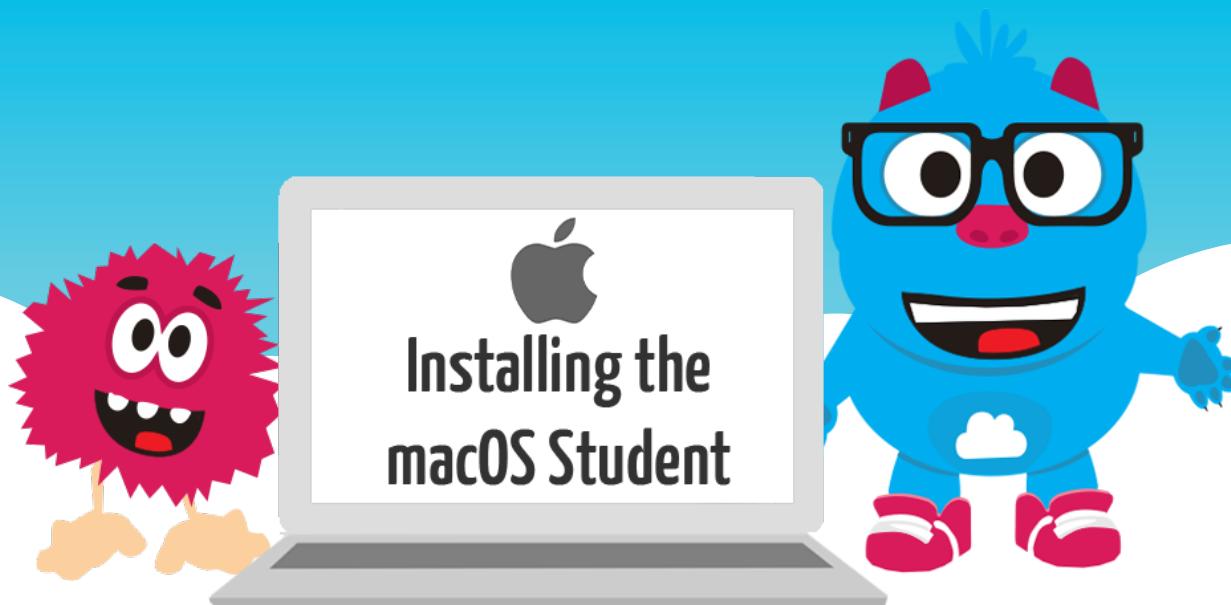




powered by
NetSupport



Welcome to this **classroom.cloud** installation guide

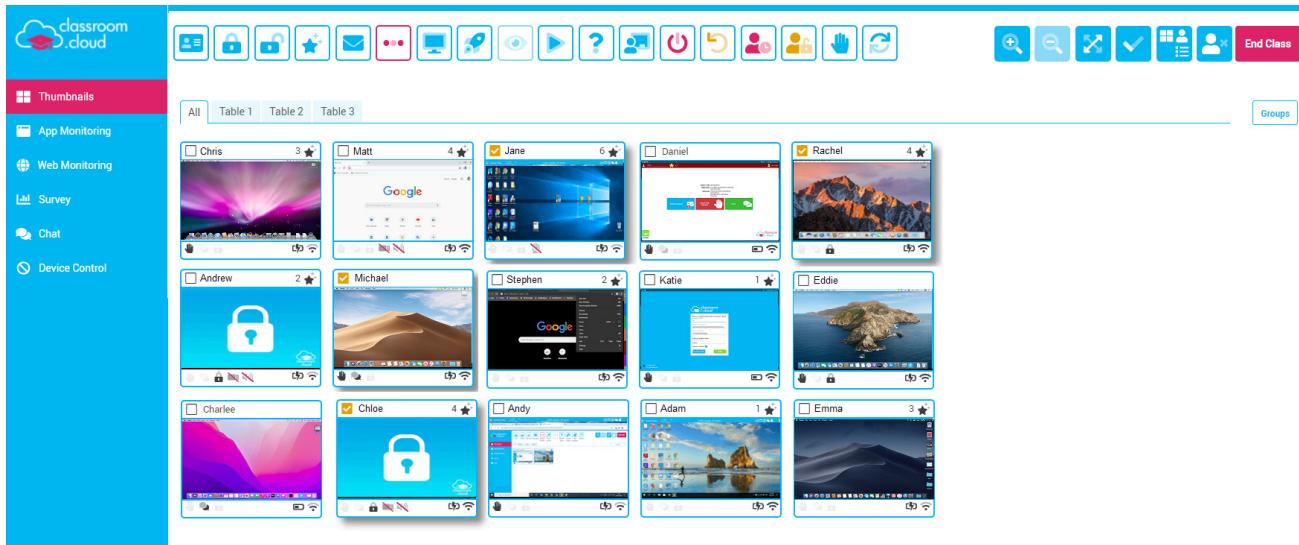
This guide explains how to enroll macOS devices into your **classroom.cloud** environment, making them available for teachers to connect to when they launch a class.

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 organization'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 to be able to connect to student devices in a class, 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** organization. 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** organization where you want the device to be located;
- The **Region** where your **classroom.cloud** account is hosted.

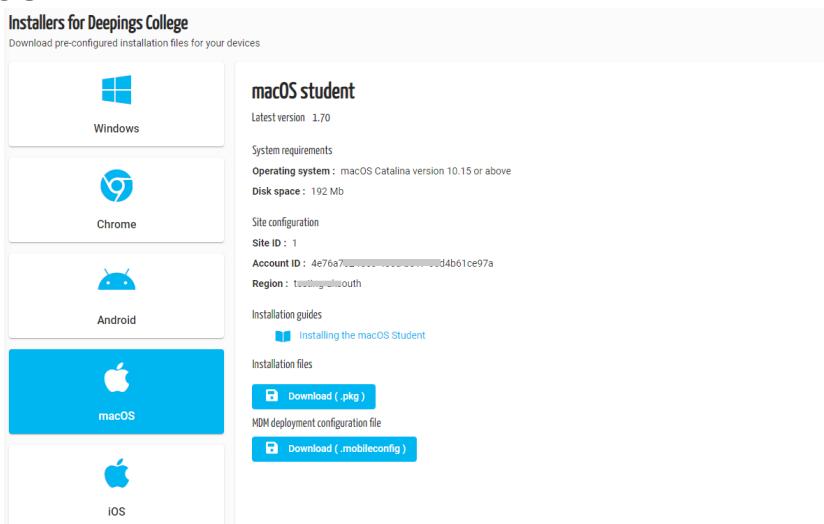
When the package has been deployed, the included devices will appear in your **classroom.cloud** environment as **Unassigned Devices**. The **classroom.cloud** Admin can then move each device to the required **Device Group**.

Unassigned Devices for Deepings College													
View and manage unassigned devices													
<input type="checkbox"/>	Device name	Logged on user	Device type	OS name	Model	Asset ID	Site	Location	Device group	Version	Status	Last connected	Actions
<input checked="" type="checkbox"/>	MBPRO6		Mac / iPad	macOS	MacBook Pro (13-inch, 2017)	FVFWX0RAHV22	Deepings College		Unassigned Devices	1.00.0000	Not Connected		
<input type="checkbox"/>	MacBook-Air-Tes		Mac / iPad	macOS	MacBook Air (13-inch, 2017)	FVFVQL5NJ1WK	Deepings College		Unassigned Devices	1.00.0000	Not Connected		
<input type="checkbox"/>	testings-MBP		Mac / iPad	macOS	MacBook Pro (13-inch, Mid 2012)	C1MQ83G6DTY3	Deepings College		Unassigned Devices	1.00.0000	Not Connected		

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** organization. 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 Organization 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**.

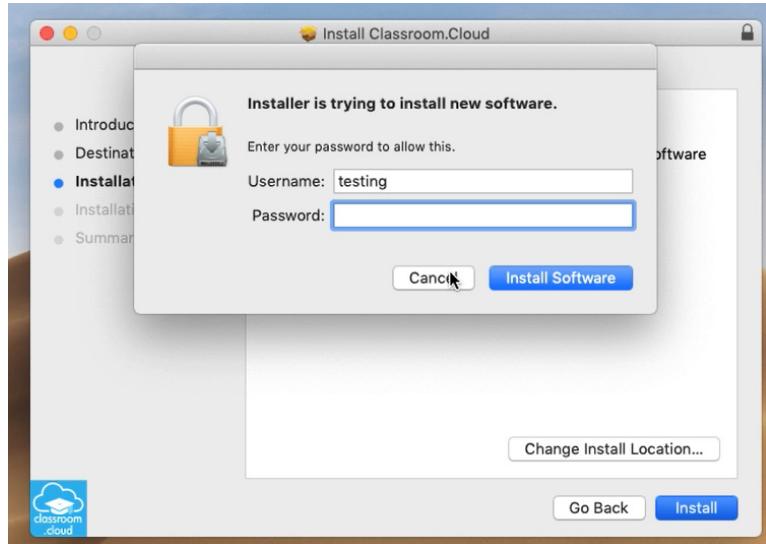


6. The Installers page displays the required **Site configuration** details referred to earlier - **Account ID**, **Site ID** and **Region**.
7. Click the **Download (.pkg)** button.
8. The downloaded package will automatically include the required configuration details ensuring that when you run the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



Running the Installation Package

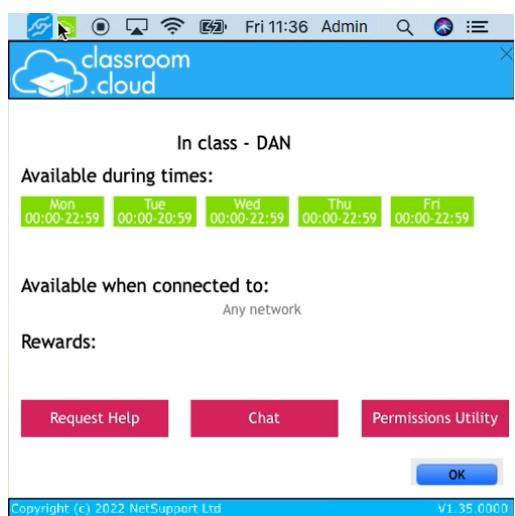
- For a standard (non MDM) install, when the download has completed at the selected macOS device, choose the package file to start the installation. You will be prompted to sign in with your Mac Administrator credentials.



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



- 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.
- 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 color 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 licensed (not available for connection) and needs to be assigned to a **classroom.cloud** Device Group.

Once moved to a **Device Group** in the **classroom.cloud** web portal, the device is recognized 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** Online Safety component is activated in your account, the system tray will also display the **Report a Concern** ! and **Online Safety 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 Online Safety 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 maximize lesson time by quickly launching a website on the student devices.
- 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.
- 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.
- Support for Online Safety keyword monitoring (if this optional component is activated) enables administrators and online safety 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 Online Safety component is activated).

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!

