



Cloud playground and hands-on labs abuse protocol

Tags: **ACG**

At A Cloud Guru, we value hands-on learning. That's why we offer real cloud environments for learning with hands-on labs and playgrounds. As a part of resource management, we closely monitor lab and playground usage to ensure students are using labs and playgrounds for educational purposes only and that students aren't using more resources than they need to learn.

Abuse protocol

We've created protocols to help us manage resources and here's what you need to know:

Abuse Event	Abuse Notification
If a student intentionally uses labs/playground for a non-educational purpose like bitcoin mining, their lab or playground will be shut down and they will be notified along with organizational administrators.	<ul style="list-style-type: none">• Students will receive an email notification and an in-product notification.• Administrators will receive an email notification only.
If a student unintentionally does something like selecting too large of an EC2 instance that uses excessive resources, their lab or playground will be shut down and they will be notified along with organizational administrators.	<ul style="list-style-type: none">• Students will receive an email notification and an in-product notification.• Administrators will receive an email notification only.
If a student continues to intentionally or unintentionally abuse labs or playgrounds after the initial shut down and notification, the student may be temporarily blocked from accessing labs or playgrounds or even permanently banned from using the product entirely.	<ul style="list-style-type: none">• Students will receive an email notification and an in-product notification when temporarily blocked from accessing labs and playground. (Note that if a student continues unintentional abuse, our Support team may advise on what activity should be discontinued.)• Administrators will receive an email notification only when a student is temporarily blocked.• In the event a student's account is terminated, administrators will be contacted by our Support or Customer Success team.

If you need help, please email [Pluralsight Support \(opens email form\)](#) for 24/7 assistance.