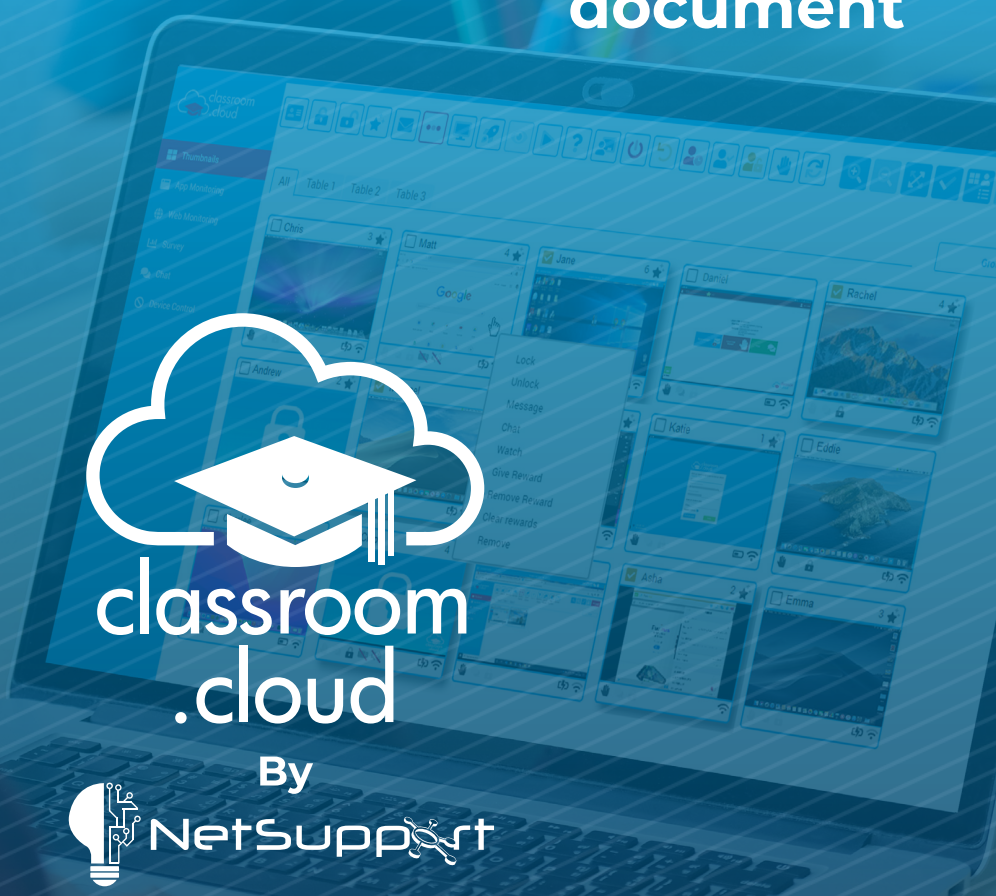
Technical document



classroom.cloud

By NetSupport

Installing the macOS Student

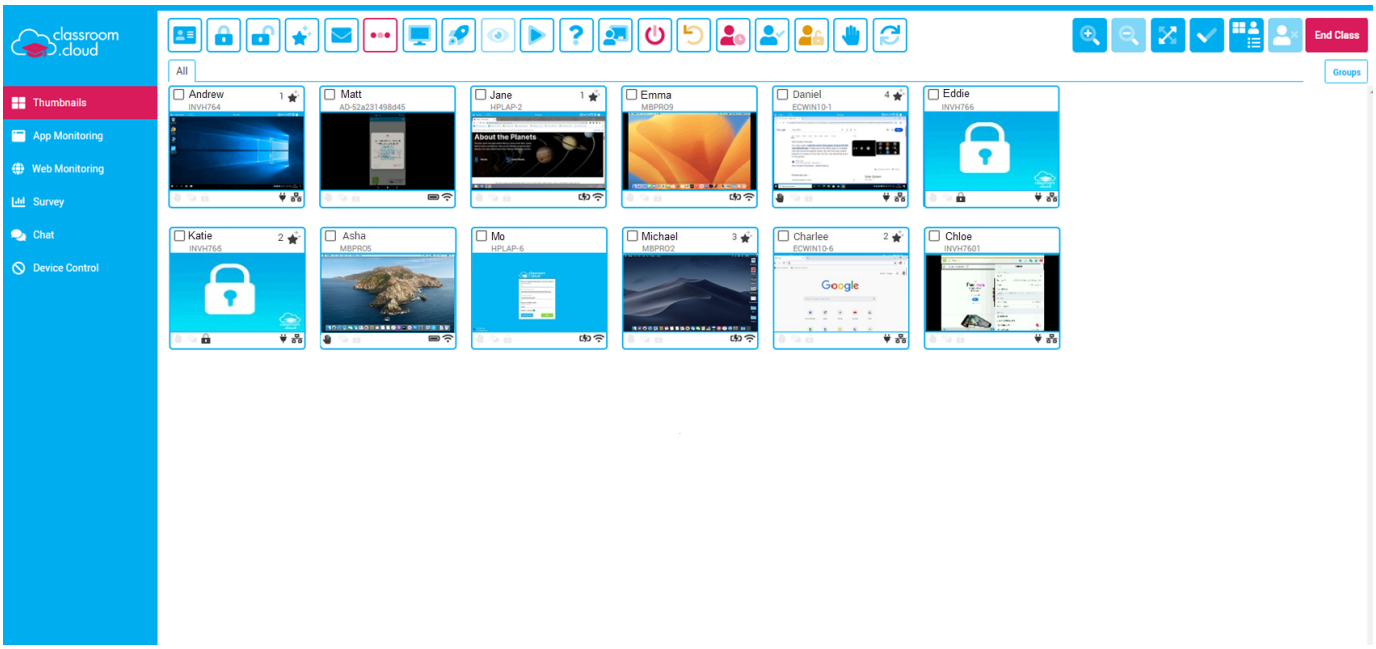
Welcome to this classroom.cloud installation guide

This guide explains how to enrol 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.

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 it isn't, use the Administrator's quick start checklist to get started.



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

Planning an installation

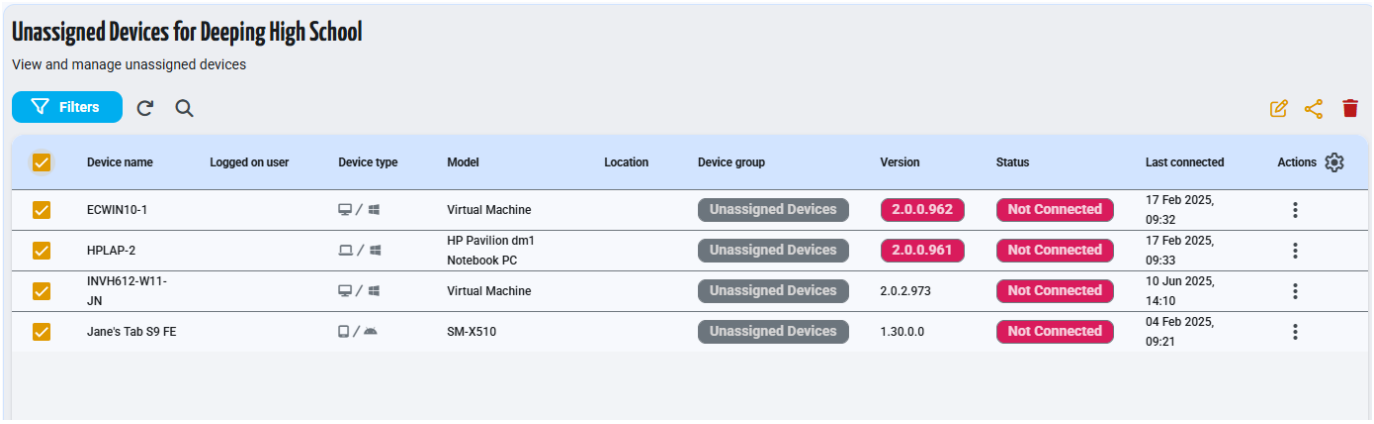
For any platform, there are two key areas of consideration when planning the deployment of the **classroom.cloud** Student to your school devices:

- 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** administrator can then move each device to the required device group.

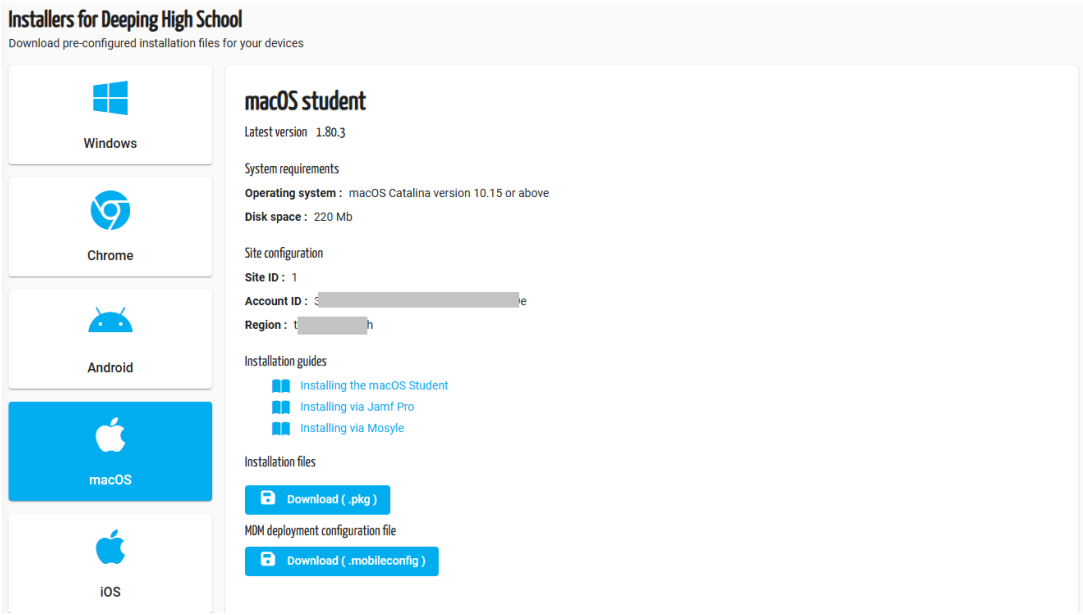


Downloading the macOS Student application .pkg file

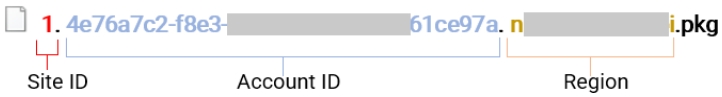
The provided .pkg, once downloaded, will include the necessary Student setup files and, crucially, the required site configuration details to ensure devices find their correct home in your **classroom.cloud** organisation. Whether performing a standard install or via MDM, you

should download the .pkg file for use in both scenarios.

1. Sign in to your **classroom.cloud** account with your 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** and choose **macOS**.



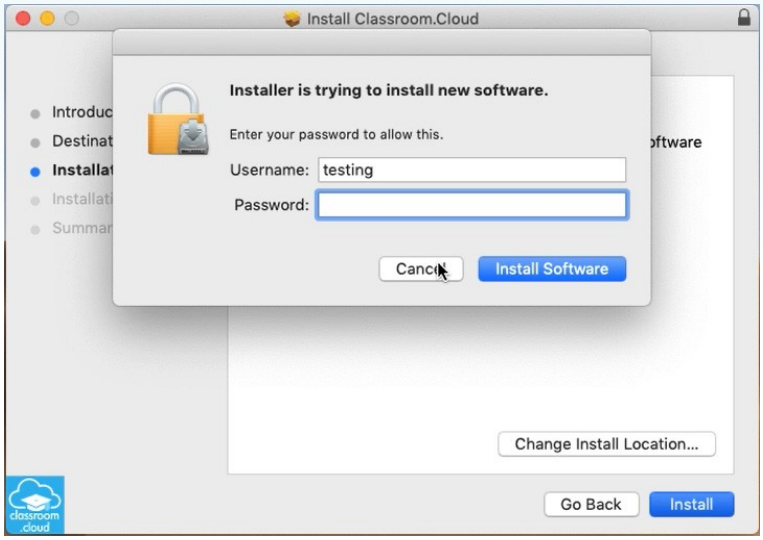
5. The Installers page displays the required site configuration details referred to earlier - account ID, site ID and region.
6. Click the **Download (.pkg)** button.
7. The downloaded package will automatically include the required configuration details ensuring that when you run the installer file,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



Running the installation package

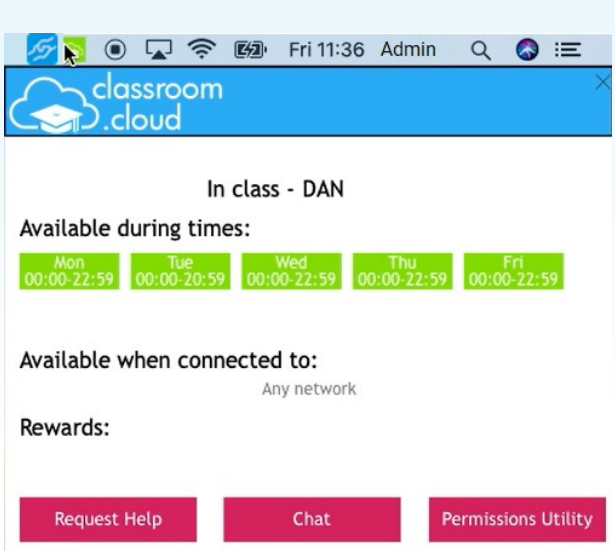
1. For a standard (non MDM) install, when the download has completed at the selected

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 installation will begin.
3. Once complete, the Student icon should appear in the device's system tray. (The icon colour indicates the current connection status of the Student application. See below for more information.)

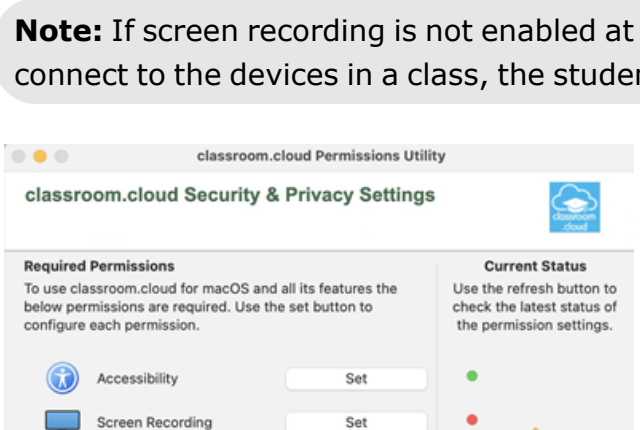
4. As mentioned earlier, if you are not deploying the Student via an MDM tool, you will also need to manually enable the **classroom.cloud** permissions.
5. Click the Student icon. The **classroom.cloud** Student dialog will open.



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.

Note: 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 installation 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.

Student connection status

The Student iconindicates the device's current connection status with **classroom.cloud**. The Web Portal Devices list also confirms the status of each enrolled device.

- **Unlicensed (grey):** The device is currently unlicensed and needs moving to a device group before the teacher can connect to it.
- **Available (blue):** The device is available for connection.
- **In class (green):** The device is connected to a class.
- **Out of hours (orange):** The device can't be connected to as Privacy settings (for example, out of school hours) are active.

Note: If the **classroom.cloud** Safeguarding component is activated in your account, the system tray will also display the **Report a Concern** and **Safeguarding Resources** icons. This gives students who feel vulnerable the opportunity to discreetly report their concerns to a nominated member of staff and provides access to a list of useful safeguarding related websites and helplines.

Deploying the Student via MDM

If you use an MDM tool to centrally manage your school's 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 enrol 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 Pro MDM tools, please refer to the following documents:

Using Mosyle to deploy the macOS Student

Using Jamf Pro to deploy the macOS Student

If you need assistance with your installation, our Support team 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, technician and teacher features:

- Choice of flexible connection methods – teachers can connect to a pre-defined group of student devices by student or device name or using a one-off class code.
- Teachers can easily monitor students' internet use via 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.
- Broadcast the teacher's 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.
- Present students with the lesson objectives and their expected learning outcomes.
- Ask students to register with their names at the start of a class.
- Chat, send a message and support your students via help requests – without their

peers knowing.

- Get a feel for students' understanding of the topic you have just taught them by sending out a quick survey for them to respond to.
- 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 time by launching a website on the students' devices.
- Recognise good work or behaviour by assigning rewards to students during the lesson.
- During a Q&A style session, randomly select students to answer.
- See details of the applications that students are currently viewing and restrict application usage where necessary.
- The teacher can reset student passwords (Microsoft Azure AD credentials only).
- The teacher can mute the sound at student devices.
- The teacher can power off, restart and logout student devices.

  The teacher can reset student passwords (Microsoft Azure AD credentials only).
- Administrators and technicians can view a comprehensive hardware and software Inventory retrieved from any macOS device and monitor activity - application and internet usage, user login history.
- Acceptable Use Policies (AUPs) can be created by administrators in the web portal and pushed out to school devices.
- Support for Safeguarding keyword monitoring (if this optional component is activated) enables administrators and safeguarding users to review keyword triggers from any macOS device.
- Student 'Report a Concern' feature allows students to discreetly submit details of their concern to nominated staff members (again, only available if the Safeguarding component is activated).

We hope this guide has helped with your installation but please contact us if you have any questions.