

# TuneEd Support and Contact Page

Content for <https://tuneed.uk/support>

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Use this page to contact TuneEd for technical support, school licence questions, account help, data requests or issue reports.

## 1. Contact TuneEd

For support, please email: [support@tuneed.uk](mailto:support@tuneed.uk)

Website: <https://tuneed.uk>

## 2. What we can help with

teacher, pupil or school access problems;

Microsoft Teams/Microsoft login issues related to TuneEd access;

questions about school licences, pilot licences or invoices;

bugs, broken pages, incorrect content or technical issues;

requests to delete account, pupil, class or school data;

questions about privacy, terms of use or copyright.

## 3. What to include when contacting support

To help us deal with your request quickly, please include:

your name;

your school name, if relevant;

whether you are a teacher, pupil, parent/carer or school administrator;

the page or feature where the problem happened;

a short description of the issue;

a screenshot, if helpful;

the account email address affected, if relevant.

## 4. Account and data deletion requests

To request account or data deletion, email [support@tuneed.uk](mailto:support@tuneed.uk).

Please include the school name, account email address if known, the user/class/school data to be deleted, and whether the request is being made by the school, teacher, parent/carer or user.

We may need to verify the request before deleting information, especially where pupil data is involved.

## 5. Reporting an issue

If you find a bug, broken link, incorrect answer, content error or accessibility issue, please report it by email. Include enough detail for us to find the issue.

Issue type	Example details to include
Content issue	The page, question, topic, answer or resource where the issue appears.
Technical issue	Device/browser/app version, what you clicked, and what happened.

Issue type	Example details to include
Login issue	School, account email, role, and any error message shown.
Data request	School name, affected account/class, and the action requested.

## 6. Privacy and Terms

Privacy Policy: <https://tuneed.uk/privacy>

Terms of Use: <https://tuneed.uk/terms>

## 7. Emergency and safeguarding note

TuneEd support is not an emergency service. Safeguarding concerns should be reported through the school's normal safeguarding procedures. If a concern relates to content or behaviour within TuneEd, please also contact [support@tuneed.uk](mailto:support@tuneed.uk).

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