



classroom
.cloud

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NetSupport



Welcome to the **classroom.cloud** help guide for Safeguarding Admins (v1.25)

classroom.cloud helps enhance your school's safeguarding policy with its dedicated Safeguarding module.

The module comes in two distinct parts, enabling you to monitor keywords triggered at student devices, and manage concerns reported by the students.

Using a database of pre-supplied safeguarding keywords and phrases (in a range of languages) covering a range of topics from self-harm, bullying and racism through to risks of radicalisation and gambling, **classroom.cloud** is your eyes and ears, monitoring the school network. The details of triggered words can be reviewed, with the results (available as a log, screenshot of the screen or a screen recording, according to severity level) forwarded to a colleague to follow up on, if required.

Each time a phrase is triggered, a risk analysis is performed and a risk index score allocated, allowing safeguarding staff to see which triggered phrases pose the highest risk. An innovative word cloud highlights trending topics across the school to help you put incidents into a broader context.

The 'report a concern' option allows students to report concerns directly and discreetly to nominated school staff, who can decide on the appropriate remedial actions to be taken and track outcomes.

classroom.cloud also provides students with access to online safeguarding resources and helplines. Safeguarding staff can also manage the pre-populated list and add any additional local resources they feel are appropriate.

This document will step you through setting up your **classroom.cloud** safeguarding environment. It includes everything from configuring the safeguarding settings for your site(s) to creating groups of users that can have specific safeguarding settings applied. Once you have set up your environment, the designated safeguarding staff will be able to monitor and deal with phrases triggered by students and respond to student concerns.

The **classroom.cloud** Administrator for your school should have created your account and sent you an email asking you to complete your registration. All you need to do now is complete your user profile and sign into the **classroom.cloud** portal.

Details of how we process and retain your school's **classroom.cloud** data, along with our Terms of Service and Privacy Policy are available on our website.

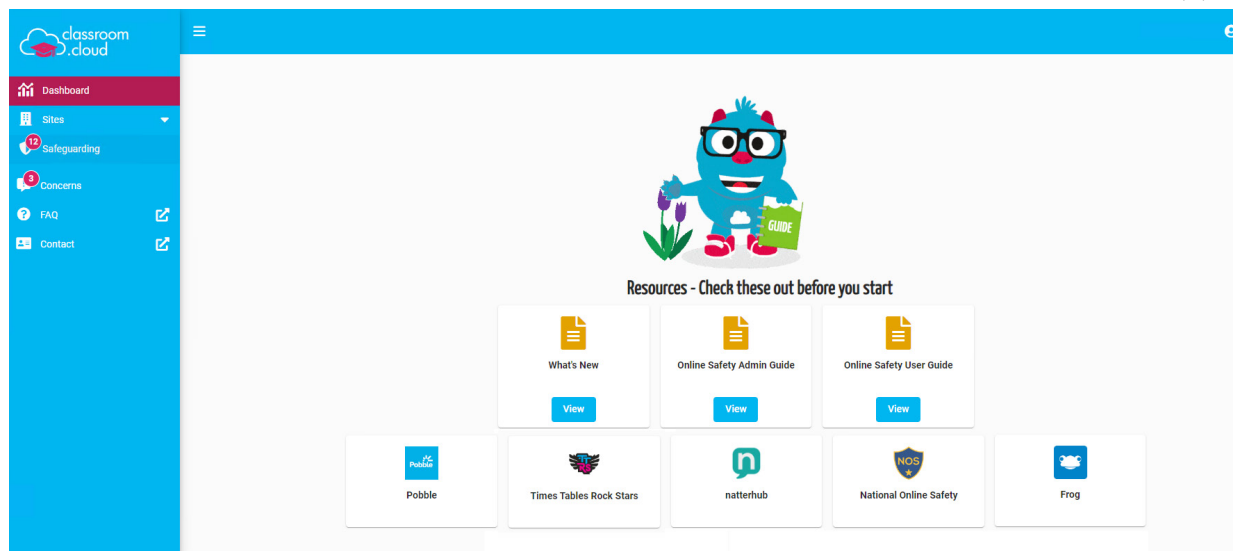
[Terms of Service](#)

[Privacy Policy](#)

[Data Processing Agreement](#)

Overview of the Safeguarding Portal

As a Safeguarding Admin, you have full access to the safeguarding settings for your site(s).



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**.

This document only covers the menu options related to safeguarding. For information about the other Organisation/Site Admin settings, please see the [Administrator's Guide](#).

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 safeguarding related third-party websites (Connectors).

Sites

Here, you can manage the safeguarding settings for your sites, such as ensuring students are only monitored during approved school hours and on designated school networks and what applications and websites you want to monitor.

Safeguarding

This is where you can view and deal with the triggered phrase matches.

Concerns

This enables you to review and act upon issues that students have reported to the nominated staff member using the 'Report a concern' option installed on each student device. (Currently Windows and Chrome Students only.)

FAQ

Get answers to some commonly asked questions.

Contact

If you need any additional help with [classroom.cloud](#), 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](#) serial number. This can be found at the bottom left of the portal alongside the product version number.

Safeguarding Roles

classroom.cloud provides two safeguarding roles, allowing the appropriate level of access to be given to your safeguarding team.

Only users with Organisation Admin or Site Admin roles can create user accounts and assign safeguarding roles to existing accounts. For further information on how to do this, please refer to the [Administrator's Guide](#).

1. Safeguarding Admin

Provides access to your site(s) safeguarding settings (for both the keyword and phrase monitoring and report a concern features), the triggered safeguarding phrases and any concerns reported by students..

Note: The settings that a Safeguarding Admin has access to is dependent on the Classroom Management role that has been assigned to them:

If they are an Organisation Admin, they will have access to the safeguarding settings for the organisation and all sites.

If they don't have a Classroom Management role assigned to them or have a Site Admin, Technician or Teacher role, they will only have access to the safeguarding settings for the sites they are members of.

For further information on the Classroom Management roles, please refer to the [Administrator's Guide](#).

2. Safeguarding User

For the site(s) they have access to, Safeguarding users can review triggered keywords and phrases and respond to concerns students have submitted to them.

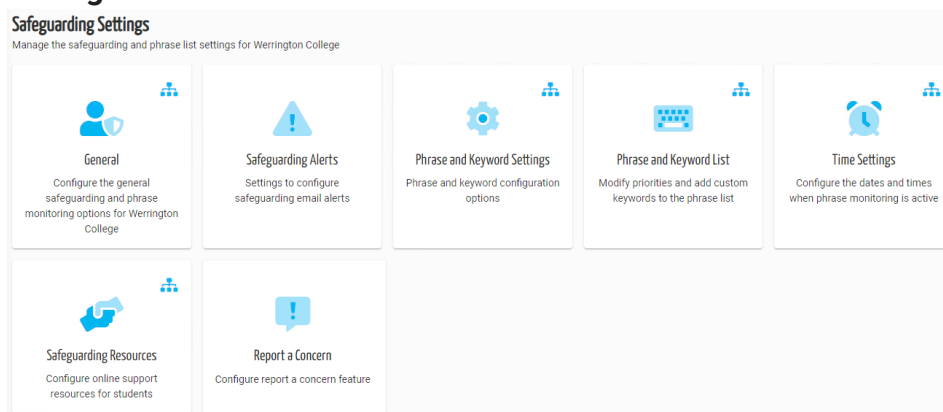
Site Settings

Safeguarding Settings

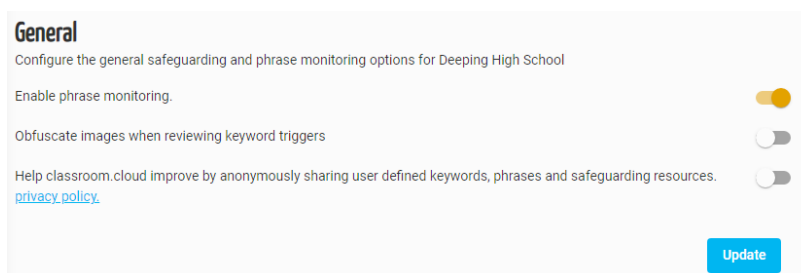
Safeguarding settings can be set for individual sites or the whole organisation (if you have the required role).

Note: Any settings that are applied for a site will override settings at organisation level. You can easily see if the organisation settings are currently in use at site level, as the following icon  will be displayed on the tile. A reset facility allows you to switch back to using the organisation settings.

1. Click **Sites** and select the required site.
2. Select **Settings**.
3. Click **Safeguarding**.



General



Allows you to enable/disable phrase monitoring, obfuscate images and videos when reviewing keyword triggers (this may be useful if you are concerned about exposing staff to imagery that might offend) and anonymously share any user-defined keywords, phrases and safeguarding resources with us.

Safeguarding Alerts

Safeguarding email alerts can be created, allowing you to specify users who will be sent an email each time a phrase is triggered. You can specify which priorities and categories the user will receive email notifications for. For example, you may only want a user to receive email notifications for urgent priority levels in the suicide and self-harm categories.

Note: You can only create safeguarding alerts for medium, high and urgent priority levels.

Safeguarding Alerts
Settings to configure safeguarding email alerts

[+ Add alert](#) [Search](#)

Users	Status	Category	Priority	Last updated	Actions	
Jane Neal	Active	All categories	Urgent	James Earp, 10 Jun 2021, 10:23	Edit Delete	
Anna Wright	Active	All categories	2 Priorities	James Earp, 10 Jun 2021, 10:23	Edit Delete	

You can use the **Search** icon to filter the list, as required.

To disable an alert, click the drop-down arrow in the Status column and select **Disabled**.

Existing alerts can be changed or removed by clicking the **Edit** [✎](#) or **Delete** [🗑](#) icons alongside the alert in the list.

Note: You can choose which columns are displayed and the order they are displayed in. Click the **Table setting** [⚙](#) icon. Drag and drop the columns to your preferred order and click [✕](#) next to any columns you don't want to see (the Users, Priority, Category and Actions columns are locked and cannot be deleted). Click **Save**. To add a column back in that has previously been removed, select the required column from the Add new column drop-down list. To revert to the default layout, click **Reset**.

Adding a new alert

1. Select **Add alert**.

Add alert

Site
Deepings College

Select user
Chris Jones (chris@gedu.demo.netsupportsoftware.com)

Priority
Urgent (+2 Priorities)

Category
Bullying

☐ Disable alert

[Cancel](#) [Add](#)

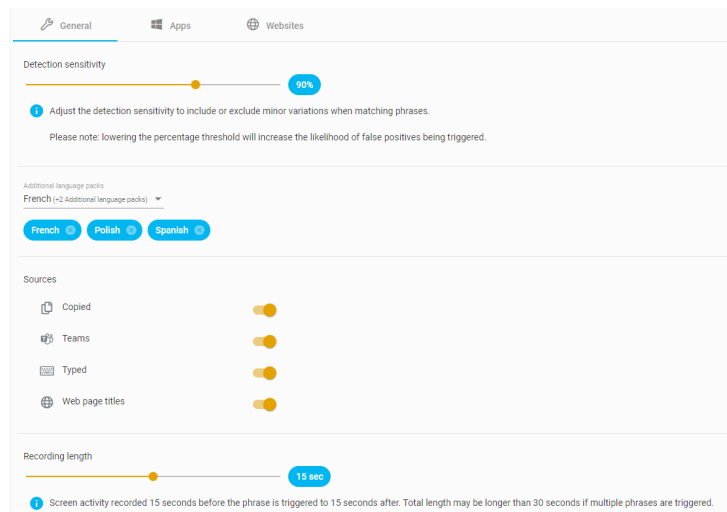
2. Select the user(s) from the drop-down list, or you can click **Select all**.
3. Select what priority levels and categories you want the user to receive alerts for.
4. Click **Add**.

Note: Existing alerts can be disabled from here. Click **Disable alert**.

Phrase and Keyword Settings



General



The screenshot shows the 'General' settings page. At the top, there are three tabs: 'General' (selected), 'Apps', and 'Websites'. Below the tabs, there are four main sections:

- Detection sensitivity:** A slider set to 90%. A tooltip explains: 'Adjust the detection sensitivity to include or exclude minor variations when matching phrases. Please note: lowering the percentage threshold will increase the likelihood of false positives being triggered.'
- Additional language packs:** A dropdown menu showing 'French (+2 Additional language packs)'. Below it are three buttons: 'French', 'Polish', and 'Spanish', each with a plus icon.
- Sources:** A list of four sources with toggle switches: 'Copied', 'Teams', 'Typed', and 'Web page titles'. All switches are currently turned on.
- Recording length:** A slider set to 15 sec. A tooltip explains: 'Screen activity recorded 15 seconds before the phrase is triggered to 15 seconds after. Total length may be longer than 30 seconds if multiple phrases are triggered.'

Detection sensitivity

When matching keywords, you can adjust the detection sensitivity level to determine how accurately words must be typed by the student before they are reported. By default, this level is set at 90%, allowing for minor misspellings to be taken into account when matching.

If the accuracy is set to 100%, this would require the student to type the keyword exactly for it to be matched. The lower the percentage, the more likely the term (or words similar to the term) will be flagged as inappropriate and this could result in an excess number of false positives being triggered.

Additional language packs

In addition to the operating system's default language, you can choose to monitor a selection of languages. Select the required language packs from the drop-down list and click **Apply**.

Sources

Decide what type of text to monitor and report on: text copied to the clipboard, text typed in Teams, text typed by the user and text in web page titles.

By default, all source types are included in keyword and phrase monitoring. Toggle the options to turn off.

Note: If you have not linked a Microsoft 365 tenancy to classroom.cloud, the Teams option will be unavailable.

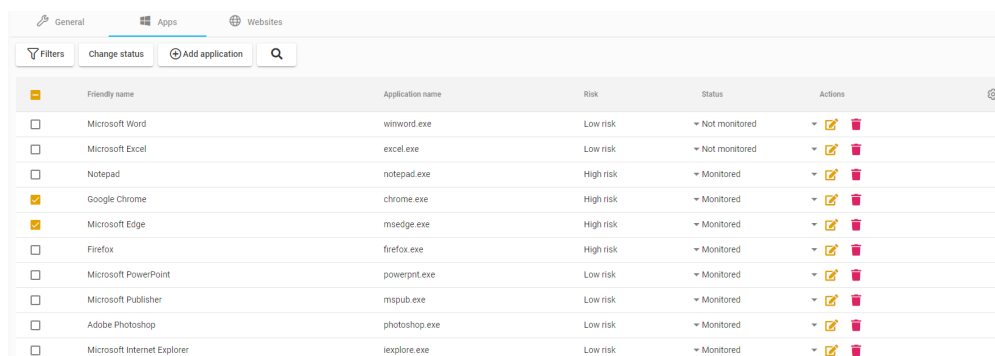
Recording length

The screen recording length for an urgent priority level can be set here. By default, the recording length will be set to fifteen seconds (fifteen seconds before and after the phrase has been triggered). Using the slider, select the required time.

Apps

When monitoring keywords and phrases, there may be applications that you do not want to trigger a keyword match from, in which case, you can choose to exclude certain applications. Applications that are monitored can be marked as either low or high risk, allowing you to flag words triggered in applications that may be considered more of a risk, for example, Chrome.

Note: By default, all applications are defined as low risk. If you add an application to the list and set it to low risk, the risk index will remain the same.



General Apps Websites						
Filters Change status Add application Search						
	Friendly name	Application name	Risk	Status	Actions	
☐	Microsoft Word	winword.exe	Low risk	▼ Not monitored		
☐	Microsoft Excel	excel.exe	Low risk	▼ Not monitored		
☐	Notepad	notepad.exe	High risk	▼ Monitored		
☒	Google Chrome	chrome.exe	High risk	▼ Monitored		
☒	Microsoft Edge	msedge.exe	High risk	▼ Monitored		
☐	Firefox	firefox.exe	High risk	▼ Monitored		
☐	Microsoft PowerPoint	powerpoint.exe	Low risk	▼ Monitored		
☐	Microsoft Publisher	mispub.exe	Low risk	▼ Monitored		
☐	Adobe Photoshop	photoshop.exe	Low risk	▼ Monitored		
☐	Microsoft Internet Explorer	ieexplore.exe	Low risk	▼ Monitored		

A selection of default applications is provided. You can update or remove existing applications by clicking the **Edit** or **Delete** icons alongside the application in the list.

You can use the **Search** icon to find applications in the list.

The list can be filtered by status and risk. Click **Filters** and use the drop-down menus to select which items you want to display. Click **Apply**.

Note: You can choose which columns are displayed and the order they are displayed in. Click the **Table setting** icon. Drag and drop the columns to your preferred order and click next to any columns you don't want to see (the Select all, Application name and Actions columns are locked and cannot be deleted). Click **Save**. To add a column back in that has previously been removed, select the required column from the Add new column drop-down list. To revert to the default layout, click **Reset**.

To set whether an application is included or excluded when monitoring phrases, click the drop-down arrow in the Status column or, to change for multiple applications, select the required applications in the list and click **Change status**.

The risk level for an application can be changed by clicking the drop-down arrow in the Risk column next to the relevant application.

Adding a new application

1. Click **Add application**.

Add application

Application name *
chrome.exe

Friendly name
Google Chrome

Select status *
Monitored

Risk *
Low risk

Cancel **Add**

2. Enter the application name (a friendly name can also be added if required).
3. From the Select status drop-down list, select whether the application is to be **Monitored** or **Not monitored**.
4. Select whether the application is to be classed as low or high risk.
5. Click **Add**.

Websites

There may be websites that you wish to exclude when monitoring keywords and phrases, for example, if a website is being used as part of a lesson. You can also define the risk level that websites pose for students: low, medium or high risk.

Note: By default, all websites are defined as low risk. If you add a website to the list and set it to low risk, the risk index will remain the same.

General Apps Websites					
Filters Change status Add website					
	Friendly name	Website	Risk	Status	Actions
☐	YouTube	 https://www.youtube.com/	Medium risk	Monitored	 
☐	Beat Charity	 https://www.beateatingdisorders.org.uk/	Low risk	Not monitored	 
☐		 https://www.talktofrank.com/	Low risk	Not monitored	 
☐		 https://www.childline.org.uk/	Low risk	Not monitored	 
☒	Instagram	 https://www.instagram.com/	High risk	Monitored	 
☐	Facebook	 https://en-gb.facebook.com/	High risk	Monitored	 
☐	Google	 www.google.com	High risk	Monitored	 
☐	TikTok	 https://www.tiktok.com/en	Low risk	Monitored	 
☐	CPOMS	 https://www.cpoms.co.uk/	Low risk	Monitored	 

A selection of pre-defined websites is provided. You can update or remove existing websites by clicking the **Edit**  or **Delete**  icons alongside the website in the list. You can use the **Search** icon to find websites in the list.

The list can be filtered by status and risk. Click **Filters** and use the drop-down menus to select which items you want to display. Click **Apply**.

Note: You can choose which columns are displayed and the order they are displayed in. Click the **Table setting**  icon. Drag and drop the columns to your preferred order and click **X** next to any columns you don't want to see (the Select all, Website and Actions columns are locked and cannot be deleted). Click **Save**. To add a column back in that has previously been removed, select the required column from the Add new column drop-down list. To revert to the default layout, click **Reset**.

To set whether a website is included or excluded when monitoring phrases, click the drop-down list in the Status column or, to change for multiple websites, select the required websites in the list and click **Change status**.

The risk level for a website can be changed by clicking the drop-down arrow in the Risk column next to the relevant website.

Adding a website

1. Click **Add website**.

Add website

URL *

www.google.com

14/128

Friendly name

Google

6/128

Select status *

Monitored

▼

Risk *

Medium risk

▼

Cancel

Add

2. Enter the URL for the website (a friendly name can also be added if required).
3. From the Select status drop-down list, select whether the website is to be **Monitored** or **Not Monitored**.
4. From the Risk drop-down list, select whether this a low, medium or high risk website.
5. Click **Add**.

Phrase and Keyword List

classroom.cloud provides a database of pre-supplied safeguarding keywords and phrases covering a range of topics from self-harm, bullying and racism through to gambling and risks of radicalisation. To keep up with current trends, you can add your own user-defined terms to this. Keywords can be assigned to categories and you can set the priority level depending on how closely you want to monitor that term. All priority levels will record usage in the classroom.cloud portal (unless the priority is set to 'off').

Phrase and Keyword List
Manage keywords and phrases for Werrington College

Use your organisation's settings

Filters

Change priority Pre-defined User-defined

☐	Phrase	Category	Priority	Description	Language	Actions
☐	Stressful	Suicide	High	Indicator that the person is unhappy with their life or concerned about a situation.	Default	
☐	Struggling to cope	Suicide	High	An indicator of depression and anxiety.	Default	
☒	suicidal	Suicide	Urgent	Cry for help or a sign of depression. Someone who is considering suicide.	Default	
☒	suicide	Suicide	Urgent	To take your own life.	Default	
☒	Suicide Game	Suicide	Urgent	A sinister genre of online game or challenges.	Default	
☐	Suicideal	Suicide	High	Misspelling of Suicidal.	Default	
☐	Take your life	Suicide	High	To suggest to someone that they should kill themselves.	Default	
☐	Take your own life	Suicide	High	To suggest to someone that they should kill themselves.	Default	
☐	Teen Suicides	Suicide	High	Probable reference to the modern cult of online games that many believe promote suicide among young people.	Default	
☐	The Dutch Act	Suicide	High	A slang term for suicide. Also known as Do the Dutch.	Default	
☐	to end everything	Suicide	High	An indicator that the person is considering committing suicide.	Default	
☐	Tombstoning	Suicide	High	Highly dangerous online craze where participants film themselves jumping into water from a great height.	Default	
☐	top myself	Suicide	High	Term used when the person is considering committing suicide.	Default	
☐	top yourself	Suicide	High	To suggest to someone that they should kill themselves.	Default	

Selected 3 of 5482 phrases

By default, the list of pre-defined keywords and phrases is displayed (you can view user-defined keywords and phrases by clicking **User-defined**). The category the phrase belongs to will be displayed, along with the current priority level, a description and the language of the phrase (if you have selected more than one language pack). The total number of phrases in the database, along with the number that have been selected are shown at the bottom of the list.

You can use the **Search** icon to filter the list, as required.

You can choose which columns are displayed and the order they are displayed in. Click the **Table setting**  icon. Drag and drop the columns to your preferred order and click  next to any columns you don't want to see (the Select all, Phrase and Actions columns are locked and cannot be deleted). Click **Save**. To add a column back in that has previously been removed, select the required column from the Add new column drop-down list. To revert to the default layout, click **Reset**.

The list can be filtered by language, priority and category. Click **Filters** and use the drop-down menus to select which items you want to display. Click **Apply**.

Keywords and phrases have individual priority levels set that control the actions that take place when the keyword is triggered.

Priority	Action taken
Low	Records the triggered keyword in the classroom.cloud portal.
Medium	Records the keyword and alerts the safeguarding user that a new keyword has been raised by displaying a notification icon next to Safeguarding on the left-hand menu.
High	Records the keyword, alerts the safeguarding user and captures a screenshot.
Urgent	Records the keyword, alerts the safeguarding user and captures a screenshot and a video.

Note: Safeguarding alerts can also be created, allowing safeguarding users to be notified of triggered phrases by email.

The priority for a keyword can be modified. Click the **Edit**  icon in the Actions column for the phrase, select the new priority from the Priority drop-down list and click **Update**. To modify multiple items, select the required phrases and click **Change priority**.

Note: User-defined phrases can also have the category changed.

Adding new keywords and phrases

[classroom.cloud](#) allows you to add your own keywords and phrases that may be relevant to your school.

Notes:

- To help us improve our master Keyword and Phrase list, you can share new phrases with us (this is anonymous). In Settings>>Safeguarding>>General, select the **Help [classroom.cloud](#) improve by anonymously sharing user defined keywords and phrases** option.
- You can't add an existing keyword or phrase.

- In the Phrase and Keyword list, click **User-defined**.
- Select **Add word or phrase**.

Add keyword/phrase

Phrase *

How old r u

Description 11/60

Phrase often used by online predators

Category * 37/256

Grooming

Priority *

High

Cancel Add

- Enter the phrase and add a description.
- Select the category and priority from the drop-down lists.

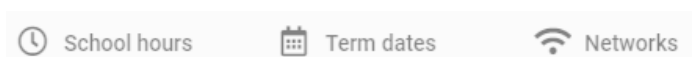
5. Click **Add**.
6. The new phrase will be added to the user-defined list.

Notes:

- User-defined phrases can be deleted by clicking the **Delete**  icon next to the required phrase.
- Our Data Retention Policy outlines how long we will retain information such as triggered events. Please visit: <https://classroom.cloud/data-processing-agreement/>

We are always happy to receive any comments you may have regarding the phrases included, please email the safeguarding team at safeguarding@netsupportsoftware.com.

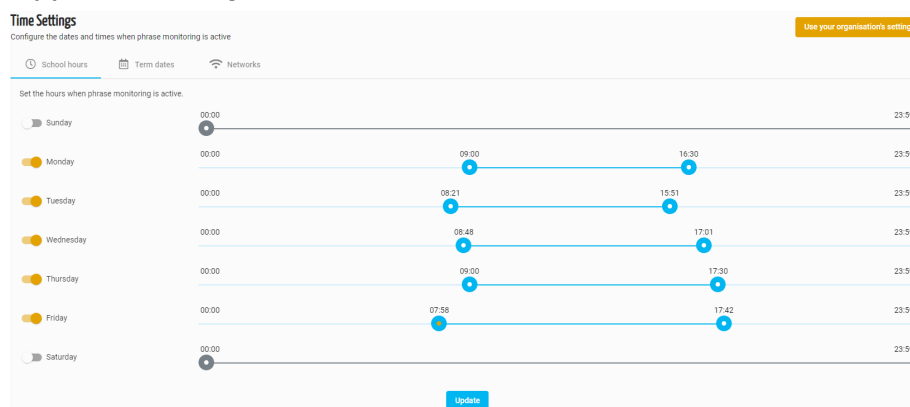
Time Settings



Configuring the dates, times and networks when phrase monitoring is active is key to ensuring the safety and privacy of students.

School hours

Set the times when phrase monitoring is active. Click to enable each day of the week, as required. To set the start and finish times when monitoring is active, drag the sliders to the required times. When all settings are applied, click **Update**.



Time Settings
Configure the dates and times when phrase monitoring is active

Use your organisation's settings

Set the hours when phrase monitoring is active.

Day	Start Time	End Time
Sunday	00:00	23:59
Monday	09:00	16:30
Tuesday	08:21	15:01
Wednesday	08:48	17:01
Thursday	09:00	17:30
Friday	07:58	17:42
Saturday	00:00	23:59

Update

Term dates

Set the dates when teachers will be able to monitor phrases. 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**.

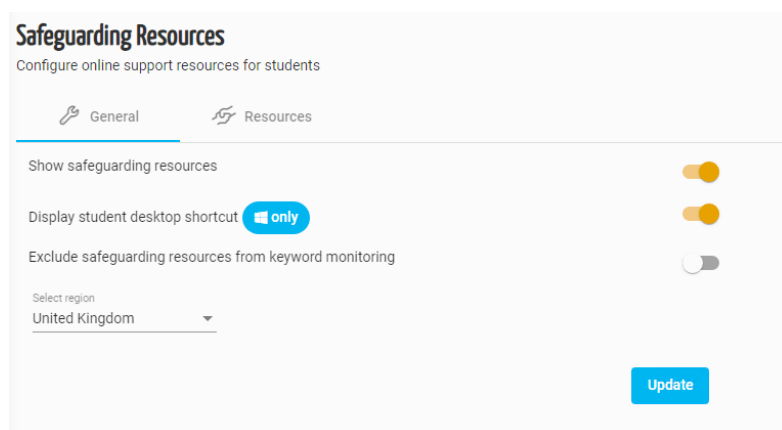
Networks

Enter details of the supported school networks by address and/or Wi-Fi name (Windows only). 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**.

Safeguarding Resources

A list of safeguarding resources (websites and helplines) can be made available to students to provide them with the resources needed if they would rather speak to someone outside of the school. A default list of resources is provided for each region, but you can manage these and add any additional ones you feel are appropriate.

General



The screenshot shows the 'Safeguarding Resources' configuration page. It has two tabs: 'General' (selected) and 'Resources'. Under the 'General' tab, there are three settings: 'Show safeguarding resources' (toggle on), 'Display student desktop shortcut' (toggle on with a 'Windows only' label), and 'Exclude safeguarding resources from keyword monitoring' (toggle off). Below these is a 'Select region' dropdown menu currently set to 'United Kingdom'. An 'Update' button is at the bottom right.

Show safeguarding resources

Enables the safeguarding resources at the students. Students can access the list of available resources by clicking the **Safeguarding Resources**  icon in the system tray (Windows) or from the Student extension (Chrome).

Note: Windows students will also be able to access the safeguarding resources from their Student icon in the system tray.

Display student desktop shortcut

A shortcut to the safeguarding resources will be created on students' desktops (Windows students only).

Exclude safeguarding resources from keyword monitoring

You can exclude the safeguarding resources URLs and anything typed in them from being triggered in keyword monitoring.

Select region

Select the region from the drop-down list to display the safeguarding resources for your country.

Note: Not all regions will have resources specified and you may need to add these manually.

Resources

A selection of safeguarding resources will be displayed for your chosen region. You can add additional resources, if required.

Safeguarding Resources

Configure online support resources for students

Use your organisation's settings

General		Resources			
Filters	Add resource				
Name ↑	Website	Phone number	Description	Category	Actions
Addiction NI (Northern Ireland)	https://addictionni.com	028 90664434	Addiction helpline providing tailor-made treatment programmes for the people of Northern Ireland.	Drugs	 
Anorexia and Bulimia Care (ABC)	http://www.anorexiabulimiacare.org.uk	03000 11 12 13	For over 25 years, ABC has provided personal care and support for anyone affected by anorexia, bulimia, binge eating & all types of eating distress.	Eating disorders	 
Ask Brook	https://www.brook.org.uk/our-services/ask-brook-a-question-24-7		Ask Brook is a service giving sexual health information, support and signposting for anyone under 25, anywhere in the UK.	2 Categories	 
Barnados	https://barnados.org.uk	0208 550 8822	Nationwide network of support centres providing advice on any aspect of child welfare, abuse and more.	2 Categories	 
Beat	https://www.beateatingdisorders.org.uk	0345 634 7650	The UK's leading charity supporting anyone affected by eating disorders or difficulties with food, weight and shape.	Eating disorders	 
Breathing Space Scotland	https://breathingspace.scot	0800 83 85 87	A free and confidential phone service for anyone in Scotland experiencing low mood, depression or anxiety.	2 Categories	 
Bright Sky Mobile App	https://www.hestia.org/brightsky	020 7378 3100	Bright Sky is an innovative smartphone app which offers those experiencing domestic abuse or those concerned about someone they know a range of resources which will empower them to seek the help they need.	2 Categories	 
Bullying UK	https://www.bullying.co.uk	0808 800 2222	Part of Family Lives, the free helpline offers support and advice if you are being subjected to any form of bullying.	2 Categories	 
C.A.L.L. Wales (Community Advice and Listening Line)	https://www.callhelpline.org.uk	0800 132 737	Offers emotional support and information/literature on Mental Health and related matters to the people of Wales.	3 Categories	 

You can update or remove existing safeguarding resources by clicking the **Edit**  or **Delete**  icons alongside the resource in the list.

You can use the **Search** icon to find resources in the list.

The list can be filtered by category. Click **Filters** and use the drop-down menu to select which categories you want to display. Click **Apply**.

Note: You can choose which columns are displayed and the order they are displayed in. Click the **Table setting**  icon. Drag and drop the columns to your preferred order and click  next to any columns you don't want to see (the Name and Actions columns are locked and cannot be deleted). Click **Save**. To add a column back in that has previously been removed, select the required column from the Add new column drop-down list. To revert to the default layout, click **Reset**.

Adding a safeguarding resource

1. Click **Add resource**.

Add resource

Website *

www.smaritans.org

Name

Samaritans

Select region *

United Kingdom

Category

Self harm (+1 Category)

Phone number

08457 909090

Description

Samaritans will listen to you talk about anything that is troubling you, no matter how large or small the issue

111/256

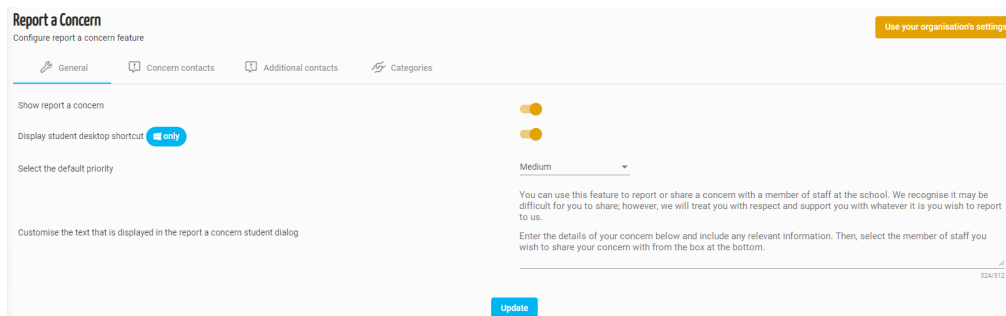
Cancel

Add

2. Enter the website and a name for the resource.
3. Select the region this applies to from the drop-down list.
4. Select the categories this resource will be assigned to from the drop-down list.
5. A phone number and description can also be entered if required.
6. Click **Add**.
7. The safeguarding resource will now appear in the list.

Report a Concern

Here you can enable/disable the **Concerns** feature and decide which staff members should be available for students to report concerns to. Once enabled, the feature will be added to the left hand menu under the Safeguarding option. As a separate option to the Safeguarding - keyword and phrase monitoring tool, it means you can split the tasks between different team members.



Note: The report a concern feature is currently only supported on Windows and Chrome Student devices.

General tab

Show report a concern: Disables/enables the concerns feature.

Display student desktop shortcut (Windows students only): A shortcut to the Report a Concern page will be added to the student desktops. The option can also be accessed from the system tray.

For Chrome OS students, the **classroom.cloud** extension will include a Report a Concern button.

Select the default priority: The default for each newly reported concern selected here can be changed when the nominated staff member reviews an individual concern.

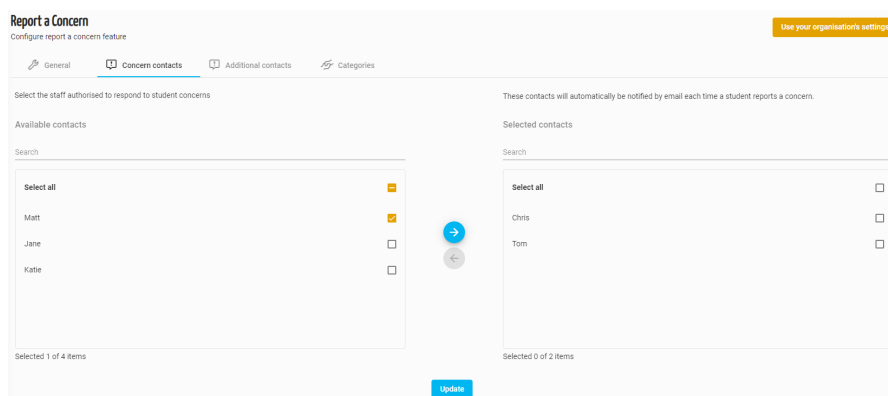
Customise the text that is displayed in the report a concern student dialog: These instructions are what the student sees when they open the Report a Concern page on their device. The message can be customised to your own requirements.

When you have finished editing these options, click **Update** to save.

Concern contacts tab

This page will display the **classroom.cloud** users who have been assigned an administrator or safeguarding specific role. Here you select the staff members who students can report their concerns to. Selected contacts will appear on the Report a Concern page at student devices. Unless disabled by your **classroom.cloud** Organisation or Site Administrator, profile photos for the concern contacts will also be displayed on the student page (currently only supports **classroom.cloud** users signing in with Microsoft or Google SSO credentials).

Note: When the report a concern feature is activated, you must ensure you have at least one concern contact specified for each site to ensure the option is enabled at student devices.



To choose the required users, select each one in the **Available contacts** list and click the arrow to move them to **Selected contacts**. You can also perform the opposite and remove users from the selected list. Drag and drop can also be used.

The **search bar** can be employed if the required users are not immediately visible. Simply type part of the users name.

As well as being able to review the concerns assigned to them using the Concerns menu option, selected contacts will also receive an email alert each time a student selects them.

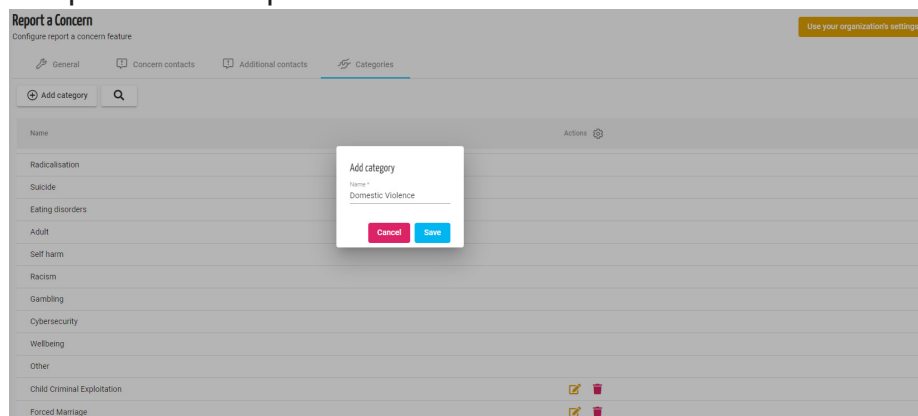
Note: As this is a site level task, users signed in as an Organisation Admin will not be able to create contacts at the organisational level. The option will be greyed out.

Additional contacts tab

Using the same techniques as above, you can select additional users to receive emails when concerns are submitted. Unlike the main concern contacts, who only receive an email if the concern has been specifically assigned to them, these users will receive emails for all concerns reported from within the sites they have access to.

Categories tab (Organisation level only)

When a student concern is in the review process you have the option to select the category that best fits the nature of the problem. This could be one of the default keyword categories, bullying, self harm, wellbeing etc, or, you can use this option to add your own custom categories to the list. Ideal for including a more precise description of the concern.



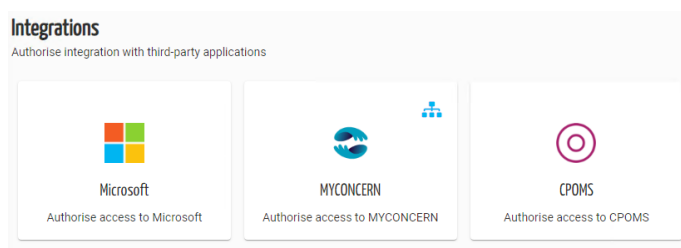
Integrations

classroom.cloud allows you to authorise access to third-party applications. You can connect to Microsoft 365 to allow phrase and keyword monitoring of Teams channels and chats, and authorise access to MYCONCERN or CPOMS, allowing phrase matches to be recorded in these applications.

Notes:

- You can only allow access to either MYCONCERN or CPOMS. They can't be authorised at the same time.
- An Organisation and Site Admin will also have options to integrate with Google and choose to pull in Microsoft Teams classes. For further information on these features, please refer to our [Organisation Admin](#) or [Site Admin](#) user guides.

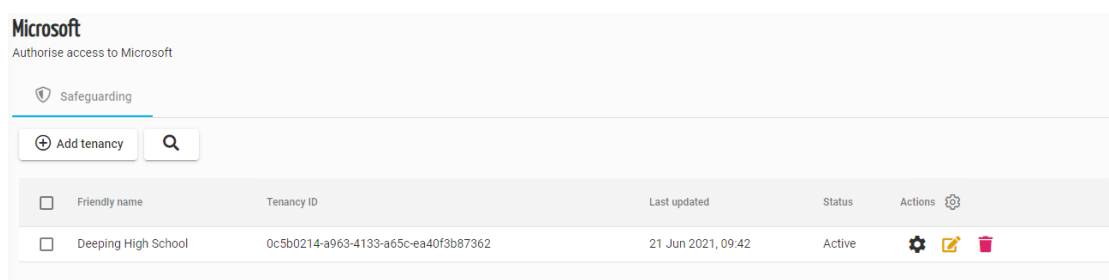
- Click **Sites** and select the required site.
- Select **Settings**.
- Click **Integrations**.



Microsoft

You can connect your Microsoft 365 tenancy to **classroom.cloud** to allow phrase and keyword monitoring of Teams channels and chats.

Note: By default, Teams monitoring will be enabled. This can be disabled in **Settings>> Safeguarding>>Phrase and Keyword Settings>> General** by toggling the **Teams** option under Sources.



Adding a tenancy

- Click **Add tenancy** and then click **Link**.
- You will be prompted to sign into your Microsoft 365 account. Click **Accept** to allow the required permissions.

Add tenancy

Tenancy ID *

0c5b0214-a963-4133-a65c-ea40f3b87362

Friendly name

Contoso

Site

Deeping High

Cancel
Add

- The default friendly name can be edited, if required.
- Click **Add**.

Your linked tenancies will be listed and you can see details of the tenancy. You can update an existing tenancy by clicking the **Edit**  icon. To remove a tenancy, click **Delete**  and then click **Yes**. To configure the Teams settings, click the **Settings**  icon in the Actions column.

Teams and channels

View Teams settings

Teams and channels Excluded users and groups View Teams chat settings

Teams and channels being monitored Select all

Search for a team

☐ Primary K-3

☒ 1. Language Arts 

☒ 2. Mathematics 

☐ 3. Science 

☐ 4. Social Studies 

☐ 5. Calendar and More 

Items per page: 20 1 - 10 of 10 Cancel Save

You can monitor your teams and channels for matching keywords and phrases. Select the required teams and channels from the list (click  to expand the team and see the individual channels). You can search for the required teams by typing in the Search bar. To select all teams and channels, click **Select all**.

By default, 20 items per page are displayed. You can change this by selecting a different value from the **Items per page** drop-down list. Scroll through the pages using the forward and back arrows.

Excluded users and groups

Teams and channels Excluded users and groups View Teams chat settings

Users and groups not being monitored from teams and channels

Search for a user or group

Cara Coleman (CaraC@M365EDU011036.OnMicrosoft.com) ×

Debra Berger (DebraB@M365EDU011036.OnMicrosoft.com) ×

Jennifer Bridges (JenniferB@M365EDU011036.OnMicrosoft.com) ×

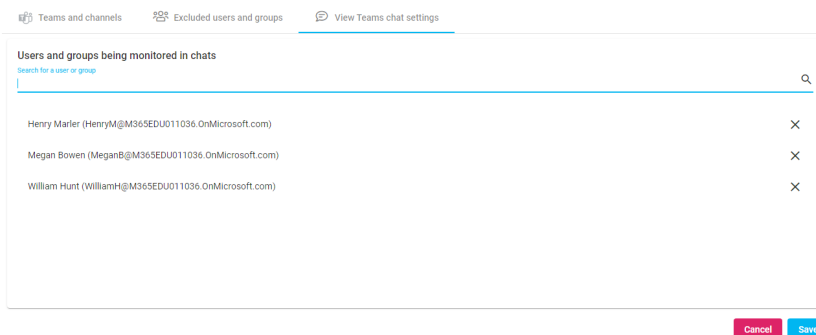
Omar Knotts (OmarK@M365EDU011036.OnMicrosoft.com) ×

Samuel Perkins (SamuelP@M365EDU011036.OnMicrosoft.com) ×

Cancel Save

When monitoring teams and channels, there may be users or groups that you don't want to monitor within that team or channel. If this is the case, search for the required user/group and select to add to the list.

View Microsoft Teams chat settings

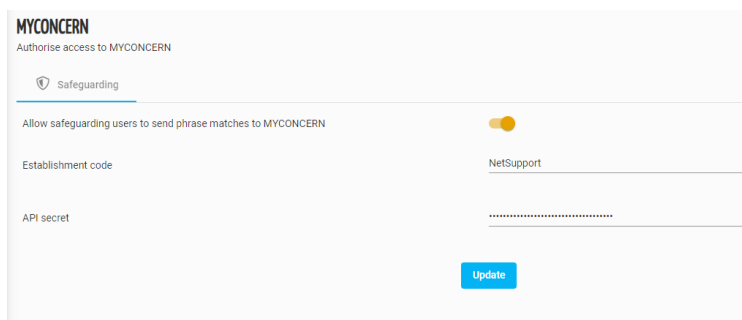


Teams chats can also be monitored for matching keywords and phrases. To select the users to include when monitoring, search for the required user and select to add them to the list.

Once completed, click **Save**.

MYCONCERN

You can integrate MYCONCERN with [classroom.cloud](#), to allow safeguarding staff to send details of triggered phrases to MYCONCERN.



Allow safeguarding users to send phrase matches to MYCONCERN

Enable to allow safeguarding staff to send phrases matches to MYCONCERN.

Establishment code

Enter your establishment code.

API secret

Enter the API secret (key).

How to find your establishment code and API secret

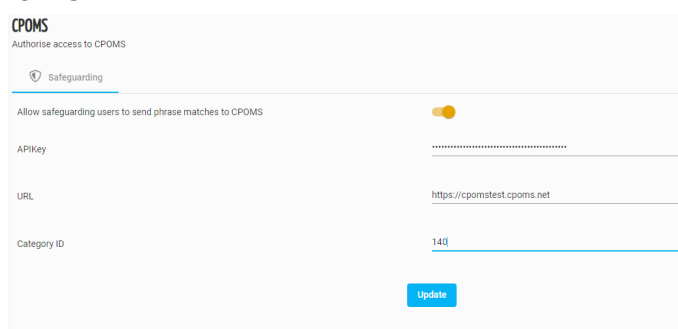
1. Within the Admin section of MYCONCERN, go to the API Keys section in the Users menu and select **Edit**.
2. From here, you can generate API keys for as many accounts as required. Click **Create New**. You must enter a name and description for the new key.

3. The API secret key will be generated. You cannot view this key again once the modal is closed.
4. When the key is created, you can edit the name and description by clicking **Edit**, deactivate and reactivate the key and regenerate the key if you misplace it (this will invalidate the previous key).

Note: Before **classroom.cloud** can integrate with MYCONCERN, the API feature needs to be enabled. Please email support@oneteamlogic.co.uk and include your establishment code and DfE number to ask them to turn this on.

CPOMS

You can integrate CPOMS with **classroom.cloud**, to allow safeguarding staff to send details of triggered phrases to CPOMS.



Allow safeguarding users to send phrase matches to CPOMS

Enable to allow safeguarding staff to send phrases matches to CPOMS.

API Key

Enter the API key for your account.

URL

Enter the URL for CPOMS.

Category ID

Enter the category ID (this is available from your CPOMS account).

Connectors

This setting will only displayed if you have also been assigned the Site Administrator role. **classroom.cloud** has selected a range of useful third-party websites to connect your safeguarding teams with. Simply select the ones you feel would be most beneficial to appear on the safeguarding user dashboards when they sign in to their **classroom.cloud** account.

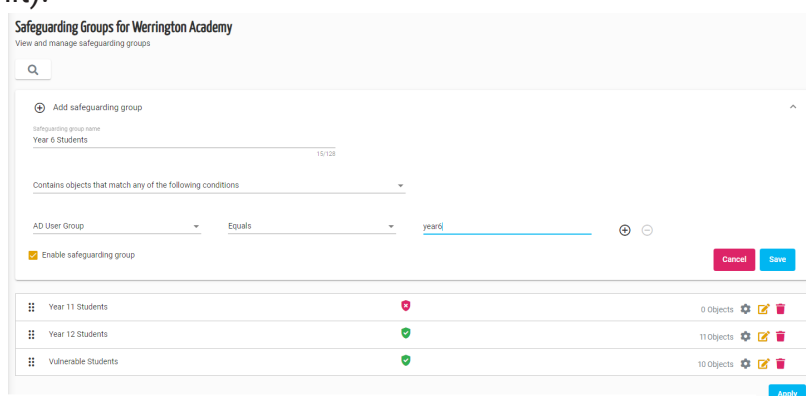
Safeguarding Groups

A safeguarding group is a group of users (staff or students) that you want to apply the same safeguarding settings to (a year group or vulnerable students). For example, you may want Year 6 students to have different safeguarding settings than Year 11 students.

Safeguarding Admins can specify conditions to determine which users will be members of the group. Safeguarding settings can then be applied to each group.

Adding a safeguarding group

1. Click **Sites** and select the required site.
2. Select **Safeguarding Groups**.
3. Click **Add safeguarding group** and enter a suitable name for the group (there is a 128 character limit).



Safeguarding group name	Contains objects that match any of the following conditions	AD User Group	Equals	Value	Objects	Enabled
Year 6 Students		AD User Group	Equals	year6	0 Objects	Yes
Year 11 Students					11 Objects	No
Year 12 Students					10 Objects	Yes
Vulnerable Students					10 Objects	Yes

4. You can now specify which users should be added to the group by adding conditions:
 - Choose whether this group contains objects that match **any** of the specified conditions or **all** of the specified conditions.
 - From the drop-down list, select the condition properties to base the condition on. You can then choose the required condition filter and enter the condition value.
 - To add more than one condition, click +.
5. By default, the safeguarding group will be enabled. To disable, clear the **Enable safeguarding group** option.
6. Once you have specified the required condition(s), click **Save**.
7. The safeguarding group will appear in the list.

You can use the **Search** icon to filter the list, as required.

Existing safeguarding groups can be changed or removed by clicking the **Edit**  or **Delete**  icons alongside the required group in the list.

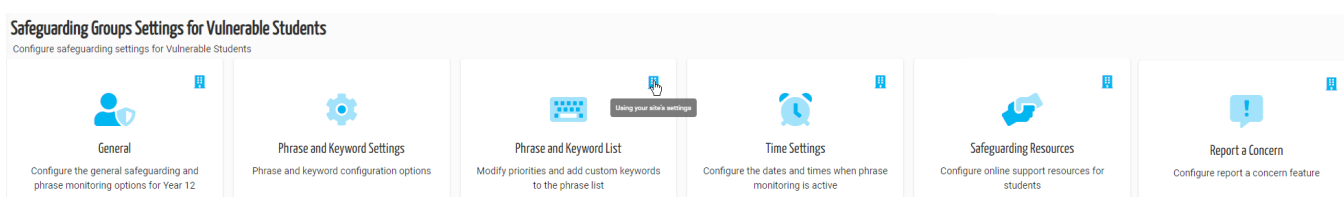
The number of members (objects) in the group will be displayed. A shield will indicate whether the group is enabled or not:

 = enabled.

 = disabled.

Safeguarding groups can be sorted by dragging and dropping them into the required order. This will be the order that the settings are applied. For example, if a user is a member of two groups, they will inherit the settings from the first group they are a member of. Once the groups have been sorted into the required order, click **Apply**.

Click the **Settings**  icon to apply a different custom configuration to each individual safeguarding group.



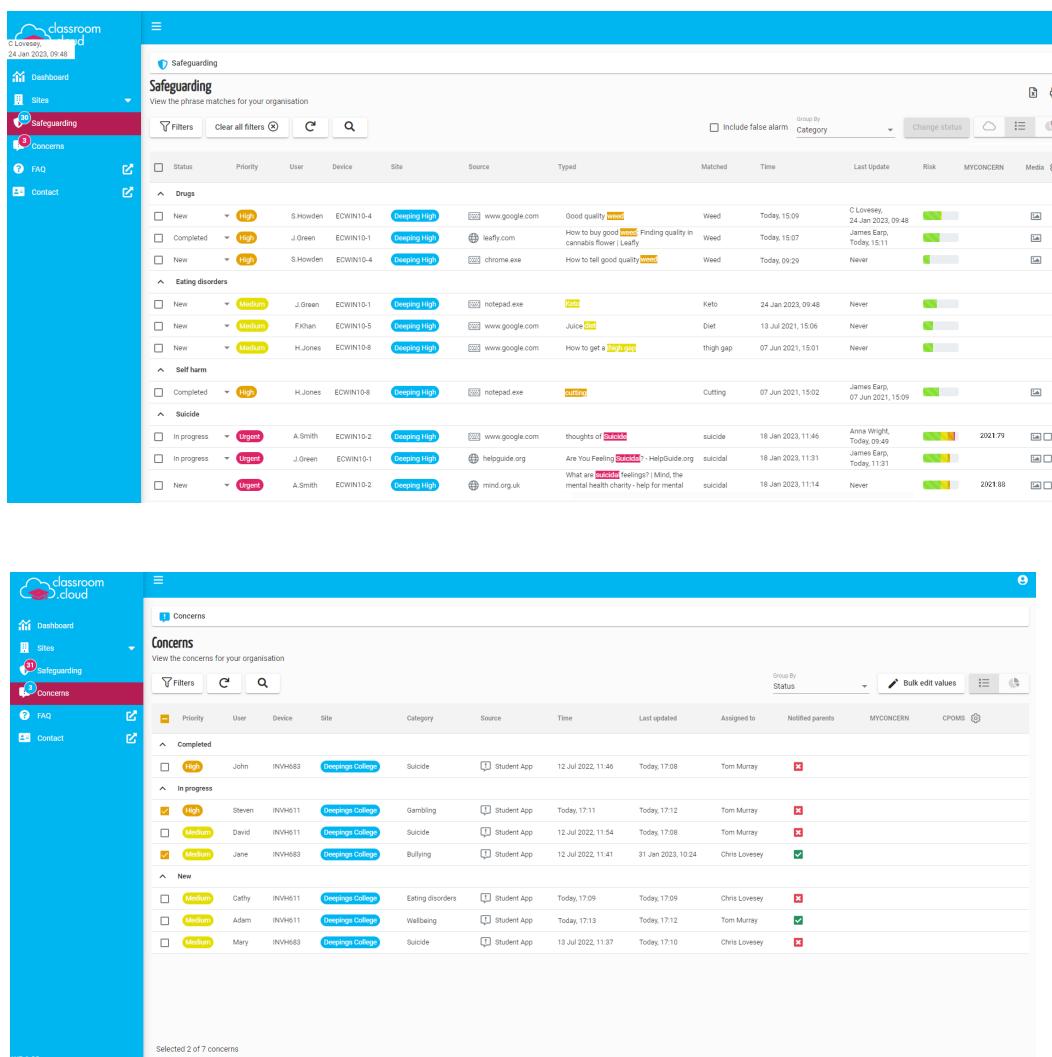
The safeguarding settings will appear and from here, you can:

- Enable or disable phrase monitoring.
- Configure the keyword and phrase settings, e.g. setting the languages and source types you wish to monitor, as well as choosing which applications and websites are monitored.
- Add custom keywords to the phrase list and modify the priorities of existing keywords.
- Configure the dates, times and networks for when phrase monitoring is active.
- Enable and configure safeguarding resources that are available to students.
- Enable or disable the report a concern feature and add concern contacts.

Notes:

- Any settings that are applied for a safeguarding group will override settings at site level. You can easily see if the site's settings are currently in use for the safeguarding group, as the following icon  will be displayed on the tile. A reset facility allows you to switch back to using the site settings.
- If a user does not match any of the conditions specified in any of the safeguarding groups, the site level settings will apply.

Now that you have configured your safeguarding settings, you are ready to start dealing with triggered keywords and reported concerns. Our separate [Safeguarding User Guide](#) provides full details on how to use these features.



The screenshot displays the 'Safeguarding' section of the classroom.cloud interface. It features a sidebar with navigation options: Dashboard, Sites, Safeguarding (selected), Concerns, FAQ, and Contact. The main content area is titled 'Safeguarding' and includes a search bar and a table of triggered keywords. The table has columns for Status, Priority, User, Device, Site, Source, Typed, Matched, Time, Last Update, Risk, MYCONCERN, and Media. The keywords are categorized into Drugs, Eating disorders, Self harm, and Suicide. Below the keywords, there is a 'Concerns' section with a table of reported concerns. This table includes columns for Priority, User, Device, Site, Category, Source, Time, Last updated, Assigned to, Notified parents, MYCONCERN, and CPOMS. The concerns are categorized into Completed, In progress, and New. The interface also includes a 'Selected 2 of 7 concerns' indicator at the bottom.

We hope this guide has helped you get your **classroom.cloud** safeguarding environment up and running, but if you have any questions, please [contact us](#).

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

