

ManageBac school accounts hosted in China

ManageBac is compliant with the Chinese Cybersecurity Law, including the Provisions on the Cyber Protection of Children's Personal Information which can be found [here](#). Since 2018, Chinese schools use a .cn domain and their data is hosted within China. We also hold ICP [17051512](#).

Read more about this configuration for China schools [here](#)

How to access ManageBac school accounts hosted in China from outside of China

All users may log in to their managebac.cn domain using a general web browser or mobile device. Due to the China firewall, slower or degraded performance may be experienced if you are accessing from outside of China.

In order to support students, parents, teachers or administrators that have relocated outside of China due to the ongoing Coronavirus epidemic, below are some suggested methods to ensure the best possible performance in accessing ManageBac:

Use of a VPN (Virtual Private Network)

- ManageBac has no affiliation with any VPN service, however a few free publicly available services that have been tested and seen improved access include:
 - o [FlyVPN](#) with a Hong Kong or China-based server
 - o [UrbanVPN](#) with a Hong Kong-based server
 - o [ExpressVPN](#) with a Hong Kong-based server (Requires subscription)
- **Steps to access your ManageBac account:**
 1. Select a VPN service above, download and install to your computer or mobile device.
 2. Enable the VPN selecting either a Hong Kong or China-based server point prior to accessing ManageBac.
 3. Login to your ManageBac.cn domain.
- **Notes:**
 - o Performance is likely to be improved accessing your account with a VPN, but this cannot be guaranteed and may fluctuate depending on the VPN, the server location, or during peak and off-peak times of China internet access.
 - o **Downloads, uploads or submissions of larger files are recommended to be done during off-peak hours (ie outside of China work hours) where feasible.**
 - o Upload times will vary, however testing has seen a range of:
 - Improved performance speed and general navigation response

- Average of 10-60 seconds for files <5mb, up to a max of 5 minutes
- Average of 3-5mins for files <30mb, up to a max of 15 minutes
- No timeouts were experienced during our testing.

· **Legality**

- ManageBac understands that accessing a China-hosted website using a VPN from outside of China does not breach any international cyber law.
- Accessing with a VPN from inside of China does breach China cybersecurity law.

For any further questions, please contact our support team in English or Chinese at support@managebac.com.