

8/19/2025

MEMO OF NOTICE – SECURITY UPDATE FOR PRIVILEGED ACCOUNTS IN MCEduHUB

Dear Sir/Madam,

Marshall Cavendish Education will be updating its security features to include Multi-Factor Authentication (MFA) that will come into effect on **27 October 2025**, for its privileged user accounts on MCEduHub.

MCEduHub users, such as school administrators with privileged roles, will need to have their emails verified for MFA login enforcement. Privilege users are accounts that can manage and edit school groups and other user accounts.

Privileged users can verify their email address to enable MFA by either contacting their MCEduhub account manager/distributor or using the MCEduhub website. Privileged accounts that do not have their email verified by the MFA enforcement date (27 October 2025) will not be able to login to MCEduhub. You will need to contact helpdesk to verify and re-enable your account.

A detailed guide can be found in the FAQ attached.

We seek your kind understanding and cooperation as we work towards safeguarding your MCEduHub activities and continue to provide an enjoyable user experience.

Please contact your MCEduHub account manager or distributor for further assistance.

Thank you

Marshall Cavendish Education

(No Signature Required)

FAQ on Security update for privileged accounts in MCEduhub (Effective 27 Oct 2025)

Multi-factor Authentication (MFA) for privileged accounts

Deadline: **27 Oct 2025**

1. Which users are affected?

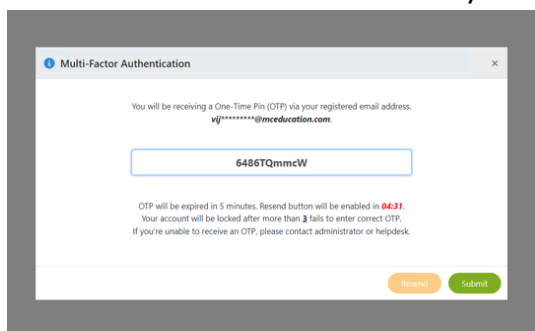
- 1.1. Users with **privileged roles (School Administrator)** in MCEduhub will need to have their email verified for MFA login enforcement.
- 1.2. These privileged users can:
 - Edit other user accounts
 - Manage school groups
 - Log in as another teacher
 - Reset other teacher accounts

2. What do privileged users need to do?

- 2.1. Verify your email address to enable MFA.
- 2.2. You can verify your email in two ways:
 - 2.2.1. Contact your MCEduhub account manager/distributor, or
 - 2.2.2. Use the MCEduhub website (see steps below)

3. What will change from 27 Oct 2025 for privileged account users?

- 3.1. Login will require a **One-Time Pin (OTP)**.
 - 3.1.1. You must enter the OTP sent to your verified email.



- 3.2. **Incorrect OTP:** You cannot access MCEduhub.
- 3.3. **No longer need privileged role?**
 - 3.3.1. Contact helpdesk (helpdesk@mceducation.com) to switch to Teacher role.

3.4. **Inactive privileged accounts** (6+ months) will be disabled.

3.4.1. Contact helpdesk (helpdesk@mceducation.com) to enable the account.

3.5. **Email notifications** about inactivity will be sent 1 and 3 months before disabling.

3.5.1. Make sure your email is verified and log in regularly.

4. What happens if you do not verify the email by 27 Oct 2025?

4.1. You will not be able to login to MCEduhub.

4.2. Contact helpdesk (helpdesk@mceducation.com) to reset the account.

5. How do I verify my email address via MCEduhub?

5.1. Login to MCEduhub

5.2. Click your avatar (top right), then "About Me".

5.3. Enter your email and click "Save".

5.4. In the "Verify Email" popup, click "Send Now" button to get the verification code.

5.5. Check your email for the code.

5.6. Enter the code in the popup and click "Submit".

5.7. Your email will show as "Verified".

6. What are School leaders and administrators responsibilities?

6.1. **Regularly review** who has privileged accounts.

6.2. **Disable or remove accounts** when users leave the school.

6.3. MCE and schools **share responsibility** for user safety using the system.