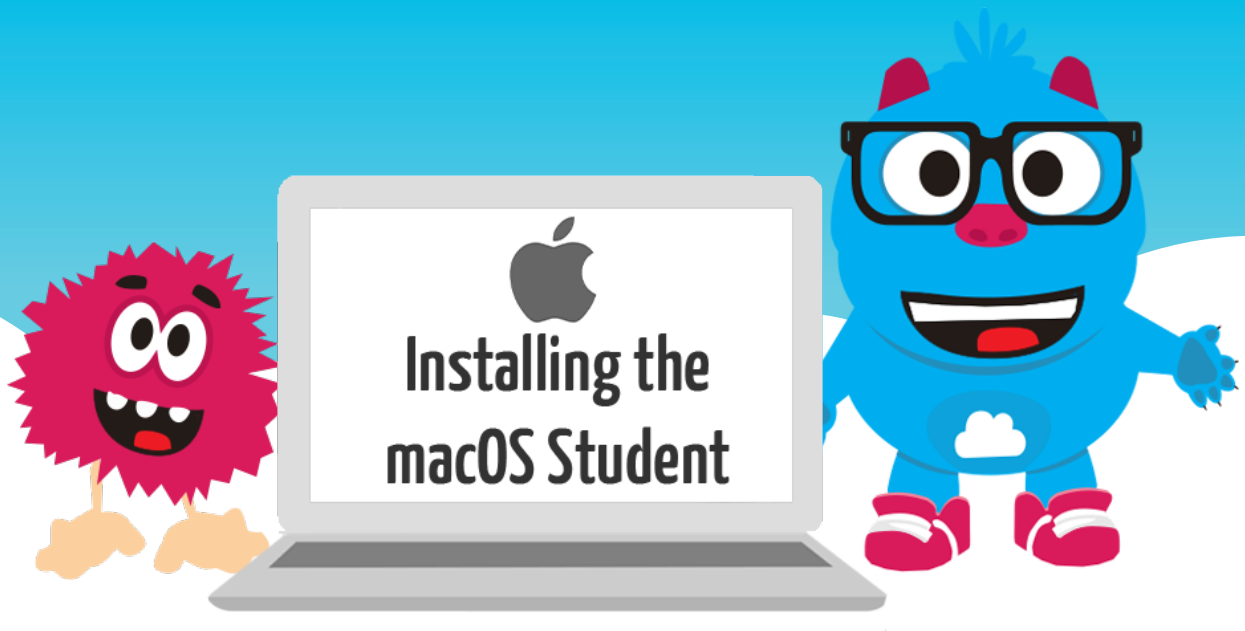
Tech Doc

classroom
.cloud



Welcome to this classroom.cloud installation guide

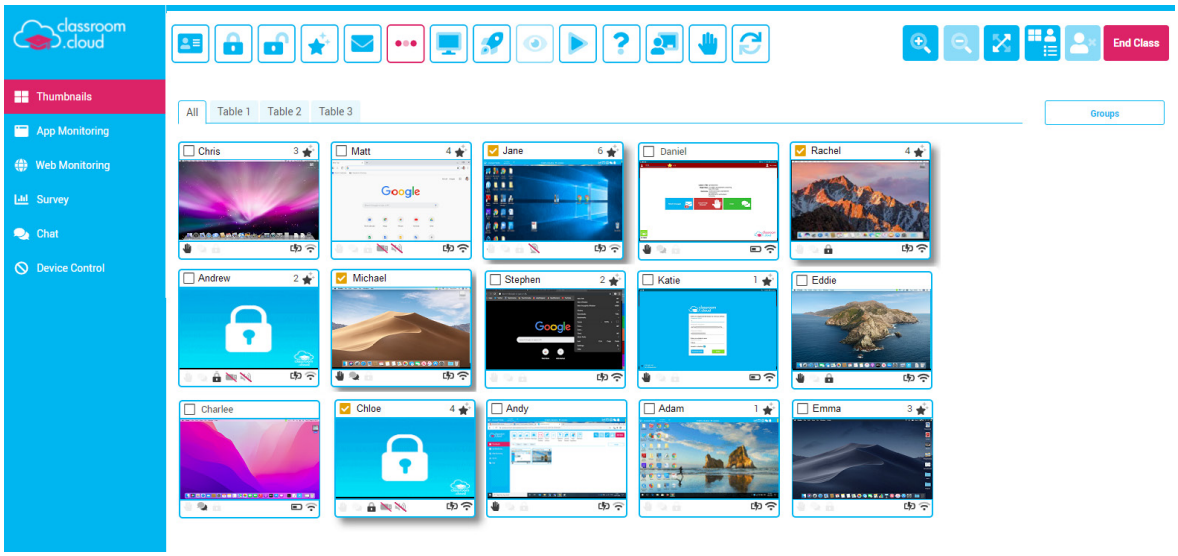
This guide explains how to enroll macOS devices into your classroom.cloud environment, making them available for teachers to connect to when they launch a class.

The classroom.cloud Student for macOS supports Catalina 10.15 and above.

classroom.cloud provides two downloadable files to help you complete a successful installation at the required macOS devices. A standard **.pkg** file that packages the required classroom.cloud Student installation and configuration details. And, for convenience, a **.mobileconfig** file that will automatically configure the required classroom.cloud security and privacy permissions at each device.

Please note: The **.mobileconfig** file is only for use via MDM deployments. If you do not have this capability, once you have installed the .pkg you will need to apply the permissions manually using our provided Permissions Utility.

It is assumed that your classroom.cloud account has already been created and your organisation's basic environment is in place. If not, our **Administrator's Quick Start Checklist** will get you up and running in no time!



example class showing a teacher connected to student devices running a mix of platforms

Planning an installation

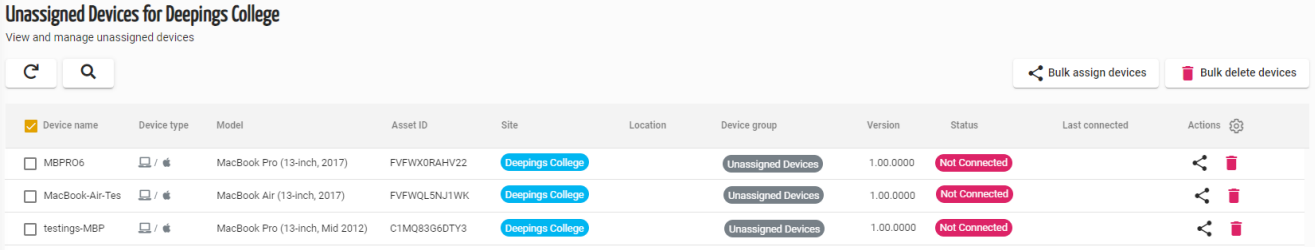
For any platform, there are two key areas of consideration when planning the deployment of the classroom.cloud Student to your school devices:

- For a teacher or administrator to be able to connect to student devices, the devices need to run the relevant platform specific classroom.cloud Student application.
- The devices also need to be assigned to the required **Site** within your classroom.cloud organisation. This ensures that as an Admin you can then move devices to the required Device Group(s).

Therefore, when deploying the student application, you also need to include in the package the required classroom.cloud configuration details, namely:

- Your unique classroom.cloud **Account ID**;
- The numeric identifier for the **Site** within your classroom.cloud organisation where you want the device to be located;
- The **Region** where your classroom.cloud account is hosted.

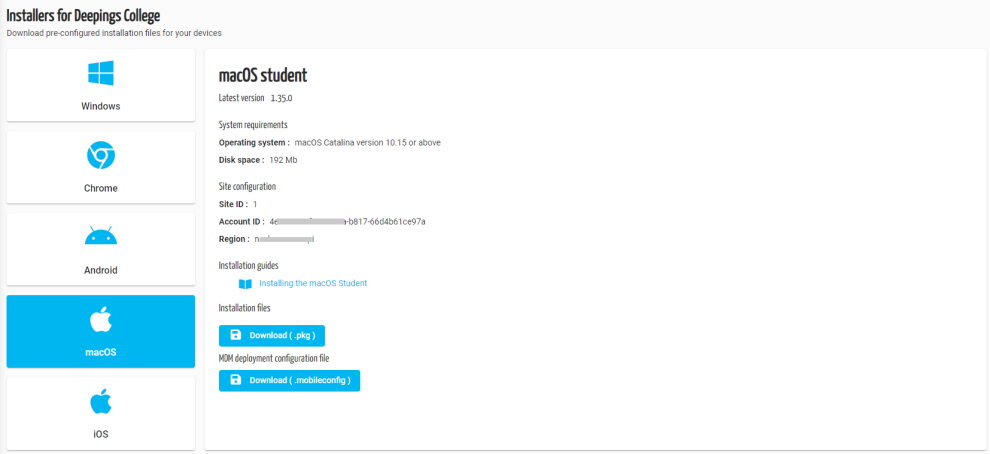
When the package has been deployed, the included devices will appear in your classroom.cloud environment as **Unassigned Devices**. The classroom.cloud Admin can then move each device to the required **Device Group**.



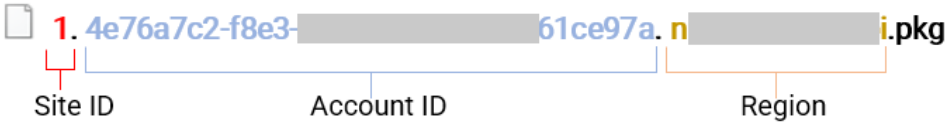
Downloading the macOS Student application .pkg file

The provided **.pkg,** once downloaded, will include the necessary Student setup files and, crucially, the required Site Configuration details to ensure devices find their correct home in your classroom.cloud organisation. Whether performing a standard install or via MDM, you should download the .pkg file for use in both scenarios.

1. Sign in to your classroom.cloud account with your Organisation or Site Administrator credentials.
2. From the menu on the left hand side of the web portal select **Sites**.
3. If you have access to multiple sites, select the one you want the device(s) to be associated with (but ensure you repeat the following process for each site in-turn).
4. Select **Installers**.
5. Choose **macOS**.

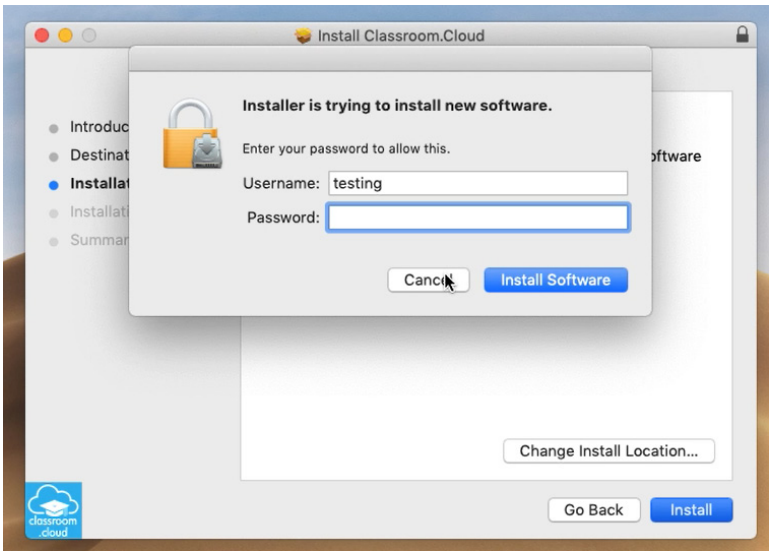


6. The Installers page displays the required **Site configuration** details referred to earlier - **Account ID**, **Site ID** and **Region**.
7. Click the **Download (.pkg)** button.
8. The downloaded package will automatically include the required configuration details ensuring that when you run the installer file, the device will be enrolled to the correct site within your organisation. (The filename also displays the 3 items of information)



Running the Installation Package

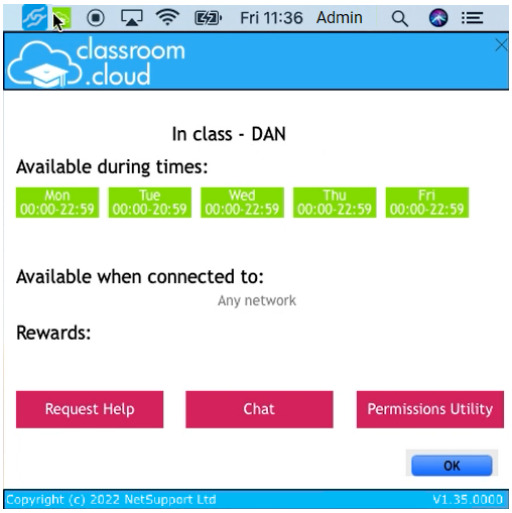
1. For a standard (non MDM) install, when the download has completed at the selected macOS device, choose the package file to start the installation. You will be prompted to sign in with your Mac Administrator credentials.



2. Click **Install Software**. The classroom.cloud Student install will begin.
3. Once complete, the **Student icon** should appear in the devices system tray. (The icon colour indicates the current connection status of the Student application. See below for more information)



4. As mentioned earlier, if you are not deploying the Student via a MDM tool, you will also need to manually enable the classroom.cloud permissions.
5. Click the **Student icon**. The classroom.cloud Student dialog will open.



6. Click **Permissions Utility**. (The current connection status will determine which of the other options are available to use.)
7. You will be prompted to sign in with your Mac Administrator credentials. Enable the required permissions.

   Warning: If **Screen Recording** is not enabled at this stage, when a teacher attempts to connect to the devices in a class, the students will be prompted to enable this facility.



8. That completes the install on the device.

As mentioned earlier, in the classroom.cloud web portal, the newly enrolled devices will initially be listed as an **Unassigned Device**. From here, you can move it to the appropriate **Device Group**. (More details in our supporting **Quick Start** or full **Admin Guide** if required.)

Student Connection Status

The Student icon colour indicates the current connection status between the student devices and classroom.cloud.



A grey icon indicates that this is a newly enrolled device and is not yet fully licenced (not available for connection) and needs to be assigned to a classroom.cloud Device Group.

Once moved to a **Device Group** in the clasroom.cloud web portal, the device is recognised as being available. A teacher is then able to connect to the device when a class is launched and the icon will show as In Class. However, if classroom.cloud **Privacy Settings** are in-force (out of school hours or term dates, the device is off network), Out Of Hours status will show.

Note: If the classroom.cloud Safeguarding component is activated in your account, the system tray will also display the Safeguarding Resources icon , giving students access to a list of useful Safeguarding related websites and helplines.

Deploying the Student via MDM

If you use a MDM tool to centrally manage your schools macOS devices, the classroom.cloud **Installers page** offers a second option. The **.mobileconfig** file (deployed alongside a downloaded **.pkg**) automatically applies the classroom.cloud security permissions described earlier.

1. As before, navigate to the classroom.cloud **macOS Installers Page** for the **Site** you want to enroll the devices to.
2. Download the **.pkg** to again ensure you have the correct **Site Configuration** details included in the package.
3. Click the **download (.mobileconfig)** option.

   Note: The file does not set the **Screen Recording** permission. This will need to be enabled manually once the Student has been installed as described earlier in the document.

The downloaded **.mobileconfig** and **.pkg** files can now be used in your MDM tool to create a deployment policy, enabling you to push out the Student application along with the security permissions to the required student device groups.

If you use the **Mosyle** or **Jamf** MDM tools, we have prepared supporting documents that offer additional assistance if required:

CLICK HERE for help deploying the Student using **Mosyle**.

CLICK HERE for help deploying the Student using **Jamf**.

We appreciate that our customers will be using a wide variety of MDM applications and we will be adding to our range of supporting documentation to cater for specific tools. However, should you need assistance with your installation, our support team **(support@classroom.cloud)** or your account manager will be happy to help.

Uninstalling the classroom.cloud Student

1. Navigate to **Applications**.
2. Select the **NetSupport** folder.
3. Select the classroom.cloud folder where you will find the **Uninstall** package.

Supported Features

The classroom.cloud macOS Student currently supports the following administrator and teacher features:

- The teacher can connect to a pre-defined group of macOS devices, on the fly using a Class Code or by device/student name.
- The teacher can monitor students' screens via crystal-clear thumbnails.
- Administrators and teachers can open a watch window to zoom in and take a closer look at activity on a single student device.
- And while watching, if you discover that something needs fixing, you can also take over control of the students device.
- Ask students to register with their names at the start of a class.
- Present students with the lesson objectives and their expected learning outcomes.
- Broadcast the teachers screen and audio to connected student devices to help show/talk them through explanations and lesson activities.

- Lock students' screens in a single click to gain attention.
- Get a feel for students' understanding of the topic you've just taught them by sending out a quick survey for students to respond to.
- Chat, send a message, and support your students via prioritised help requests – all without their peers knowing.
- Acknowledge examples of good work or effort by assigning rewards to students during the lesson.
- The teacher can randomly select students to answer a question during a Q&A style session.
- See details of the websites that students are currently viewing to check they are focused on the task at hand. And if required, block all internet access. (the use of approved and restricted website lists is not currently supported)
- Save yourself a heap of time and maximise lesson time by quickly launching a website on the student devices.
- See details of the applications that students are currently viewing.
- Restrict application usage where necessary.
- The teacher can mute the sound at student devices.
- Administrators and technicians can view a comprenhensive harware and software Inventory retrieved from any macOS device.
- Support for Safeguarding keyword monitoring (if this optional component is activated) enables administrators and safeguarding users to review keyword triggers from any macOS device. Staff and students can also access a range of online support resources, including details of helplines and charities, enabling them to explore wellbeing issues on their terms.

We hope this guide has helped with your installation but if you do encounter any issues, as mentioned earlier, please contact our support team or your classroom.cloud account manager.

Thank you

The *classroom.cloud* Team and Friends!

