



classroom
.cloud

powered by

NetSupport



Welcome to the **classroom.cloud** Administrator's Guide (v1.25)

Easy to set up, configure, manage and use, **classroom.cloud** virtually takes care of itself! Integrating directly with your existing infrastructure, you can deploy in minutes and manage teacher and student devices centrally – saving you a bunch of time.

Once set up, the IT team's involvement is minimal – and, for teachers, using its intuitive interface is a breeze!

This document will step you through all the main Admin processes required to get your **classroom.cloud** environment up and running. Everything from creating and configuring each school site within your Organisation, adding user accounts for your colleagues and enrolling the school's devices, to creating classes and deploying the required student software.

Once you have created your environment, teachers will then be in a position to start leading **classroom.cloud**-managed lessons using the Teacher Portal.

But there's more to **classroom.cloud** than just classroom management! School techs can remote control school devices and use the Inventory tool to retrieve instant hardware and software inventories, and, you also have the option to monitor for concerning online activity by adding the Safeguarding component to your account.

Full details of the Safeguarding component can be found in our [separate guide](#). Information about the Inventory tool can be found in this document.

If you're pushed for time right now, don't worry, our [Quick Start Checklist](#) is also available if you just want a whistle stop tour of the main Administrative features.

(Bookmarks are provided to aid navigation around the document so please ensure the Bookmarks option is enabled in your PDF reader.)

Glossary of Terms

Before we begin, let's first of all introduce you to some common **classroom.cloud** terminology that will be mentioned throughout this document:

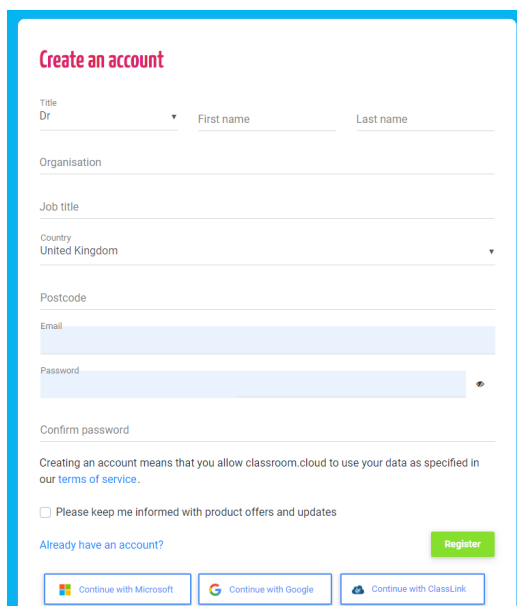
Web Portal	Refers to the interface that launches when you sign into your classroom.cloud account. The options available will be determined by the role each user has been assigned and the number of optional components added to your subscription. (All components will be available during the 30-day evaluation period.)
Organisation	This will generally be the name of your multi-site academy trust or individual school site. When you create your classroom.cloud account, the organisation name specified also becomes the licensee name.
Sites	Sites in classroom.cloud represent the individual school locations within your organisation. The key admin tasks (e.g. enrolling school devices, managing users) are conducted on a site-by-site basis. When you build your classroom.cloud environment, creating sites and carrying out the associated management tasks should be completed first.
Roles	Each web portal user needs to be assigned a role. This determines which features they have access to and which tasks they can perform. There are three default options to choose from – Organisation Admin , Site Admin and Teacher . For school techs, who maybe do not require access to the main admin tasks, you can assign the Technician role. And, if the optional Safeguarding component has been added to your classroom.cloud subscription, you will also be able to assign the Safeguarding Admin , or Safeguarding User roles to relevant staff members. See the Organisation – All Users section of this document for more information.
Student application	The classroom.cloud Student application, for the relevant operating system, needs to be installed/deployed to the student devices you want to connect to in a lesson. Student installers for all the main platforms are available - Windows, macOS, iOS, Android and ChromeOS. The required classroom.cloud configuration details also need to be included when deploying the application to ensure the devices appear in the correct site within your organisational structure. (See Installers section of this document)
Enrolled Devices	Once the Student application has been installed on the required devices, they will be enrolled into your classroom.cloud organisational structure.
Unassigned Devices	Enrolled school devices are initially set to unassigned status, but they need to be moved to their correct home within your organisation.

Device Groups	For licensing purposes, school devices need to be associated with a specific device group to ensure teachers can connect to the correct devices in each of their classes. Newly enrolled devices can be moved to the required group manually or automatically by creating rules that are checked when devices first appear in the Unassigned list. See the Unassigned Devices section of the guide for more information.
Installers	Refers to the classroom.cloud Student application installer files, as explained above.
Classes	The classes that a teacher wants to connect to can either be imported (based on the teacher's login credentials) from an existing student management system, (Google Classroom, ClassLink and Microsoft School Data Sync supported), pulled in from Microsoft Teams or added manually by linking the class to the required group of student devices. classroom.cloud offers a variety of connection modes - by Device Group, Student eMail, Device Name or Class Code (see below). When teachers select a class, the classroom.cloud Teacher Console is launched and connects to the devices.
Class Code	If it is not possible to link a class to a predefined Device Group, maybe the student devices to be used are moving from room to room, the teacher can create 'ad hoc' classes using a 6-character Class Code which is shared with the required students.
Safeguarding	classroom.cloud's optional Safeguarding component helps keep your online environment safe at all times by monitoring for concerning activity, identifying students at risk and spotting trends (keyword monitoring). Vulnerable students can also message a trusted member of staff in confidence via the 'Report a concern' option. If the component has been enabled, it will be available to classroom.cloud Administrators and staff assigned one of the two Safeguarding roles.
Integrations	You can integrate classroom.cloud with a selection of third-party SIS/SMS and Safeguarding tools that your school may be using - Google, Microsoft 365, CPOMS and MYCONCERN. See the Integrations Settings section of this guide for more information.
Login Provider	Aligning with the integration options available in classroom.cloud , when adding user accounts, you can indicate if the user(s) will be signing in with the third-party provider details supplied by the school - Microsoft, Google etc. This helps speed up the account creation process by not asking users to complete their classroom.cloud profile if the details are already known in a SIS/SMS system.
Connectors	classroom.cloud has selected a range of useful third-party websites to connect teachers and safeguarding teams with. Simply select the ones you feel would be most beneficial to appear on dashboards when users sign in to their classroom.cloud account. See the Connectors Settings section of this guide for more information.

Creating your **classroom.cloud** account

Registering for a **classroom.cloud** account is a quick and simple process:

1. Visit our website, **classroom.cloud**, and click **Sign Up**.
2. Click **Create an account**.



The screenshot shows the 'Create an account' form. It includes fields for Title (Dr), First name, Last name, Organisation, Job title, Country (United Kingdom), Postcode, Email, Password, and Confirm password. There is a checkbox for 'Please keep me informed with product offers and updates' and a link for 'Already have an account?'. At the bottom, there are three buttons: 'Continue with Microsoft', 'Continue with Google', and 'Continue with ClassLink'. A green 'Register' button is also present.

3. You can enter your user details manually or, to save time, associate the account with your **Microsoft**, **Google** or **ClassLink** credentials if in use. Please read our **Terms of Service** before proceeding.*

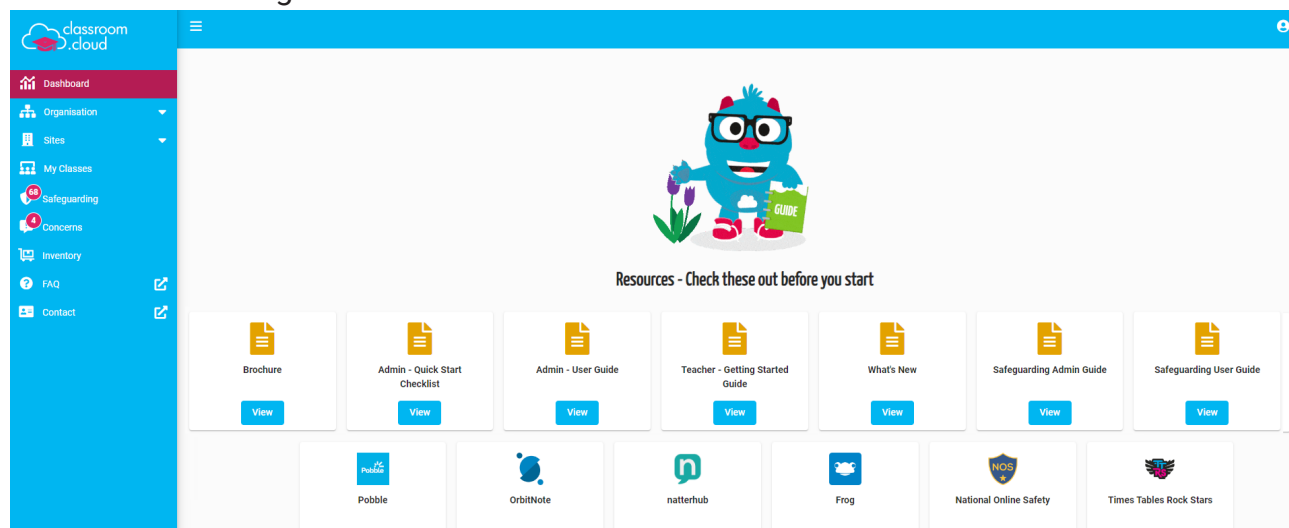
Please note: The **Organisation Name** entered will be the name assigned to your **classroom.cloud** **Licence** and will be used to create the default **Site** in your Organisational structure. This can be changed if it is not the name of a specific school site. However, if you want to amend the licence information at a later date, you will need to contact our Administration department.

4. When the form has been completed, click **Register**. A **Verification Email** will be sent to the address specified. You need to verify your account within 3 days. (When adding additional user accounts for colleagues, the email can be resent to invited users if they haven't responded in a timely fashion. Covered in the **Users** section of this document.)
5. Click the link in the email to complete your registration. Your master **Organisation Admin** account is now active. (We will discuss the user roles available within **classroom.cloud** later in this document.)
6. You will be directed to the **Sign In** page. If you have **Two Factor Authentication** in place, you will be asked to verify your login details.

* For more information about how we process your data and to view our Privacy Policy and other associated documents, please visit the **classroom.cloud** [website](#).

Admin Portal - Quick Introduction

As an **Organisation Admin** you have full access to create items and edit your Organisational environment - create additional sites within your school structure, enrol devices, create classes, and invite other users to register for their own accounts.



Before introducing you to the menu options on the left of the portal, across the top of the screen there are some general features:

-  Minimises the left-hand menu options.
-  **User Profile** button. Allows users to change their **profile settings**, **sign out** of the portal and **change their password** (where the password has been set in **classroom.cloud**. The option is not displayed if the user is signing in with third party credentials such as Google or Microsoft). The **Settings** option is used to edit personal details, change the web portal language and the colour theme. (If using Google or Microsoft sign in credentials, profile pictures will also be pulled in). An Administrator can enable/disable options in **Settings>>User Profiles**.

Full details of each of the menu options follow, but in brief:

Dashboard

Specific to the role(s) assigned to each user, the dashboard provides quick access to help guides and brochures. And, if enabled by an Administrator, it will also include links to a selection of useful third-party websites (see **Connectors Settings** for more information).

Organisation

This option is only available to users with master **Organisation Admin** status. It allows you to configure your overall Organisation settings, such as privacy settings, to ensure devices can only be connected to during approved school hours and on designated school networks. From here, you can also see a full list of enrolled devices and add or manage user accounts across the entire Organisation.

Sites

This is your starting point for creating your **classroom.cloud** environment. Here, you can add and manage the details of each individual school **site** in your organisation. Several of the options available at an organisational level are also provided for use on a site by site basis should individual schools require a different configuration.

A master **Organisation Admin** can configure any **site**. Other users can only manage or access the sites they have been assigned rights to. Once the sites are populated with the required users, devices and classes, teachers are in a position to start conducting lessons using the range of classroom management tools available in the Teacher Console (via the **My Classes** option).

My Classes

This is where classes are added and managed, and where teachers launch the class they want to interact with in the **classroom.cloud** Teacher Console. You can manually add or import* pre-existing classes and associate each one with the appropriate group of devices and students.

* **classroom.cloud** can sync with Student Management Systems (SMS/SIS) such as Microsoft School Data Sync, Google Classroom and ClassLink. And, if in use, Microsoft Teams classes can also be pulled in.

Safeguarding (optional)

Keeping your students safe as they learn online can be a challenge. **classroom.cloud's** Safeguarding toolkit helps keep your online environment safe at all times. By monitoring for keywords and phrases your students type, your school can gain an insight into any trending issues, as well as identify individual students who are engaged in concerning activity.

The keyword monitoring tool is powered by a pre-supplied database of keywords and phrases, containing over 14,000 terms (in a variety of languages). The database covers a wide range of topics from self-harm, gambling, bullying, and racism – to risks of radicalisation, drugs, sexual exploitation, and more. Staff and students also have instant access to a range of validated online support resources, including details of helplines and charities, enabling them to explore wellbeing issues on their terms.

Concerns (optional)

The Safeguarding component also provides a 'Report a Concern' option. This enables you to review and act upon issues that students have reported to the Safeguarding team using the 'Report a concern' option installed on each student device. (Currently Windows and Chrome Students only.)

The Safeguarding tools are free to use during your evaluation period and are an optional extra when you purchase **classroom.cloud**. Please contact your **classroom.cloud** account manager for further details.

For more information about the Safeguarding features, [click here](#) to view our separate guide.

Inventory

The hardware/software Inventory tool is available to users who have been assigned the **Technician** role. Organisation and Site Administrators are automatically given access.

FAQ

Get answers to some commonly asked questions.

Contact

If you need any additional help with your **classroom.cloud** setup, please complete our **Contact Form** and one of the team will get straight back to you. In any communications with us, you may be asked for your **classroom.cloud** Account ID and/or Serial Number. These can be found in Organisation>>Licence.

Using the Admin Portal

So let's get started and step through the Admin options in more detail.

Firstly, to navigate your way around the **classroom.cloud** interface: Click each option in the menu on the left-hand side of the screen. This expands or collapses the tree view. The navigation bar across the top of the window will also display the selected options, allowing you to click back and forth between them.

Organisation / Settings / Privacy

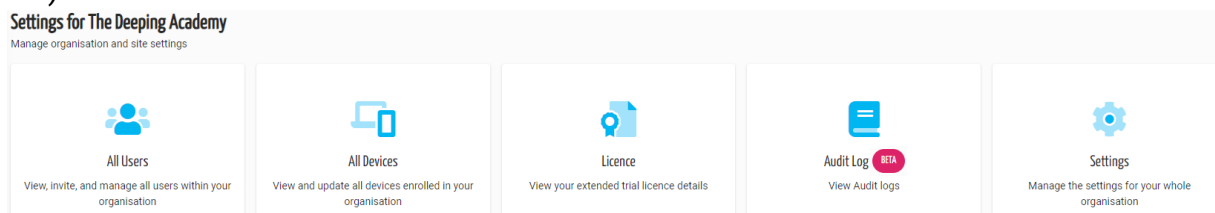
Organisation

These options are only available to users who have been assigned the **Organisation Admin** role. More information will be provided about user roles later in this document.

Organisation>>Settings

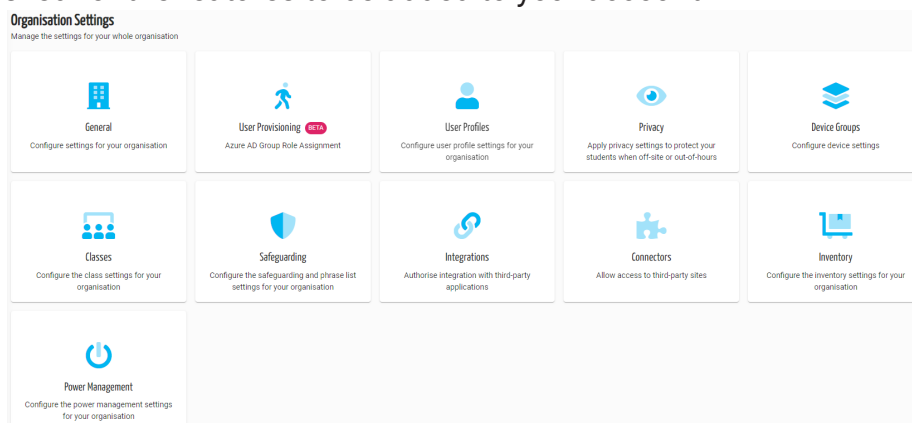
This allows you to customise the settings for the whole Organisation. However, in a multi-site environment, it is rare that the same settings will apply to each school. Therefore, for flexibility, **classroom.cloud** allows you to configure the settings on a per site basis (using the Sites option).

Note: If Settings are changed on a site-by-site basis, you do have the option to quickly revert back to the overall Organisation Settings if required. (As explained in the Sites>>Settings section of this document.)



Settings

Note: The **Safeguarding** and **User Provisioning** settings are optional and will only appear if you have asked for the features to be added to your account:



General



Customise

- Allows you to change the **theme/colour** of the overall user interface;
- If the **classroom.cloud mascot** (affectionately known as Bob!) who welcomes you to the dashboard and the teacher console isn't your cup of tea, you have the option to remove him;
- Set your preferred **naming convention** for teachers (as seen by students). For example, include or exclude first name;
- Select the default portal **language** from the list of supported options (users can also change language in their own profile settings);
- Select an alternative **Time Zone** if required.

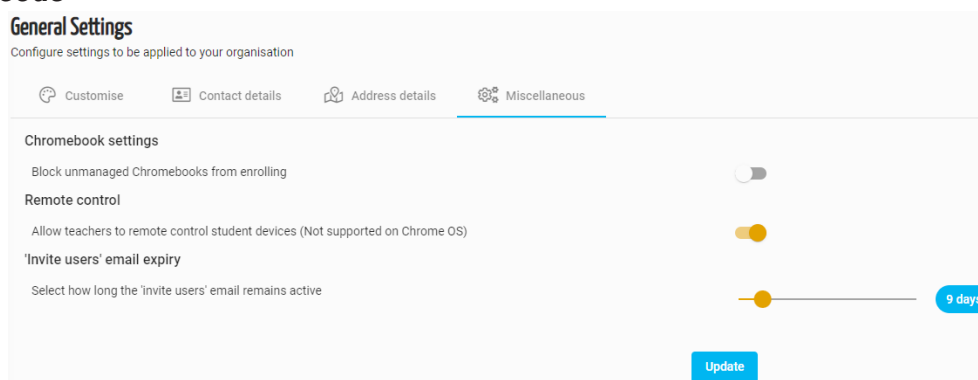
Contact details

Enables you to keep us up to date if the **Primary Contact** at your organisation changes. If another person is responsible for dealing with subscription renewals, you can specify a **Billing Contact**.

Address Details

Enter your organisations **main address** details.

Miscellaneous



- You can prevent **unmanaged Chromebooks** being enrolled in your **classroom.cloud** environment (for example, to stop a student's personal Chromebook being enrolled);
- You can prevent teachers from being able to **Remote Control student devices** during lessons;
- When an admin sends '**invite emails**' to new **classroom.cloud** users (see **All Users** section), the email will expire if the user hasn't activated their account within 3 days. At that point, the email can be resent. However, you can use the slider here to increase or decrease the time frame if required (1-60 days).

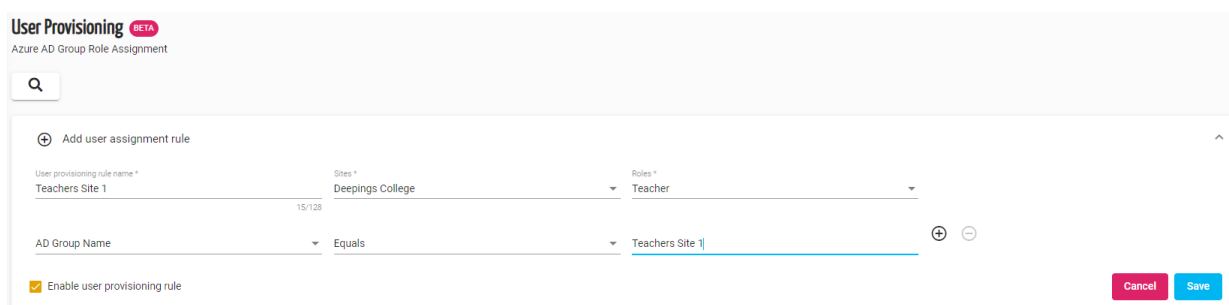
User Provisioning

Note: This option is currently disabled by default. If your organisation would like to use the provisioning service, please contact our [support team](#) who will give you access to the relevant options and work with you to ensure a smooth and successful implementation. Once enabled, the option is only available at Organisation level.

classroom.cloud supports the **Azure Active Directory user provisioning** service, removing the need to manually create and manage user accounts in the **classroom.cloud** web portal. This ensures **classroom.cloud** always mirrors your current Azure AD user environment.

Once you have established the link between **classroom.cloud** and your Azure AD environment, by providing the relevant service credentials (as described in the **Microsoft Integration Settings – User Provisioning tab** section of this guide), you can use this page to create rules that determine which **classroom.cloud** sites and user roles are assigned to each provisioned user. Multiple rules can be created, and the system will check each one in turn until a match is found with the incoming provisioned user account.

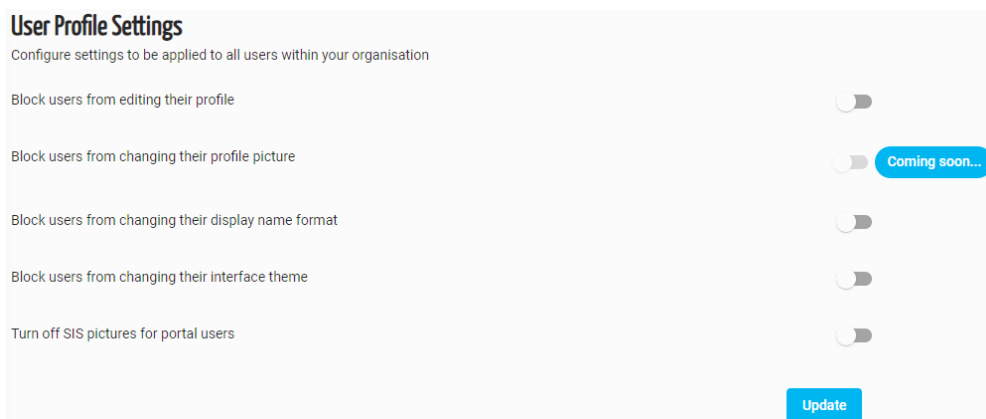
If **classroom.cloud** finds an error in any of your configured rules and is unable to complete the provisioning of an account, an email will be sent to the Administrator with details.



The screenshot shows the 'User Provisioning' interface with a search bar and a list of rules. A rule named 'Teachers Site 1' is selected, showing details for 'Deepings College' and 'Teacher' role. The 'AD Group Name' is set to 'Teachers Site 1' and the 'Equals' operator is used. The 'Enable user provisioning rule' checkbox is checked. 'Cancel' and 'Save' buttons are at the bottom right.

User Profiles

This allows you to configure how much of their own profile information portal users can edit when clicking . You can disable all options or customise to suit your organisation's needs. For privacy, you can also prevent profile pictures being pulled in from the supported third-party SIS systems (currently applies to Google and Microsoft only). As well as in the web portal itself, profile pictures will also appear next to the staff named as Concern contacts on the student Report a concern form.



The screenshot shows the 'User Profile Settings' interface with the heading 'Configure settings to be applied to all users within your organisation'. It lists five settings, each with a toggle switch: 'Block users from editing their profile', 'Block users from changing their profile picture' (marked 'Coming soon...'), 'Block users from changing their display name format', 'Block users from changing their interface theme', and 'Turn off SIS pictures for portal users'. An 'Update' button is at the bottom right.

Privacy

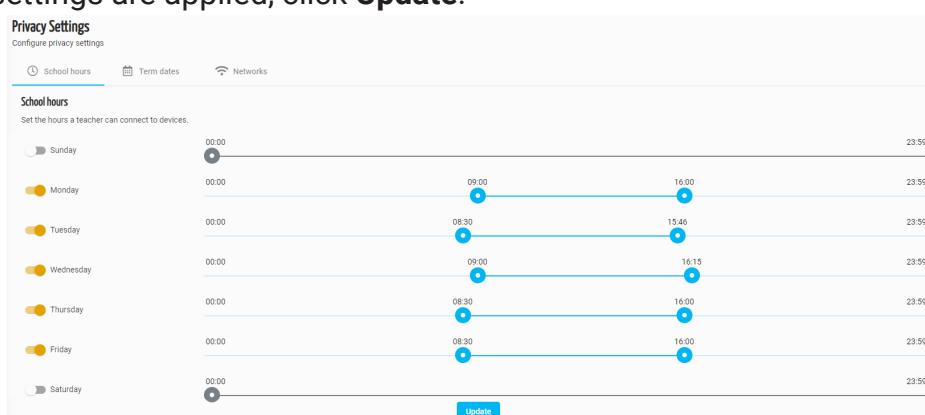


Ensuring school devices can only be connected to at approved times and on defined school networks is key to ensuring the safety and privacy of students. (As mentioned earlier, if you have multiple school sites, these can be set at an individual site level.)

Note: If the Safeguarding component is enabled and keyword monitoring is active, you can apply separate Safeguarding privacy settings.

School Hours

Set the times when teachers can connect to devices. Click to enable each day of the week, as required. To set the start and finish times for each day, drag the sliders to the required times. When all settings are applied, click **Update**.



The screenshot shows the 'Privacy Settings' interface with the 'School hours' tab selected. The interface allows users to configure the hours a teacher can connect to devices. It includes a list of days of the week (Sunday through Saturday) with toggle switches to enable or disable connectivity for each day. For each enabled day, there are two sliders to set the start and end times. The times are displayed as HH:MM. An 'Update' button is located at the bottom right of the configuration area.

Day	Start Time	End Time
Sunday	00:00	23:59
Monday	08:00	16:00
Tuesday	08:30	15:40
Wednesday	09:00	16:15
Thursday	08:30	16:00
Friday	08:30	16:00
Saturday	00:00	23:59

Term Dates

Set the dates when teachers will be able to connect to devices. To set the first date range, click on the calendar icon and select the required start and finish dates. Click **Add Date**. Repeat the process for the required number of additional date ranges. When complete, click **Update**.

Networks

Enter details of the supported school networks by address and/or Wi-Fi name. Enter the IP Address(es) and click **Add IP Address** after each one. Similarly, enter each Wireless Network name and click **Add Network Name**. When complete, click **Update**.

Device Groups

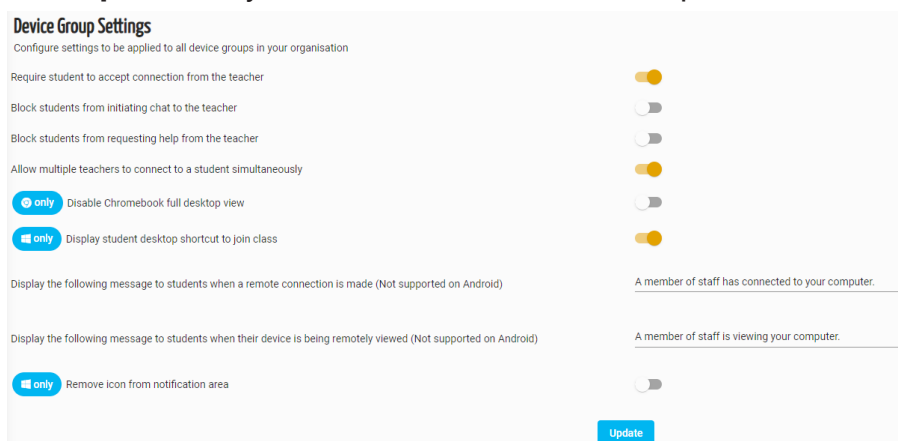
For licensing purposes, when each of your schools' devices is enrolled into **classroom.cloud** (see the **Installers** section) they need to be assigned to a **Device Group** (this can be done manually or automatically. See the **Unassigned Devices** section of this guide for more information).

Device Groups play a pivotal role, ensuring that when a teacher chooses the class they want to launch from the **classroom.cloud Teacher Console**, the required devices are available for connection. In simple terms, a **Device Group** is therefore, a set of devices often located in the same physical room. However, life is not always that simple and **classroom.cloud** recognises that teachers will on occasions need some flexibility as to the set of devices they need to connect to in their lesson.

The **Classes Settings** and **My Classes** sections of this document provide further information about the various methods of creating classes and connecting to the required student devices.

Device Group Settings can then be applied here, at organisation level, or at individual **Site** level.

Note: Device Groups can only be created at **Site** level, as explained later in the guide.



- You can create a customised configuration that is automatically applied to machines in the group when they are connected to:
 - request student acknowledgement when connecting to a device;
 - prevent students from starting a Chat session or requesting teacher help;
 - allow more than one teacher to connect to a student at the same time;
 - disable the ability a teacher has to view the full student desktop. [Click here](#) for more information (Chrome only);
 - if 'Allow classes to be created using class codes' is enabled in the **Classes** settings, decide if you want to give students the option to enter the provided class code via a desktop shortcut. They can also enter it via the **classroom.cloud** Student icon in the system tray (Windows only);
 - display a custom message on a student's screen confirming when a member of staff (admin, technician or teacher) has connected to it or is viewing it. (Not currently supported on Android);

- remove the **classroom.cloud** Student icon from the system tray of devices (Windows only).
2. Click **Update** when complete.

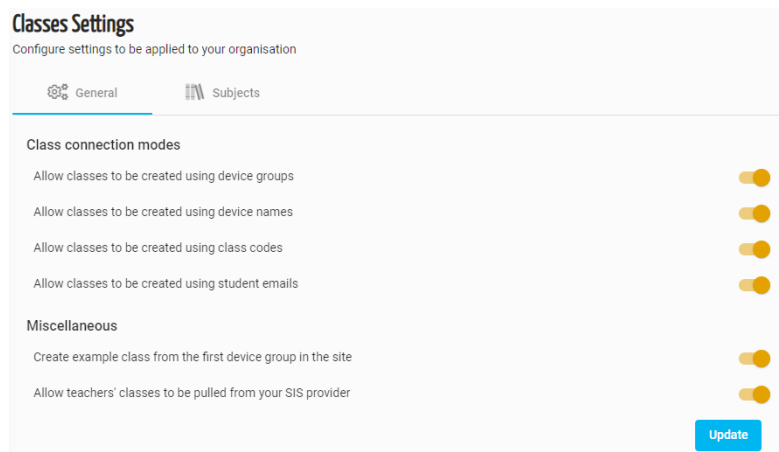
Classes

The tabs provided here (**General** and **Subjects**) are designed to help you set the options available to users/teachers when creating new classes using the **Add Class*** feature (* The **My Classes** section of this guide provides a full explanation).

General tab

classroom.cloud offers a range of methods for you to manually create classes. You can also 'pull in', based on the user's (teacher) login credentials, classes that have already been created in third-party systems, such as Microsoft School Data Sync, Google Classroom and ClassLink.

The **General** tab lets you configure which of these connection methods are available to your users.



Classes Settings
Configure settings to be applied to your organisation

General Subjects

Class connection modes

- Allow classes to be created using device groups ☒
- Allow classes to be created using device names ☒
- Allow classes to be created using class codes ☒
- Allow classes to be created using student emails ☒

Miscellaneous

- Create example class from the first device group in the site ☒
- Allow teachers' classes to be pulled from your SIS provider ☒

Update

Class Connection Modes

Four methods are available:

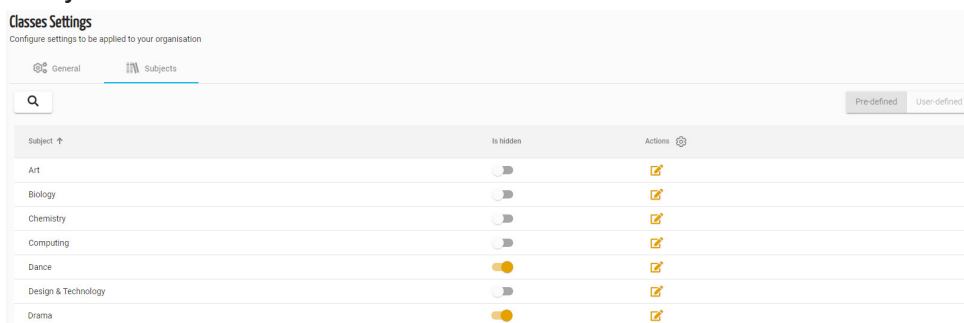
- **Device Groups.** Ideal where a traditional classroom-by-classroom scenario is employed, and the devices are static. (Please note that this method does not allow for any flexibility as to which devices are connected to in a class). When school devices are enrolled into **classroom.cloud** as described in **Device Group** settings, they are not licensed until they are added to a device group. It is often common practice to create the device groups based on the classrooms in which each set of devices is physically located (see the Sites section of this guide for details of how to create the groups).
- **Device names.** Perfect when you need the flexibility to be able to pick and choose the devices to connect to in any given class. You can create a class based on the individual device names.
- **Class codes.** Great for ad-hoc scenarios where you want to invite selected students to join a class. The class code method gives you a 6-digit code that can be shared with the required students who, in turn, enter the code into a prompt on their device.
- **Student emails.** An alternative to the 'device name' method, this allows you to create the class using the required student emails.

Miscellaneous

- **Create example class from the first device group in the site.** When the **first** device group is created in a site, you can also choose to simultaneously create a default example class that will connect to the devices assigned to that group. The default class name can be edited in **My Classes**.
- **Allow a teacher's classes to be pulled from your SIS provider.** While **classroom.cloud** supports Single Sign On for the third-party solutions mentioned above, you may not always want the associated teacher's classes to be automatically pulled in.

Subjects tab

Allows you to personalise the list of subjects that are available to choose from when creating a class. **Pre-defined** subject names can be **edited** , or, **hidden**. You can also add your own **user-defined** subjects.



The screenshot shows the 'Classes Settings' page with the 'Subjects' tab selected. It features a search bar, a toggle for 'Pre-defined' and 'User-defined' subjects, and a table of subjects with 'Is Hidden' and 'Actions' columns.

Subject	Is Hidden	Actions
Art	☐	
Biology	☐	
Chemistry	☐	
Computing	☐	
Dance	☒	
Design & Technology	☐	
Drama	☒	

Adding a new Subject

1. Click the **User-defined** button.
2. Click **Add Subject**.
3. Enter the subject name and choose an appropriate icon (the image that appears on the class tile in the **My Classes** list).
4. Click **Add**.

Safeguarding (optional)

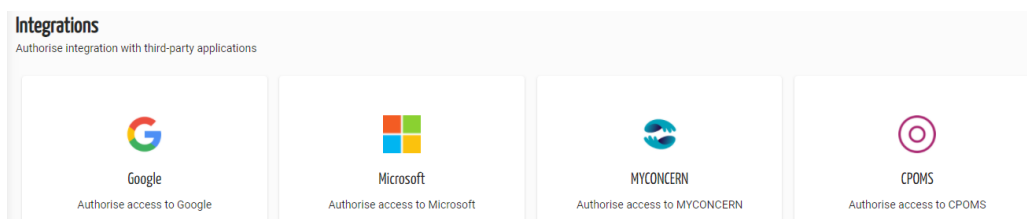
As mentioned earlier, this option will only appear if the Safeguarding component is enabled. Allows you to manage the keyword libraries, online resources and report a concern settings for your organisation.

Note: The Report a Concern settings include the option to nominate colleagues as contacts for submitted student concerns. This is done **at site level** on a site-by-site basis. This means the organisation level option to nominate Concern contacts will not be available to an Organisation Administrator. The Administrator can, however, nominate additional **classroom.cloud** users across the whole organisation who may need to be informed (by email) each time a concern is submitted.

Our [Safeguarding](#) guide provides more information.

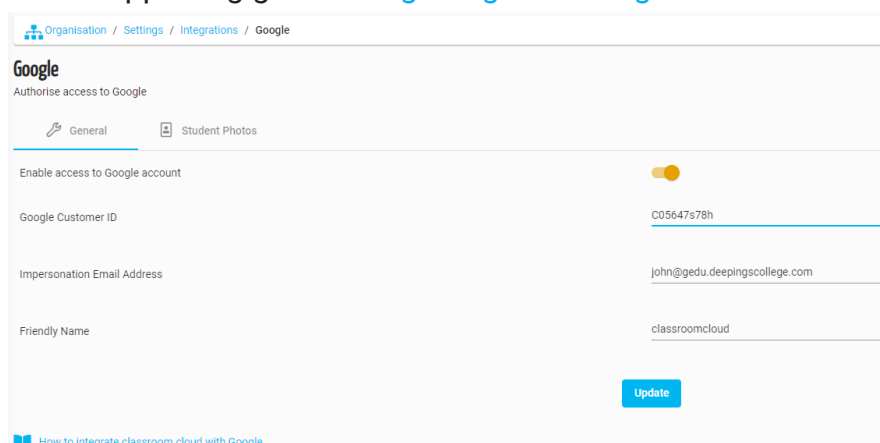
Integrations

classroom.cloud integrates with selected third-party SIS tools. This enables users (signing in to **classroom.cloud** with their SIS login credentials) to pull in pre-existing class and student information. (Some of the options are only available if you have the Safeguarding component enabled in your account.)



Google

Two options are available. You can link your school's Google account to **classroom.cloud**. This gives **classroom.cloud** the ability to pull in additional student information and Chromebook device details that would otherwise be missing from areas of the web portal such as hardware inventory, the devices list (logged in user name) and the displayed student names in the Teacher Console. Secondly, you can choose to show the students' Google profile photos on icons in the Teacher Console during a lesson. For details of how to enable Google integration please refer to our supporting guide: [Integrating with Google accounts](#)



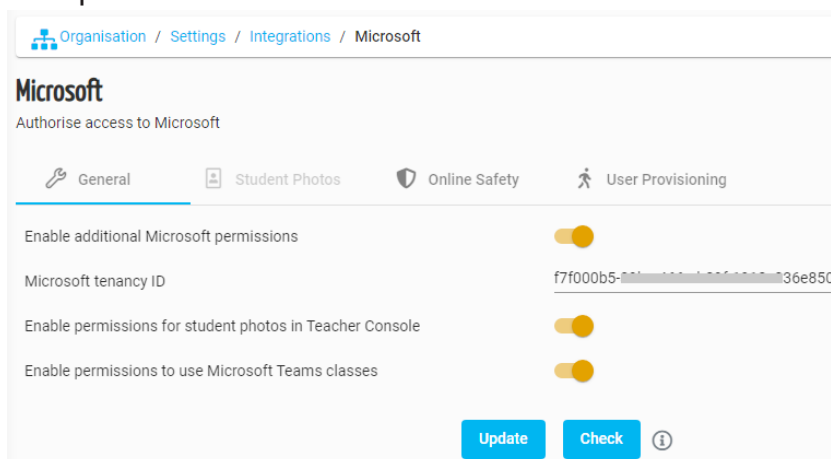
Microsoft

If you are a Microsoft Education site you can easily integrate **classroom.cloud** with your 365 tenancy. This offers the advantage of being able to pull in your pre-prepared **Teams classes*** and, if required, the associated **Student photos** can be displayed in the Teacher Console. For **Safeguarding** purposes, linking to your Microsoft Tenancy enables phrase and keyword monitoring of Teams channels and chats. And, for Azure AD users, **classroom.cloud** supports the **User Provisioning** service, allowing you to automatically create and manage user accounts in line with your Azure AD environment.

* **classroom.cloud** will only pull in the classes you created using the 'Class' team type. Other Microsoft team types are not currently supported.

General Tab

Firstly, click '**Enable additional Microsoft permissions**'. This allows you to then decide which of the required Microsoft permissions you want to switch on in order to pull in your pre-existing Teams classes and/or the associated student photos. To complete the sync with your Microsoft account, enter your organisation's **Tenant ID**. You will be prompted for your Microsoft Admin credentials to complete the link.



Organisation / Settings / Integrations / Microsoft

Microsoft

Authorise access to Microsoft

General Student Photos Online Safety User Provisioning

Enable additional Microsoft permissions ☒

Microsoft tenancy ID f7f000b5-...36e850

Enable permissions for student photos in Teacher Console ☒

Enable permissions to use Microsoft Teams classes ☒

Update Check ⓘ

Note: If you are signed into **classroom.cloud** using your Microsoft Single Sign-On (SSO) account credentials, a **Check** button will be available for you to ensure the Microsoft permissions you have granted to **classroom.cloud** are synced with Azure AD. It is recommended that you only use this button if you are having issues with the permissions you have granted.

Student Photos Tab

Once the required permission has been enabled on the General Tab, you can confirm that you want to display the student profile photos in any classes that are pulled in.

Safeguarding Tab

Activates phrase and keyword monitoring of Teams channels and chats. As previously mentioned, **Safeguarding** related features will only be available if the component has been activated in your **classroom.cloud** account. As such, when displayed, this setting works independently of the information you may have entered in the General Tab. Therefore, you will also need to add your Tenancy ID here.

User Provisioning Tab

This option enables you to integrate **classroom.cloud** with **Azure AD** to facilitate the auto-creation and management of user accounts, ensuring **classroom.cloud** is always in-sync with your organisations Azure environment. The page lets you generate the credentials needed to link **classroom.cloud** with your Azure AD environment.

Note: This option is currently disabled by default. If your organisation would like to use the provisioning service, please contact our **support team** who will give you access to the relevant options and work with you to ensure a smooth and successful implementation. Once enabled, the option is only available at Organisation Admin level.

MYCONCERN

If your school uses MYCONCERN, you can link [classroom.cloud's](#) Safeguarding tool to your account, allowing keyword triggers to be shared. Our [Safeguarding](#) guide provides more information.

CPOMS

Similarly, if your school uses CPOMS, you can link [classroom.cloud's](#) Safeguarding tool to your account, allowing keyword triggers to be shared.

Connectors

[classroom.cloud](#) has selected a range of useful third-party websites to connect teachers and online safety teams with. Simply select the ones you feel would be most beneficial to appear on the teacher and safeguarding user dashboards when they sign in to their [classroom.cloud](#) account.

Inventory

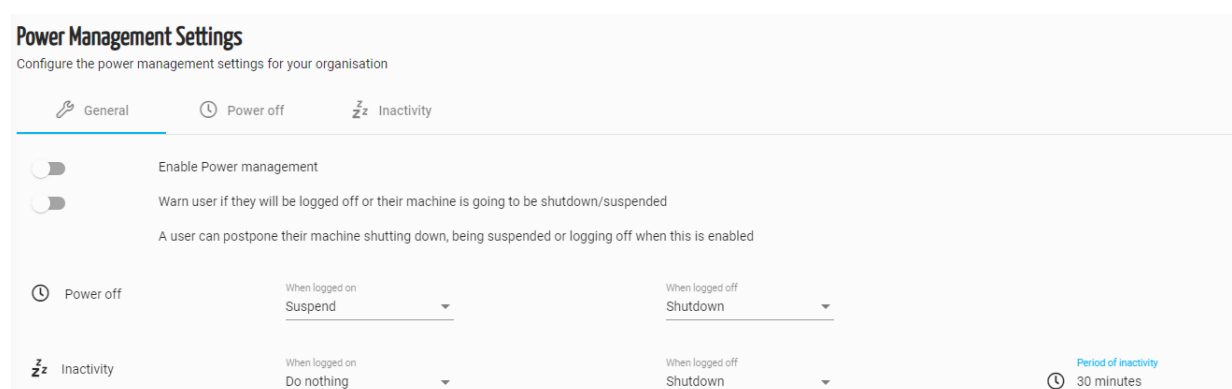
This option allows you to customise how inventory data is collected. The Inventory section at the end of this guide provides more information.

Power Management

When interacting with school devices, [classroom.cloud](#) users have the option to power off, restart or logout available machines (Windows and macOS only). The Power Management topic at the end of the guide provides more information.

As schools focus on the need to reduce energy costs, the power management settings provide an additional level of support in this area by allowing you to create automated power off schedules that can be activated at specified times of the day. You can set what action is taken if a user is still logged on to a machine when it is time to power off – or create inactivity policies, allowing you to decide what happens when a machine has been inactive for a specified period.

General Tab



Power Management Settings
Configure the power management settings for your organisation

General Power off Inactivity

☐ Enable Power management

☐ Warn user if they will be logged off or their machine is going to be shutdown/suspended

A user can postpone their machine shutting down, being suspended or logging off when this is enabled

Power off

When logged on: Suspend

When logged off: Shutdown

Inactivity

When logged on: Do nothing

When logged off: Shutdown

Period of inactivity: 30 minutes

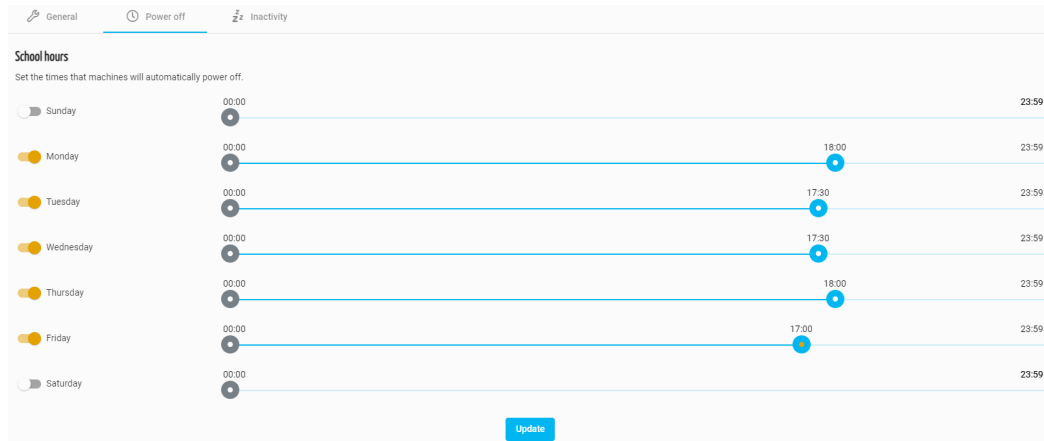
Firstly, ensure the **Enable power management** setting is switched on otherwise the automated schedules you create will not run. You can also choose to send a prompt to devices when they are about to shutdown or restart.

Set the **Power off/Inactivity** actions to be performed and the **Period of inactivity** that applies.

Click **Update** to confirm the actions set on this page.

Power Off Tab

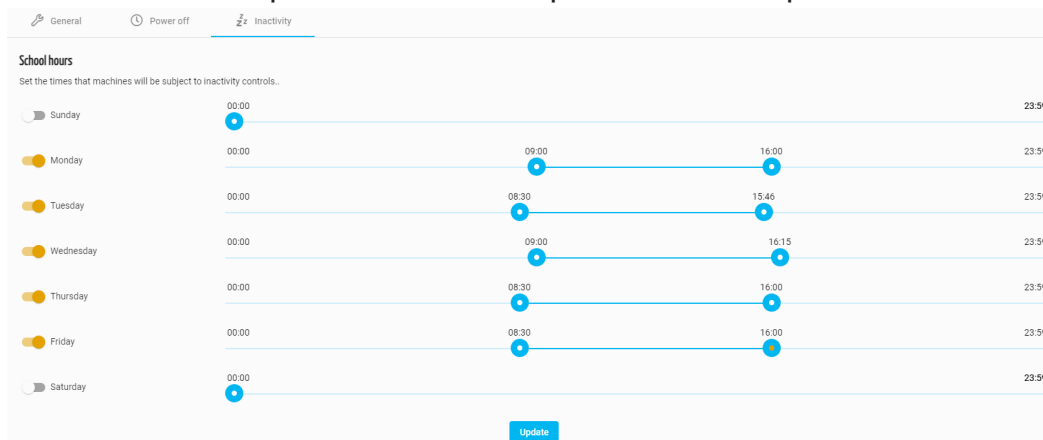
Set the time that school machines will automatically power off by dragging the right hand slider to the required time for each day. Click **Update** when complete.



Day	Power Off Time
Sunday	00:00
Monday	18:00
Tuesday	17:30
Wednesday	17:30
Thursday	18:00
Friday	17:00
Saturday	00:00

Inactivity Tab

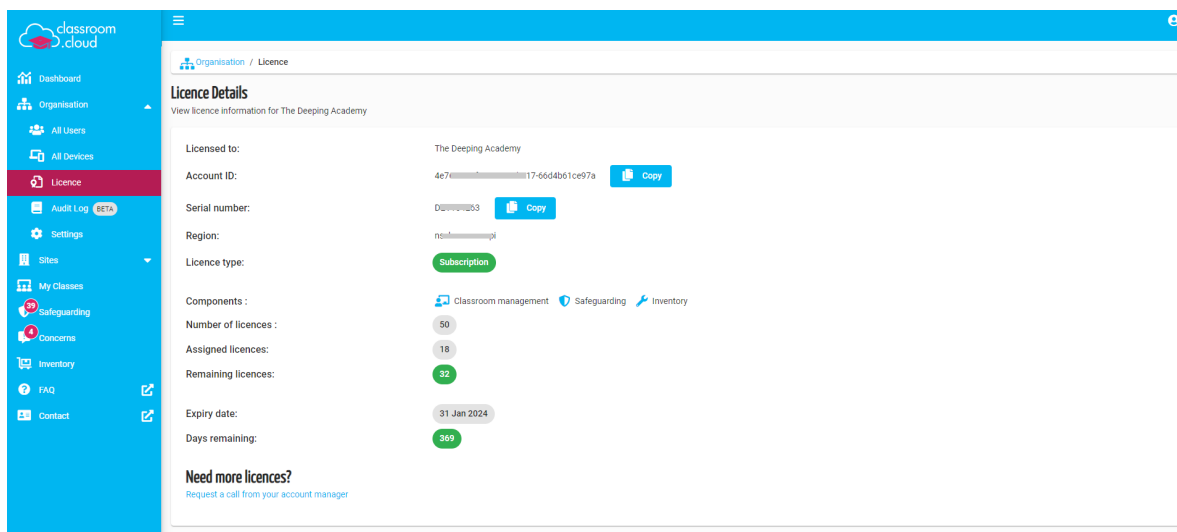
Set the time periods that machines will be subject to inactivity controls by dragging the right and left sliders to the required times. Click Update when complete.



Day	Inactivity Control Period (Start - End)
Sunday	00:00 - 00:00
Monday	09:00 - 16:00
Tuesday	08:30 - 15:46
Wednesday	09:00 - 16:15
Thursday	08:30 - 16:00
Friday	08:30 - 16:00
Saturday	00:00 - 00:00

Organisation>>Licence

When you create your account, it will initially be licenced as a 'Trial'. This allows for up to 50 portal users and up to 30 enrolled devices (with the relevant **classroom.cloud** Student application installed). The trial period lasts for 30 days. If changes to your organisation details or licence type are required, or, additional components need adding, please contact your **classroom.cloud** Account Manager. In any communications with us, you may be asked for your unique **Serial Number** or **Account ID**. You can use the **Copy** buttons to make an accurate note of the details to forward to us. As devices are enrolled into **classroom.cloud**, you will be able to see how many licences are currently in use.



The screenshot shows the 'Licence Details' page for 'The Deeping Academy'. The page displays the following information:

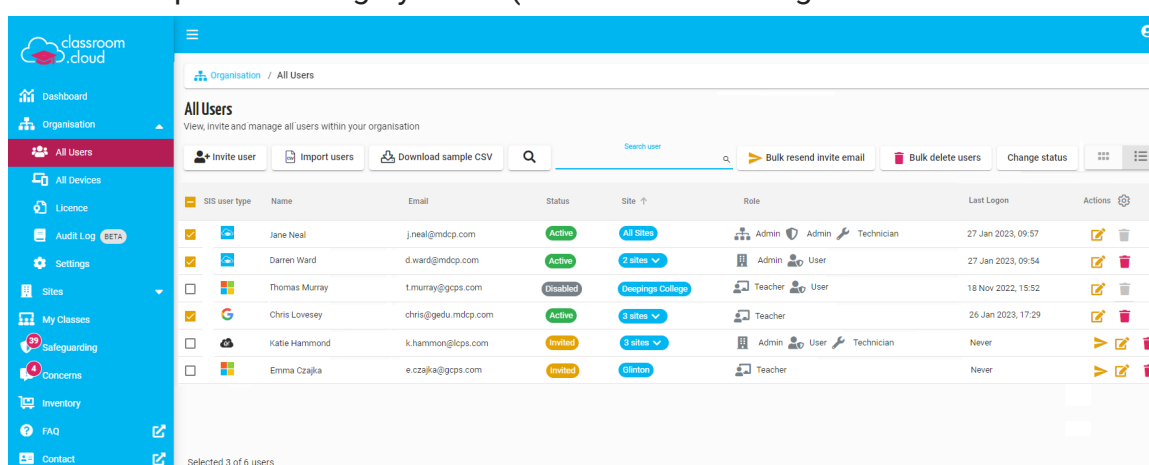
- Licensed to:** The Deeping Academy
- Account ID:** 4e7...17-664b61ce97a (with a 'Copy' button)
- Serial number:** D... (with a 'Copy' button)
- Region:** ...
- Licence type:** Subscription
- Components:** Classroom management, Safeguarding, Inventory
- Number of licences:** 50
- Assigned licences:** 18
- Remaining licences:** 32
- Expiry date:** 31 Jan 2024
- Days remaining:** 369

At the bottom, there is a section titled 'Need more licences?' with a link to 'Request a call from your account manager'.

Organisation>>All Users

Allows an **Organisation Admin** to view and manage user accounts across the entire Organisation, and create accounts for new users - irrespective of the location (Site) they work at.

Note: **classroom.cloud** can also integrate with the **Azure AD user provisioning** service to facilitate the automatic creation and management of user accounts. The **classroom.cloud** settings (as outlined in the **Microsoft Integration** and **User Provisioning Settings** sections of this guide) required to enable Azure AD integration are disabled by default. If you would like to use the provisioning service, please contact our [support team](#) who will give you access to the relevant options and work with you to ensure a smooth and successful implementation. Once enabled, the option is only available at Organisation Admin level. Provisioned accounts cannot be deleted within the **classroom.cloud** portal. The delete option will be greyed out (as with the main Organisation Admin account).



SIS user type	Name	Email	Status	Site	Role	Last Logon	Actions
☒	Jane Neal	j.neal@mdcp.com	Active	All Sites	Admin	27 Jan 2023, 09:57	
☒	Darren Ward	d.ward@mdcp.com	Active	2 sites	Admin	27 Jan 2023, 09:54	
☐	Thomas Murray	t.murray@gcps.com	Disabled	Deerpings College	Teacher	18 Nov 2022, 15:52	
☒	Chris Lovesey	chris@gedu.mdcp.com	Active	3 sites	Teacher	26 Jan 2023, 17:29	
☐	Katie Hammond	k.hammon@lcp.com	Invited	3 sites	Admin	Never	
☐	Emma Czajka	e.czajka@gcps.com	Invited	Glinton	Teacher	Never	

Roles

When creating accounts, each new user needs to be assigned a role. This determines which options and components within the **classroom.cloud** web portal the person has access to.

To ensure you always have at least one user who has overall control of the administration of your **classroom.cloud** environment, the person who first signs up for your account is automatically assigned **Organisation Admin** status, and this account cannot be deleted. You can create additional Organisation Admin accounts for colleagues if required.

The **Site Admin** role is for staff who have responsibility for an individual location(s) within the Organisation. They have access to many of the same tasks as an Organisation Admin, but limited to their assigned Site(s).

The **Teacher** role excludes the admin tasks and simply gives teachers the ability to launch each of their classes and connect to student devices using the **classroom.cloud** Teacher Console.

If the **Safeguarding** component is enabled in your account, you can also assign one of two roles to users who need access to these features - **Safeguarding Admin** or **Safeguarding User**. This can be in addition to one of the Admin or Teacher roles. (Organisation Admins are automatically given Safeguarding Admin rights.)

School techs, if they do not require access to the main administrative tasks, can be assigned the **Technician** role. This provides access to the Inventory component, the Devices list (from where a connected device can be viewed or remote controlled) and a read-only copy of the Users page. Administrators (Organisation and Site) are automatically given the Technician role to allow them to also view Inventory.

You can use the Search icon  to quickly find a specific user or group of users by entering a name or email (The exact details or part of). You can also sort each column into ascending or descending order by clicking the arrow that appears when you hover the mouse alongside each column name

 . Use   to toggle between list and tile view.

Creating user accounts

Two methods are available. If you have a user list already prepared, for example, exported from another system, you can import this in .CSV format. (You can also download and complete our sample .CSV template if needed.) Alternatively, you can create accounts individually, as and when needed.

 Invite user  Import users  Download sample CSV

Once the accounts are added, an email is sent to the user inviting them to complete their profile. If the user hasn't responded in a timely fashion, click the **Resend Email** icon . Emails can also be resent to multiple selected users by clicking the **Bulk resend invite email** icon.

Notes:

- By default, the invite email expires after three days but, as explained earlier, you can adjust this using the '**Invite users' email expiry** option in **General Settings - Miscellaneous**.
- If the users profile details are being pulled in from a third-party SIS (login) provider, they will not need to fully complete their profile on receipt of the email, simply confirm that they are using their SIS credentials. The users page will also include the relevant providers icon (Google, Microsoft, ClassLink and, for non-SIS users, **classroom.cloud**), confirming which login credentials are being used.

Importing users

This option is ideal for creating accounts in bulk. A pre-populated .CSV file can be imported directly into **classroom.cloud**. Maximum of 400 accounts per imported file. For evaluation versions, the maximum is 49 (taking account of the Organisation Administrator account already created).

If the file does not include all the information required by **classroom.cloud**, you will have an opportunity to add the details but it is good practice to include the fields shown in the example below (as per the provided sample .csv file). The Administrator's details will be included in the sample file as a guide. You should edit or remove these details:

	A	B	C	D	E	F	G	H	I	J	K
1	salutation	firstName	lastName	jobTitle	email	phoneNumber	sisUserType	role	safeguardingRole	technicalRole	sites
2	Mr	Matt	Jones	IT Manager	matt@mdcp.com	765765		2		6	2
3	Miss	Asha	Zealand	Science Teacher	asha@gedu.mdcp.com	987987	2	3	2		1,4
4	Mrs	Lisa	Moule	Safeguarding Lead	lisa@ms.mdcp.com	123123	1	3	1		1,6,7
5	Mr	Tom	Cairns	IT Support	tom@mdcp.com	657289		2		6	3

Each of the user roles has a corresponding number assigned to it and it is this number that should be specified in the relevant column in the file:

Role (One of the three default roles.)

1 = Organisation Admin

2 = Teacher

3 = Site Admin

Safeguarding Role

4 = Safeguarding Admin*

5 = Safeguarding User*

Technical Role

6 = Technician

* The sample .CSV file will only include the safeguarding roles column if the component has been added to your **classroom.cloud** licence.

Similarly, the corresponding numeric ID for each **Site**, or **Sites**, the user works at also needs to be specified to ensure they are assigned to the correct part of your Organisational structure.

Each site you create in **classroom.cloud** (covered later in this document) is assigned a sequential number. You can quickly find the **Site ID** by selecting the **Sites** option from the main menu. The Site list will display the ID for each location, and, when an individual site is being viewed, the URL will also include the ID. The Site Installer pages also display the ID.

If the user does work at more than one site, use commas to separate each ID.

If applicable, you can also provide the ID for the **SIS User Type** where a user will be signing in to **classroom.cloud** with third-party credentials (leave blank if using **classroom.cloud** created logins):

1 = Microsoft

2 = Google

3 = ClassLink

To import the user list:

1. Click **Import User**, browse for and open your saved .CSV file.
2. The file will be validated and you will be presented with the list of users found. An error report will be produced if any records fail to validate, enabling you to fix any issues. For example, if an email address is found to be duplicated in another part of your Organisation or an invalid role is specified.
3. Confirm which user accounts you wish to create and click **Import**. (You can use the **Search Bar** to filter the list by entering criteria such as Name, Email, Role etc.)

- The details will be added to the **All Users** list, showing the status as **Invited** and adding any **SIS provider** icons if applicable. Invite emails will be sent to the addresses specified in the .CSV file. (When the import process has finished the Admin will receive an email detailing the results – number of new accounts created, any emails that failed to validate.)
- On receipt of the email, the user has the opportunity to complete their profile details and create an account password (Where a SIS provider has been specified, the user will simply need to confirm they are happy to continue with their SIS information). Once confirmed, the status in the **All Users** list will change to **Active**.
- The **Organisation Admin** can also update user profiles by clicking the **Edit** icon  alongside each account in the user list.

Note: Organisation Admins can import users to any site but only at organisation level. The option is not available to them in the **Sites** option.

Invite users

The second option would generally be used to create accounts on an individual basis, but it does also allow you to create up to ten accounts simultaneously in situations where the users perform the same role and work at the same site(s) - ideal for setting up multiple teacher accounts at the same school.

- Click **Invite User**.
- Enter up to 10 email addresses, separated by a comma, confirm the Login Provider, and select the role(s) and site(s). (The Safeguarding roles will only be available if the component is enabled in your account).

Invite user

Email *

matt@gedu.mdcp.com,jane@gedu.mdcp.com,chris@gedu.mdcp.com,andy@gedu.mdcp.com

Enter up to 10 email addresses separated with commas.

Login Provider

 Google

Role

☐ Organisation Admin
☐ Site Admin
☒ Teacher

☐ Safeguarding Admin
☒ Safeguarding User
☐ Technician

Select site(s) *

Deepings College, Gilton

Cancel

Invite

- When the form is complete, click **Invite**.
- As with the Import option, the user will be added to the **All Users** list as **Invited** and the Invite email will be sent to the address(es) specified.

Notes:

- By default, an **Organisation Admin** will also automatically be assigned the **Safeguarding Admin** and **Technician** roles. A **Site Admin** will also be assigned the **Technician** role.
- Once accounts are created, an Admin, at organisation or site level, can prevent users from being able to edit their own profile by enabling the '**Block users from editing their profile**' option in the **Settings>>User Profiles** option.
- The **Login Provider** can only be changed while new accounts remain in the **Invited** state.

Deleting Users

You can delete user accounts individually or in bulk. Remember, the main **Organisation Administrator** cannot be removed using these methods, please contact us if you need to do this.

- Click the delete icon  that appears alongside the account to be removed.
or
- Select multiple accounts in the users list and click the **Bulk delete users** icon.

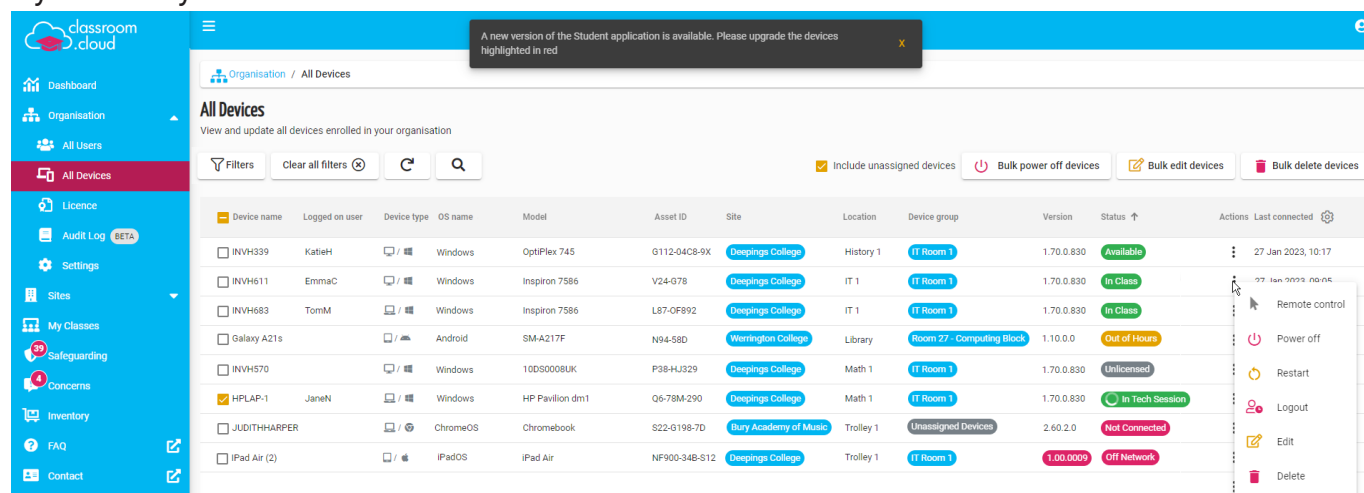
Change Status

Rather than permanently deleting, you have the option to temporarily disable user accounts. Again, this can be done individually or in bulk.

- For an individual account, click the **Edit** icon  alongside the required user. At the bottom of the Update User dialog, tick Disable User Account. Untick to re-enable.
- For multiple accounts, select the required users and click the **Change Status** icon. Choose Disable, or when ready to reactivate the accounts, Enable.

Organisation>>All Devices

As devices are enrolled into your Organisation, (see the Installers section of this document), they will be listed here. As an **Organisation Admin**, you can view all devices, **Site Admins** can only see the ones for their individual site(s). Users assigned the **Technician** role can also view the devices list for any sites they have access to.



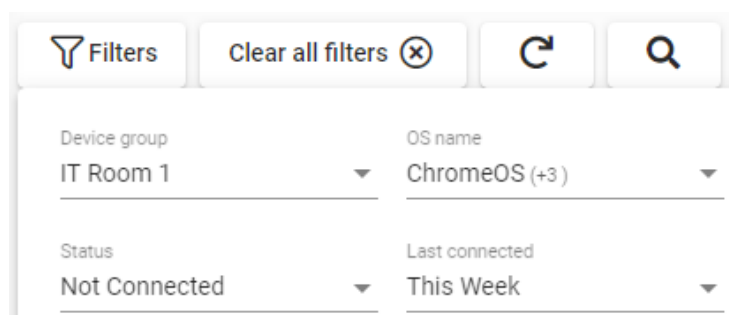
The screenshot shows the 'All Devices' page in the classroom.cloud interface. A notification banner at the top indicates a new version of the Student application is available. The page features a sidebar with navigation options like Dashboard, Organisation, All Users, All Devices, Licence, Audit Log, Settings, Sites, My Classes, Safeguarding, Concerns, Inventory, FAQ, and Contact. The main area displays a table of devices with columns for Device name, Logged on user, Device type, OS name, Model, Asset ID, Site, Location, Device group, Version, Status, Actions, and Last connected. A search bar and filters are located above the table. A dropdown menu for the 'Actions' column shows options like Remote control, Power off, Restart, Logout, Edit, and Delete.

Searching and Filtering

The **search** icon  provides a quick method for finding specific devices in the list. The majority of the displayed columns are searchable. Simply enter your criteria on the search bar (OS name, device name, status etc) and the page will display matching items. Click  to clear the search bar. Click the search icon again to close the search bar.



Similarly, the **Filters** option also allows you to scan for certain devices in the list, but you have the added benefit of being able to specify multiple criteria. When you click on a category you will be presented with a list of the available options. Initially, all options will be selected but you can click **Select all** to deselect. You can then pick and choose the individual items. When filters are in play, the **Clear all filters** button will appear, allowing you to return to the full devices list.



You can also sort each column into ascending or descending order by clicking the arrow that appears when you hover the mouse over a column name .

The **manage columns** icon  lets you rearrange the displayed column order by dragging items to the required position. You can also delete columns (key items such as the Device Name cannot be removed). You can reinstate the columns by clicking **Add new column**.

When devices first appear in the **classroom.cloud** portal, they will have the status **Unassigned**. But as explained earlier, they will need to be moved to a **Device Group** to ensure teachers can connect to the correct machines during a lesson. (Explained in **Sites - Unassigned Devices**)

Device Status

The **Status** column will update in real time according to the current connection state of each device.

Available status confirms that a successful connection has been made between **classroom.cloud** and the remote device (following installation of the relevant student application and the device being added to a device group). This then allows an administrator, technician, or teacher to interact with the device. When a device is in use, the logged on user name will be displayed.

When a teacher connects to student devices (via the Teacher Console) the status will change to **In Class**. If privacy settings are in force (school hours, term dates, allowed networks), **Out of Hours** and **Off Network** status will show, meaning you can only interact with the device during the defined times and when the device is visible on the approved networks.

In Tech Session indicates that an administrator, technician or teacher is currently viewing or remote controlling the device.

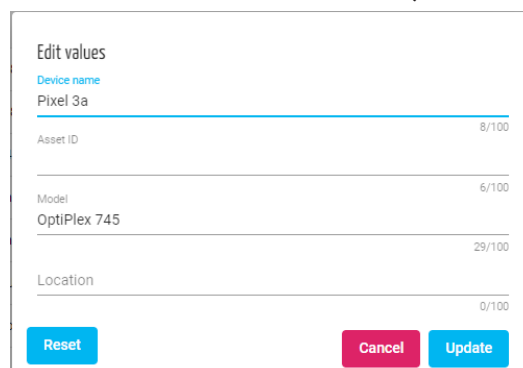
A status of **Not Connected**, **Unlicensed** or **Unknown** indicates that the device is either switched off, not assigned to a device group, or is no longer in use within your organisation.

Actions (individual devices)

By clicking the **Actions** icon  or anywhere in a row, an administrator or technician can interact with the available devices. You can initiate a remote view or full remote control session with an individual device (the type of device will determine if **Watch** only or **Remote Control** is supported). The **Watch/Remote Control** section at the end of this guide provides more detail.

When it comes to reducing school energy costs, **classroom.cloud** can lend a helping hand! **Power Management** options are provided (dependant on platform), enabling you to remotely Power Off, Restart or Logout devices. The Teacher Console also offers these features for use within the classroom.

The **Edit** option can be used to fill any gaps in the device information, allowing you to enter an Asset ID or Location for example. To return to the default values, click **Reset**. (Can also be added via the Inventory tool.)



Edit values

Device name
Pixel 3a

Asset ID 8/100

Model 6/100
OptiPlex 745

Location 29/100

0/100

Reset Cancel Update

Redundant or unused devices can also be **Deleted** from the system here.

Actions (multiple devices)

To save time, many of the actions mentioned above can be performed on multiple devices using the **Bulk** action buttons - **Power Off**, **Edit**, (where for example you want to add the same model or location to several devices), and **Delete**. Simply select the devices in the list and click the required option. You will be prompted to confirm the action.

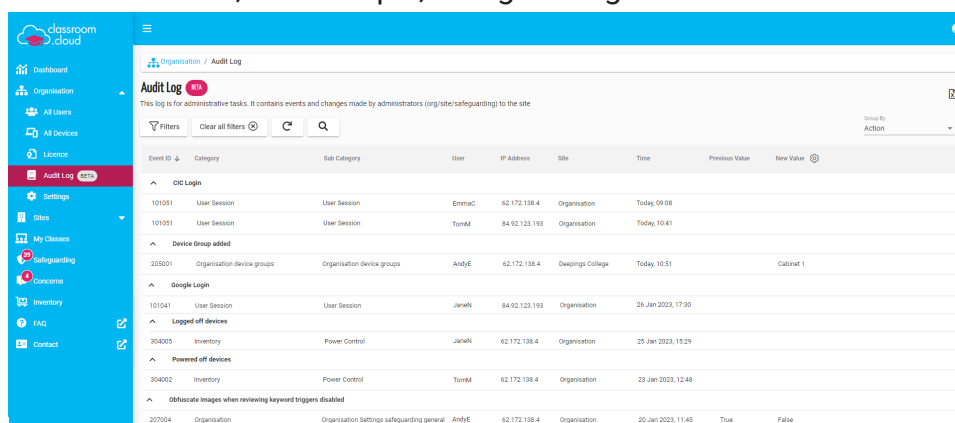
Notes:

- You will be prompted to upgrade if any devices in the list are running an old version of the Student application. Relevant machines will be highlighted in red.
- The **All Devices** option cannot be used to move devices into a **Device Group**, this is done at **Site** level as explained later in the document.

Organisation>>Audit Log (BETA)

The **Audit Log** provides a record of actions taken and system changes made by **classroom.cloud** users across your organisation. A Site Administrator can view the log for each site they are responsible for. Licence changes, user logins, devices, and users added or removed are common examples of the actions recorded.

Note: This is currently a BETA version of the tool while we continue to evolve its feature set. The current version does not include, for example, Safeguarding related items.



The screenshot shows the 'Audit Log' page in the classroom.cloud interface. The left sidebar contains navigation links: Dashboard, Organisation, All Users, All Devices, Licence, Audit Log (BETA), Settings, Sites, My Classes, Safeguarding, Concerns, Inventory, FAQ, and Contact. The main content area is titled 'Organisation / Audit Log' and 'Audit Log (BETA)'. It includes a search bar and a 'Filters' button. Below the search bar is a table with columns: Event ID, Category, Sub Category, User, IP Address, Site, Time, Previous Value, and New Value. The table lists several events, including 'CIC Login', 'Device Group added', 'Google Login', 'Logged off devices', and 'Obscure images when reviewing keyword triggers disabled'.

Event ID	Category	Sub Category	User	IP Address	Site	Time	Previous Value	New Value
CIC Login								
101051	User Session	User Session	EmmAC	62.172.138.4	Organisation	Today, 09:08		
101051	User Session	User Session	TomM	84.92.123.193	Organisation	Today, 10:41		
Device Group added								
205001	Organisation device groups	Organisation device groups	AndyE	62.172.138.4	Deepings College	Today, 10:51		Cabinet 1
Google Login								
101041	User Session	User Session	JaneN	84.92.123.193	Organisation	29-Jan-2023, 17:30		
Logged off devices								
304005	Inventory	Power Control	JaneN	62.172.138.4	Organisation	29-Jan-2023, 15:09		
Powered off devices								
304002	Inventory	Power Control	TomM	62.172.138.4	Organisation	29-Jan-2023, 12:48		
Obscure images when reviewing keyword triggers disabled								
207004	Organisation	Organisation Settings safeguarding general	AndyE	62.172.138.4	Organisation	20-Jan-2023, 11:45	True	False

The window offers the same mix of search and filtering options available in most components, allowing you to quickly drill down into the information to highlight specific items:

Group by category

1. Click the arrow in the **Group by** field and choose from the available list.
2. To return to the standard list view, change the **Group By** setting to **Off**.

The **search** and **filter** options give you the flexibility to analyse the table based on specific criteria - particular events or actions performed by a nominated user or events during a specified time-period for example.

Searching

1. Click the **search** icon .
2. Enter the required search criteria - this can be all or part of the name.
3. Items matching the criteria will be displayed.
4. To clear the search bar, to perform another search, click .
5. To return to the full list, click the **Refresh**  icon.

Filters

1. Click the **Filters** button.
2. Decide which option(s) you want to filter the table by and click the drop-down arrow.
3. Specify the required criteria.
4. To return to the full list, click the **Clear All Filters** icon.

Export

To save a copy of the displayed Audit Log, click the **Export to csv** icon .

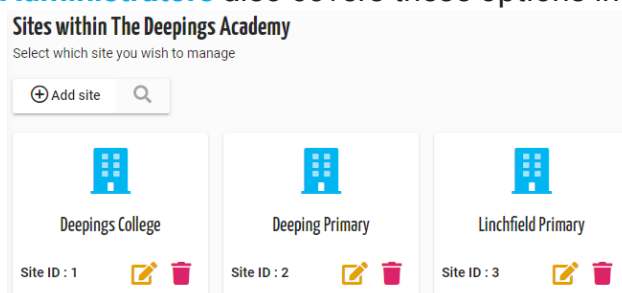
SITES

This option is central to the successful management of your **classroom.cloud** environment, with the majority of admin tasks completed on a site-by-site basis, rather than at organisational level.

Key among these is the enrolment of each device into its correct school site within your Organisational structure. Tasks such as creating users, while already covered at an organisational level, can also be completed site-by-site by the relevant Site Admin.

In this section of the guide, we will explain how to add sites and step through the various site configuration options available in their logical sequence.

Our dedicated guide for **Site Administrators** also covers these options in detail.

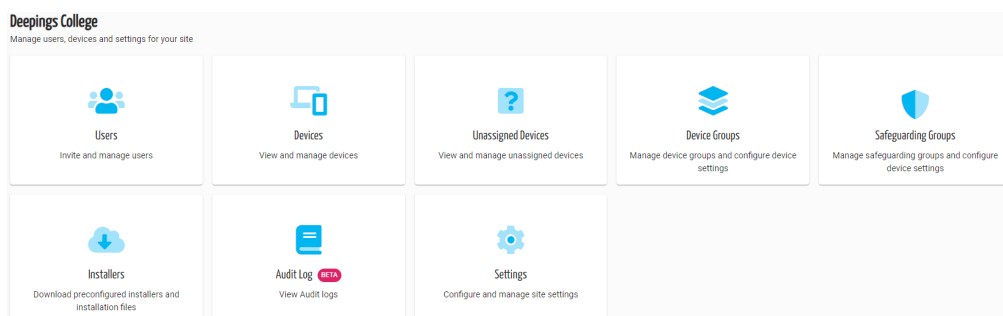


Adding Sites

1. Click **Sites** on the left-hand menu.
2. When you created your **classroom.cloud** account, a default site was created, using the Organisation name you specified. If this isn't the name of an actual site within your Organisation, you can change it by clicking the **Edit** icon .
3. To add a new site, click **Add Site** and enter the **Site Name**.
4. Click **Add**.

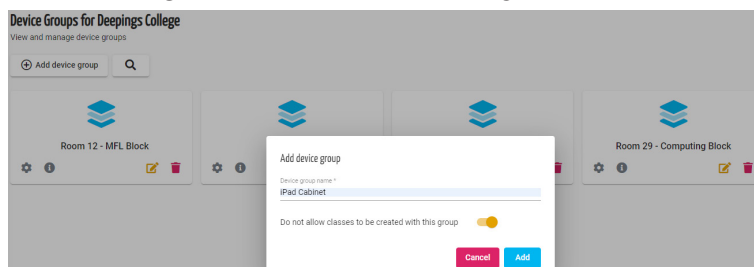
Once added to the list, you can start to populate each one with the required users, enrol and organise devices into their respective groups and configure the site settings.

1. Click on each **Site**. You will be presented with the following options, which we will step through in their logical order: (The **Safeguarding Groups** option will only be available if the Safeguarding component has been added to your **classroom.cloud** license. Refer to our supporting Safeguarding guides for more information.)



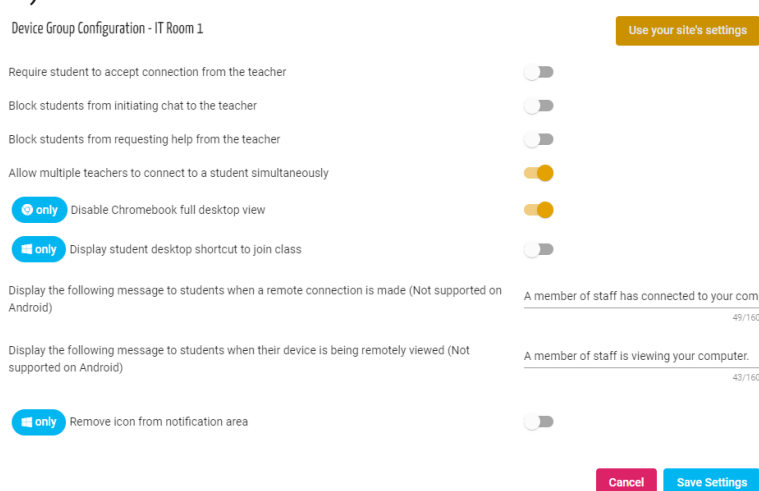
Device Groups

As described earlier at Organisation level, enrolled devices need to be assigned to a Device Group for licensing purposes and to ensure they can be connected to in a class. You can manually assign devices to their groups, or create rules in order to automate the process. See the **Unassigned Devices** and **Device Auto Assignment** sections of the guide for more information.



Adding a Device Group

1. Click **Add Device Group**.
2. Enter a suitable group name.
3. If required, you can also prevent teacher connections to the device group by enabling **Do not allow classes to be created with this group** (ie devices that only admins and technicians would need to connect to). This does not prevent teacher connections being made to the devices if an alternative **class connection mode** is used. See the **My Classes** section for more information.
4. Click **Add** to save.
5. If required, click the **Settings** icon  to apply a different custom configuration to each individual Device Group. As explained earlier in the **Organisation>>Device Groups** section, you can choose to enable/disable certain features and set custom messages to appear at the student screens when a member of staff connects to the devices. (The same configuration can quickly be applied to all Device Groups within the Site by using the main **Sites>>Settings>>Device Groups** option.)



6. Click **Save Settings** when complete.

Notes:

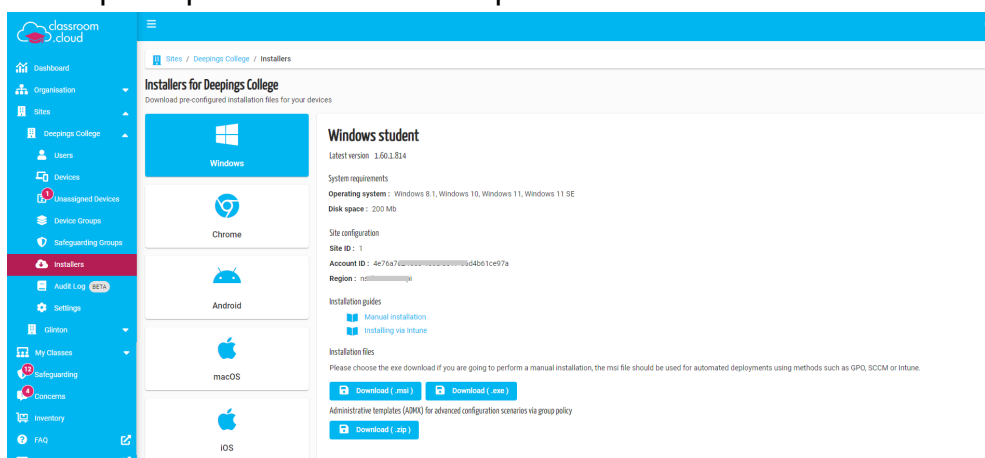
- When a configuration has been set for an individual Device Group, you can quickly switch to using the overall site settings by clicking **Use your site's settings**.
- By switching to list view , the device groups can be sorted into alphabetical order by clicking the arrow that appears alongside the column heading 'Device Group Name'.
- The information icon  that appears on each tile or in list view confirms the number of devices assigned to the group. Click the icon to see a list of the devices. As with the main devices list, from here you can view and/or remote control a selected device.

Installers

Now we have created a home for our devices, we can start to enrol them into each site and decide which **Device Group** each one belongs to. An enrolled device is one that has had the appropriate **classroom.cloud Student application** installed. This, in turn, allows a teacher machine to connect to the students' devices once they are in use during a lesson.

The following procedure sets the scene for a manual installation on the local Windows device, but it is appreciated that you will more likely be using a group policy or management tool to mass deploy the software. A range of supporting documents, specific to each platform, are available on the relevant Installers page explaining the requirements for deploying the Student software using third-party tools. An ADMX template can also be downloaded if you want to centrally **deploy the Windows student via Active Directory Group Policy**.

- Select the required platform from the list provided.



- Before you run the installation file, you will notice the three items of **Site Configuration** information displayed. In any deployment, this is the additional setup information needed to ensure devices are enrolled into the correct **Site** within your Organisation: Your unique **Organisation Account ID**, the sequential number that identifies each **Site**, and the **Region** closest to where your **classroom.cloud** account is hosted.
- Run the **Installation File** as instructed on the screen.
- Once the installation has been executed successfully, the **Student application icon** will appear on the device.

Newly enrolled devices will initially appear in the **Unassigned Devices** group for the selected **Site**, ready to be moved into one of your predefined **Device Groups**.

Unassigned Devices

Devices appearing in the unassigned list need to be moved to a **Device Group** before they can be connected to in a class. Once in a group, you can use the **Devices** option to move them from group to group as needed. (For instant visibility, a 'count badge' in the Sites tree view will indicate how many unassigned devices need actioning within each site.) Users assigned the **Technician** role can also perform these tasks for sites they have access to.

You can assign devices to groups manually, individually and in multiples, or automate the process by creating rules to be applied when new devices are first enrolled.

Unassigned Devices for Deepings College
View and manage unassigned devices

Filters  

 Bulk assign devices  Bulk edit devices  Bulk delete devices

Device name	Logged on user	Device type	OS name	Model	Asset ID	Site	Location	Device group	Version	Status	Actions	Last connected
☐ Support's iPad		 / 	iPadOS	iPad (9th generation)		Deepings College	Trolley 1	Unassigned Devices	1.00.0011	Unknown		
☒ Galaxy Tab S3		 / 	Android	SM-T820		Deepings College		Unassigned Devices	1.10.0.0	Unknown		
☐ INVH683		 / 	Windows	Inspiron 7586		Deepings College	Math 1	Unassigned Devices	1.70.0.830	Not Connected		

- To move an individual device, click anywhere in the row or click the **Actions** icon  and select **Assign**.
or
To move multiple devices to the same group, select each one in the devices list and click **Bulk Assign Devices**. (If all devices in the unassigned list are to be moved to the same group, click the box alongside **Device Name** at the top of the list to select all.)
- The list of available Device Groups will appear. Select the required group and click **Yes**.
- The devices will now appear in the main **Devices** list for the site.

Device Auto Assignment

Save yourself a heap of time assigning newly enrolled devices to a Device Group by using the **Device Auto Assignment** option. Just as you might organise yourself with email rules, you can create rules in **classroom.cloud** that are applied when new devices appear in the Unassigned list for the first time.

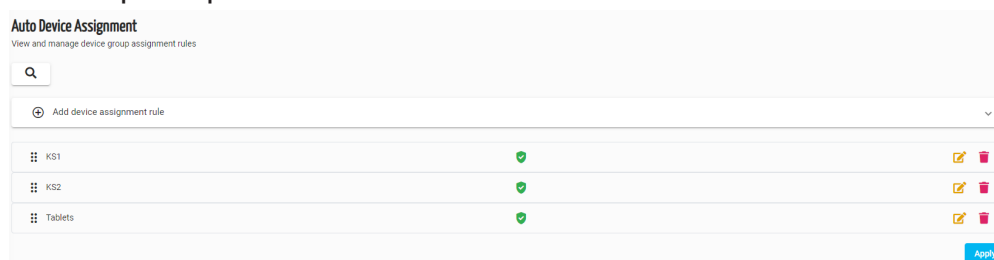
If the device matches one of your rules, it will automatically be moved to the device group named in the rule. You can create several rules and the system will check each one in turn (top to bottom). Of course, you can still assign your devices to a group manually as described above – this just gives you more choice!

This is particularly useful if you want your **classroom.cloud** Device Groups to mirror, for example, your AD structure or Google Organisational Units.

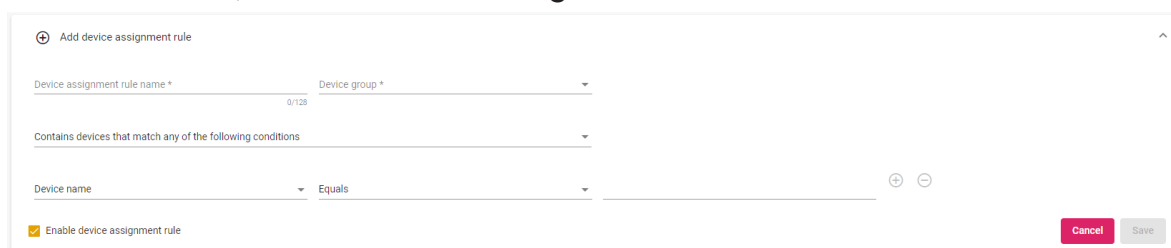
Note: You can only auto-assign a device once. If at some point you move devices back to the Unassigned group, they will not be automatically assigned again.

Creating assignment rules

1. From the **classroom.cloud** menu choose **Sites** (This is a Site only task).
2. If you have access to multiple sites, select the required one.
3. Choose **Settings** followed by **Device Groups**.
4. Select **Device Auto Assignment**. Any rules already created will be listed. You can arrange these in the order you want the system to check them by simply dragging and dropping the rule into the required position.



5. To create a new rule, click **Add device assignment rule**.



- Enter a suitable **name** for the rule.
 - Select the **Device Group** that you want devices that match this rule to be assigned to.
 - You now have two options to choose from to determine which conditions need to be met. for the devices to selected. Should the devices match any of the listed conditions, or all of them.
 - To create the condition, firstly choose the property that will be used to identify the devices. This could be an Active Directory group, Google OU, OS name or simply based on the device names or IP Addresses. Select the appropriate filter (starts with, contains etc) and finish by confirming the group or device names to search for when applying the rule.
6. For the rule to be actioned, ensure the **Enable device assignment rule** setting is enabled.
 7. Click **Save**. The rule will be added to the top of the list, but as mentioned, you can drag and drop in to the order you want the conditions to be actioned.
 8. Finally, click **Apply** to run the rules. Matching devices will be moved from the Unassigned Devices table to the nominated Device Group. (To ensure a device can only be assigned to one group, as soon as the system sees a match it will move the device. Any subsequent rules that may match will not apply.)

Note: If you are using the **Google organisational unit** property you **should not** include your primary Google domain in the OU name you enter. For example, if the full OU path is:

NetSupport Academy/School 1/Key Stage 1

You would specify **/School 1/Key Stage 1** in the rule.

Once saved, rules can be **edited**  or **deleted** .

You can also use the **search** facility  to quickly find an item in the list if you have created a large number of rules. Simply type part or all of the rule name.

Devices

This page allows Administrator's and Technician's to view and interact with the school devices on a site by site basis. The earlier **Organisation>>All Devices** topic provides a full explanation of the actions available. An additional option that is only available at site level is the movement of devices between Device Groups using the **Assign** action (as mentioned in the **Unassigned Devices** topic).

Users

With the school devices enrolled and organised into groups, we've nearly completed the key admin tasks. We just need to ensure accounts have been created within each Site for our colleagues, whether they be teachers or additional Site Administrators.

The same options outlined earlier, in **Organisation>>All Users**, (manually inviting colleagues to join or importing the user details in bulk), are also available to a Site Administrator, but, of course, restricted to just the Sites they have access to. Users assigned the Technician role have read-only access to the page. Please refer to the earlier section for a full explanation of the options available.

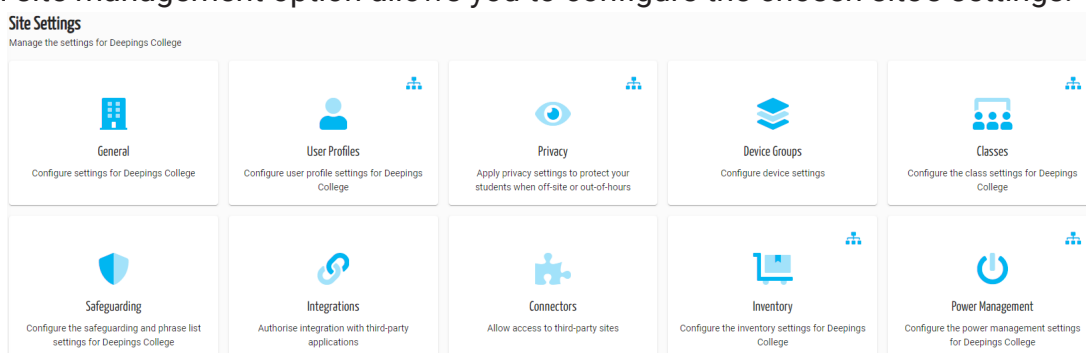
Note: The **Azure AD user provisioning** options described in the Organisation Settings section are not available at Site Level.

Audit Log (BETA)

As mentioned in the **Organisation>>Audit Log** section, this component gives you a record of actions taken and settings changed by **classroom.cloud** users. At Site level, this will only show the recorded events for the selected site. Refer to the earlier section for more information. (This is currently a BETA version of the tool while we continue to evolve its feature set).

Settings

This final site management option allows you to configure the chosen site's settings.



Any changes made here will override the equivalent options set at organisation level (as explained in the Organisation Settings section). Each option offers a **reset facility** should you want to quickly switch back to using the organisation settings. As shown in the image above, the tiles will indicate if organisation settings are currently in use. (The Safeguarding settings will only be available if the **Safeguarding** component is enabled in your **classroom.cloud** account. The options available in **Integrations** will also be dependent on whether Safeguarding is enabled or not.)

MY CLASSES

In this section, we will explain the processes involved in populating your **classroom.cloud** environment with each teacher's classes.

As described earlier, school devices enrolled into **classroom.cloud** need to be assigned to a **Device Group**. Firstly, for licensing purposes, but secondly, to ensure the devices can be connected to by teachers in a class.

Once the devices are 'known' to **classroom.cloud**, you have a range of '**class connection**' methods available to help ensure each teacher can connect to the required devices/students for any given lesson. These options cater for the different scenarios you may find yourself in - are the devices located in the same room, are the devices moving between rooms, do you want to allow the students themselves to join a class.

As explained earlier in the **Settings** section (Integrations and Classes topics), you may have already prepared the classes, with details of the associated students, in a third-party SIS system (Microsoft School Data Sync, ClassLink and Google Classroom currently supported). **classroom.cloud** does give you the option to 'pull' these in, based on the users SIS login credentials, by enabling the **Allow teachers classes to be pulled from your SIS provider** option described earlier in the **Classes settings** section (Pulled classes will be identified in the **classroom.cloud** class list by the relevant SIS logo).

And, if you have created your class lists in Microsoft Teams, these can also be pulled in by switching on the required **Microsoft permissions** in **Integrations settings** - **Enable permissions to use Microsoft Teams classes**.

If you do need to create classes manually, **classroom.cloud's Add Class** feature offers four methods to enable you to connect to your students and their devices based on the scenarios outlined previously:

- the class can be linked to one of your predefined **Device Groups** (unless **Do not allow classes to be created with this group** was enabled when the group was created);
- you can choose the devices to be connected to by selecting the individual **device names**;
- you can create a list of **student emails** to connect to based on the students login credentials;
- you can share a ad-hoc **class code** that allows the required students to join the class on the fly.

If your school uses a third-party application to manage class rosters, our supporting documents explain how **classroom.cloud** can work with these systems:

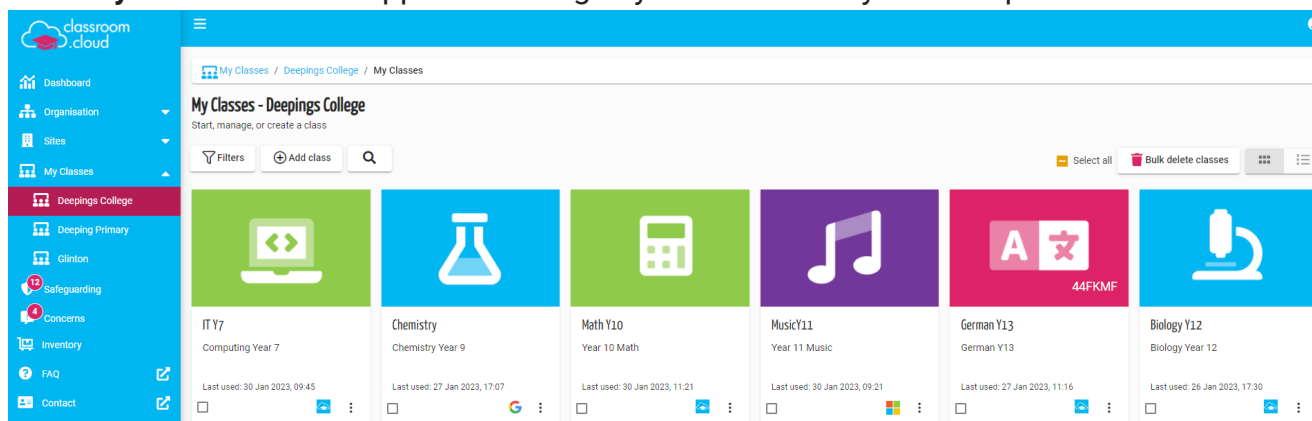
[Google Classroom](#)

[Microsoft School Data Sync](#)

[ClassLink](#)

Creating Classes

1. Select **My Classes** from the main **classroom.cloud** menu.
2. If multiple **sites** have been created, select the one that the new class should belong to.
3. The **My Classes** list will appear showing any classes already created/pulled in.



4. To create a new class, click **Add Class**.
5. Decide which of the **four connection types** you would like to use - Device Group, Class Code, Student list, or Device List.
6. Enter a **name** and **description** for the class.
7. Depending on the connection type chosen, confirm the devices or students you want to connect to in this class.
 - For **Device Group**, simply choose from the list of predefined groups. (As mentioned above, some groups may not appear if you have chosen not to allow classes to connect to the group. However, you can still connect to the devices individually if one of the connection methods below is selected.)
 - If **Class Code** is selected, a 6 digit code will be displayed. Share the code with the required students at the start of the lesson (verbally or via a chat app if the students aren't in the room with you). When students receive the code, they need to enter it in the **Join Class** desktop shortcut, if the **Display student desktop shortcut to join class** option is enabled in Device Group settings (Windows only). The **classroom.cloud** Student icon in the system tray (Windows and Mac) also offers the option. The iOS/Android apps and Chrome extension also offer a Class Code entry box. The class tile will also display the code.
 - For the **Student List** option, simply click **Edit** and enter the required student eMails separated by a comma (50 max). Click **+** to create the list followed by **Add**.

Student list

Enter student emails *

d.kingsley@mdcp.com,a.earp@mdcp.com,t.cairns@mdcp.com

Enter up to 50 email addresses separated with commas

a.kingsley@mdcp.com

m.jones@mdcp.com

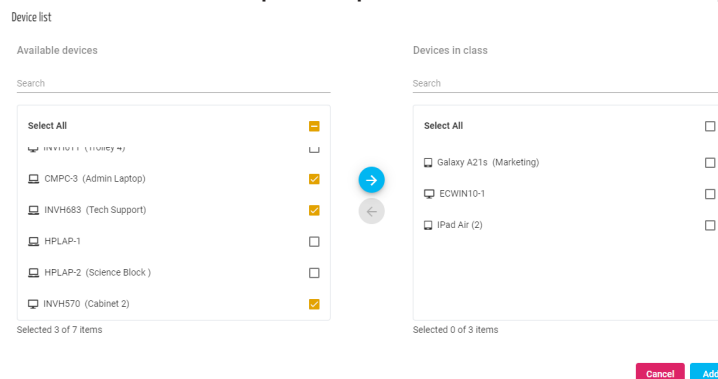
r.hawkins@mdcp.com

c.lovesey@mdcp.com

10/50

Cancel Add

- For **Device List**, click **Edit**. A list of available devices will be displayed in the left hand pane of the displayed window. Select each device that you want to connect to in this class, and click  to add the devices to the class list in the right hand pane. (You can use the search bar and enter a partial device name to speed up the selection of devices)



- Choose a subject for the class from the predefined list.
- Once all the class details have been completed, click **Add**. The class will be added to the list and a class tile created:
 - You can switch between class tiles and a simple list by clicking .
 - To edit or delete classes (only applicable to classes created in **classroom.cloud**), in tile view, click the **Actions** icon  and choose **Edit/Delete**, or in List view, click the edit  or delete  icons.
 - Classes can also be deleted in bulk. Select multiple classes in the list and click **Bulk delete classes**.

Searching and Filtering

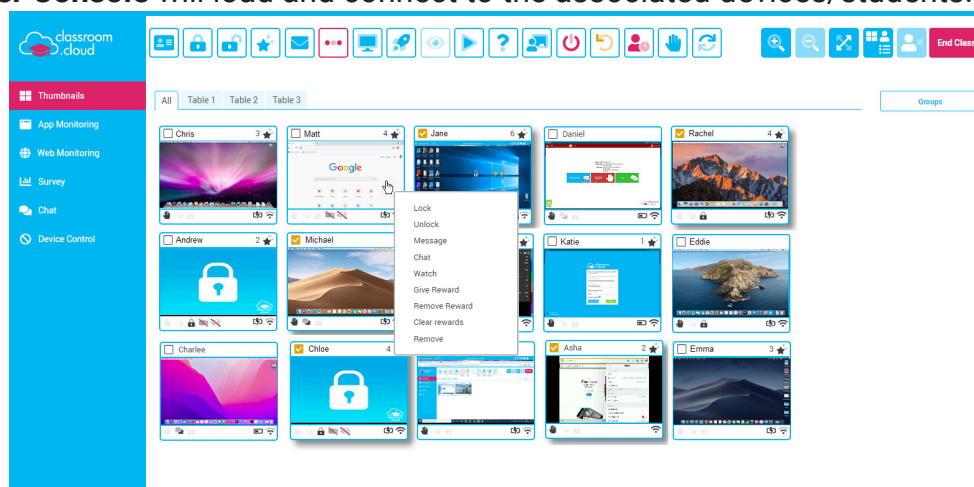
To quickly find the class you want to launch, you can use the following techniques:

- You can rearrange the class order, positioning your most used classes at the front of the list. In Tile and List view simply **drag and drop** the class in to the desired position.
- The **Filters** icon lets you filter the class list by Last Used date, Subject, and Connection Type. Use the **Clear all filters** icon to reset the list.
- The **search** bar  gives you the added flexibility of finding a single or group of classes by entering all or part of a class name or its description. Click  to reset the list.

Starting a class

- Select **My Classes** from the main **classroom.cloud** menu. (The **Teacher role** only provides access to the My Classes option. The **Safeguarding** and **Inventory** components will appear if the teacher has also been assigned the Safeguarding and Technician roles.)
- If the user has access to multiple sites, the site list will appear. Select the required one.
- The class list for the logged in user will appear.
- Select the required class.

5. The **Teacher Console** will load and connect to the associated devices/students.



Student Connection Status

The **classroom.cloud** Student icon, displayed at each Student device (for example, in the Windows system tray or on the Chrome extension), will indicate the current connection status:



Grey - indicates that the device is currently unlicensed and needs moving to a device group before the teacher can connect to it.

Blue - The device is available for connection.

Green - The device is connected to a class.

Orange - Device cannot be connected to as privacy settings (out of school hours or off network) are in force.

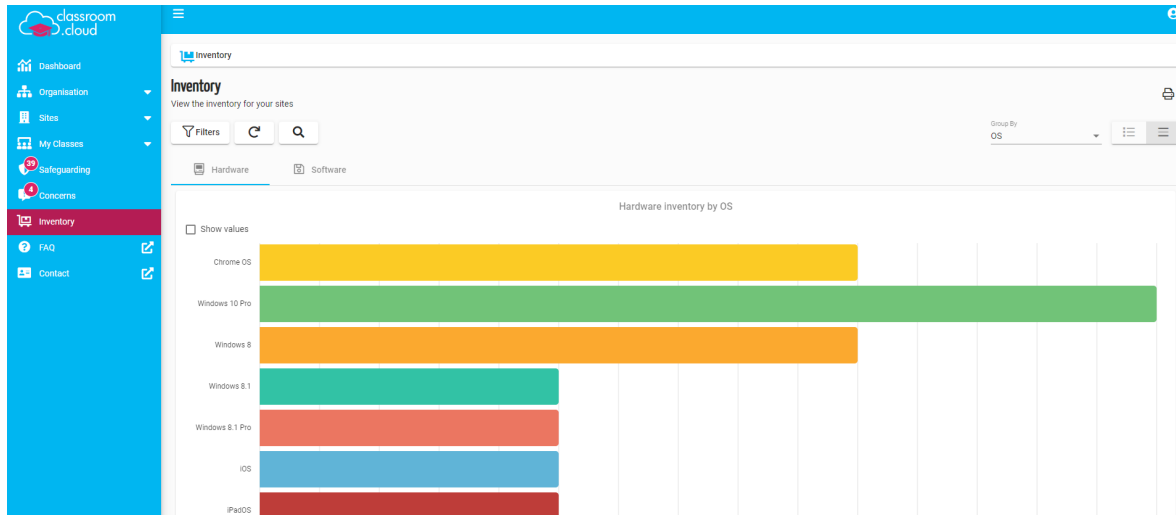
Note: If you experience problems connecting to the required students, it is worth double checking that the following key tasks have been actioned successfully:

- the devices being used have the **classroom.cloud** Student application installed
- the devices have been enrolled in the **classroom.cloud** Administrator's portal
- devices are assigned to the relevant Device Group and not still in an 'unassigned' state
- if using the Class Code connection method, students have entered the matching code correctly.

Our separate **Teacher Guide** provides full details about the range of classroom management tools available.

Inventory

The Inventory tool is designed for use by school technicians and, as such, users need to be assigned the Technician role (automatically given to Administrators) to access it.

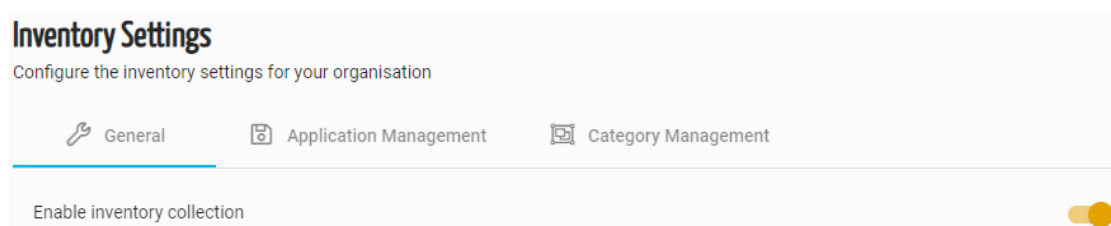


Inventory Settings

To collect the hardware and software inventory data from your school devices you firstly need to enable the option in the **Inventory Settings**. This can be done at Organisation or Site level.

Note: Devices must also be assigned to a device group. Inventory data cannot be collected from devices that are in an 'Unassigned' state.

1. From the left hand menu, select **Organisation>>Settings>>Inventory**.
- or
2. Select a site and choose **Settings>>Inventory**.

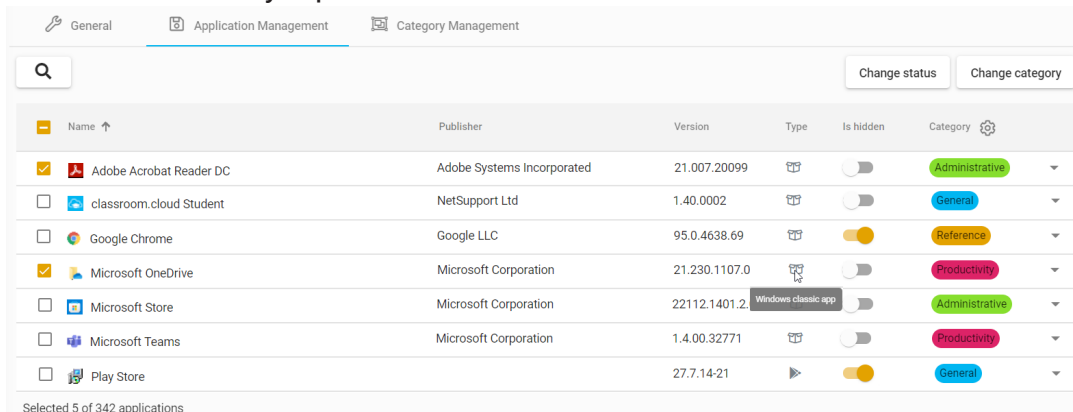


3. On the General tab, ensure **Enable inventory collection** is set to on.

Two additional options are available in Inventory Settings - **Application Management** and **Category Management**.

Inventory Settings - Application Management

This option enables you to customise how the application list will display or can be filtered when viewing the software inventory report.



Name ↑	Publisher	Version	Type	Is hidden	Category
☒ Adobe Acrobat Reader DC	Adobe Systems Incorporated	21.007.20099	PDF	☐	Administrative
☐ classroom.cloud Student	NetSupport Ltd	1.40.0002	PDF	☐	General
☐ Google Chrome	Google LLC	95.0.4638.69	Web	☒	Reference
☒ Microsoft OneDrive	Microsoft Corporation	21.230.1107.0	Cloud	☐	Productivity
☐ Microsoft Store	Microsoft Corporation	22112.1401.2	Windows classic app	☐	Administrative
☐ Microsoft Teams	Microsoft Corporation	1.4.00.32771	Web	☐	Productivity
☐ Play Store		27.7.14-21	Android	☒	General

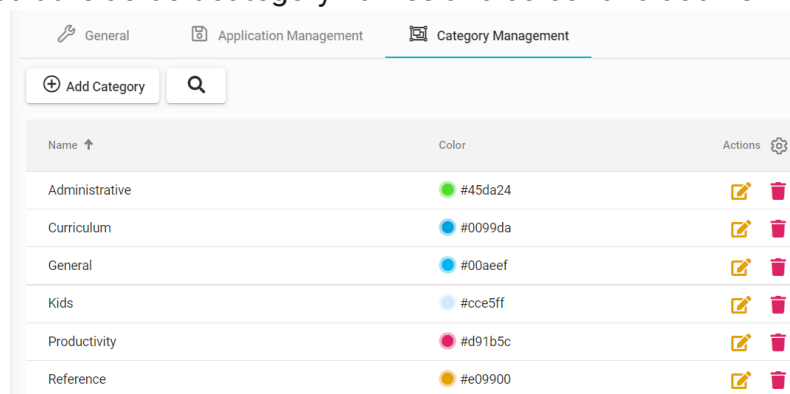
Selected 5 of 342 applications

A full list of applications installed on enrolled devices across your assigned site(s) will appear:

- **Change Status** - You can select individual or multiple applications to 'hide' (by default) from being reported in the software inventory. (You do have the option to show hidden applications in the report, if required.)
- **Change Category** - You can also assign categories (one or multiple) to each application for ease of filtering and grouping when viewing the software inventory report. Simply select one or more applications in the list and choose **Change Category** or click the arrow alongside the application. Select from the displayed category list.

Inventory Settings - Category Management

This enables you to edit the default category names and colour and add new application categories.



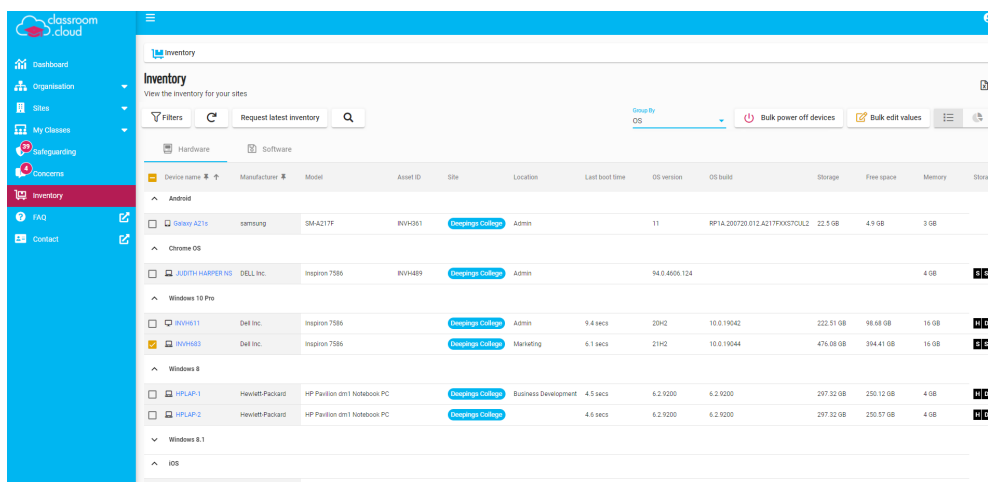
Name ↑	Color	Actions
Administrative	#45da24	
Curriculum	#0099da	
General	#00aeef	
Kids	#cce5ff	
Productivity	#d91b5c	
Reference	#e09900	

Notes:

- The order of the displayed columns on each of the Inventory Settings pages can be changed (or removed) using the **Table Setting** icon .
- The arrow that appears when you mouse over a column heading can be used to sort the list into ascending or descending order **Name ↑**.

Viewing the Hardware and Software Inventory Lists

1. Select **Inventory** from the left hand menu.



2. Hardware is the default view but you simply click the software tab to switch between the two options. The hardware and software tables contain a wealth of information so you will need to scroll right to left and up and down to explore all the available data. (In **software** view you can 'include hidden items'. Applications you may have asked to be excluded from the list in Inventory Settings.)

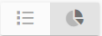
Note: In hardware view, by default, the **Device Name** column will remain static (pinned) when scrolling across the screen. However, you can click the **pin** icon that appears alongside the column name to unpin. You can also pin/unpin any other column as required.

3. Each column of data can be sorted into ascending or descending order by clicking the arrow that appears when you hover over a column name. And, the Table Setting icon  allows you to manage the order and number of displayed columns.
4. Depending on your user role, you will be provided with a list of all devices across your organisation or just those enrolled in your assigned sites.
5. Devices send their details to the Inventory database on startup and you also have the option of using the **Refresh** button  to add any new devices that are registered/powered on during a session.
6. The **Request Latest Inventory** button can be used to refresh the inventory for any selected devices in the list.

Grouping by category



The **Group by** option enables you to sort the hardware and software lists by category.

1. Click the arrow and choose from the available categories.
2. You can switch between **List** and **Chart** view by clicking .
3. Clicking the Chart icon changes the chart style between Pie, Horizontal Bar and Vertical Bar.
4. To return to the standard list view, set the **Group By** option to **Off**.

Searching and Filtering

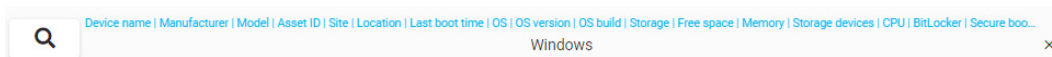
You can use the **search** and **filter** options to drill down into the hardware and software lists to show specific items.

Notes:

- When using these options it is preferable to have the **Group By** facility initially set to **off**. Once filtered by your chosen criteria, depending on the category selected, you can refine the list further by grouping the displayed items.
- Because **Chart View** applies a grouping by default, that may not match with your search criteria, searches of this nature should be performed in **List View**.

Performing a basic search

- In hardware or software **list** view, click the **search** icon .
- Enter the required search criteria - all or part of the name.

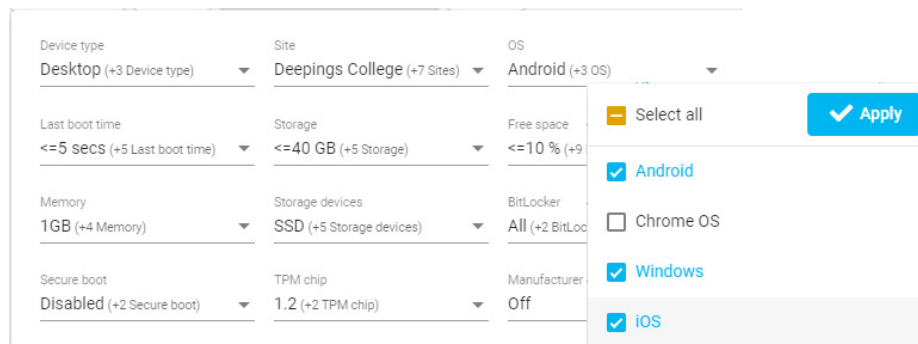


- Items matching the criteria will be displayed.
- To clear the search bar, in order to perform another search, click **X**.
- To return to the full list, click the **Refresh** icon.

Applying filters to searches

The **Filters** option allows you to further refine your searches.

- Click the **Filters** icon.
- A list of categories will appear from which you can apply your search criteria.



- Each category offers a drop-down list of choices allowing you to customise your search as needed. For example, you may want to exclude certain platforms when filtering by OS. This is also an example where you could then use the **Group By - OS** option to further arrange the list to your liking and switch to **Chart View**.
- To return to the full list, click the **Clear All Filters** icon.

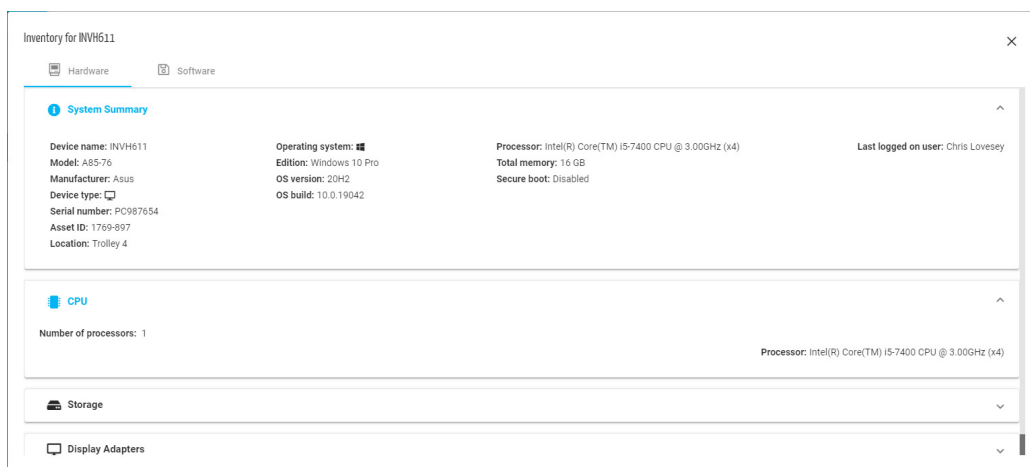
Printing and Exporting

1. In **List View**, the **displayed** items can be **exported** to .csv file by clicking  at the top right of the window. The file won't show any grouping that may have been applied, just a basic row by row list of the exported items.
2. In **Chart View**, the icon changes to the print option . This enables you to print a hardcopy of the displayed chart.

Interacting with individual devices

There are several ways you can explore the hardware and software tables in more detail.

1. By clicking on a device name in the **hardware inventory** table you can explore the full device inventory.



2. In the **software inventory** table, click on a name to see the list of devices the application is installed on.
3. If you click elsewhere in any row you will be offered some additional options:

View Details - As above, loads the full hardware inventory for the selected device, or, in software view, lists the devices the application is installed on.

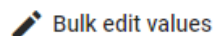
Edit Values (hardware view only) - Allows you to manually add information to fields that haven't been populated automatically - an asset tag or device location for example. This will also be displayed in the main Devices list.

Watch/Remote Control (hardware view only) - As explained in the **All Devices** section of the guide, and the topic that follows, you can also initiate a remote **Watch** and **Remote Control** session with a selected device in the inventory table (the type of device determines which of the two options is supported).

Power off/Restart/Logout - Useful tools for any school technician, also available when viewing the main devices list, you can remotely power off, restart or logout the selected machine (Windows and macOS only).

Bulk Edit Values

The **Edit Values** option, mentioned above, is used to manually add information to an individual device. With the **Bulk Edit Values** button, you can add missing data to multiple devices simultaneously. This allows you to enter up to three items of additional data to each selected device, Manufacturer, Model and Location.



1. Select the required devices in the hardware list.
2. Click the **Bulk Edit Values** button.
3. The **Edit Values** dialog will open, offering you the three items of data that can be added to each of the selected devices.
4. Enter the required details.
5. Click **Update**. The extra information will appear in the hardware list and will also be added to the main devices pages in the portal.

Bulk power off devices

As well as being able to power off devices individually, you can also switch them off in bulk using the **Bulk power off devices** button.



1. Select the required devices in the hardware list.
2. Click the **Bulk power off devices** button.
3. Confirm that you want to continue with the action.

Note: You cannot currently bulk restart or logout devices. Teachers do have this capability in a classroom scenario.

Watch and Remote Control

As well as Inventory, the ability to **remotely manage** school devices is another key component of the IT team's toolkit.

classroom.cloud lets you open a **watch** window to any available device, where you can discreetly view activity, or, if required, take over control.

Notes:

- Devices must be online and not in an unassigned state.
- Both watch and remote control is supported for Windows, Mac and Android (Samsung only) devices. Watch only is currently supported for iOS and Chrome OS.
- These options are also available for teachers to use in the **classroom.cloud** Teacher Console.

Starting a Watch/Remote Control session

You can access the watch and remote control options from the **Devices** list (organisation and site administrator level), in **Device Groups** (site level) by clicking the information icon on each group tile to view the list of devices assigned to the group, and the **Hardware Inventory** table. Users assigned the Technician role can also perform these tasks for sites they have access to.

1. Navigate to **All Devices** or, at site level, the **Devices** option for the required site.

or

For the required site, choose **Device Groups** and click the information icon displayed on each group tile to display the list of devices assigned to the group.

or

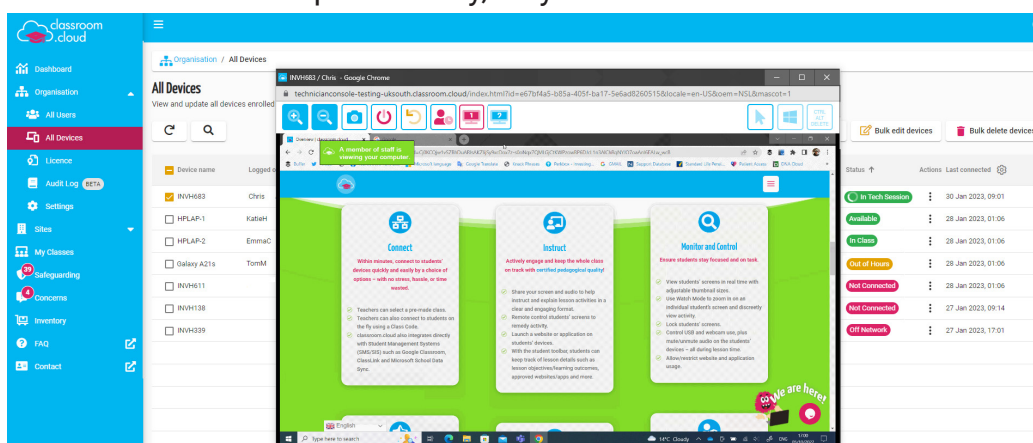
Select the **Inventory** tool.

2. For the required device, right-click anywhere in the row. Either the **Watch** or **Remote Control** option will be offered, depending on the type of device selected (as mentioned above). Click to select.

or

If using the **Devices** or **Device Groups** list, an alternative method is to click the **Actions** icon  and select **watch/remote control**. The option will be greyed-out if the device isn't currently online.

3. The remote **Watch window** will open. Initially, only Watch mode will be active.



4. Use the sizing buttons   to increase or decrease the window size.
5. You can grab a real time screenshot of the remote screen by clicking . The image will be date and time-stamped, and include the device/student name.
6. Power Management is also supported    enabling you to Power Off, Restart or Logout the selected device.
7. If the device being viewed has multi-monitor support enabled you will be able to switch between screens  .
8. Only Watch mode is active when you initially launch the window. If you do need to remedy or demonstrate something to the remote user, click the **Remote Control** button . Any mouse clicks or typing you perform will now take place at the remote device. Click again when you are ready to return control to the user.
9. While remote control is enabled, you can also send the **Ctrl-Alt-Delete** command to the remote device and perform Windows shortcut commands by clicking the **Hold Windows Key** button.
10. Close the watch window when you have finished your investigation!

Power Management

Energy saving is of course a big area of focus for schools and **classroom.cloud** can help you ensure connected devices are switched off at the end of the day with its **power off** feature. Adding to a school technician's toolkit, you can also **logout** and **restart** devices. The options can be accessed via the Devices or Inventory tables and, as explained above, during a remote control session.

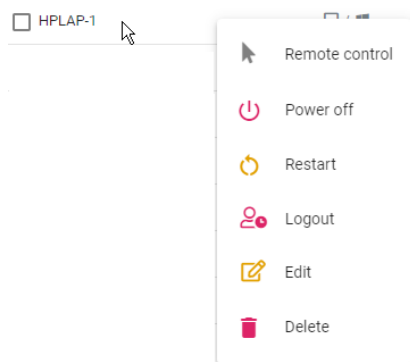
You can also use the **Power Management Settings** (Organisation and Site level) to create automated **Power Off** and **Inactivity** schedules. See the **Organisation>>Settings>>Power Management** section of the guide for more information.

Notes:

- Power Management is supported on Windows and macOS Student devices.
- Teachers also have access to these features for in-class use.
- Remote **power on** will be added in a future product update.

Remotely Power off/Restart/Logout individual devices

1. Select **All Devices** from the Organisation menu options.
or
Choose the devices list for an individual site.
or
Select **Inventory** from the menu options.
2. For the required device, click anywhere in the row, or if using the Devices list, select the **Actions** icon . The list of available actions will be displayed.



3. Select Power off, Log out or Restart.
4. You will be prompted to confirm you want to proceed with the action.

Remotely Power off multiple devices

Just in case the teachers haven't powered down their classroom machines at the end of the school day, you can quickly switch them off in bulk before you head home!

1. Select the required devices in the list or click the select all box.
2. Click the **Bulk power off devices** button.

3. Confirm that you want to continue to power down the selected machines.

Note: The Administrators web portal does not support bulk restart and log out. The Teacher Console does allow teachers to perform these actions at multiple devices.

We hope this guide has helped you get your **classroom.cloud** environment up and running, but if you do have any questions, please **contact us**.

Thank you!
The **classroom.cloud Team (and friend!)**

