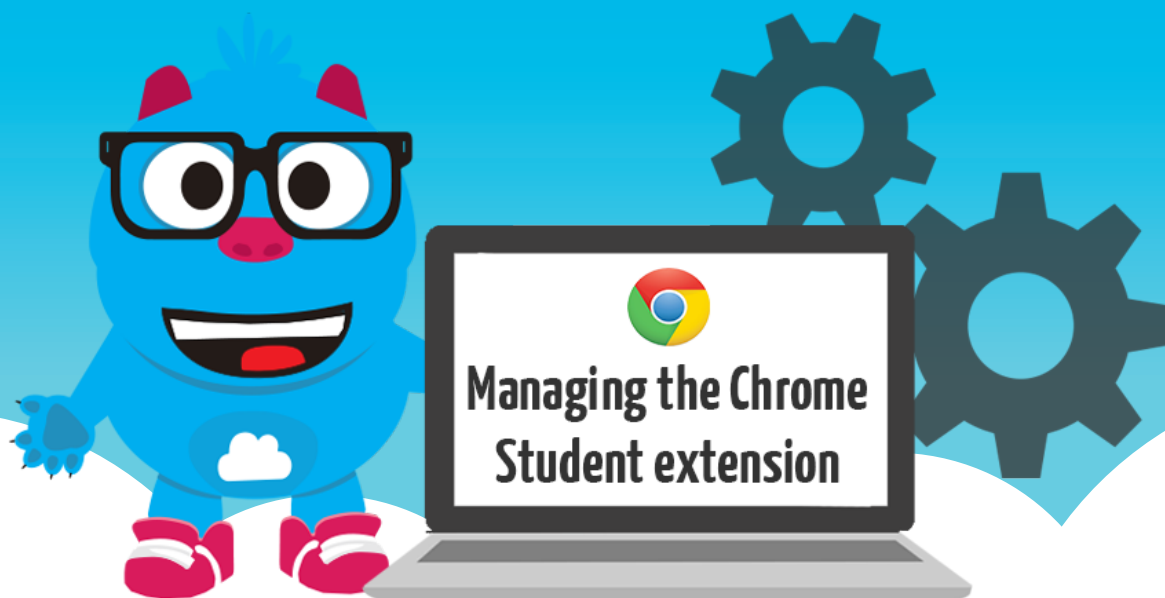




classroom
.cloud

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NetSupport



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

Before **classroom.cloud** users (admins, technicians or teachers) can remotely connect to your managed Chrome devices, the **classroom.cloud** Student extension for Chrome must first of all be deployed to the required student accounts.

In this guide we will explain how you can use the **Google Admin Console** to centrally configure the Student extension, along with the required **classroom.cloud** configuration details, and assign it to the required Organisational Unit(s).

The assumption is made throughout this document that your Chrome OS devices are already enrolled and the Organisational Units (OUs) are in place.

Your **classroom.cloud** account should already be active and your **Organisation Site(s)** and **Device Groups** created. If not, please refer to the **classroom.cloud** [Administrator's Getting Started Guide](#).

Note: Starting in June 2024, Chrome extensions will change behaviour following Google's migration from Manifest v2 to v3. We are working on updates to our Student extensions to meet the new requirements but in the meantime, to ensure that the changes don't impact the behaviour of any of your installed extensions, we recommend extending the use of Manifest v2 in the Google Admin Console using the steps outlined in the following article:

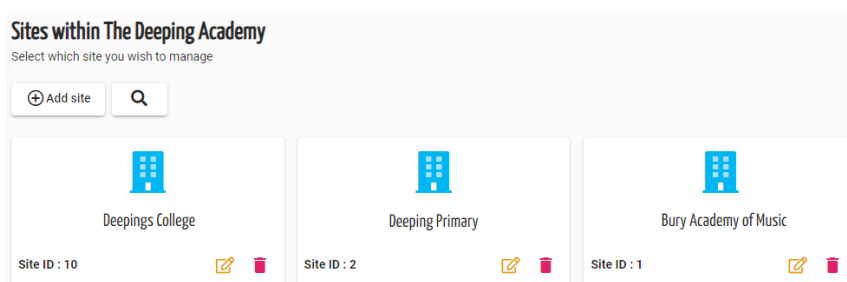
<https://kb.netsupportsoftware.com/knowledge-base/netsupport-chromeos-extensions-and-manifest-v3/>

Generating a **classroom.cloud** Student Configuration File (.JSON)

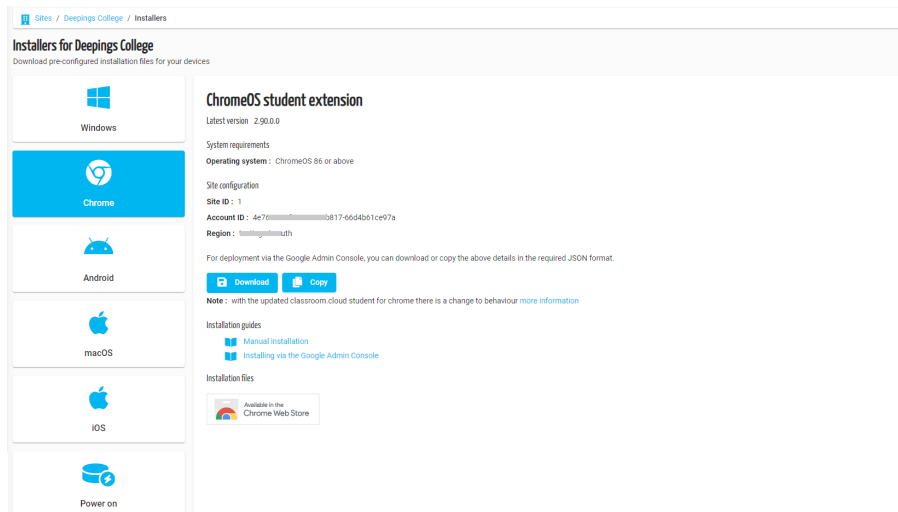
A key component of the Student extension deployment is the configuration information (.JSON) that identifies the location of each Chromebook in your **classroom.cloud** organisational structure. Once the devices are known, the **classroom.cloud** Admin can then assign each one to the appropriate **Device Group** (as explained in the **Administrator's Getting Started Guide**) ready for teachers to connect to them when they start a class.

The information contained in the .JSON will also need to be attached to the Student extension in the Google Admin Console to ensure it is force-installed to the correct user accounts.

1. Sign in to your **classroom.cloud** account.
2. Select **Sites**.



3. Select the required **Site**. (If you have multiple sites you will need a configuration file for each, containing each sites unique identification details.)
4. Select **Installers**.
5. Choose the **Chrome** Installer.



6. The screen displays the **Site Configuration** details, unique identifiers that enable you to locate the Chrome devices correctly in your organisational structure. It is these three items of data that are required in the configuration file. For convenience, you can generate the information in the required .JSON format using two methods:

Click **Download** to create a **TXT file**. (The filename will contain the name of each site to aid identification.)

or

You can **Copy** the information to the clipboard and paste it into Notepad (or similar).

The generated configuration string will show your unique **Organisation Account ID** - also specified in your **classroom.cloud** license details; the individual **Site ID** - a sequential number for each site and shown in the URL bar as each site is selected; and the **Region ID** - the location nearest to where your **classroom.cloud** account is hosted.

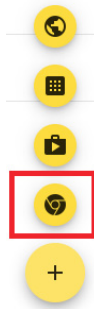
```
{"options":{"Value":{"siteID":"1","accountID":"2890efl[REDACTED]7fca627","region":"n[REDACTED]i"}}}
```

7. If applicable, repeat the process for each of your other sites.
8. The string(s) now needs to be copied into a **classroom.cloud** Student extension policy created in the Google Admin Console and applied to the relevant OUs containing your student accounts.

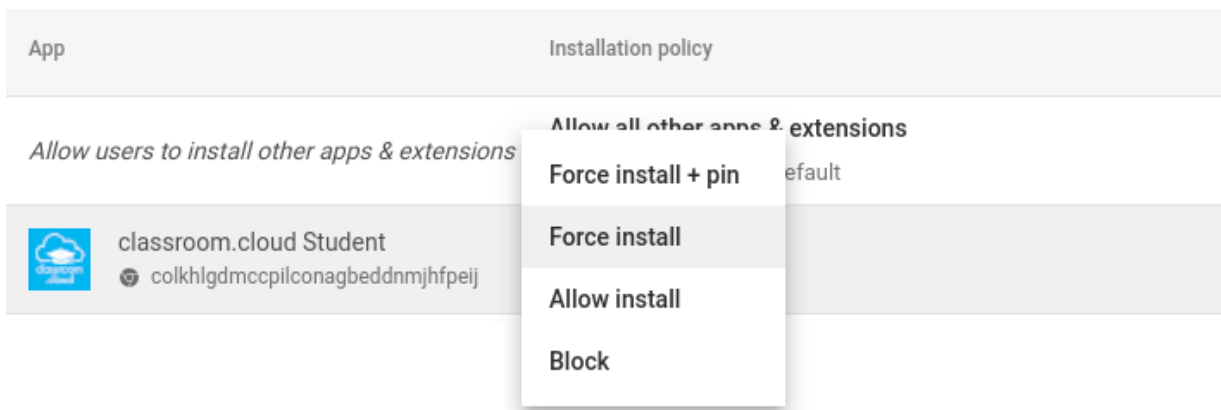
Set the **classroom.cloud** Student Extension to Force Install

1. Sign in to the **Google Admin Console**.
2. From the left hand menu, select **Devices** followed by **Chrome**.
3. Select **Apps & extensions** followed by **Users & browsers**.

4. Select the **OU** containing the student accounts to which to deploy the **classroom.cloud** Chrome Student extension.
5. Hover over the **Add** icon at the bottom right of the screen and select the **Add from Chrome Web Store** option.



6. Enter the extension name **classroom.cloud Student**.
7. When the extension appears, click **Select** to add it to your existing apps and extensions list.
8. Once added, select the **Installation policy** drop-down menu next to the **classroom.cloud Student** extension and choose **Force Install**. (You can choose to force-install with a pin if required.)



9. Click **Save**.

Apply the **classroom.cloud** .JSON configuration string

Finally, you now need to add the previously created **configuration string** to the policy. Remembering that if you created multiple .JSON files, you need to apply the correct one to the relevant **OU**.

1. Click the **classroom.cloud Student extension** in the **Users & Browsers** list.
2. The **Web Store options** page will appear.
3. Scroll to the **Policy for extensions** section.

4. Paste the string into the Policy section.

```
classroom.cloud Student
Policy for extensions
{
  "options": {
    "Value": {
      "siteID": "1",
      "accountID": "0a3e8
8914f",
      "region": "us"
    }
  }
}
```

5. Click **Save**.

6. If multiple sites are involved, repeat the process, applying the appropriate string to the OU's containing the student accounts for your other sites.

Note: An optional setting can also be included in the JSON to help avoid a classic classroom problem! To avoid issues retaining classroom restrictions when network connections are lost (typically when students close the Chromebook lid!), you can specify a timeout period (in seconds) for the Student extension to remember the restrictions on restart. For example, **"unlocktimeout": 120**

Our supporting document provides more information: [Chrome Student Unlock Timeout Setting](#)

You should now be good to go! Next time students login to a Chromebook the **classroom.cloud** Student extension will be ready and waiting, enabling the teacher to connect to the devices from the **classroom.cloud** Teacher Console.



The **classroom.cloud** Student extension icon will indicate the current connection status - **Grey** if the Student extension is not currently connected to **classroom.cloud**; **Orange** if the device is not on the network or it is outside of school hours; **Blue** if the Student is available but not yet connected to a class, **Green** when a class is running and a connection to the device has been made from the Teacher Console.

If you do require any additional help our [Support team](#) will be happy to assist.

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

