

Help
document



By
NetSupport

Quick start checklist

Welcome to classroom.cloud

This guide shows you how to set up your **classroom.cloud** environment quickly and easily. By following a few simple steps, you can have your organisational infrastructure in place and teachers connecting to and interacting with student devices in no time.

Note: If your account includes **classroom.cloud**'s optional Safeguarding and Report a concern components, please refer to our [separate guide](#) for more information.

The main tasks for a successful setup are:

1. **Sites**

Sites are at the core of your **classroom.cloud** organisational structure. Once you add your school sites (whether one or many) all the other setup tasks flow from here.

2. **Device Groups**

Device groups provide a home for the school devices you enrol into **classroom.cloud**. Assigning devices to a group ensures they are licensed and that teachers/school techs can connect to them. Consider how your devices are organised within each school site - by classroom, library or mobile trolley and whether you want to separate staff and student devices.

3. **Installers**

Installers are provided for Windows, macOS, iOS, Android and ChromeOS. Use these to push out the **classroom.cloud** Student application to each device, which enrolls the devices.

4. **Devices**

When devices enrol, they initially appear as unassigned. You need to move them into their device groups. This can be done manually or using auto-assignment rules.

5. **Users**

You can create user accounts for teachers, administrators, technicians and, if enabled, Safeguarding users* individually or import them in bulk using a pre-populated .CSV file (trial accounts support a total of 50 users). If your school uses third-party solutions such as Google Classroom, Microsoft School Data Sync or ClassLink, users can sign in with their existing credentials. Entra ID (formerly Azure AD) user provisioning is also supported.

* Safeguarding tools are free during your evaluation period and are an optional add-on when you purchase **classroom.cloud**.

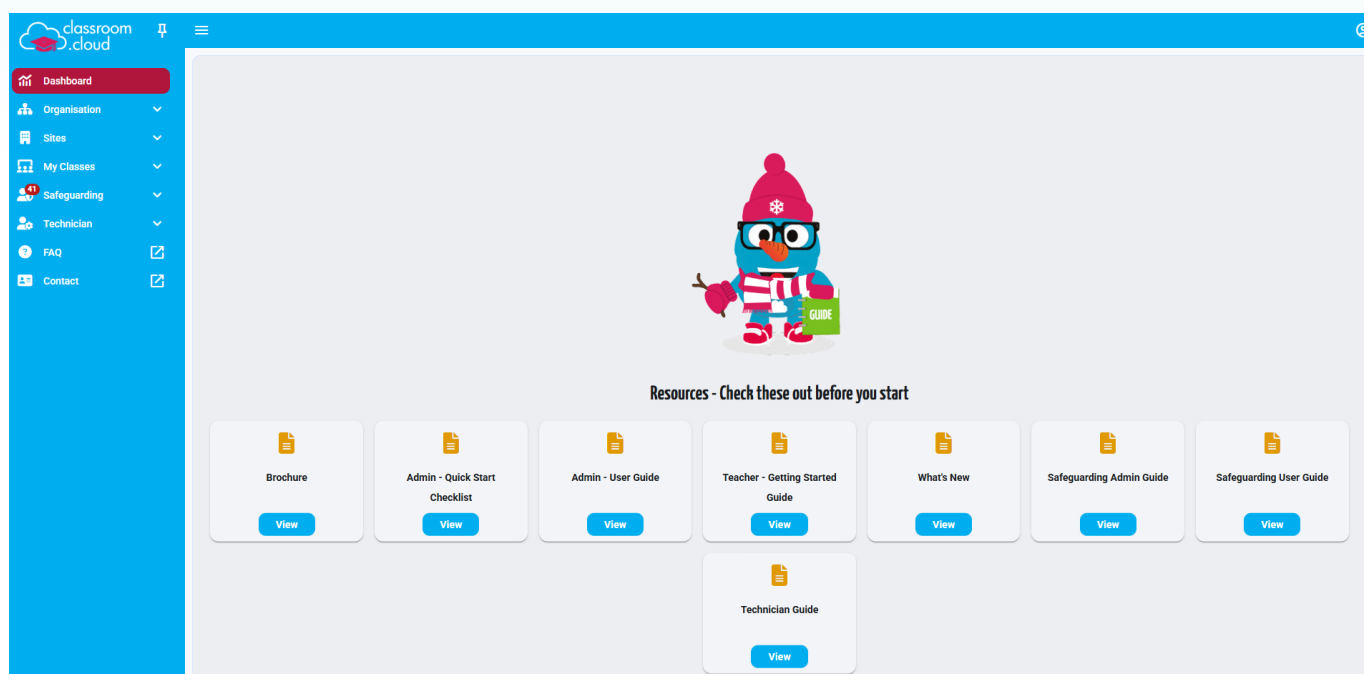
6. **Classes**

If classes already exist in supported third-party SIS/SMS applications (Google Classroom, ClassLink and Microsoft School Data Sync), teachers can pull them into **classroom.cloud** based on their login credentials. Teachers can also create classes manually using one the connection modes and an Administrator can create classes on behalf of teachers.

With your infrastructure in place, teachers can start their classes. This launches the **classroom.cloud** Teacher Console, giving them access to a wealth of intuitive classroom management and monitoring tools.

Dashboard

After you sign in to the **classroom.cloud** Web Portal, the dashboard appears. The features you see here are specific to the role(s) assigned to each user. The dashboard provides quick access to relevant help guides and brochures. And, if enabled by an Administrator, it also include links to a selection of useful third-party websites (known as Connectors).



Roles

Before continuing, it's helpful to outline the different types of user accounts, or roles, offered by **classroom.cloud**.

When you create an account, you must assign each new user a role. This determines which options and components the user can access in the **classroom.cloud** Web Portal.

The following roles are available:

Organisation Admin

Provides full administrative access across your **classroom.cloud** environment. The first user who signs up for a **classroom.cloud** account is automatically assigned the Organisation Admin role. You can't delete this account. You can create additional Organisation Admin accounts if required.

Organisation Admins automatically receive the Technician and Safeguarding Admin roles

(when Safeguarding is enabled on your account).

Site Admin

The Site Admin role is for staff responsible for specific site(s) within the organisation. Site Admins can perform many of the same tasks as Organisation Admins but only for their assigned site(s).

Site Admins automatically receive the Technician role.

Teacher

Gives teachers the ability to launch classes and connect to student devices using the **classroom.cloud** Teacher Console.

This role does not include administrative tasks.

Technician

Provides access to a range of support tools in the Web Portal, including Inventory, Activity and Acceptable Use Policies. Technicians can also view and remote control devices, see a read-only version of the Users page and launch the Tech Console for remote device support. This role is suitable for school IT staff who do not require full admin access.

Organisation and Site Admins automatically receive the Technician role.

Safeguarding Admin

Provides access to the keyword and phrase monitoring, image analysis and Report a concern settings for the site(s) assigned to the user.

Organisation and Site Admins automatically receive the Safeguarding Admin role when Safeguarding is enabled.

Safeguarding User

This role is for users who need to view and action triggered keywords, phrases and images for their site(s) and, if nominated by the admin as a concern contact, review student concerns submitted to them.

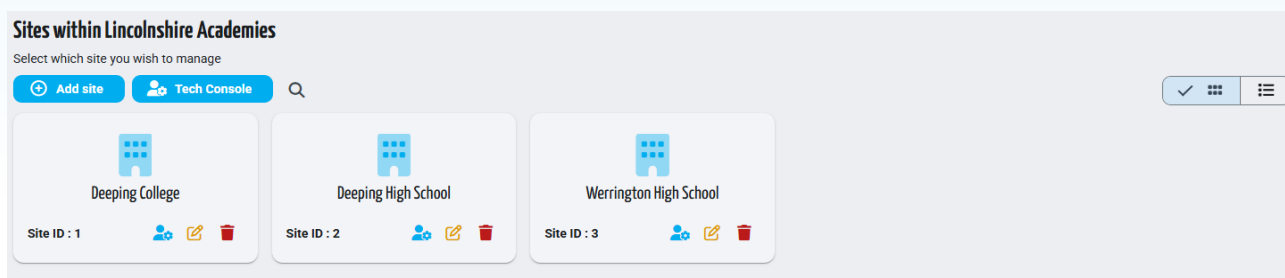
Note: If Assisted Monitoring is enabled on your account, South West Grid for Learning (SWGfL) team members are automatically added to the users list as Safeguarding Users. These accounts can't be edited or deleted.


The first step in the setup process is the **Sites** option. Here, you complete most organisation level tasks, but with settings specific to an individual site. This is where you enrol and organise your school devices so teachers can connect to them in a class.

A brief overview of each step follows. For more detailed configuration guidance, see the [Organisation Administrator guide](#) or [Site Administrator guide](#).

1 - Sites

When you create your **classroom.cloud** account, the organisation name you specify becomes your licence name and is also used to create your default site. If this isn't the name of one of your school sites, you can change it by clicking the **Edit** icon on the site thumbnail.



From here, you can also open the Tech Console to access technician tools for remote device support. Organisation Admins can click **Tech Console** at the top of the page to open the Tech Console and view all sites. To open the Tech Console for a specific site, click the **Tech Console**  icon on a site tile. In list view, this icon appears in the Actions column.

Note: You must install the Tech Console on your device before you can use it. You can download it from the Installers page. For more information on using the Tech Console, see the [Technician guide](#).

Add sites

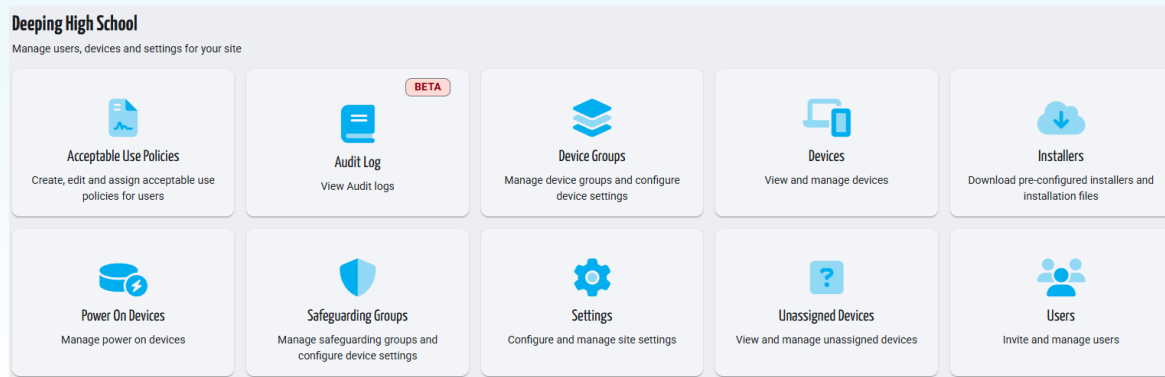
If you are a multi-site organisation, you can create new sites by clicking **Add Site** and entering the site name. Each site is given a sequential ID number, which is used by **classroom.cloud** to identify each location when enrolling devices or giving users access to the correct site information. The ID is also visible in the URL bar when you select a site to work with.



Managing sites

You can now add users and devices to each site and configure the site settings.

Select a site thumbnail to access the following options: (The Safeguarding Groups option only appears if the Safeguarding component is activated in your account.)



Settings

This option lets you configure the site-specific settings (most of the options are also available at organisation level). Each option is fully explained in our main Organisation or Site Administrator guide linked above.

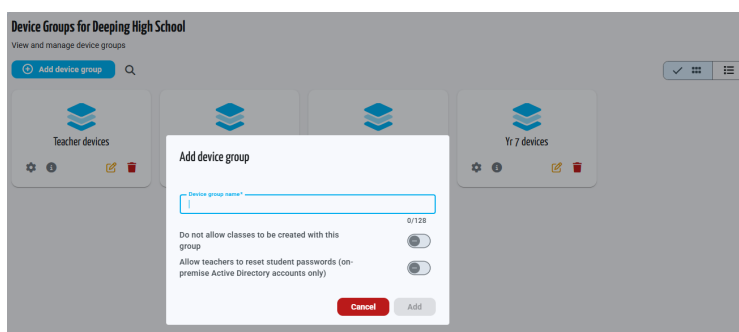
2 - Device groups

Each device enrolled into **classroom.cloud** must belong to a device group (for licensing and to ensure teachers, admins and school techs can remotely connect to devices). It is good practice to create your device groups before the school devices appear in the Web Portal after installing the **classroom.cloud** Student application.


A device group could contain devices in the same physical location (helpful when teachers need to connect to devices in a classroom) and you may also want to differentiate between staff and student devices by creating dedicated groups.


Create a device group

1. Click **Add device group** and enter a suitable name.



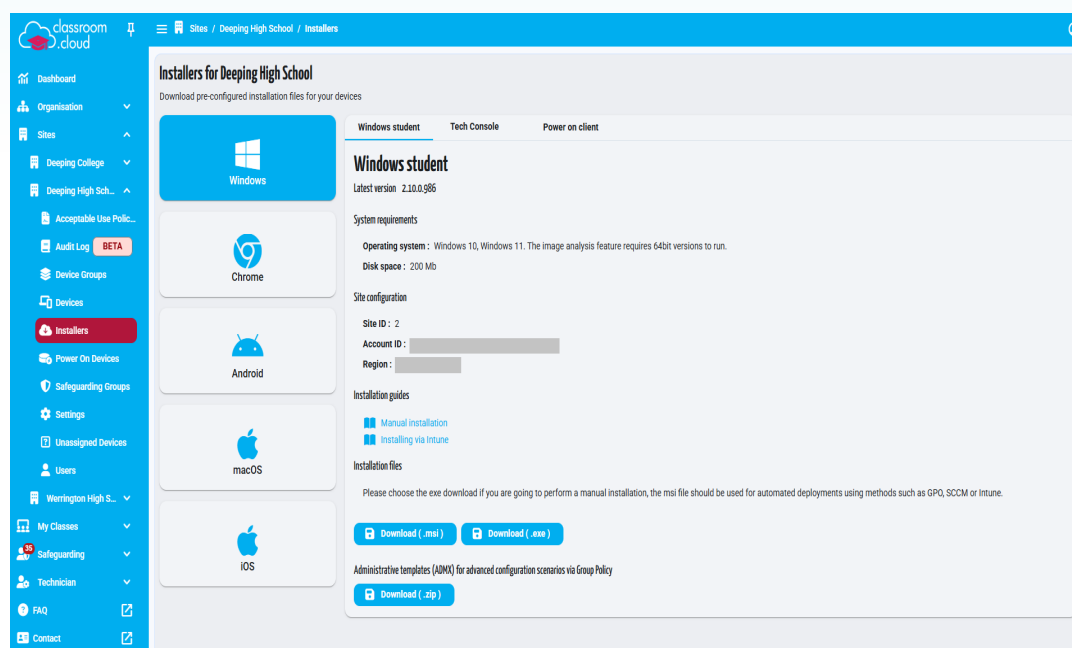
2. If the group contains devices that are not used for teaching, enable **Do not allow classes to be created with this group**.
3. For groups that contain teacher devices, you can enable **Allow teachers to reset student passwords (on-premise Active Directory accounts only)**. See the Administrator guides for details on the types of password resets teachers can perform.
4. Click **Add** to save the group.

Use the **Settings**  icon on each group tile to apply a specific configuration to each group. These settings apply when the student devices are connected to during a class.

The **Information**  icon shows the number of devices assigned to the group. Click the icon to see a list of the devices. From here, you can view and or remote control a device.

3 - Installers

You can now enrol your devices. An enrolled device is one that has the appropriate **classroom.cloud** Student application installed or, in managed environments, centrally pushed to it using a device management tool or Group Policy. **classroom.cloud** provides Student installers for Windows, macOS, iOS, ChromeOS and Android.




To ensure each device enrolls correctly within your organisation, you must push the three site configuration values shown on the installers pages to the device along with the relevant platform-specific installation package or mobile app. Each platform's installer page includes the specific information and guides for the process.


Note: Under **Windows**, the Tech Console and Power on client options are not student installers. Use Tech Console to install the Tech Console on technician or admin devices and use Power on client when configuring PCs to support the remote power on feature. For more information, see the [Organisation Administrator guide](#) or [Technician guide](#).

4 - Devices

Unassigned devices

When devices are first enrolled, they appear in the Unassigned list, meaning they are not yet a member of a device group. You can move devices individually or in bulk. To do this manually, select all or individual devices in the list and click the **Bulk assign devices**  icon. You can also create rules to auto-assign devices as they enrol. For the required site, select **Settings > Device Groups > Device Auto Assignment**.

Devices

The **Devices** option displays all enrolled devices for the site along with the device group each one belongs to. The Status column reports the current connection status of each device, such as Not Connected, Available, In Class, Out of Hours or In Tech Session. Use the **Actions**  icon to perform tasks such as starting a remote watch/remote control session with any available device (device type dependant), power on, power off, restart or logout a device, edit its details and more.

Many of the remote actions you can perform on a single device can also be carried out on multiple selected devices using the relevant **Bulk action** button at the top of the window.

If any devices are running an old version of the Student application, you will be prompted to update them. There are also various ways you can search and filter the device list.

Devices for Deeping High School												
View and manage devices												
End Class Tech Console Filters 🔍 🔗 🗑️ ✉️ ⏪ 🔌 🔌 ☑️ Include unassigned devices												
Device name	Logged on user	Device type	Model	Class name	Teacher	Location	Device group	Version	Status	Last connected	Actions	
<input type="checkbox"/> DESKTOP-1AELBRE	j.green	🖨️ / 🖥️	Virtual Machine	History	Mr Wright	Deeping High School	Yr 10 devices	2.0.2.973	In Class	12 Jun 2025, 09:00	⋮	
<input checked="" type="checkbox"/> DESKTOP-1AEL	s.wright	🖨️ / 🖥️	Virtual Machine	Unavailable	Unavailable	Deeping High School	Yr 10 devices	2.0.2.973	Available	12 Jun 2025, 08:58	⋮	
<input type="checkbox"/> ECWIN10-1		🖨️ / 🖥️	Virtual Machine	Unavailable	Unavailable	Deeping High School	Yr 12 devices	2.0.2.973	Not Connected	17 Feb 2025, 09:32	⋮	
<input type="checkbox"/> HPLAP-2	e.wright	🖨️ / 🖥️	HP Pavilion dm1 Notebook PC	Unavailable	Unavailable	Werrington Academy	Yr 7 devices	2.0.2.973	Available	17 Feb 2025, 09:33	⋮	
<input type="checkbox"/> INVH612-W11-JN	r.gray	🖨️ / 🖥️	Virtual Machine	Unavailable	Unavailable	Deeping High School	Yr 10 devices	2.0.2.971	Available	12 Jun 2025, 09:03	⋮	
<input type="checkbox"/> INVH612-W11-EC		🖨️ / 🖥️	Virtual Machine	Unavailable	Unavailable	Deeping High School	Teacher devices	2.0.2.973	Not Connected	10 Jun 2025, 14:10	⋮	
<input type="checkbox"/> Jane's Tab S9 FE		🖨️ / 🖥️	SM-X510	Unavailable	Unavailable	Deeping High School	Yr 10 devices	1.30.0.0	Not Connected	04 Feb 2025, 09:21	⋮	
<input type="checkbox"/> Pixel 5		🖨️ / 🖥️	Pixel 5	Unavailable	Unavailable	Deeping High School	Yr 7 devices	1.30.0.0	Not Connected	07 Oct 2024, 11:43	⋮	
<input type="checkbox"/> Pixel 9		🖨️ / 🖥️	Pixel 9	Unavailable	Unavailable	Werrington Academy	IT room 1	1.30.0.0	Not Connected	03 Feb 2025, 14:56	⋮	
<input type="checkbox"/> S2-VM-01	j.neal	🖨️ / 🖥️	MacBook Pro (13-inch, 2017, Two	History	Mr Wright	Deeping High School	Yr 10 devices	1.80.0004	In Class	12 Jun 2025, 09:01	⋮	

5 - Users

A Site Administrator can create and manage user accounts for any site they have access to. The same options are available to an Organisation Administrator at a global level. If your school uses Microsoft, ClassLink or Google (G Suite), you can link **classroom.cloud** to a user's existing credentials. Entra ID user provisioning can also be enabled if required (Organisation Admin level only).

Users for Deeping High School
Invite and manage users

[Add users](#)

<input type="checkbox"/>	SIS user type	Name	Email	Status	Role	Last logon	Actions
<input checked="" type="checkbox"/>		Simon Wright	s.wright@deepinghighsch.com	Active	Admin Admin Technician	12 Jun 2025, 15:28	
<input type="checkbox"/>		James Earp	j.earp@deepinghighsch.com	Active	Admin Admin Technician	12 Jun 2025, 15:21	
<input checked="" type="checkbox"/>		James Green	j.green@deepinghighsch.com	Active	Admin	06 Feb 2025, 15:08	
<input type="checkbox"/>		John Neal	j.l.neal@deepinghighsch.com	Active	Teacher User	02 Jun 2025, 11:56	
<input type="checkbox"/>		Emma Wright	e.wright@deepinghighsch.com	Active	Teacher	14 Nov 2024, 13:58	

Add users



Invite user

You can create up to ten accounts at once, provided the users are in the same site(s) and require the same role(s). Enter the email addresses (comma-separated), choose the login provider (this determines whether users create their profile in **classroom.cloud** or sign in using their existing third-party SIS credentials), select the role(s) and site(s), and click **Invite**.

If the Safeguarding component is activated in your account, you can assign a Safeguarding role in addition to a teacher or admin role.

Users appear in the user list with a status of Invited. They receive an email asking them to complete their profile.

When the user responds, the status will change to Active, and they will be able to sign in to the **classroom.cloud** portal. After they respond, the status changes to Active, and they can sign in to the Web Portal.

If a user does not respond promptly, you can resend the invitation using the **Send**  icon or by selecting multiple users in the list and clicking the **Bulk resend invite email**  icon.

The email expires after three days but you can change this to between 1 and 60 days in **Settings > General > Miscellaneous**.

Import users

This option is ideal for creating accounts in bulk. You can import a pre-populated .CSV file directly into **classroom.cloud** (up to 400 accounts per file or 49 for evaluation versions). If the file does not include all the required information, you can manually add the details but it is good practice to include the fields shown in the example below (as per the provided sample .CSV file).

	A	B	C	D	E	F	G	H	I	J	K
1	salutation	firstName	lastName	jobTitle	email	phoneNumber	sisUserType	role	safeguardingRole	technicalRole	sites
2	Mr	Matt	Jones	IT Manager	matt@mdcp.com	765765		2			6 2
3	Miss	Asha	Zealand	Science Teacher	asha@gedu.mdc.com	987987	2	3	2		1,4
4	Mrs	Lisa	Moule	Safeguarding Lead	lisa@ms.mdc.com	123123	1	3	1		1,6,7
5	Mr	Tom	Cairns	IT Support	tom@mdcp.com	657289		2			6 3

The sample .CSV file includes all the required fields and, as an example, is pre-populated with the Administrators details. Replace this with the details of your first user and continue adding to the list as needed. You must include the Site ID(s), as shown in the Site list and the role, which is also a numeric identifier:

1 = Organisation Admin

2 = Teacher

3 = Site Admin

4 = Safeguarding Admin*

5 = Safeguarding User*

6 = Technician

* The sample .CSV file only includes the Safeguarding roles column if the component is part of your **classroom.cloud** licence.

If users sign in with third-party credentials, you can also include the ID for the SIS user type (leave blank if using **classroom.cloud** created logins):

1 = Microsoft

2 = Google

3 = ClassLink

When you import the file, **classroom.cloud** validates and displays the file contents, highlighting any accounts that failed to validate and letting you correct any issues. Confirm the accounts you wish to add and click **Import**. You can use the search bar to filter the list.

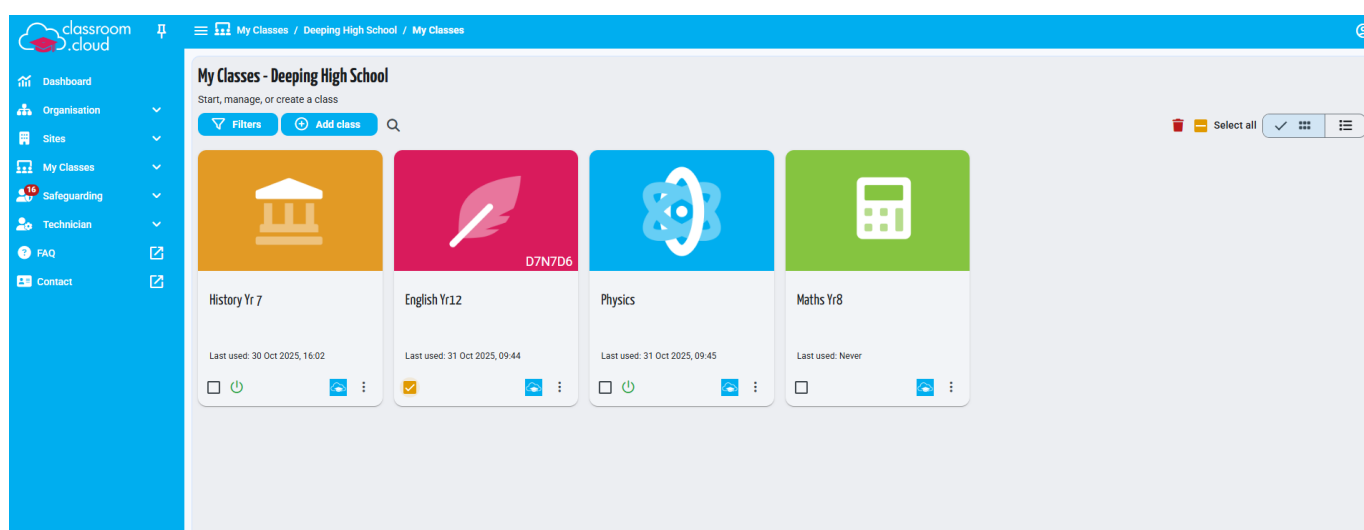
After import, an acknowledgement email is also sent to the Administrator confirming the number of accounts created, user emails that failed to validate and reason for failure.

Administrators can edit individual user profiles at any time by clicking the **Edit** icon.

6 - Classes

My Classes provides the interface for teachers to access their class lists and connect to the required student devices for a lesson. **classroom.cloud** offers several ways build your lists. You can:

- Pre-populate the lists with any SIS-based classes already set up in the school.
- Manually create new classes directly in **classroom.cloud**.
- Have Administrators create classes on the teacher's behalf.



You have a range of class connection methods available to help teachers connect to the required devices/students for any given lesson. These options cater for the different scenarios such as, are the devices located in the same room, are the devices moving between rooms, do you want to allow the students themselves to join a class.

Using SIS-based classes

If classes and student details already exist in a third-party SIS/SMS system (Microsoft School Data Sync, ClassLink and Google Classroom currently supported), **classroom.cloud** can 'pull' these list automatically based on the users login credentials. Enable the **Allow teachers classes to be pulled from your SIS provider** setting in the **Classes settings** option (pulled classes appear in the **classroom.cloud** class list with the relevant SIS logo).

Create manual classes

If teachers need to create classes manually, the **Add Class** option provides four methods:

- Link the class to a device group (unless you enabled **Do not allow classes to be created with this group** when the device group was created).
- Choose the devices to connect to by selecting the individual device names.
- Create a list of student emails to connect to based on the student login credentials.
- Use an ad-hoc class code that allows the required students to join the class on the fly.

You can configure which of these options is available in the Class settings. This is where Administrators can also add classes on behalf of teachers (on a site by site basis).

Once the My Classes page contains the required classes, teachers can start a lesson by selecting a class.

Teacher Console

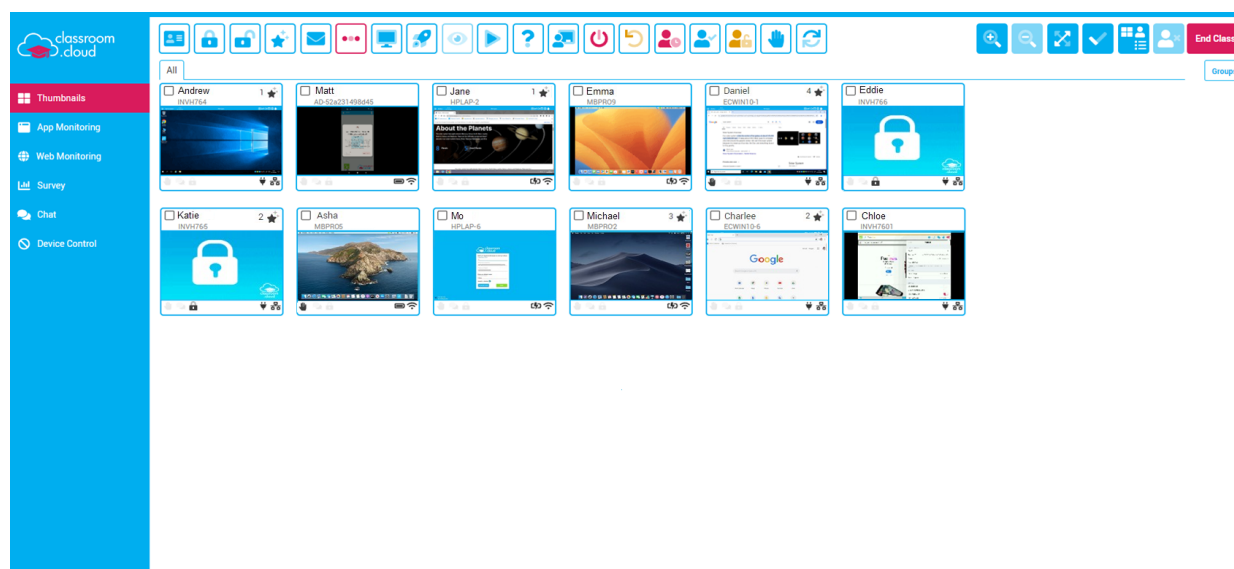
When a class starts, the Teacher Console loads and connect to the defined student devices. Each student's desktop appears as a live thumbnail. If preferred, the Teacher Console can be launched in a new tab. Go to **Settings > Classes > Teacher settings**.

Note: If you experience problems connecting to student devices, check the following:

- The devices have the appropriate **classroom.cloud** Student application installed.
- The devices have been successfully enrolled in the **classroom.cloud** Administrator's Web Portal.
- The devices are assigned to a device group and are not listed as Unassigned (check the Devices List to confirm the current status of each enrolled device).
- If using the Class Code connection method, students have entered the matching code.

Teachers can now start monitoring and interacting with students using the full range of classroom management tools.

Our [Teacher guide](#) provides more information.



We hope this document helps you get your environment up and running. If you need further assistance, please [contact us](#).