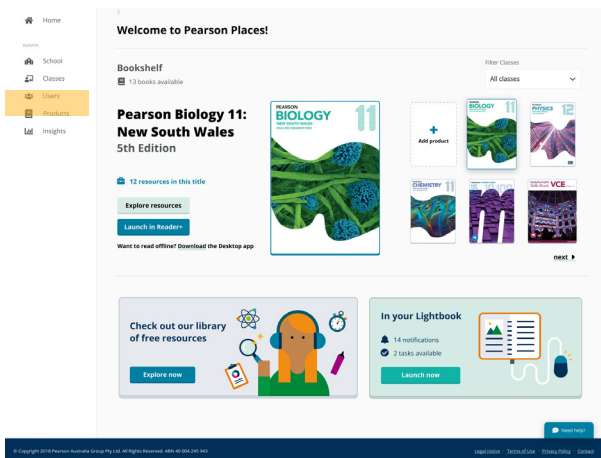


Learn how to remove student accounts

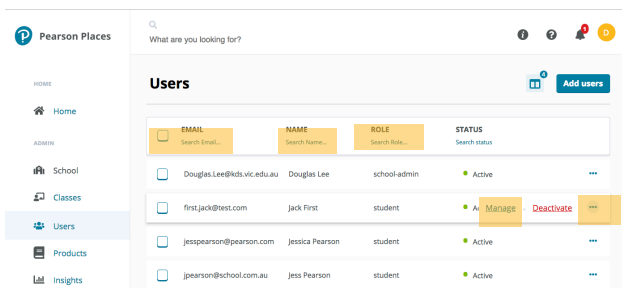
Pearson Places brings all of Pearson’s digital learning tools into one, easily accessible, online location. In this guide, you’ll learn how to remove student accounts from Pearson Places.

Remove student accounts

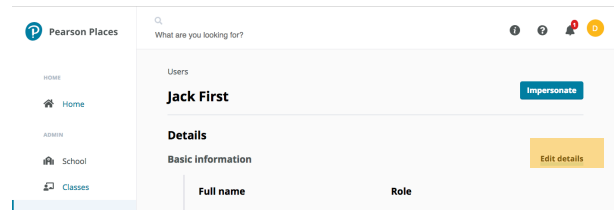
1. Log in to Pearson Places.
2. Click on 'Users' on the left side navigation panel.



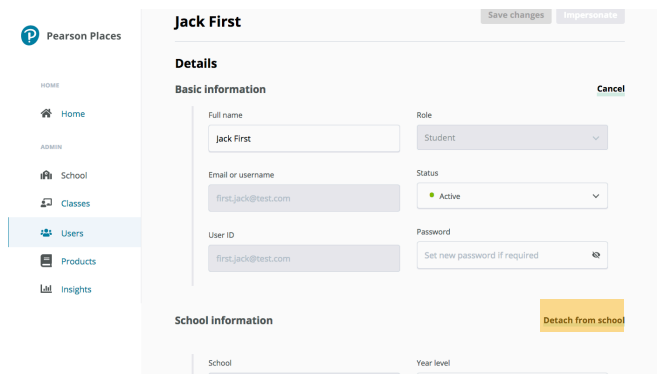
3. To find the student click on the 'Role' filter and type 'Student'.
4. To narrow down the search you can use either the 'Search name' or 'Search email' option.
5. Once you've found the student click on the quick action next to their details and click 'Manage'



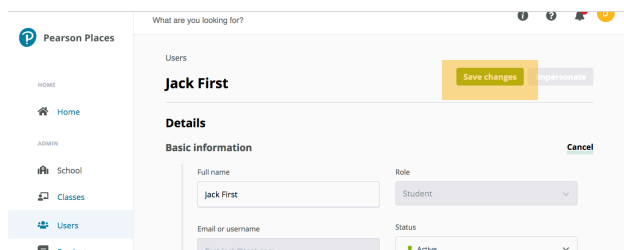
6. Once you've found the student, click on their name.
6. Click on 'Edit details'.



7. Click on 'Detach from school'



8. To confirm, scroll to the top and click 'Save changes' then the student account will be removed from the school.



FAQs

Can any teacher from my school remove a student?

No. The user has to be a school admin in order to remove a student from the school's account. If you're a teacher or staff member and need some help with removing a student account, please reach out to us via livechat or:

Phone: 1300 473 277

Email: help@pearson.com.au

What happens to the student account after it's removed?

The account will lose access to all the digital products that have been purchased by the school. However, their Pearson places account will continue to be active and they can continue to use products that were purchased by them for personal use. If a student's email remains the same even after changing school, the same Pearson Places account can be used to join a new school.

Is it possible to remove a teacher who has left our school?

Yes. A school admin can remove a teacher from your school. You'll need to search 'Teacher' in step 3 of this guide rather than 'Student'. For more details please head back to our support page and read the guide called Learn how to remove a teacher account.

You can also reach out to us via livechat or:

Phone: 1300 473 277

Email: help@pearson.com.au

If you have any difficulties or need assistance, please contact us;

Phone: **1300 473 277** Email: **help@pearson.com.au**



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