



Supporting Practical Science, D&T and Art -in schools and colleges

CLEAPSS Individual logins FAQs

Why do I need an individual login?

The most immediate benefit is the ability to choose a password you can remember and, if you do forget it, to reset it for yourself.

Members will also be able to plan ahead for membership renewal, reducing the chances of your membership accidentally lapsing.

How do I sign up for an individual login?

You can either receive an invitation email from your organisations default contact or list administrator, or follow the link or QR code below:



[CLEAPSS Account Setup](#)

Does each CLEAPSS user in the school/organisation need their own login?

Yes, moving forward, this change will allow us to offer you more useful bespoke options. We plan to integrate the Helpline service and course bookings into a single system that you will be able to personalise in the way that works best for you.

Can staff in my organisation use one shared email address and password to login, rather than setting up individual logins?


No. If a second user from a school tries to login at the same time using the same email address and password the system will log out the first person.

Unless individuals create their own logins they will not be able to benefit from the useful bespoke options we plan to integrate into the Helpline service and course booking system.

Where can I find user guides?

Once you have set up your individual login please visit the MyCleapss page here;

<https://my.cleapss.org.uk/Log-In.aspx>

Once logged in, click on My Organisation and hover over the  for more details on managing your organisation's account, including how to invite additional staff members to sign up for their individual logins.

Can I sign up with a personal email address?

In the first instance it is recommended you sign up using your school or organisations email address. Doing so will help us to check that your organisation is a member. You can always change this at a later date if you wish.

What is the role of the list administrator?

Once the school/organisation account is set up the list administrator can send invitations to staff who need access to CLEAPSS resources as part of their role. They can also remove staff who have left.

*Where required a bulk invitation can be sent to multiple staff members at the same time. To do this log in to MyCleapss, click on the 'My Organisation' tab, then use the **bulk invite** e-mail template.*

Who can be the ‘list administrator’?

The ‘list administrator’ should be someone who has an overview of which staff in your school/organisation need to have access to our guidance. For example, in a primary school this could be the headteacher or another person with overall responsibility for health and safety matters. In a secondary school this could be the head of department or the senior technician in the science, D&T or art departments, or someone from the senior leadership team who leads on safety matters in the school.

Who decides who is going to be the list administrator?

You do! Your school can decide who should be the list administrator. You can also decide who CLEAPSS should contact about membership, and who should receive other information from us including health and safety alerts, the termly Bulletin and/or the Explore magazine.

To do this, log in to MyCleapss, click on the ‘My Organisation’ tab, scroll to the bottom of the page and click on ‘Manage contacts’. You will then be able to select the most appropriate member of staff for each category.

Can there be more than one list administrator?

No. However both the ‘list administrator’ and the ‘default contact’ have administrative permissions which allow them to add, invite and remove CLEAPSS users.

I appear to have been identified as the list administrator for my organisation, why? Can this be changed?

You may have been identified as the list administrator because you were the first contact for your organisation.

The list administrator or default contact can easily reallocate this role to someone more appropriate. To do this log in to MyCleapss, click on the ‘My Organisation’ tab, scroll to the bottom of the page and click on ‘Manage contacts’. You will then be able to select the most appropriate member of staff for each category.

How do I invite other members of staff to sign up for an individual login?

The default contact or list administrator can invite staff members from their school/organisation to sign up for an individual login.

The preferred way to do this is to use the ‘bulk invite e-mail template’ (even if you only want to invite one or two colleagues). To do this log in to MyCleapss, click on the ‘My Organisation’ tab, then use the bulk invite e-mail template and follow the instructions.

Alternatively, you could add the new person’s details to the team members list using ‘new contact button’ and then send them an invite. To do this, log in to MyCleapss, click on the ‘My Organisation’ tab, scroll to the bottom of the page and use the ‘new contact link’ to add staff. Once they are on the list of team members click the ‘spanner’ icon to the right-hand side of each contact’s name and then click ‘send pwd’.

How do I use the bulk invite function to invite multiple staff at once?

Where required a bulk invite can be e-mailed to multiple staff members at the same time. To do this log in to MyCleapss, click on the ‘My Organisation’ tab, then use the bulk invite e-mail template and follow the instructions.

What should I do if my organisation does not have valid CLEAPSS membership?

Please contact membership@cleapss.org.uk if your membership has lapsed.

Is my CLEAPSS individual user account linked to my school/organisation?

Yes. Each user account is linked to the school or organisation they work for.

My email address isn’t working when I click on the invitation to create an individual login, what do I do?

Please make sure that you are entering the same email address the ‘set up your CLEAPSS log in’ link was sent to. If this does not resolve the issue, please contact CLEAPSS.

My verification code isn’t working, what do I do?

Please make sure that there are no spaces at the beginning or the end when typing or copying and pasting the code. If this does not resolve the issue please contact CLEAPSS.

I have not received my verification code, what do I do?

Please allow up to up to 20 minutes for the verification code to arrive in your email.

Remember to check your junk mailbox.

Adding No-reply@cleapss.org.uk to your list of contacts will also help ensure you receive your CLEAPSS emails.

The school postcode isn't bringing up the school's CLEAPSS account, what do I do?

Please check that you have entered the correct postcode.

If the postcode is correct, please contact CLEAPSS

The default contact or list administrator is no longer employed at the school. How can I transfer their permissions to a different user?

If one of these two contacts still works for your organisation, they have permission to reallocate the other role to someone else.

To do this, they need to log in to MyCleapss, click on the 'My Organisation' tab, scroll to the bottom of the page and click on 'Manage contacts'. They will then be able to select the most appropriate member of staff.

If both have left please contact CLEAPSS

Can I invite students at my school/college to set up their own logins to the CLEAPSS website?

No. CLEAPSS is for employees of your organisation only.

Do I need to invite staff members from other school departments to set up a CLEAPSS account?

Remember that CLEAPSS advice covers design and technology, food and art as well as science. Teachers and technicians from these departments need to be invited too. Site Managers and H&S officers will also find our resources useful. If you are the list administrator or default contact please invite all staff members who require access to CLEAPSS services using the bulk invite feature.

To do this, log in to MyCleapss, click on the 'My Organisation' tab, then use the bulk invite e-mail template. Note you will only be able to invite staff who appear on the team members list, so remember to add their details here first.

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