


IT Admin Portal

Frequently Asked Questions

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 *You can press `cmd + F` (for MacOS) or `cntrl + F` (for Windows) to search for specific terms in this document.*

Registering Organizations

1. Can an organization be registered to multiple accounts?

No – once you have claimed your organization, no other account can claim it.

2. Which organization should I register?

Feel free to register high-level organizations (eg. your school district) in addition to individual schools. You can choose to register one or the other as well.

3. I typed my organization name in. Why can't I save?

Make sure you select your organization from the drop down below the search bar. You should see the name of your organization populate below the search bar as you type. Please note it is not possible to manually enter the organization name in the search bar to register.

4. I typed my organization name into the search bar but do not see it in the drop-down list. What should I do?

If you cannot find your organization in the list, please contact support@merlyn.org.

5. Why does it say an administrator already exists for my organization?

This means another IT Administrator has already claimed this organization. Please check with your IT department to see if an account has already been created. If not, please contact support@merlyn.org.

Registering Devices

1. What is the device name field for?

This is an optional field you can use to name your devices as desired.

2. What is a fixed asset number?

This is an optional field for IT departments who use it as an organizational tool.

3. I typed the last four digits of my MAC 1 address into the search bar. Why wasn't it found?

Please make sure that you have added the correct four digits. If so, try typing the full MAC 1 address into the search bar to select the correct ID from the drop-down.

4. I typed my MAC 1 address in. Why can't I save?

Make sure you select your MAC1 address from the drop down that appears below the search bar. You should see your full MAC 1 address populate below the search bar as you type. Please note it is not possible to manually enter the MAC 1 address in the search bar to register.

Authorizing Users

1. Who can access the devices I have registered?

Any user whose email address has been added on the user's page will be able to pair with any device that has been purchased by the purchasing organization you are associated with (this may be a school, a district, etc.).

2. When I add an email address to the authorized users list, what do they have access to?

- a. Once the email address is added on the Users page, the user can log in to the Teacher Portal with that email address. This means they can download the desktop app and Browser Extensions, pair their computer, and change settings.
- b. Users logging in to the Teacher Portal with an email that is not registered will not be able to enter.

3. There is a teacher who cannot enter the Teacher Portal. How can I help them?

- a. Make sure their email address has been added under the Users page of the IT Admin Portal.
- b. Ensure the teacher is logging in using the same email address that was authorized in the portal.