# classroom .cloud

By

**NetSupport**

# Quick start checklist

# 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!

**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, Clever, or ClassLink, 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, Clever, and Microsoft School Data Sync 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 displayed 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).
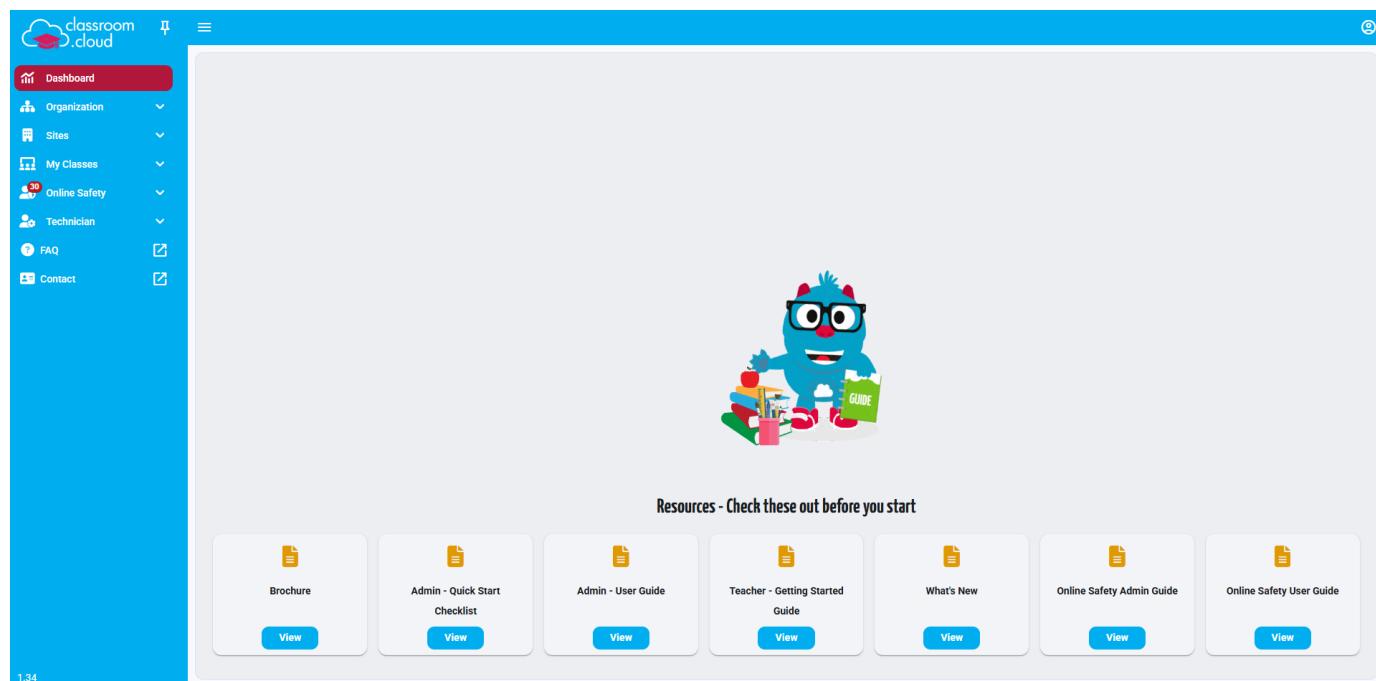


Before we proceed, it is worth just briefly elaborating on the different types of user accounts,

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 for example), 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 guide](#) or cut down [Site Administrator 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.



## 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

You are now 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 ahead of the school devices arriving in the portal following the installation of the relevant **classroom.cloud** Student application. 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 **Allow teachers to reset student passwords (on-premise Active Directory accounts only)**. 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 **Information** ⓘ 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.
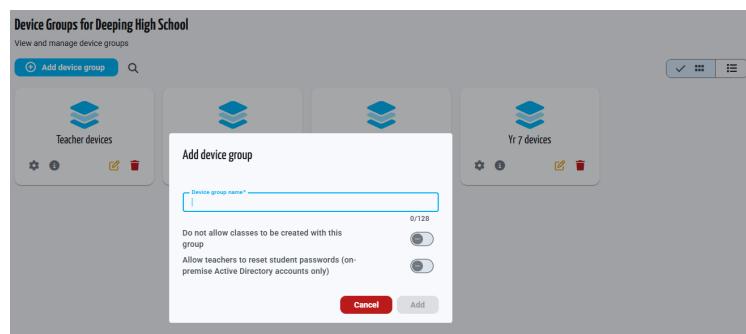


## 3 - Installers

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** 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
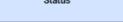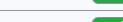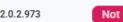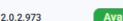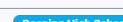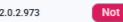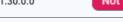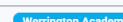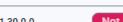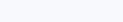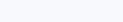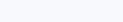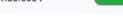
As devices are enrolled, they will initially appear in the Unassigned list, meaning they are not yet a member of a device group. Items can be moved in small batches to the required group or in bulk. To manually transfer the devices to their new home, select all or individual items in the list and click **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.



# 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, Clever, or Google (G Suite) credentials. And, as mentioned earlier, Entra ID user provisioning can also be enabled if required (at Organization Admin level only).

## Add users - 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 the **Send** icon. 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**.

## Add users - Import users

This option is ideal for creating accounts in bulk. A pre-populated .CSV file can be imported directly into **classroom.cloud** (400 accounts maximum per imported file; 49 maximum for evaluation versions). If the file does not include all the information required by **classroom.cloud**, 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.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 Admin*

5 = Online Safety User*

6 = Technician

If applicable, you can also provide the ID for the SIS user type where a user will be signing into **classroom.cloud** with third-party credentials (leave blank if using **classroom.cloud** created logins):

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 your 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.
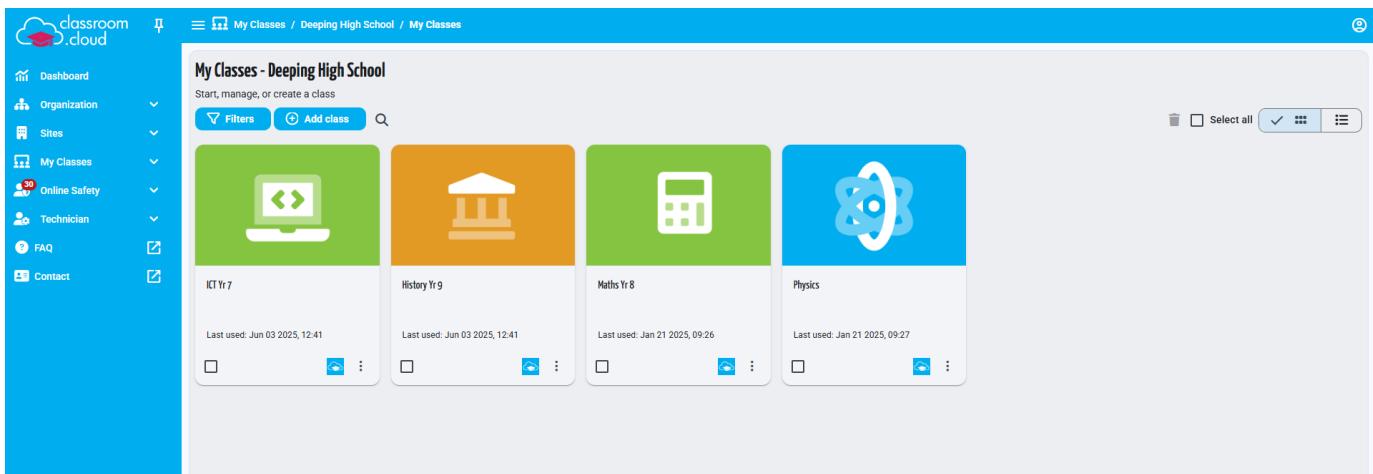


You have a range of 'class connection' methods available to help ensure each teacher can connect to the required devices/students for any given lesson. These options cater for the different scenarios you may find yourself in - are the devices located in the same room, are the devices moving between rooms, 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, Clever*, and Google Classroom 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 load the Teacher Console (this can be launched in a new tab if required. Go to **Settings** > **Classes** > **Teacher settings**) 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 guide provides more information.
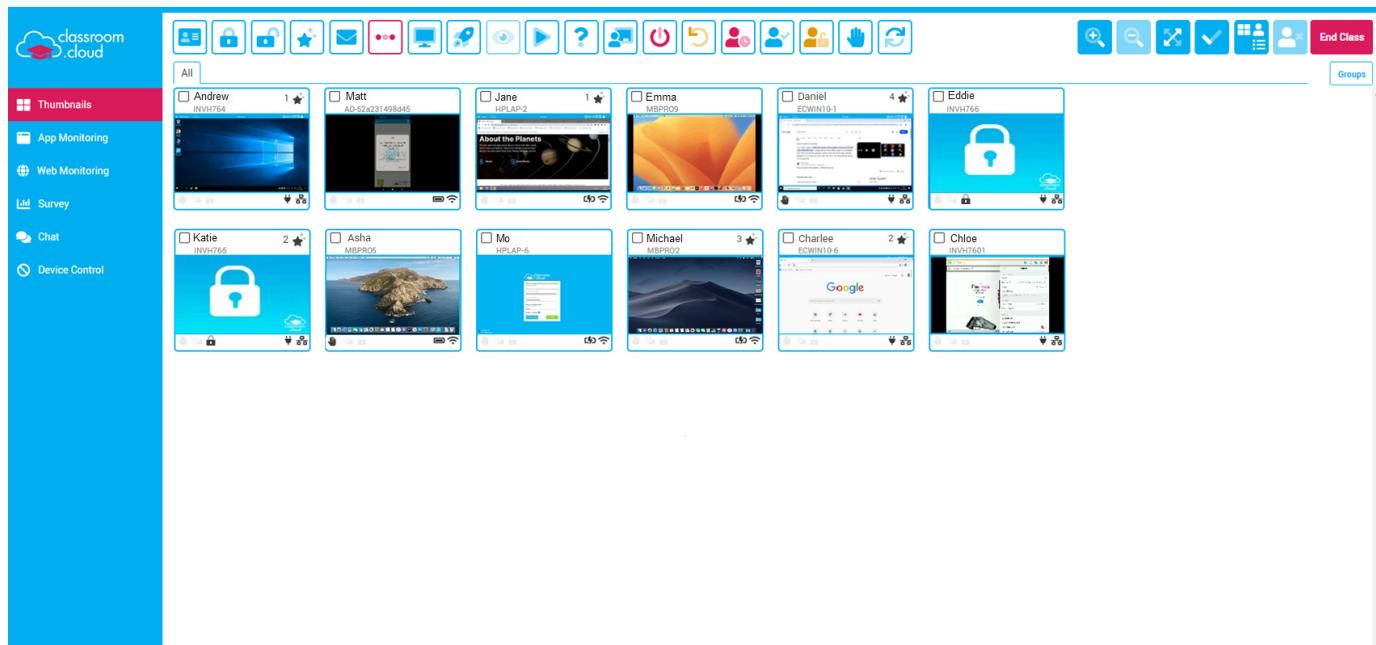


We do hope this document has helped you get your environment up and running but if you require further assistance, please contact us.