



classroom
.cloud

powered by

NetSupport

Easy breezy quick
start checklist



classroom.cloud

Welcome to **classroom.cloud**

In this guide, we will show you how easy it is to get your **classroom.cloud** environment up and running. By following a few simple steps, you can have your organizational infrastructure in place and teachers connecting to and interacting with student devices in no time at all!

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

The core tasks for a successful setup can be summarized as follows:

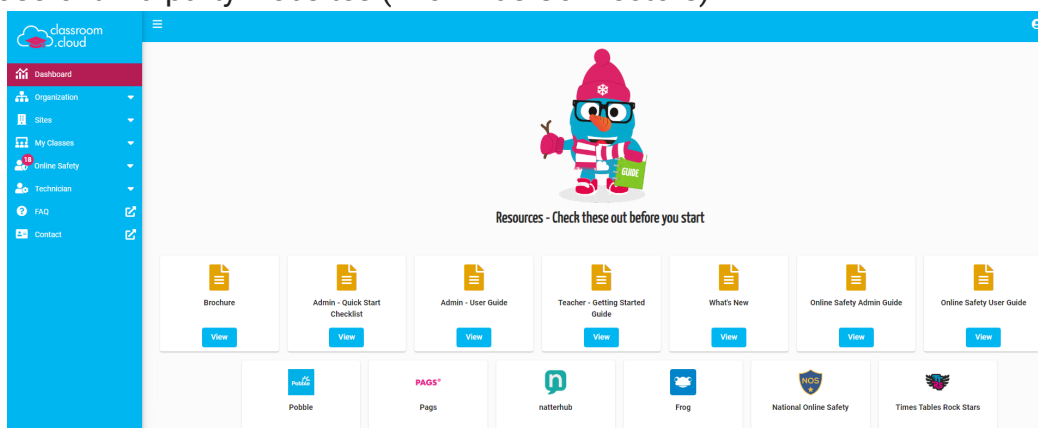
- 1. Sites** are at the heart of your **classroom.cloud** organizational structure. Whether it's one or many, once you have added each of your school sites, all the other main setup tasks flow from here.
- 2. Device Groups** provide a home for the school devices you enroll into **classroom.cloud**. Ensure all devices are assigned to a Device Group, firstly to ensure they are licensed and secondly, to enable teachers/school techs to connect to them. So, you might think about how your devices are organized within each school site - in a classroom, library or even a portable cabinet. You may want to differentiate between teacher and student devices, and therefore group them accordingly.
- 3. Installers** for all the main technology platforms (Windows, Mac, iOS, Android and Chrome OS) are provided, enabling you to push out the all-important **classroom.cloud Student application** to each device. This, in turn, enrolls the devices.
- 4. Devices**, once enrolled, are initially given **unassigned** status, so your task here is to move them into their respective Device Groups. This can be done manually or via auto-assignment rules.
- 5. User** accounts, for **teachers**, **administrators**, school **technicians** and, if the component is activated in your account, **online safety** users*, can be created on an individual basis, or you can import a pre-populated .CSV file containing multiple account details (Trial accounts are limited to a total of **50 users**). If your school uses third party solutions such as Google Classroom, Microsoft School Data Sync, ClassLink, or Clever, users can register and sign in with their assigned credentials for these applications. **Entra ID** (formerly Azure AD) **user provisioning** is also supported.

* The online safety tools are free to use during your evaluation period and are an optional extra when you purchase **classroom.cloud**.
- 6. Classes**, if already created, can be **pulled in**, based on the teacher's login credentials, from third-party SIS/SMS applications (Google Classroom, ClassLink, Microsoft School Data Sync, and Clever currently supported). Teachers can also add classes **manually**, using one of four **connection modes** to facilitate the connection between teacher and student devices. An administrator can also create classes on behalf of teachers.

With your infrastructure in place, teachers are able to start their classes, which in turn launches the **classroom.cloud Teacher Console** - providing a wealth of intuitive classroom management and monitoring tools.

Admin Dashboard

After signing in to the **classroom.cloud** portal, you will be presented with the Dashboard. The features available 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 will also include links to a selection of useful third-party websites (known as Connectors).



Before we proceed, it is worth just briefly elaborating on the different types of user accounts, or roles, offered by **classroom.cloud**.

Four user roles are available as standard:

Organization Admin – Automatically assigned to the person who creates your **classroom.cloud** account to ensure at least one staff member has global access to all sites, features and enabled components across your organization. This account cannot be deleted. Additional organization admin accounts can then be created if multiple colleagues need the same level of access.

Site Admin – For organizations that comprise multiple sites (a school district), you can assign site-only admin rights to the relevant staff members.

Teacher – The teacher role ensures you can focus your time on the students' needs. None of the key administrative tasks offered to organization and site admins are available. Teachers will simply be provided with their class roster and, upon selecting the required class, the **classroom.cloud** Teacher Console will load and connect to the student devices.

Technician - Designed for school techs, this only provides access to the Inventory component, the Devices list and a read-only copy of the Users page. Administrators (Organization and Site) are automatically given the Technician role to allow them to also view Inventory.

classroom.cloud's optional Online Safety component also offers specific user roles. So, if the component is activated, you can assign the **Online Safety Admin**, or **Online Safety User** roles to the required staff members.

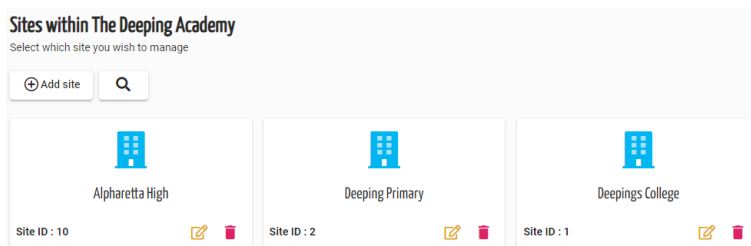
The first step on our journey is the **Sites** option, where the majority of the Organization level tasks can also be completed, but with settings specific to an individual site. This is where the real business of enrolling and organizing your school devices happens - making them available to teachers to connect to in a class.

A quick overview of each of the above steps follows, but more detailed configuration help is available in our full [Organization Administrator's Guide](#) or cut down [Site Administrator's Guide](#) if needed.

1 - Sites

When you created your **classroom.cloud** account, the **Organization** name you specified, as well as being the Licensee name, is also used to automatically create your default **Site**. However, if that isn't the name of one of your school sites, you can change it by clicking the **Edit** icon on the thumbnail.

So, we now have our Organization name, The Deepings Academy, and our default site has been renamed Deepings College.



Add Sites

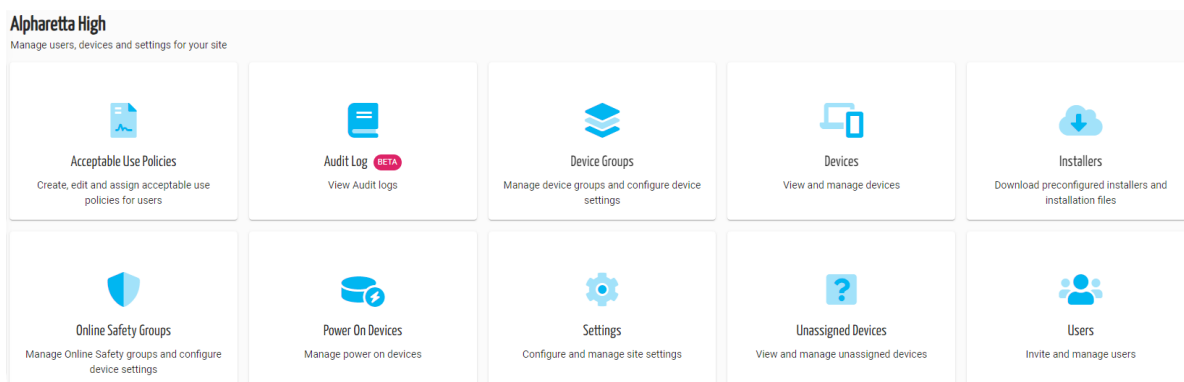
If you are a multi-site organization, creating new sites is simply a case of clicking **Add Site** and entering the name. Each site is given a sequential ID number, required by **classroom.cloud** to identify each location when enrolling devices or giving users access to the correct site information.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



Managing Sites

Now the exciting bit! You are ready to populate each **Site** with the required users and devices and configure the site settings.

Click on the **Site** thumbnail to access the following options: (The **Online Safety Groups** option will only be available if the Online Safety component is activated in your account.)



Settings

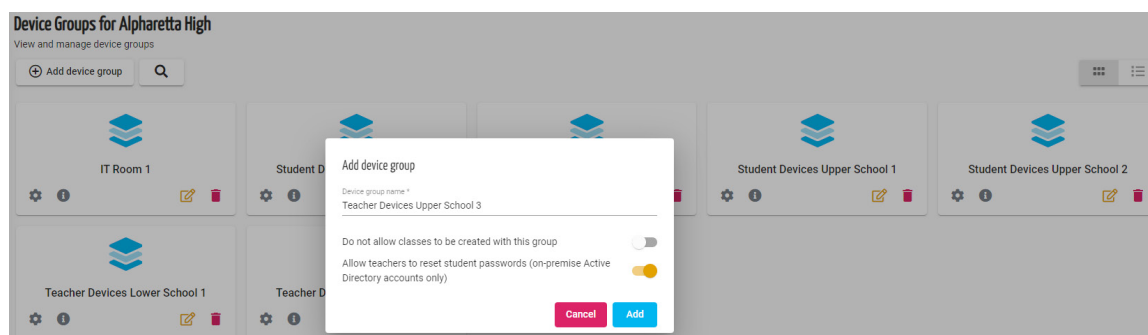
This option lets you configure the site-specific settings (the majority of the options are also available at organization level). Each option is fully explained in our main Organization or Site Administrator Guide as linked to above.

But let's focus on getting some devices enrolled into the sites!

2 - Device Groups

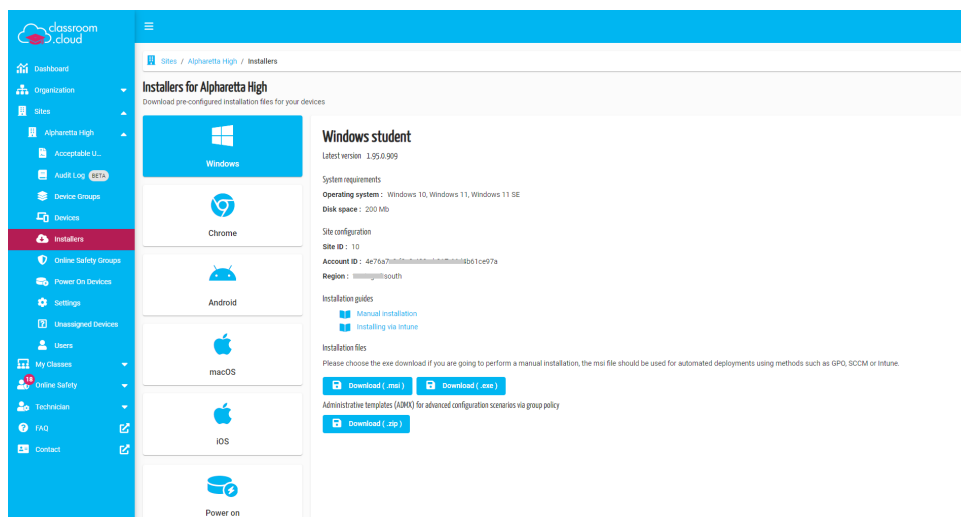
Each device enrolled into **classroom.cloud** needs to be assigned to a group (for licensing purposes and to ensure teachers, admins and school techs can remotely connect to the device). It is good practice to get these created, so they are ready and waiting for the devices to arrive. A Device Group could contain machines in the same physical location (thinking about how a teacher will connect to the required devices in a classroom scenario for example) and you might also want to differentiate between teacher and student devices by creating groups that only contain staff and teacher devices.

Click **Add Device Group** and enter a suitable name. If the group will contain devices that are not needed for teaching purposes, enable **Do not allow classes to be created with this group**. For a group that will contain teacher devices, you can enable the option to **allow teachers to reset student passwords** (on-premise AD accounts only using this method). Our Administrator guides cover the types of password resets a teacher can perform. Click **Add** to save the group. Use the **Settings** icon on each group tile to apply a specific configuration to each group. This is applied when the student devices are connected to during a class. The **i** icon confirms 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 selected device.



3 - Installers

Now we can enroll the devices. An enrolled device is one that has had the appropriate **classroom.cloud Student application** installed or, in managed environments, centrally pushed to it using a device management tool/group policy. **classroom.cloud** currently provides Student installers for Windows, Apple macOS, Apple iOS, Chrome OS and Android.



To ensure each device is enrolled correctly within your organization, the three items of **site configuration** information shown on the installers pages need to be pushed to the devices along with the required platform specific installation package or mobile app. Each installers page provides specific information and guides about the process for each platform.


Note: Unlike the platform tiles, the **Power on** tile is for use when configuring PCs to support our remote power on feature. Again, full details available in our main Administrator guides.

4 - Devices

Unassigned Devices

As devices are enrolled, they will initially appear in the **Unassigned** list, meaning they are not yet a member of a **Device Group**. Items can be moved in small batches to the required group or in bulk. To manually transfer the devices to their new home, select all or individual items in the list and click **Bulk Assign Devices**. You can also auto-assign devices by creating rules to be applied when the devices are first enrolled into **classroom.cloud**. For the required site, select **Settings>>Device Groups>>Device Auto Assignment**.

Devices

The **Devices** option displays the list of enrolled devices for the **Site** along with the Device Group each has been assigned to. The **Status** column reports the current connection status of each device - Not Connected, Available, In Class, Out of Hours, In tech session. By clicking the **Actions** icon  you can perform a number of tasks. For example, initiate a remote **Watch/Remote Control** session with any **available** device (the device type will determine if Remote Control is supported. During a remote session the status will show as 'In Tech Session'), **Power On/Power Off/Restart/Logout** the selected device, edit device 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 of the devices are running an old version of the Student application you will be prompted to update. There are also various ways you can **search** and **filter** the device list.

Devices for Deepings College

View and manage devices

Filters

🔄

🔍

📄

🔗







🗑️

✉️

🔄

🔌

☐ Include unassigned devices

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"/> JUDITHHARPERN		 / 	ChromeOS	Chromebook	85S-167-Q18	Deepings College		Unassigned Devices	2.40.4.0	Not Connected	Jan 09 2024, 09:07	⋮
<input type="checkbox"/> iPad Air (2)	KatieH		iPadOS	iPad Air	Q6-78M-290	Deepings College		IT Room 1	1.00.0009	In Class	Jan 09 2024, 09:02	⋮
<input type="checkbox"/> INVH611	EmmaC		Windows	A85-76	L87-OF892	Deepings College	Trolley 4	IT Room 1	1.90.0.905	Available	Jan 09 2024, 08:52	⋮
<input type="checkbox"/> INVH683	TomM		Windows	Inspiron 7586	N94-S8D	Deepings College	Tech Support	IT Room 1	1.90.0.905	In Tech Session	Jan 09 2024, 08:51	⋮
<input type="checkbox"/> Galaxy A21s			Android	SM-A217F	S22-Q198-7D	Deepings College	Marketing	IT Room 1	1.10.0.0	Out of Hours	Jan 09 2024, 05:01	⋮

classroom.cloud

5 - Users

A Site Administrator can create and manage user accounts for each of the sites they have access to. The same options are available to an Organization Administrator at a global level. If applicable in your school's environment, **classroom.cloud** accounts can be linked with a user's existing Microsoft, ClassLink, Google (G Suite), or Clever credentials. And, as mentioned earlier, Entra ID user provisioning can also be enabled if required (at Organization Admin level only).

Users for Deepings College
Invite and manage users

	SIS user type	Name	Email	Status	Role	Last login	Actions
<input type="checkbox"/>		Chris Lovesey	chris@gedu.mdcp.com	Active	Admin Technician	Feb 01 2024, 10:24	
<input checked="" type="checkbox"/>		Jane Neal	j.neal@mdcp.com	Active	Admin Technician	Feb 01 2024, 09:14	
<input type="checkbox"/>		Darren Ward	d.ward@mdcp.com	Invited	Teacher Admin		
<input type="checkbox"/>		Lisa Moule	lisa@ms.mdcp.com	Invited	Admin Technician		

Invite User

You can create up to 10 accounts for colleagues in one batch - where the users work at the same site(s) and perform the same role(s). Enter the required email addresses, separated by a comma, confirm the **Login Provider** (determines whether the users will be invited to create their profile in **classroom.cloud** or will be using pre-existing details from a third-party SIS application. The relevant icon will appear in the users list as shown above), select the Role(s) and Site(s), and click **Invite**. If the Online Safety component is activated in your account, you can assign one of these roles in addition to a teacher or admin role. The partially complete user profiles will be added to the user list, as **Invited**, and emails will be sent to the specified address(es), asking the users to complete their profiles.

When the user responds, the status will change to **Active**, and they will be able to sign in to the **classroom.cloud** Portal.

If users don't respond to the email in a timely fashion, you can resend it by clicking . You can also select multiple users in the list and click the **Bulk resend invite email** button. The email expires after three days but you can change this (1-60 days) in **Settings - General - Miscellaneous**.

Import Users

This method is ideal for adding accounts in larger volumes. You can prepare a .CSV file, example template provided, containing the required user profile details and import it directly into **classroom.cloud** (maximum of 400 accounts per file. 49 while evaluating the product). As above, once imported, invite emails will then be sent to each person.

	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.mdcp.com	987987	2	3	2		1,4
4	Mrs	Lisa	Moule	Safeguarding Lead	lisa@ms.mdcp.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 contains the required fields and, as an example, is pre-populated with the Administrators details. Simply replace with the details of your first user and continue adding to the list as needed. You will need to include the relevant Site ID(s), as displayed in the Site list, to ensure the user is enrolled into the correct site(s), and the role, which is also a numeric identifier. (As mentioned, if the Online Safety component is enabled in your account, you can assign users both a teacher or admin, and one of the Online Safety roles if applicable):

- 1 = Organization Admin
- 2 = Teacher
- 3 = Site Admin
- 4 = Online Safety (Safeguarding) Admin
- 5 = Online Safety (Safeguarding) User
- 6 = Technician

A **Login Provider** ID (SIS User Type) can also be specified. Leave blank if **classroom.cloud** login details will be used:

- 1 = Microsoft
- 2 = Google
- 3 = ClassLink
- 4 = Clever

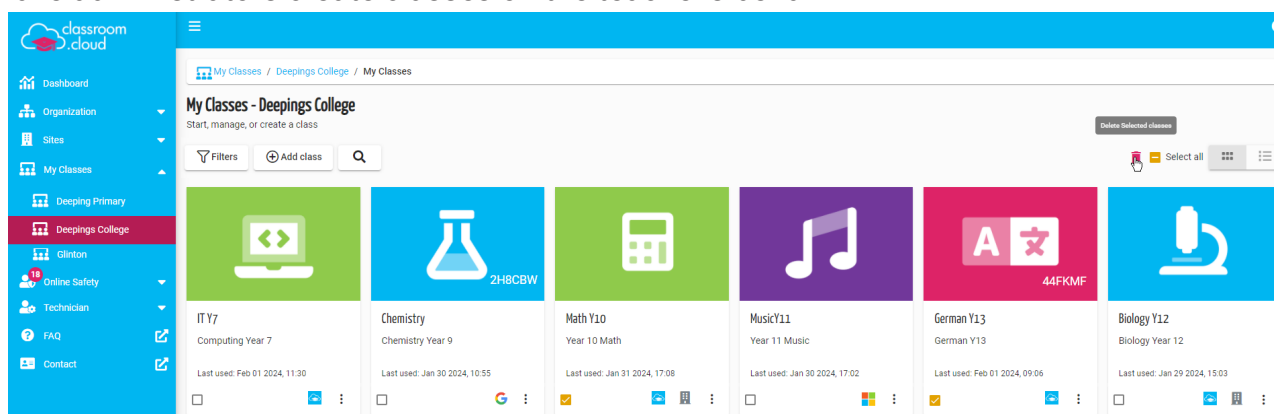
When you import the file, **classroom.cloud** will firstly validate and display the file contents, highlighting any accounts that failed to validate and giving you the opportunity to correct any issues. Confirm the accounts you wish to add and click **Import**. (You can use the **Search Bar** to filter the list by entering criteria such as Name, Email, Role etc.) An acknowledgement email will also be sent to the Admin confirming the details - number of new accounts created, user emails that failed to validate and reason for failure.

Once the accounts are added to the Users list, Administrators can edit individual profiles by clicking the **Edit** icon.

6 - Classes

The **My Classes** component provides the interface for teachers to access their class rosters and connect to the required student devices for a selected lesson. **classroom.cloud** offers a variety of ways for you to build roster lists. You can:

- pre-populate the lists with any SIS-based classes you may already have in use across the school
- manually add 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 ensure each teacher can connect to the required devices/students for any given lesson. These options cater for the different scenarios you may find yourself in - 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.

If you have already prepared the classes, with details of the associated students, in a third-party SIS/SMS system (Microsoft School Data Sync, ClassLink, Google Classroom, and Clever* currently supported). **classroom.cloud** does give you the option to 'pull' these in, based on the users login credentials, by enabling the **Allow teachers classes to be pulled from your SIS provider** setting in the **Classes settings** option (Pulled classes will be identified in the **classroom.cloud** class list by the relevant SIS logo).

* If your district/school is using Clever, Single-Sign-On is supported. However, to be able to integrate **classroom.cloud** with **Clever Secure Sync**, please contact your **classroom.cloud** account manager who will arrange for this facility to be activated for applicable accounts.

If teachers do need to create classes manually, the **Add Class** option offers four methods to enable them to connect to the required students and devices:

- the class can be linked to one of your predefined **Device Groups** (unless you have enabled **Do not allow classes to be created with this group** when the device group was created);
- you can choose the devices to be connected to by selecting the individual **device names**;
- you can create a list of **student emails** to connect to based on the students login credentials;
- you can share a 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 **Classes settings**. This is where you can also, as an Admin, add classes on behalf of teachers (on a site by site basis).

When the **My Classes** page is populated with the required classes it is simply a case of clicking the required one to start the class.

Teacher Console

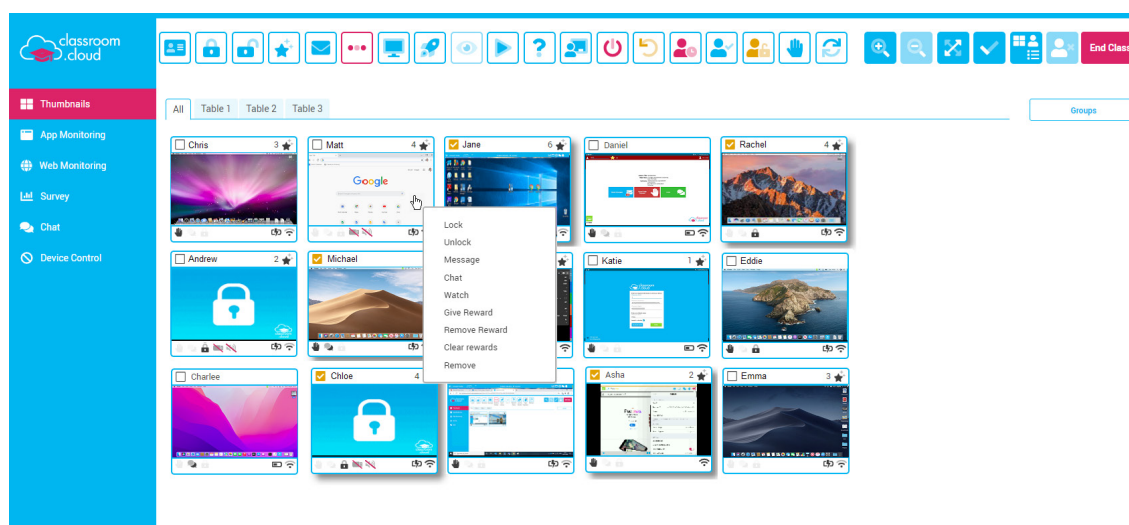
As the Class starts, it will launch the Teacher Console and connect to the student devices defined above, displaying a live thumbnail of each student desktop.

Note: If you experience problems connecting to the required student devices, please check that:

- the devices being used have the appropriate **classroom.cloud** Student application installed.
- they have been successfully enrolled in the **classroom.cloud** Administrator's portal.
- they are assigned to a Device Group and not still in an 'unassigned' state. (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 are now in a position to start monitoring and interacting with students using our intuitive range of classroom management tools.

Our **Teacher's Guide** provides more information.



This concludes our whistle stop tour of **classroom.cloud**.

We do hope this document has helped you get your environment up and running but if you require further assistance, please **contact us**.