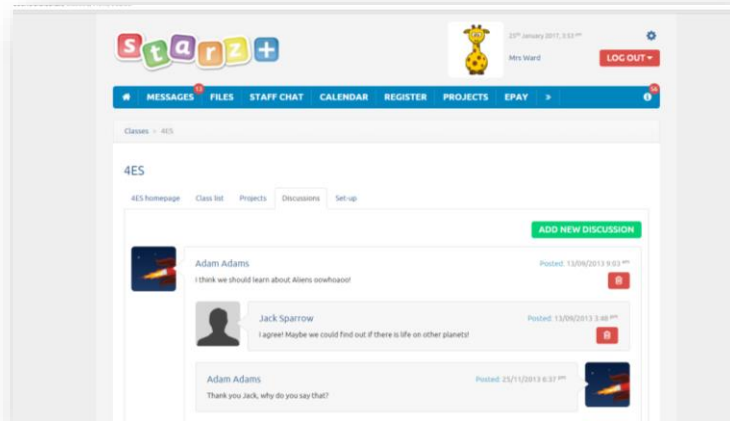


Clicking on the dustbin will remove the comment for this post.

Please note: Remember to take a screen shot before removal if required.

Checking Class Discussions and removing inappropriate comments and threads

In a similar way to removing blog comments, it is also possible to remove whole threads, or individual comments, from the class discussion area.



We recommend that class discussions are removed on a termly, or even half-termly, basis to ensure that the discussions remain timely and relevant to class members.

If these have built up over several years and you would like eSchools to remove all discussions, please contact us.