



classroom
.cloud

powered by

NetSupport



Welcome to the classroom.cloud help guide for Site Admins (v1.34)

classroom.cloud is the ideal cloud platform for effective classroom management and teaching, whether everyone is together in the classroom or learning remotely at home.

Easy to set up, configure, manage and use, **classroom.cloud** virtually takes care of itself! Integrating directly with your existing infrastructure, you can deploy in minutes and manage teacher and student devices centrally.

This document will step you through all the main processes required to get your **classroom.cloud** site(s) up and running. It includes everything from configuring your school site(s), adding user accounts for your colleagues, and enrolling the school's devices, to creating classes and deploying the required student software.

Once you have created your environment, teachers will then be in a position to start leading **classroom.cloud**-managed lessons using the Teacher Console.

The **classroom.cloud** Organization Admin will have created your account and sent you an email asking you to complete your registration. You will need to complete your user profile and decide how you would like to sign in to the **classroom.cloud** portal. You can create a password or sign up with the Microsoft, Google, Clever*, or ClassLink credentials your school has assigned you.

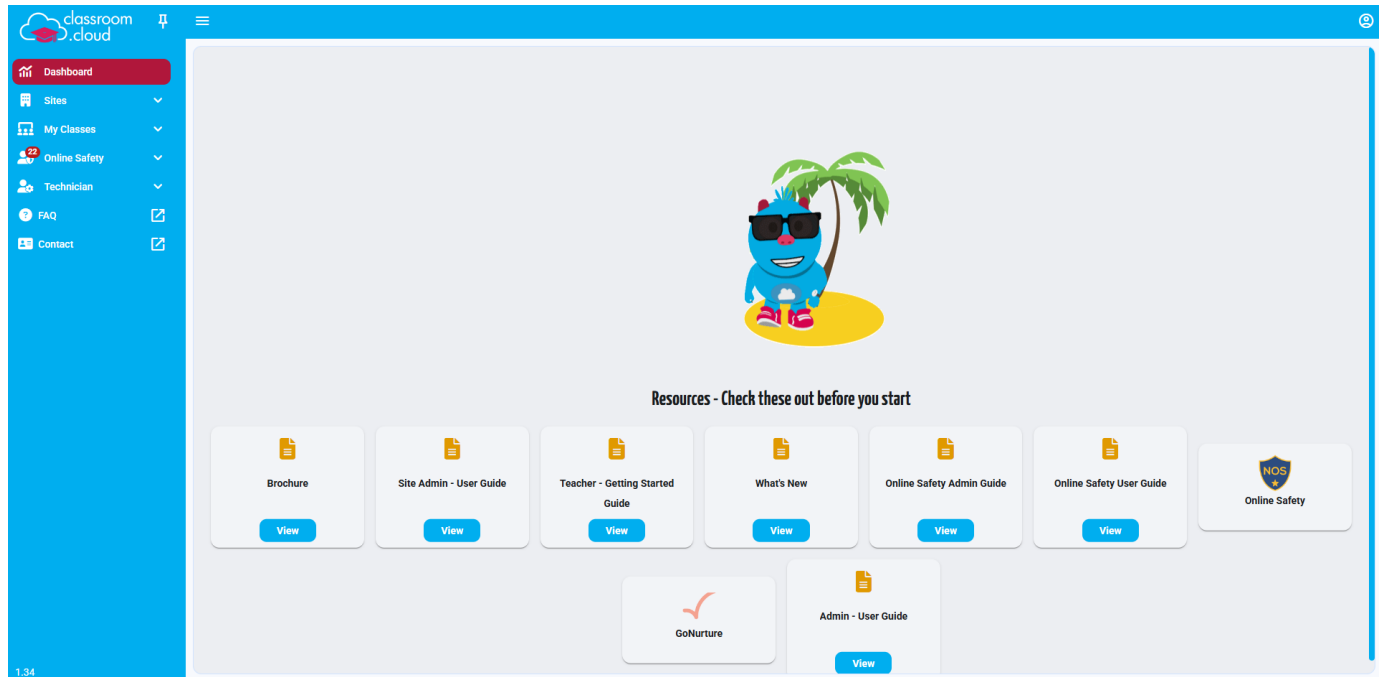
Our Terms of Service, Data Processing Agreement, website Privacy Policy and other related information is available to view on our website - <https://classroom.cloud/privacy/>.

* 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 you have any questions, visit our [FAQs page](#) for more information.



Overview of the Web Portal

As a Site Admin, you will have access to manage users, devices and settings for the site(s) that you have been assigned.



Before introducing you to the menu options in the sidebar, here are some features found across the top of the Web Portal:



Sets whether the sidebar is visible or floating. If the pin icon is pinned , the sidebar remains visible. If unpinned , the sidebar floats and disappears when you click away from it. Hover over the left-hand side of the Web Portal to reveal it.



Removes the sidebar from view.



User Profile button. Users can update their profile settings, sign out of the portal, and change their password (if set in **classroom.cloud**). This option doesn't appear for users who sign in with third-party credentials such as Google or Microsoft). The **Settings** option lets users edit personal details, change the Web Portal language, and switch the system theme. If users sign in with Google or Microsoft credentials, their profile picture is also imported. Administrators can enable or disable these options.

This guide only provides help for the Site Admin options. For information about the Organization Admin settings, please see the full [Administrator's guide](#).

The sidebar has the following options available:

Dashboard: Specific to the role(s) assigned to each user, the dashboard provides quick access to help guides and brochures. And, if enabled by an Administrator, users assigned the Online Safety or Teacher roles will also be given links to a selection of useful third-party websites (see **Connectors Settings** for more information).

Sites: The sites that have been assigned to you will be displayed, and from here, you can create users, add devices and configure the settings for your site(s).

My 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 the lists. You can:

- Pre-populate with any SIS-based* classes you may already have in use across the school.
- Manually add new classes directly in **classroom.cloud**.
- As an administrator, you can also create and assign classes on the teacher's behalf.

* **classroom.cloud** can sync with Student Management Systems (SMS/SIS) such as Microsoft School Data Sync, Google Classroom, Clever, and ClassLink. And, if in use, Microsoft Teams classes can also be pulled in.

Online Safety (optional): Offers two options - **Concerns** and **Online Safety Matches** (phrase and image matches).

classroom.cloud's Online Safety component helps you to keep your online environment

protected by monitoring activity, identifying students at risk, and spotting trending issues. This is where you can view and deal with the triggered phrase and image matches. The concerns option enables you to review and act upon issues that students have reported to the nominated online safety team members using the **Report a concern** option installed on each student device.

The Image Analysis feature monitors and detects inappropriate images on students' screens within the categories of adult, drugs, racism, radicalization, and weapon (you can enable/disable these categories as needed), alerting staff when a student may have viewed harmful content. This feature is only available if Enhanced Online Safety is enabled on your account and for Windows students using 64-bit systems.

Note: As a Site Admin you can configure the Online Safety settings as well as view the triggered data. The online safety options are only displayed if you have the Online Safety component activated in your **classroom.cloud** account and you have been assigned the required Online Safety role.

For more information about the Online Safety features, [click here](#) to view our separate guide.

Technician: The **classroom.cloud** web portal offers a range of 'tech tools' grouped under the Technician menu. As well as organization and site administrators, they are available to users specifically assigned the Technician role. The Inventory tool provides a real-time overview of the hardware and software installed on each **classroom.cloud** enabled device. Activity monitoring gives you a view of user login sessions and application/internet usage across the organization. And, you have the ability to create and distribute acceptable use policies. In addition, there are a number of additional tech tools available to assist with device management - remote control, send messages, power management etc.

FAQ: Provides answers to some commonly asked questions.

Contact: If you need any additional help with **classroom.cloud**, please complete our [contact form](#) and one of the team will get in touch. In any communications with us, you may be asked for your **classroom.cloud** serial number. This can be found at the bottom left of the portal alongside the product version number.

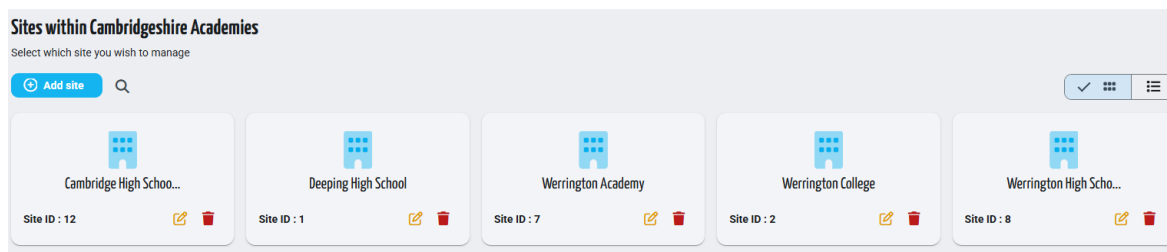
Using the Web Portal


To navigate the **classroom.cloud** interface, click an option in the sidebar on the left-hand side of the screen. This expands or collapses the tree view. Each component lists its options alphabetically, as do the tiles that appear when you select a component. The breadcrumbs at the top of the Web Portal show your current location in the interface and let you navigate between options.



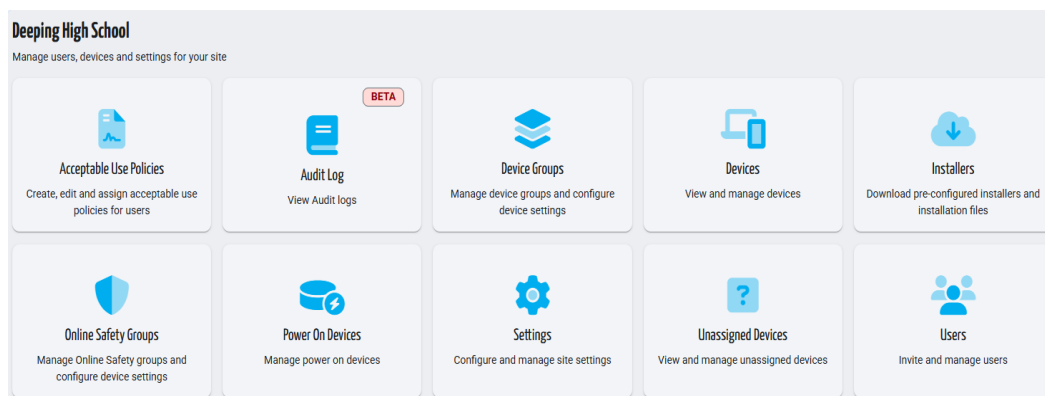
Sites

The site(s) that have been assigned to you by the Organization Admin will be displayed.



By default, the sites are displayed as tiles. You can switch this to a list by clicking the **List view**  icon. Only an Organization Admin can add new sites, delete sites and edit a site name.

To manage the users, devices, and settings for a site, click the required site. The following options will be displayed (if you have also been assigned the role of a Online Safety Admin, additional online safety-related settings will also be displayed. The [Online Safety Administrator guide](#) provides more information):































Users

You can view and manage users for a site and, if required, create new users.

Users for Deeping High School

Invite and manage users

[Add users](#) 

|  | SIS user type | Name | Email | Status | Role | Last login | 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.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 |   |

You can use the **Search** icon to quickly find a specific user or group of users by entering a name or email.

Roles

When creating accounts, each new user needs to be assigned a role. This determines which options and components within the **classroom.cloud** web portal the person has access to.

The following roles are available:

Organization Admin: The Organization Admin has overall control of the administration of your **classroom.cloud** environment. As a Site Admin, you are unable to assign this role to a user.

Site Admin: The Site Admin role is for staff responsible for an individual location(s) within the organization. They are limited to performing admin tasks for their assigned site(s).

Teacher: The Teacher role does not offer any of the organization or site admin tasks. Instead, it gives teachers the ability to access their predefined class lists, create new classes, and connect and interact with the student devices associated with each class.

Online Safety Admin*: The Online Safety Admin role provides access to the keyword and phrase monitoring, image analysis, and Report a concern settings for the site(s) assigned to the user.

Online Safety User*: Online Safety users can view and action the triggered keywords, phrases, and images for their site(s) and, if nominated as a concern contact by the admin,


review the student concerns submitted to them.

Technician: The Technician role gives school techs access to a range of support tools - Inventory, Activity monitoring and Acceptable Use Policies. The devices list can also be viewed, from where they can watch and remote control devices, and the users list (read-only) . Site Admins are automatically assigned the Technician role.

* These roles are only available if you have the Online Safety component enabled in your account.

Adding classroom.cloud users

With the **Add users** button, you can choose to send invites to your colleagues, individually or in multiples, or import a ready-made list of user accounts. If you have a user list already prepared, for example, exported from another system, you can import this in .CSV format. For added convenience, you can also download and complete our sample .CSV template if needed.

Once the accounts are added, an email is sent to the user inviting them to complete their profile. If the user hasn't responded in a timely fashion, click the **Resend Email**  icon. Emails can also be resent to multiple selected users by clicking the **Bulk resend invite email** icon.

Note: By default, the invite email expires after three days but as explained earlier, you can adjust this using the '**Invite users' email expiry** option in General Settings - Miscellaneous.

Importing 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).

Note: Your details will be included in the sample file as an example. You should edit or remove these details.

| | 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.mdcg.com | 987987 | 2 | 3 | 2 | | 1,4 |
| 4 | Mrs | Lisa | Moule | Safeguarding Lead | lisa@ms.mdcg.com | 123123 | 1 | 3 | 1 | | 1,6,7 |
| 5 | Mr | Tom | Cairns | IT Support | tom@mdcp.com | 657289 | | 2 | | 6 | 3 |

Each of the user roles has a corresponding number assigned to it and it is this number that should be specified in the role columns:

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

* The sample .CSV file will only include the Online Safety role column if this component has been added to your **classroom.cloud** account.

The corresponding numeric ID for the site also needs to be specified to ensure the user is correctly assigned to the right site. Each site in **classroom.cloud** is assigned a sequential number. The Site list will display the ID for each site.

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

Note: If the .CSV file holds users who work at multiple sites, **classroom.cloud** will only import users into the site you are currently in.

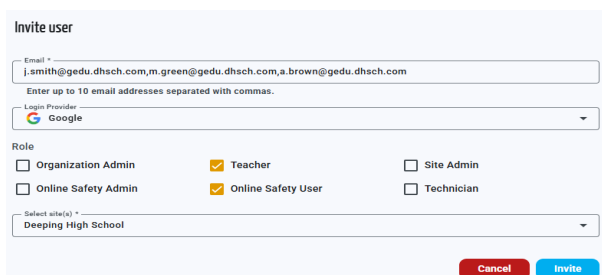
To import a user list:

1. Click **Add users** and select **Import user**. Browse for and open your saved .CSV file.
2. The file will be validated, and you will be presented with the list of users found. An error report will be produced if any records fail to validate, enabling you to fix any issues. For example, if an email address is found to be duplicated.
3. Confirm which user accounts you wish to create and click **Import**. (You can use the Search bar to filter the list by entering criteria such as name, email, role etc.)
4. The details will be added to the Users list, showing the status as Invited and adding any SIS provider icons if applicable. Invite emails will be sent to the addresses specified in the .CSV file. (When the import process has finished the Admin will receive an email detailing the results – number of new accounts created, any emails that failed to validate.)
5. On receipt of the email, the user has the opportunity to complete their profile details and create an account password (where a SIS provider has been specified, the user will simply need to confirm they are happy to continue with their SIS information). Once confirmed, the status in the Users list will change to Active.

Invite users

You can also create user accounts on an individual basis (or up to 10 accounts simultaneously if the users perform the same role).

1. Click **Add users** and select **Invite User**.
2. Enter up to 10 email addresses, separated by a comma, confirm the login provider, and select the role(s) and site(s). (The Online Safety roles will only be available if the component is enabled in your account).



Invite user

Email *
j.smith@gedu.dhsch.com, m.green@gedu.dhsch.com, a.brown@gedu.dhsch.com

Enter up to 10 email addresses separated with commas.

Login Provider
Google

Role

| | | |
|--|--|-------------------------------------|
| <input type="checkbox"/> Organization Admin | <input checked="" type="checkbox"/> Teacher | <input type="checkbox"/> Site Admin |
| <input type="checkbox"/> Online Safety Admin | <input checked="" type="checkbox"/> Online Safety User | <input type="checkbox"/> Technician |

Select site(s) *
Deeping High School


Cancel Invite

3. When the form is complete, click **Invite**.
4. As with the Import option, the user will be added to the Users list as Invited and the Invite email will be sent to the address(es) specified.

You can update user profiles by clicking the **Edit**  icon alongside each account in the Users list.

Deleting users

You can delete user accounts individually or in bulk.


1. Click the **Delete**  icon that appears alongside the account to be removed.

Or

Select multiple accounts in the users list and click the **Bulk delete users** icon at the top right of the page.

Disabling user accounts

Rather than permanently deleting, you have the option to temporarily disable user accounts. Again, this can be done individually or in bulk.

1. For an individual account, click the **Edit**  icon alongside the required user. Select **Disable User Account** and click **Update**. The Status column for the user will now show as Disabled.

Note: To re-enable the account, clear this checkbox.

Or

For multiple accounts, select the required users and click the **Change status** icon. Choose **Disabled** from the drop-down menu. The Status column for the users will now show as Disabled.

Note: To re-enable the accounts, select **Enabled** from the drop-down list.

Notes:

- As a Site Admin, you cannot reassign the type of role assigned to a user or delete users that have been assigned the role of Organization Admin.
- Once accounts are created, you can prevent users from editing their profile by enabling the **Block users from editing their profile** option in the **Settings > User Profiles** section.
- The login provider can only be changed while new accounts remain in the Invited state.
- As an extension to the product's standard privacy settings (setting the times when

school devices can be connected to and monitored), Organization Administrators can control the times when users can access the **classroom.cloud** Web Portal itself (option not available to Site Administrators).

Installers

Installers for all the main technology platforms are provided, enabling you to push out the **classroom.cloud** Student application to each device. This, in turn, enrolls the devices.

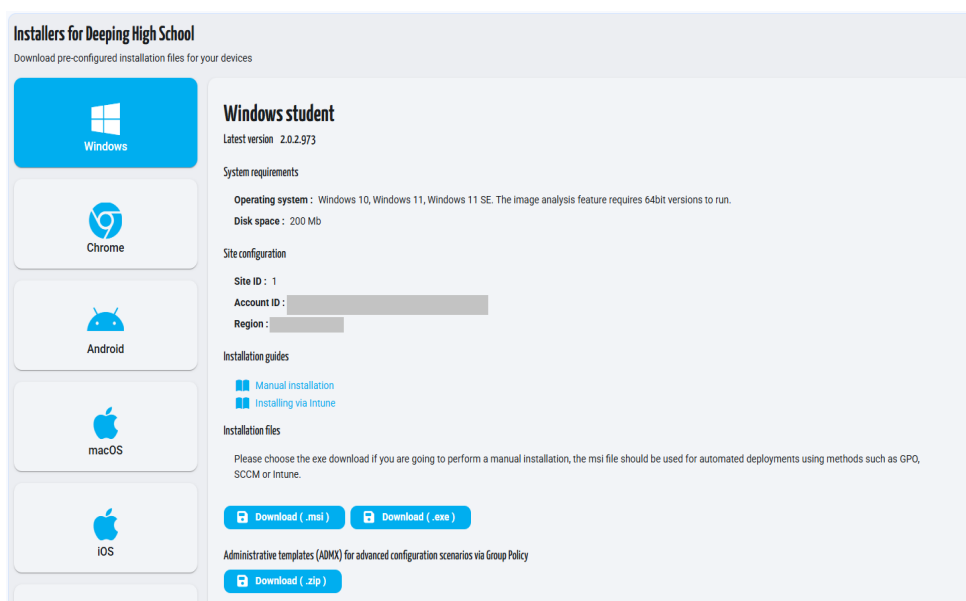
An enrolled device is one that has had the appropriate **classroom.cloud** Student application installed or, in managed environments, centrally pushed to it using a device management tool/ Group Policy. This allows a teacher to connect to the students' devices once they are in use during a lesson. **classroom.cloud** provides Student installers for Windows, Chrome OS, Android, macOS, and iOS.

Note: If you are using Group Policy or a device management tool to mass deploy the Student software, a range of supporting documents specific to each platform are available on each installers page explaining the requirements for deploying using third-party tools. If you want to centrally deploy the Windows Student via Active Directory Group Policy, an ADMX Template can be downloaded. For further information, please refer to the following technical article, [Configuring the **classroom.cloud** Student via Group Policy](#).

Manual installation on a local Windows device

To explain the basic installation process, we will use the example of a standard Windows Student install, but as mentioned above, each installer page has links to relevant guides.

1. Select **Windows** from the Installers page.



2. Before running the installation file, you need to take note of the three items in the Site configuration section. In any deployment, this is the additional setup information needed to ensure devices are enrolled into the correct site: your unique account ID, the sequential number that identifies each site, and the region closest to where your **classroom.cloud** account is hosted.
3. Download and run the .exe installation file and follow the on-screen instructions.
4. Once the installation has been executed successfully, the Student application icon will appear on the device.

Newly enrolled devices will initially appear in the unassigned devices group for the selected site, ready to be moved into one of your predefined device groups.

Note: Unlike the platform installer tiles on the page, the **Power on** option is not a Student application installer. The Power on client installer is required when you are powering on Windows PCs. For more information, please refer to the main **Power Management** topic at the end of this guide.




Device Groups

For licensing purposes, when each of your schools' devices is enrolled into **classroom.cloud**, following the installation of the required **classroom.cloud** Student application (see the **Installers** section), they need to be assigned to a device group (this can be done manually or automatically. See the **Unassigned Devices** section of this guide for more information).

Device groups allow you to organize each school device that a **classroom.cloud** user (admin, teacher or technician) wants to remotely connect to into defined groups. The obvious scenario would be student devices being connected to by a teacher during a lesson, so you may include all the devices in the same physical classroom in one group etc. You may also want to remotely manage staff/teacher devices (by installing the Student application on those machines) and device groups enable you to differentiate between student and staff machines. There are also tasks that you can assign to teacher devices that you wouldn't want to assign to student devices.

Each group can have a custom configuration applied that determines how the student devices behave in a classroom scenario. This can also be set globally (by Organization Admins) or at site level (site level settings will override those at organization level and individual device group settings will override those set at site level).

Note: Device groups can only be created at site level.


By default, the device groups are displayed as tiles. You can switch this to a list by clicking the **List view**  icon. To edit or delete a device group, click the **Edit**  or **Delete**  icons.

Add a device group

1. Select the required site and click **Device Groups**.
2. Click **Add device group**.
3. Enter a suitable group name.
4. If the devices in the group are not used for teaching purposes but you still want an admin or technician to be able to connect to them, apply the **Do not allow classes to be created with this group** setting. When a new class is created using the connect to a device group method, the group is not included in the list. This does not prevent teacher connections being made to the devices if an alternative class connection mode is used. See the **My Classes** section for more information.
5. The setting **Allow teachers to reset student passwords (on-premise Active Directory accounts only)** should only be applied to groups containing teacher devices. When enabled, this adds the extra **Reset Password** option to the **classroom.cloud** Student icon in the system tray of the machines (you would not want this adding to devices that are used by students).

Note: As resetting user passwords is normally a task restricted to the school's IT team, you will also need to delegate the correct Active Directory reset password permissions to teachers. Our document [How to use classroom.cloud to reset student passwords](#) provides more information along with details of how to reset Entra ID (formerly Azure AD) credentials (also covered in the **Microsoft Integrations** and **Reset Passwords** sections of this guide).

6. Click **Add**.
7. The device group appears in the list.

Click the **Settings**  icon to apply a customized configuration that is automatically applied to devices in the group when they are connected to it. (The same configuration can be applied to all device groups within a site by using the main **Sites > Settings > Device**

Groups > Device Groups Settings option.)

Note: Any settings set here will override the settings set at site or organization level. You can switch to using the overall site settings by clicking **Use your site's settings**.

Device Group Configuration - Yr 10 devices

Use your site's settings

Require student to accept connection from the teacher

☐

Block students from initiating chat to the teacher


☐

Block students from requesting help from the teacher

☐


Allow multiple teachers to connect to a student simultaneously

☐

 only

Disable Chromebook full desktop view


☒

 only

Identify iPad Student with

Select

Google login

 only

Display student desktop shortcut to join class

☐

Display the following message to students when a remote connection is made (Not supported on Android)


A member of staff has conne

47/160

Display the following message to students when their device is being remotely viewed (Not supported on Android)

A member of staff is viewing

41/160

 only

Remove icon from notification area



☐

Cancel

Save Settings

From here, you can enable/disable certain features and set custom messages to appear at students' screens when the teacher connects to the devices. For further information on the available settings, see [Device groups settings](#).

Notes:

- By switching to list view,  the device groups can be sorted into alphabetical order by clicking the arrow that appears alongside the column heading Device Group Name.
- The **Information**  icon that appears on each tile or in list view confirms the number of devices assigned to the group. Click the icon to see a list of the devices. As with the main devices list, from here you can view and/or remote control a selected device.






Unassigned Devices














Devices appearing in the unassigned list need to be moved to a device group before they can


be connected to in a class. Once in a group, you can use the **Devices** option to move them from group to group as needed. (For instant visibility, a 'count badge' in the Sites tree view will indicate how many unassigned devices need actioning within each site.) Users assigned the Technician role can also perform these tasks for sites they have access to.

You can assign devices to groups manually, individually and in multiples, or automate the process by creating rules to be applied when new devices are first enrolled.

Unassigned Devices for Deeping High School
View and manage unassigned devices

Filters     

| <input checked="" type="checkbox"/> | Device name | Logged on user | Device type | Model | Location | Device group | Version | Status | Last connected | Actions  |
|-------------------------------------|------------------|----------------|---|-----------------------------|----------|--------------------|-----------|---------------|--------------------|---|
| <input checked="" type="checkbox"/> | ECWIN10-1 | |  /  | Virtual Machine | | Unassigned Devices | 2.0.0.962 | Not Connected | 17 Feb 2025, 09:32 |  |
| <input checked="" type="checkbox"/> | HPLAP-2 | |  /  | HP Pavilion dm1 Notebook PC | | Unassigned Devices | 2.0.0.961 | Not Connected | 17 Feb 2025, 09:33 |  |
| <input checked="" type="checkbox"/> | INVH612-W11-JN | |  /  | Virtual Machine | | Unassigned Devices | 2.0.2.973 | Not Connected | 10 Jun 2025, 14:10 |  |
| <input checked="" type="checkbox"/> | Jane's Tab S9 FE | |  /  | SM-X510 | | Unassigned Devices | 1.30.0.0 | Not Connected | 04 Feb 2025, 09:21 |  |

- To move an individual device, click anywhere in the row or click the **Actions**  icon and select **Assign**.

Or

To move multiple devices to the same group, select each one in the devices list and click **Bulk Assign Devices**. (If all devices in the unassigned list are to be moved to the same group, click the box alongside device name at the top of the list to select all.)

- The list of available device groups will appear. Select the required group and click **Yes**.
- The devices will now appear in the main Devices list for the site.

Device Auto Assignment

Save yourself a heap of time assigning newly enrolled devices to a device group by using the **Device Auto Assignment** option. Just as you might organize yourself with email rules, you can create rules in **classroom.cloud** that are applied when new devices appear in the Unassigned list for the first time.

If the device matches one of your rules, it will automatically be moved to the device group named in the rule. You can create several rules and the system will check each one in turn (top to bottom). Of course, you can still assign your devices to a group manually as described

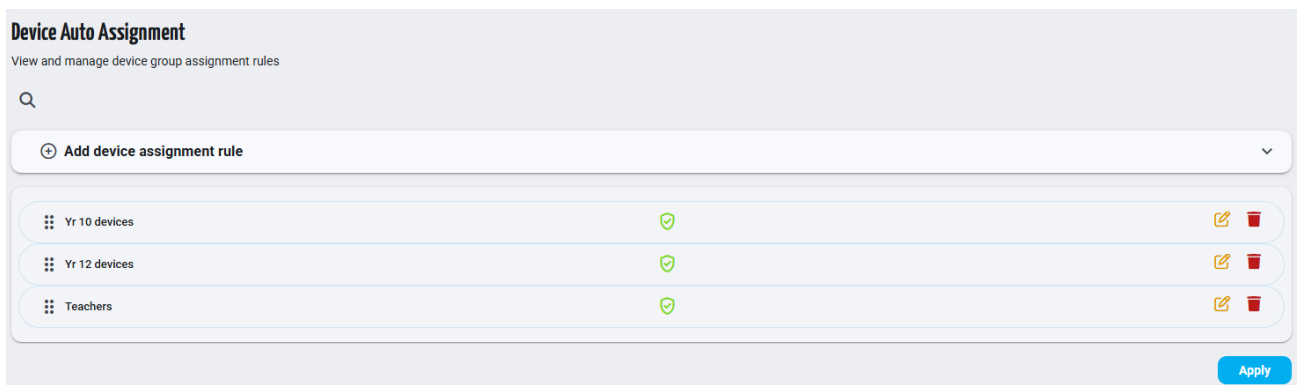
above – this just gives you more choice.

This is particularly useful if you want your **classroom.cloud** device groups to mirror, for example, your Active Directory structure or Google device organizational units.

Note: You can only auto-assign a device once. If at some point you move devices back to the Unassigned group, they will not be automatically assigned again.

Creating assignment rules







1. If you have access to multiple sites, select the required one.
2. Choose **Settings** followed by **Device Groups**.
3. Select **Device Auto Assignment**. Any rules already created will be listed. You can arrange these in the order you want the system to check them by simply dragging and dropping the rule into the required position.



Device Auto Assignment
View and manage device group assignment rules

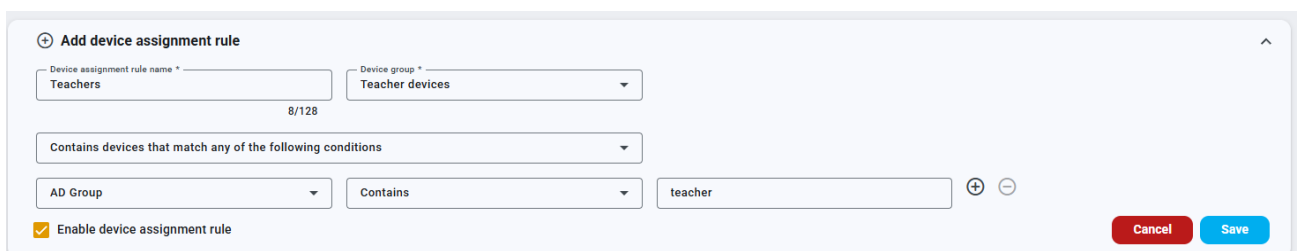
Q

+ Add device assignment rule

| | | |
|---------------|---|---|
| Yr 10 devices | ✓ |   |
| Yr 12 devices | ✓ |   |
| Teachers | ✓ |   |

Apply

4. To create a new rule, click **Add device assignment rule**.



+ Add device assignment rule

Device assignment rule name * Teachers 8/128

Device group * Teacher devices

Contains devices that match any of the following conditions

AD Group Contains teacher

☒ Enable device assignment rule

Cancel Save



- Enter a suitable name for the rule.
- Select the device group that you want devices that match this rule to be assigned


to.

- You now have two options to choose from to determine which conditions need to be met for the devices to be selected. Should the devices match any of the listed conditions, or all of them.
 - To create the condition, first choose the property that will be used to identify the devices. This could be an Active Directory group, Google device organizational unit, OS name, or based on the device name or IP address. Select the appropriate filter (**Equals**, **Starts with**, **Contains**, etc, from the menu) and finish by confirming the group or device names to search for when applying the rule.
5. For the rule to be actioned, ensure the **Enable device assignment rule** option is enabled.
 6. Click **Save**. The rule will be added to the top of the list, you can drag and drop in to the order you want the conditions to be actioned.
 7. Click **Apply** to run the rules. Matching devices will be moved from the Unassigned Devices list to the nominated device group. (To ensure a device can only be assigned to one group, as soon as the system sees a match it will move the device. Any subsequent rules that may match will not apply.)

Note: If you are using the Google device organizational unit property, you should not include your primary Google domain in the organizational unit name you enter. For example, if the full organizational unit path is:

NetSupport Academy/School 1/Key Stage 1

You would specify /School 1/Key Stage 1 in the rule. Once saved, rules can be edited  or deleted .

You can use the search facility  to quickly find an item in the list if you have created a large number of rules. Simply type part or all of the rule name.

Devices

This option gives you a complete view of all devices enrolled in a site and the device group each is assigned to. You can move devices to a new group from here as explained in Unassigned Devices. The Status column reports the current connection state of each device in real-time. Users assigned the Technician role can also view the devices list for any sites they have access to. You can view unassigned devices in the list by clicking Include

unassigned devices.




You will be prompted to upgrade if any devices in the list are running an old version of the Student application. Relevant machines will be highlighted in red.


Devices for Deeping High School
View and manage devices

End Class Filters [refresh] [search] [share] [print] [refresh] [power] [include unassigned devices]

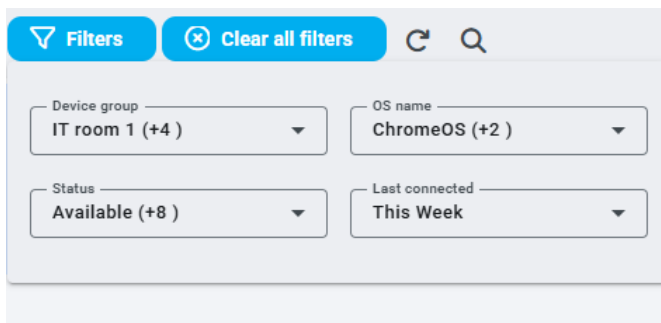
| | Device name | Logged on user | Device type | Model | Class name | Teacher | Location | Device group | Version | Status | Last connected | Actions |
|-------------------------------------|------------------|----------------|-------------|---------------------------------|-------------|-------------|---------------------|-----------------|-----------|---------------|--------------------|---------|
| <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, 09:30 | ⋮ |
| <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.l.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 | ⋮ |

Searching and filtering

The **Search**  icon provides a quick method for finding specific devices in the list. The majority of the displayed columns are searchable. Simply enter your criteria on the search bar (OS name, device name, status etc) and the page will display matching items. Click **Close**  to clear the search bar. Click the **Search**  icon again to close the search bar.

Name | Type | Version | Any



Similarly, the **Filters** option also allows you to scan for certain devices in the list, but you have the added benefit of being able to specify multiple criteria. When you click on a category you will be presented with a list of the available options. Initially, all options will be selected but you can click **Select all** to deselect. You can then pick and choose the individual items. When filters are in play, the **Clear all** filters button will appear, allowing you to return to the full devices list.



The screenshot shows a filters panel with the following options:

- Filters** (button)
- Clear all filters** (button)
- Device group**: IT room 1 (+4)
- OS name**: ChromeOS (+2)
- Status**: Available (+8)
- Last connected**: This Week

You can also sort each column into ascending or descending order by clicking the arrow that appears when you hover the mouse over a column name.

The **Manage columns**  icon lets you rearrange the displayed column order by dragging items to the required position. You can also delete columns (key items such as the device name cannot be removed). You can reinstate the columns by clicking **Add new column**.

Device status

The Status column will update in real time according to the current connection state of each device.


Available status confirms that a successful connection has been made between **classroom.cloud** and the remote device (following installation of the relevant student application and the device being added to a device group). This then allows an administrator, technician, or teacher to interact with the device. When a device is in use, the logged on user name will be displayed.

When a teacher connects to student devices (via the Teacher Console) the status will change to In Class (the class and teacher name will also be shown). If privacy settings are in force (school hours, term dates, allowed networks), Out of Hours and Off Network status will show, meaning you can only interact with the device during the defined times and when the device is visible on the approved networks.

In Tech Session indicates that an administrator, technician or teacher is currently viewing or remote controlling the device.

A status of Not Connected, Unlicensed or Unknown indicates that the device is either switched off, not assigned to a device group, or is no longer in use within your organization.

Actions

By clicking the **Actions**  icon or anywhere in a row, an administrator or technician can interact with the available devices.

You can initiate a remote view or full remote control session with an individual device (the type of device will determine if Watch only or Remote Control is supported). The Watch/Remote Control section at the end of this guide provides more detail.

Assign the device to one of your other device groups (site level task only).

Send a message to a selected device. Ideal for broadcasting key network or system related information to users in an instant. As well as the message itself, you can also set how long the message should remain on screen (the user can clear the message once read).

The **PowerShell** option is a top feature in any technician's toolkit, enabling you to automate the running of administrative tasks at a selected remote Windows device. Type or paste your script in the dialog, decide if you are running the script as the currently logged in or a specified user (with admin rights to the student device) and click **Send**. There are performance considerations when running larger scripts at devices so please be aware of the effect this may have when sending the script across your network.



The image shows a PowerShell script execution dialog. At the top, it says "PowerShell" and "438 Bytes/10 KB". The script content is as follows:

```

1 # Get the details of the user running the script
2 $Username = whoami
3
4 # Get the machine name
5 $MachineName = $env:COMPUTERNAME
6
7 # Run ipconfig /all
8 $ipconfigOutput = ipconfig /all
9
10 # Check if the folder exists or create it
11 $TestingFolderPath = "C:\testing"
12 if (-not (Test-Path -Path $TestingFolderPath -PathType Container)) {
13     # Create the folder if it doesn't exist
14     New-Item -Path $TestingFolderPath -ItemType Directory | Out-Null
15 }
  
```

Below the script, there is a "Current User" dropdown menu. At the bottom, there is a "1 Devices" label and two buttons: "Cancel" and "Send".

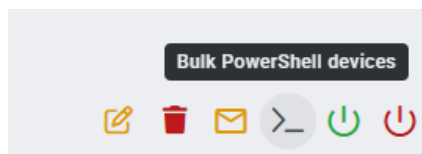
When it comes to reducing school energy costs, **classroom.cloud** can lend a helping hand. Power Management options are provided (dependent on platform), enabling you to remotely power on, power off, restart, or logout devices. The Teacher Console does not offer power on.

The **Edit** option can be used to fill any gaps in the device information, allowing you to enter an asset ID or location for example. To return to the default values, click **Reset**. (Can also be added via the Inventory tool.)

Redundant or unused devices can also be deleted from the system here.

Actions (multiple devices)

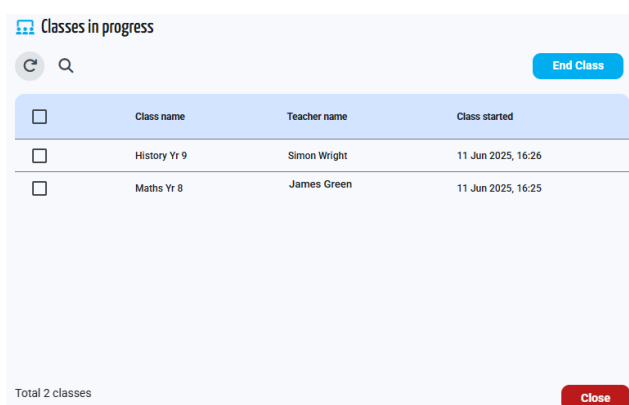
To save time, many of the actions mentioned above can be performed at multiple devices using the **Bulk action** buttons - **Power On** (where the device is supported), **Power Off**, **Edit** (where for example you want to add the same model or location to several devices), **Send Message** (maximum of 100 devices at a time), execute a PowerShell script at multiple devices (but as mentioned above, please be aware of the impact on network resources running a large script at multiple devices may have), and **Delete**. Simply select the devices (you can use the shift-click key combination to select multiple items) in the list and click the required icon.



End Class

If a teacher forgets to click the **End Class** button in the Teacher Console after a lesson, the connected student devices will continue to display the status 'In Class' in the devices list. The Devices page **End Class** button allows you to close open classes on behalf of the teacher, making the devices available for another lesson.

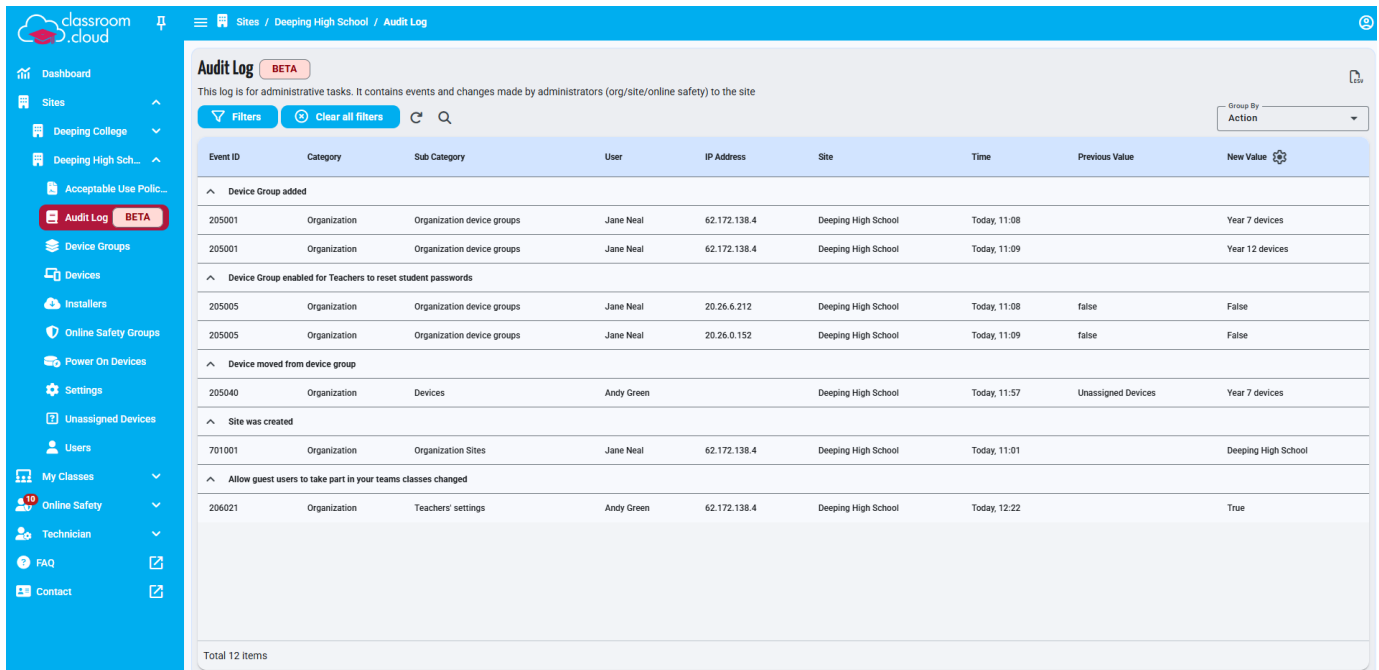
1. Click **End Class**.
2. A list of currently open classes will be displayed.



3. Select the class(es) to close and click the **End Class** button at the top of the page.

Audit Log (BETA)

The Audit Log provides a record of actions taken and system changes made by **classroom.cloud** users across the site(s). A Site Admin can view the log for each site they are responsible for. License changes, user logins, devices, and users added or removed are common examples of the actions recorded.



The screenshot shows the Audit Log interface for 'Deeping High School'. The left sidebar contains navigation links: Dashboard, Sites, Deeping College, Deeping High School, Acceptable Use Policy, Audit Log (BETA), Device Groups, Devices, Installers, Online Safety Groups, Power On Devices, Settings, Unassigned Devices, Users, My Classes, Online Safety, Technician, FAQ, and Contact. The main content area is titled 'Audit Log (BETA)' and includes a search bar, filters, and a table of events. The table has columns: Event ID, Category, Sub Category, User, IP Address, Site, Time, Previous Value, and New Value. The table is filtered by 'Action' and shows 12 items.

| Event ID | Category | Sub Category | User | IP Address | Site | Time | Previous Value | New Value |
|--|--------------|----------------------------|------------|--------------|---------------------|--------------|--------------------|---------------------|
| ^ Device Group added | | | | | | | | |
| 205001 | Organization | Organization device groups | Jane Neal | 62.172.138.4 | Deeping High School | Today, 11:08 | | Year 7 devices |
| 205001 | Organization | Organization device groups | Jane Neal | 62.172.138.4 | Deeping High School | Today, 11:09 | | Year 12 devices |
| ^ Device Group enabled for Teachers to reset student passwords | | | | | | | | |
| 205005 | Organization | Organization device groups | Jane Neal | 20.26.6.212 | Deeping High School | Today, 11:08 | false | False |
| 205005 | Organization | Organization device groups | Jane Neal | 20.26.0.152 | Deeping High School | Today, 11:09 | false | False |
| ^ Device moved from device group | | | | | | | | |
| 205040 | Organization | Devices | Andy Green | | Deeping High School | Today, 11:57 | Unassigned Devices | Year 7 devices |
| ^ Site was created | | | | | | | | |
| 701001 | Organization | Organization Sites | Jane Neal | 62.172.138.4 | Deeping High School | Today, 11:01 | | Deeping High School |
| ^ Allow guest users to take part in your teams classes changed | | | | | | | | |
| 206021 | Organization | Teachers' settings | Andy Green | 62.172.138.4 | Deeping High School | Today, 12:22 | | True |

Total 12 items




The window offers the same mix of search and filtering options available in most components, allowing you to quickly drill down into the information to highlight specific items:

Group by category

1. Click the arrow in the **Group by** field and choose from the available list.
2. To return to the standard list view, change the **Group By** setting to **Off**.

The **Search** and **Filter** options give you the flexibility to analyze the table based on specific criteria - particular events or actions performed by a nominated user or events during a specified time- period for example.

Searching

1. Click the **Search**  icon .
2. Enter the required search criteria - this can be all or part of the name.
3. Items matching the criteria will be displayed.
4. To clear the search bar, to perform another search, click **Close** .
5. To return to the full list, click the **Refresh**  icon.

Filters

1. Click the **Filters** button.
2. Decide which option(s) you want to filter the table by and click the drop-down arrow.
3. Specify the required criteria.
4. To return to the full list, click the **Clear All Filters** icon.

Note: Each time you access the Audit Log page, only events for the current day will show. Click the **Clear all filters** button to view all data.

Export

To save a copy of the displayed Audit Log, click the **Export to csv** icon.

Online Safety Groups

This option will only appear if you have the Online Safety component enabled in your account. For further information, please refer to the [Online Safety Admin guide](#).

Acceptable Use Policies (AUPs)

classroom.cloud provides a flexible module to support the delivery and tracking of AUPs across a site. Policies can be assigned to specific devices or users for display each time a user logs on or for one-time display and acknowledgement.

The AUP settings are used to create and edit policies, and determine which devices/users the policies should be assigned to. Then, as described in the Tech Tools section of this guide, you can monitor user acknowledgements in the Technician area of the portal.

Acceptable Use Policy Settings

Create and assign settings for your Acceptable Use Policies



Assign policy

Assign your policies to users & devices




Manage policy

Create and edit policies


Note: The Windows, Chrome OS, macOS, and iOS student applications support the delivery of AUPs.

Create a new policy

1. Select **Manage policy**.
2. Click **Add policy**. A standard text editor appears.
3. Enter the details of your policy, using the formatting tools as required.
4. Click **Next**.
5. Enter the policy properties.
 - Enter a suitable policy name.
 - Include a longer description if needed.
 - You then need to decide how the policy should be assigned. **Show every time a user logs in** or **Show once per user**.
 - You can also choose how you would like recipients to respond - tick a box or enter their name.
 - If the recipient has not acknowledged within 5 minutes of receipt you can log the user out of the device (Windows only).
 - Recipients can also decline the policy. In which case, the user will be logged out of their computer.
6. To review the policy, click **Previous** or toggle between the **Policy** and **Policy properties** buttons at the top of the page. Click **Save** when you are happy with both the policy wording and the properties set.
7. Once saved a tile will be added to the Manage policy page. You can make changes at any time by clicking the **Edit**  icon on each tile. You can remove a policy by clicking

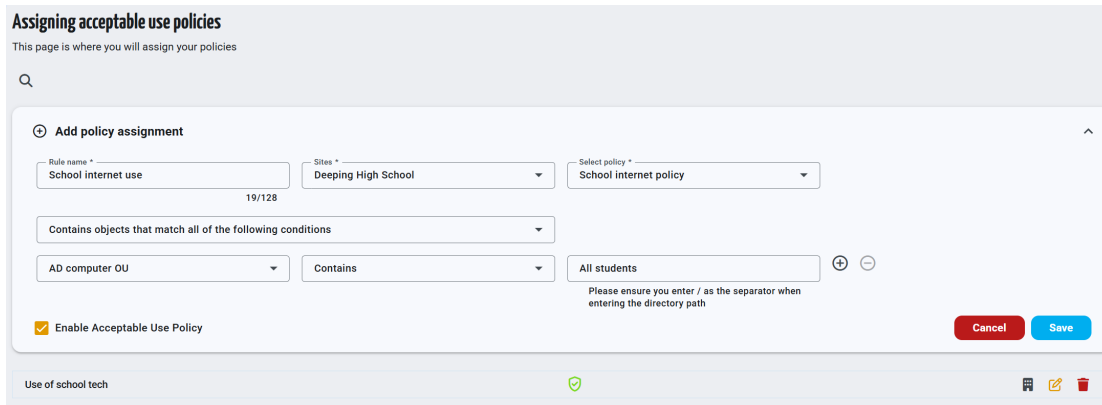
the **Delete**  icon.





8. You can now return to the AUP setting page and decide how and to whom you would like to assign the policy.

Note: Policies listed for a site that were originally created by an Organization cannot be edited by a site admin. The edit and delete icons on the tiles will be greyed out and the created by admin icon will be displayed .

Assigning policies

1. Select **Assign policy**. The page displays the distribution 'rules' that have been created for each of your AUPs. Newly created policies will not be included until you create the required rule.
2. Click **Add policy assignment**.



- Enter a rule name.
 - Choose which school site(s) the policy will be distributed to.
 - Select the name of your previously created policy.
 - Specify the condition(s) that should be met when deciding how the policy is distributed. You can decide if any or all of the entered conditions need to be met. You can add or delete conditions by clicking the **Plus**  or **Minus**  icons. Your condition(s) can be based on several different criteria - Active Directory groups, Google device organizational units, device names, etc.
 - When you have added the required conditions, ensure **Enable Acceptable Use Policy** is ticked (otherwise the rule will not run automatically) and click **Save**. The new rule will be added to the existing list.
3. To make changes to any of the rules, click the **Edit**  icon. Click the **Delete**  icon to remove a rule.
 4. If you need to make changes to the actual policy text or the properties, return to the **Manage policy** tile.

The policy will automatically appear for targeted devices/users the next time the user signs in to a device and the **classroom.cloud** student loads.

You can track acknowledgements using the Acceptable Use Policies option in the Technician menu, as explained later in the guide.

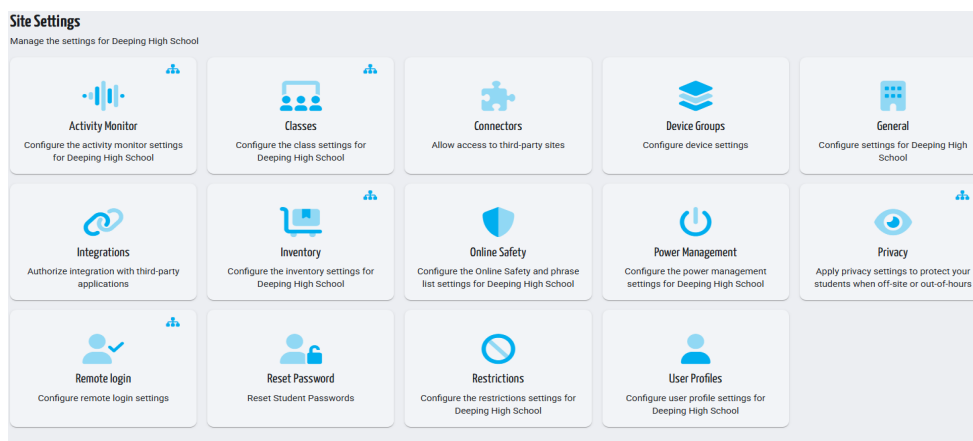
Power On Devices

A site level only option, this enables you to view and manage the list of Windows desktops configured for power on support for each site. Once you have pushed out the Power On Client Installer program (available on the Installers page), the page will be populated with the names of the PCs that the program is installed on. These devices act as a server/gateway to manage connections with the supported school desktops found on the same network. You can edit the name if you want to give a more meaningful name for the group of devices that will be managed by each server. You then add the individual PCs to the group, remembering that only hard wired Windows desktops that have a physical network card are supported for power on.

A more detailed explanation of this and the other power on related options can be found in the main Power Management topic in the Tech Tools section of the guide.

Settings

Allows you to configure the settings for a site.



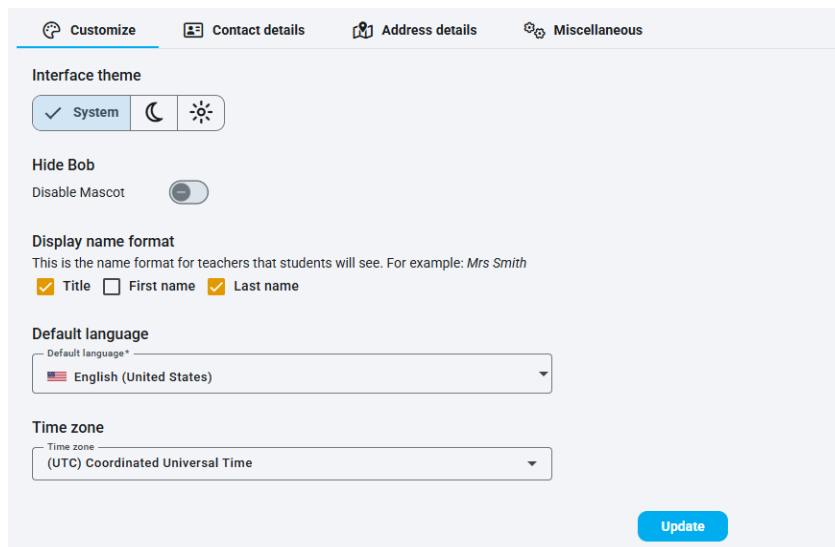
Any changes made here will override the equivalent options set at the organization level by the Organization Admin. Each option offers a reset facility should you want to quickly switch back to using the organization settings. The tiles will indicate if organization settings are currently in use, the following icon will be displayed. The Online Safety settings will only be available if the Online Safety component is enabled in your **classroom.cloud** account. The options available in Integrations will also be dependent on whether Online Safety is enabled

or not.

General



Customize



- Change the interface theme. By default, it matches your system theme, but you can choose **System**, **Dark** or **Light**.
- If the **classroom.cloud** mascot (affectionately known as Bob!) who welcomes you to the dashboard and the Teacher Console, isn't your style, you can remove him.
- Set how teacher names appear to students. For example, include or exclude first names.
- Choose the default portal language from the list of supported options. Users can also change the language in their profile settings.
- Select an alternative time zone, if needed.

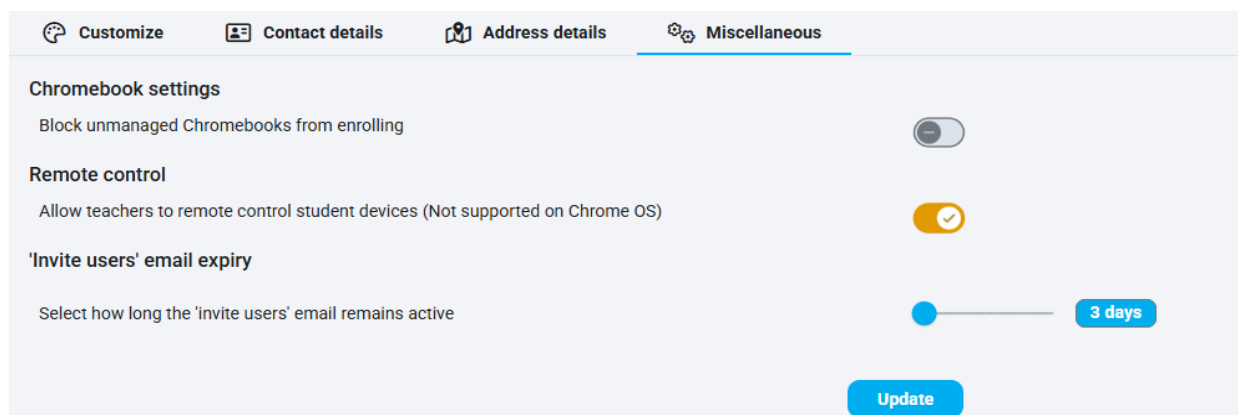
Contact details

Add the contact details for the primary user of the site.

Address

If required, you can enter the address for the site.

Miscellaneous



The screenshot shows the 'Miscellaneous' settings page with the following options:

- Chromebook settings**
 - Block unmanaged Chromebooks from enrolling: ☐
- Remote control**
 - Allow teachers to remote control student devices (Not supported on Chrome OS): ☒
- 'Invite users' email expiry**
 - Select how long the 'invite users' email remains active: A slider set to 3 days.

An 'Update' button is located at the bottom right of the settings panel.

Chromebook settings

You can prevent unmanaged Chromebooks from being enrolled in your **classroom.cloud** environment (for example, to stop a student's personal Chromebook from being enrolled).


Remote control

You can prevent teachers from being able to remote control student devices during lessons. (Remote control is not supported on Chrome.)

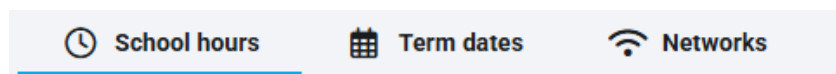
'Invite users' email expiry

When you send 'invite emails' to new **classroom.cloud** users, the email will expire if the user hasn't activated their account within three days. At that point, the email can be resent. However, you can use the slider here to increase or decrease the time frame if required (1-60 days).

User Profiles

This allows you to configure how much of their own profile information portal users can edit when clicking the **User Profile**  button. You can disable all options or customize to suit your site's needs. For privacy, you can also prevent profile pictures being pulled in from the supported third- party SIS systems (currently applies to Google and Microsoft only). As well as in the web portal itself, profile pictures will also appear next to the staff named as concern contacts on the student report a concern form.

Privacy



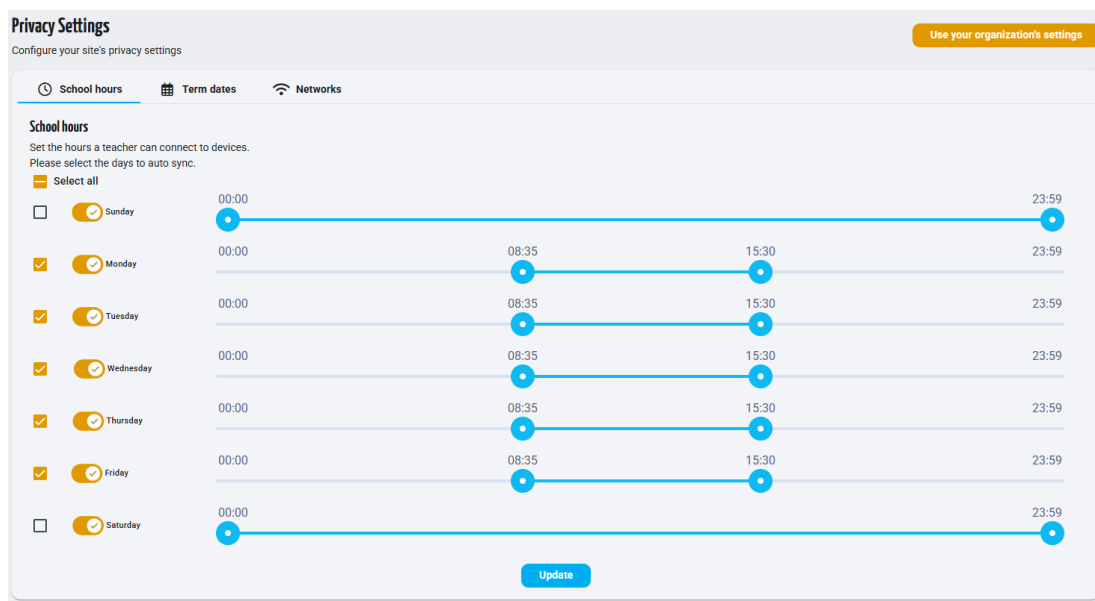
The screenshot shows the 'Privacy' settings page with the following options:

- School hours**: ☒
- Term dates**: ☐
- Networks**: ☐

Privacy settings help you ensure that school devices can only be connected to and monitored by teachers during school hours, within specified term dates, and on approved school networks.

Other **classroom.cloud** features (Online Safety, Restrictions, Activity Monitoring) also allow you to manage the times when monitoring is applicable to those individual components.

School hours tab



The screenshot shows the 'Privacy Settings' interface with the 'School hours' tab selected. The interface includes a header with 'Privacy Settings' and a sub-header 'Configure your site's privacy settings'. A yellow button 'Use your organization's settings' is in the top right. Below the header are three tabs: 'School hours', 'Term dates', and 'Networks'. The 'School hours' tab is active, showing a list of days with checkboxes and time sliders. The days are Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Each day has a checkbox and a time slider. The sliders are set to 00:00 for the start and 23:59 for the end. A blue 'Update' button is at the bottom.

You can sync the same hours for the whole school week or apply different settings on a day-to-day basis.

1. Click the sliders to enable the days when Privacy settings is active.
2. To set the same hours for all activated days, click the tick box for each day.
3. For one of the selected days, drag the time sliders to the required start and end times. You can also use the keyboard arrow keys to adjust the times up and down as needed.
4. When you release the mouse, the other selected days will inherit the same hours.
5. To apply different hours to individual days, as above, simply ensure the required day(s) are ticked and drag the time sliders in to place.
6. When complete, click **Update** to save the settings.

Term dates tab

Set the dates when teachers will be able to connect to devices. To set the first date range,

click on the calendar icon and select the required start and finish dates. Click **Add Date**. Repeat the process for the required number of additional date ranges. When complete, click **Update**.

Networks tab

Enter details of the supported school networks by address and/or Wi-Fi name. Enter the IP address(es) and click **Add IP Address** after each one. Similarly, enter each wireless network name and click **Add Network Name**. When complete, click **Update**.

Device Groups

Here, you can set up device auto assignment rules and configure the settings to be applied to all device groups in your site.

Device Auto Assignment

This is where you can create rules to automatically assign devices to device groups. For more information on creating rules, see the [Device auto assignment](#) section of the guide.

Device Groups Settings

You can apply a customized configuration to all device groups in a site. Site-level settings override those at organization level. You can also set device group settings for individual device groups. See the [Device Groups](#) section (settings for individual device groups override those at site level).

Device Group Settings

Configure settings to be applied to all device groups in your site

Use your organization's settings

Require student to accept connection from the teacher

Block students from initiating chat to the teacher

Block students from requesting help from the teacher

Allow multiple teachers to connect to a student simultaneously

only

Disable Chromebook full desktop view

only

Identify iPad Student with

Select

Google login

only

Display student desktop shortcut to join class

Display the following message to students when a remote connection is made (Not supported on Android)

A member of staff has connected to your device.

47/160

Display the following message to students when their device is being remotely viewed (Not supported on Android)

A member of staff is viewing your device.

41/160

only

Remove icon from notification area

Update

From here, you can enable/disable certain features and set custom messages to appear at

students' screens when the teacher connects to the devices. You can:

- Request student acknowledgement when connecting to a device.
- Prevent students from starting a chat session or requesting teacher help.
- Allow more than one teacher to connect to a student at the same time.
- Disable the ability a teacher has to view the full desktop when sharing their screen with student Chromebooks. For more information, see our [Behavior when viewing Student Chromebooks](#) guide (Chrome only).
- The **classroom.cloud** student app for iOS supports Microsoft Entra (formerly Azure AD) and Google authentication. If applicable in your environment, you can choose to force students to sign in with their assigned Entra or Google credentials. Alternatively, you can configure access using the students' standard usernames, or for younger children, help them to sign in easily by scanning a QR code.

Note: The Google login, Microsoft Entra login, and Username sign-in options are authentication methods that require the student to have a username and password. Signing in with a QR code is an identification method, so only the name and email address are required. For further information on setting up and using the QR code identification method, see our guide, [Enabling iOS Student sign-in via QR code](#).

- Decide if you want to give students the option to enter the provided class code via a desktop shortcut (if **Allow classes to be created using class codes** is enabled in the Classes settings). They can also enter it via the **classroom.cloud** Student icon in the system tray (Windows only).
- Display a custom message on a student's screen confirming when a member of staff (admin, technician or teacher) has connected to it or is viewing it. (Not currently supported on Android).
- Remove the **classroom.cloud** Student icon from the system tray (Windows only).

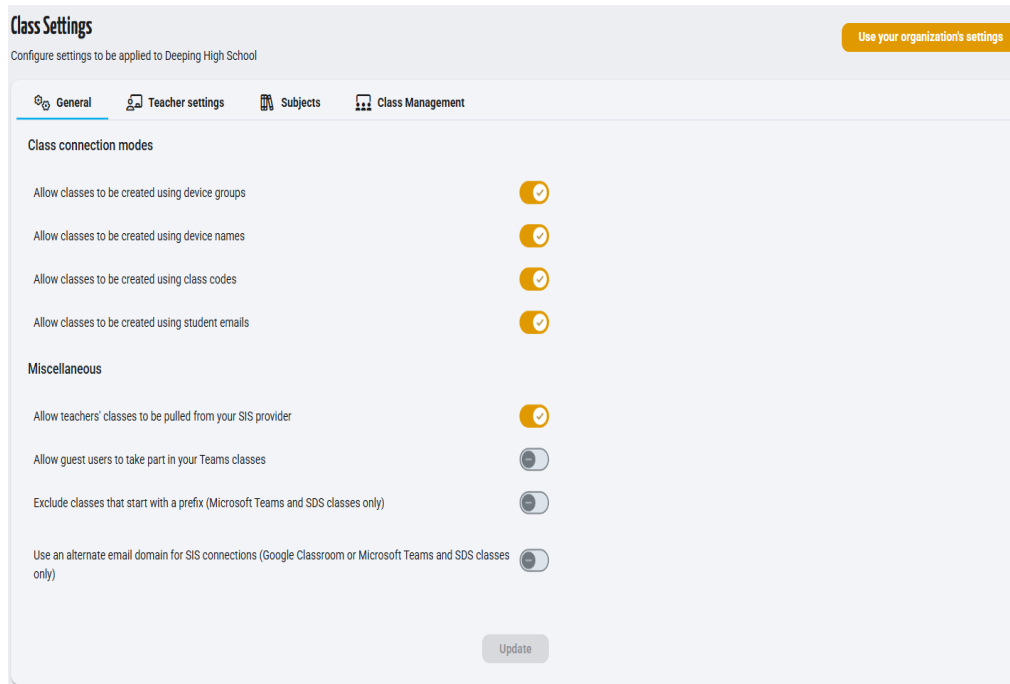
Click **Update** when complete.

Note: If you want to switch to the overall organization settings, click **Use your organization's settings**.

Classes

The Class Settings page offers a wide range of options that can be customized to suit your class management needs. From deciding how many of the class connection modes are

available to users when creating new classes and adding your own subjects to the default list, to switching certain teacher tools on/off, and creating classes on behalf of teachers.



The screenshot shows the 'Class Settings' interface for 'Deeping High School'. It features a top navigation bar with tabs for 'General', 'Teacher settings', 'Subjects', and 'Class Management'. The 'General' tab is active. Below the tabs, there are two sections: 'Class connection modes' and 'Miscellaneous'. Each section contains several settings with toggle switches. In the 'Class connection modes' section, all four toggles are turned on. In the 'Miscellaneous' section, the first toggle is on, while the other three are off. An 'Update' button is located at the bottom right of the settings area.

| Section | Setting | Status |
|------------------------|--|--------|
| Class connection modes | Allow classes to be created using device groups | On |
| | Allow classes to be created using device names | On |
| | Allow classes to be created using class codes | On |
| | Allow classes to be created using student emails | On |
| Miscellaneous | Allow teachers' classes to be pulled from your SIS provider | On |
| | Allow guest users to take part in your Teams classes | Off |
| | Exclude classes that start with a prefix (Microsoft Teams and SDS classes only) | Off |
| | Use an alternate email domain for SIS connections (Google Classroom or Microsoft Teams and SDS classes only) | Off |

General tab

Class Connection modes

Allows you to decide which class connection modes you want to make available to users when creating new classes in the My Classes component. However, if you use a third-party tool to manage class rosters, such as Microsoft School Data Sync, Google Classroom, or ClassLink, you may not want to enable all modes as the rosters can be pulled in automatically (see below).

Four methods are available:

- **Device groups:** Ideal where a traditional classroom-by-classroom scenario is employed, and the devices are static. (Please note that this method does not allow for any flexibility as to which devices are connected to in a class). When school devices are enrolled into **classroom.cloud** as described in Device Group settings, they are not licensed until they are added to a device group. It is often common practice to create the device groups based on the classrooms in which each set of devices is physically located (see the **Sites** section of this guide for details of how to create the groups).
- **Device names:** Perfect when you need the flexibility to be able to pick and choose the

devices to connect to in any given class. You can create a class based on the individual device names.

- **Class codes:** Great for ad-hoc scenarios where you want to invite selected students to join a class. The class code method gives you a 6-digit code that can be shared with the required students who, in turn, enter the code into a prompt on their device.
- **Student emails:** An alternative to the 'device name' method, this allows you to create the class using the required student emails.

Miscellaneous

- **Allow a teacher's classes to be pulled from your SIS provider:** While **classroom.cloud** supports single sign-on for the third-party solutions mentioned above, you may not always want the class rosters associated with the teacher's login credentials to be automatically pulled in. This setting can therefore be enabled or disabled to suit your requirements.
- **Allow guest users to take part in your Teams classes:** For use if your school uses 'Guest' Microsoft 365 student accounts to ensure the students can take part in Teams classes in use within **classroom.cloud**.
- **Exclude classes that start with a prefix (Microsoft Teams and SDS classes only):** To avoid pulling in archived/expired Teams and School Data Sync classes, you can specify a class prefix to ensure matching class names are ignored. Multiple prefixes can be specified, separated by a comma. This will however, also exclude classes that are not archived/ expired if they match the prefix you have provided.
- **Use an alternative email domain for SIS connections (Google Classroom or Microsoft Teams and SDS classes only):** There may be a scenario where your school/district uses more than one email domain. This has the potential to cause connection problems for teachers in SIS environments if students sign in to devices with differing email credentials. To remedy this, you can enter the alternative domain name here.

Teacher settings tab

Student toolbar

Enable student toolbar: Allows you to customize the default behavior of the student toolbar (Windows students only) when a teacher starts a class. If you disable the toolbar here, the student toolbar icon in the Teacher Console will also be disabled but the teacher can switch it back on if it is required during a particular lesson.

Make the toolbar always visible: When the toolbar is active you can decide if it is visible full size across the top of the student screens or is auto-hidden so as not to use screen space. Students can then expand the toolbar as required by mousing over the top of the screen.

Allow student to add notes during class: When enabled, the student toolbar allows the student to enter custom notes during the lesson.

Allow student to access class resources: When enabled, the student toolbar will offer the student a link to a resource page containing information about digital citizenship.

Quick Launch)

Add a default Quick Launch URL for teacher use: You can specify a URL that will be added to the Quick Launch list in the Teacher Console.

Silent Disconnect

Enable student disconnection messages in teacher console: This enables you to choose whether to allow or prevent the warning messages appearing in the Teacher Console each time a student device disconnects from the class.

Teacher interface

Launch teacher console in new tab: When enabled, the Teacher Console is launched in a new tab, so you can access the web portal while the Teacher Console is open.

Subjects tab

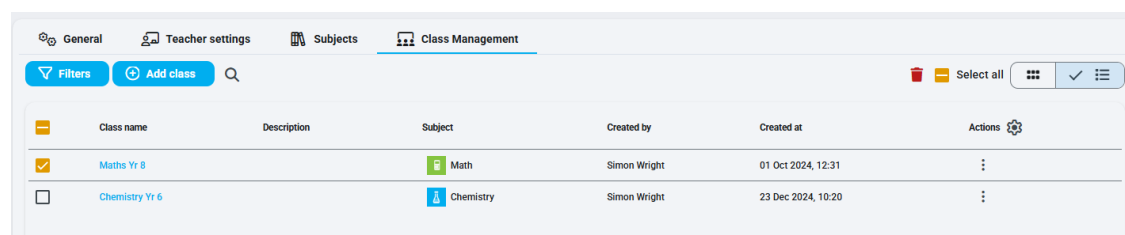
Allows you to personalize the list of subjects that are available to choose from when creating a class. Pre-defined subject names can be edited, or hidden. You can also add your own user-defined subjects.

Adding a new subject



1. Click the **User-defined** button.
2. Click **Add subject**.
3. Enter the subject name and choose an appropriate icon (the image that appears on the class tile in the My Classes list).
4. Click **Add**.


Class Management tab

The **Add class** option available in the My Classes component, as explained later in the guide, gives administrators and teachers the ability to create new classes on the fly for students to join (based on the available connection modes configured above). For added flexibility, as an Administrator (at site level only), you can also add classes on behalf of teachers. When the teacher signs in to **classroom.cloud**, any 'admin created' classes assigned to them will automatically appear in their class roster.



| | Class name | Description | Subject | Created by | Created at | Actions |
|-------------------------------------|----------------|-------------|-----------|--------------|--------------------|---------|
| <input checked="" type="checkbox"/> | Maths Yr 8 | | Math | Simon Wright | 01 Oct 2024, 12:31 | ⋮ |
| <input type="checkbox"/> | Chemistry Yr 6 | | Chemistry | Simon Wright | 23 Dec 2024, 10:20 | ⋮ |

1. Click **Add class**.
2. Select the required connection type - device group, list of student names, list of device names. The Class Code option is not available here, it is primarily reserved for teachers to use if they need to create ad-hoc classes (see the My Classes topic for more information about each connection type).
3. Enter a suitable name and description for the class.
4. Depending on the connection type selected, choose the device group, student names, or device names that this class should connect to when the teacher is ready to start the class.
5. Choose the subject.
6. Click **Add** to save the details. The new class will be added to the list.
7. To allocate the class to the required teachers click the **Actions**  icon and choose **Assign**.
8. A list of teachers (users assigned the teacher role) for the site will appear.
9. Select the required teachers, or click **Select all** in the Available teachers list and click the right arrow  to move to the Selected teachers list. You also have the option to automatically assign the class to all teachers, now and in the future, by ticking **Assign all teachers to the class**.
10. Click **Update**.

When the teacher views their class list, any 'admin created' classes will be highlighted with the **Site Admin**  icon.

Online Safety (optional)

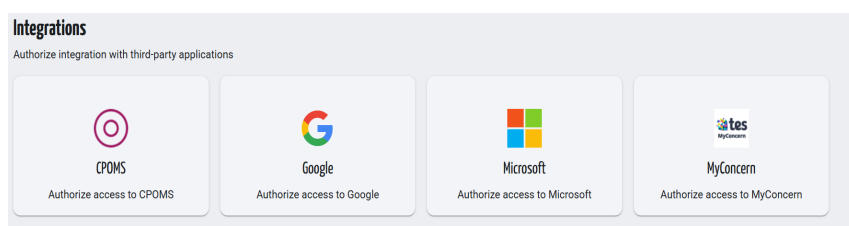
Only available if the Online Safety component is enabled and you have been assigned the Online Safety Admin role. Allows you to customize the settings for the keyword and phrase monitoring, image analysis*, and student report a concern features. For further information about the Online Safety settings, please refer to the [Online Safety Admin guide](#).

* Image Analysis only appears if you have the Enhanced Online Safety component on your account.

Integrations

classroom.cloud integrates with selected third-party SIS tools. This enables users (signing in to **classroom.cloud** with their SIS login credentials) to pull in pre-existing class and student information.

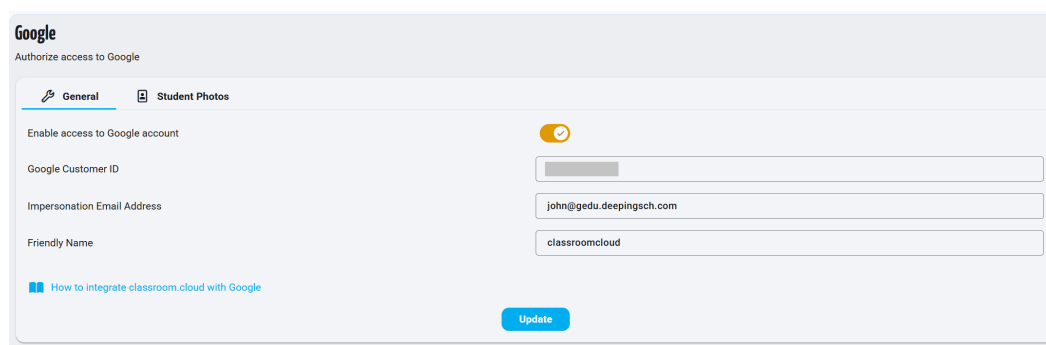
Note: Some of the options will only be displayed if you have the Online Safety component enabled in your account. You can connect your Microsoft 365 tenancy to allow phrase and keyword monitoring of Teams channels and chats, as well as authorize access to MyConcern or CPOMS, allowing phrase and image matches to be recorded in these applications. For further information about using these, please refer to the [Online Safety Admin guide](#).



Google

You can authorize access to your Google account, allowing **classroom.cloud** to access additional device and student details (logged in username for example) held in your Google environment.

General tab



Enable access to Google account

Turn on this toggle to allow access to your Google account.

Google customer ID

Enter your Google customer ID. This can be found in **Google Admin - Account Settings**.

Impersonation email address

Enter the impersonation email address. This must be a Super Admin email.

Friendly name

Enter a friendly name for the Google account.

Note: You also need to link your Google account to **classroom.cloud**. For further information on how to do this, please refer to the [Integrating with Google Accounts guide](#).

Student Photos tab

Selecting this option allows you to show the student profile images (pulled in from Google Classroom) in the Teacher Console.

Microsoft

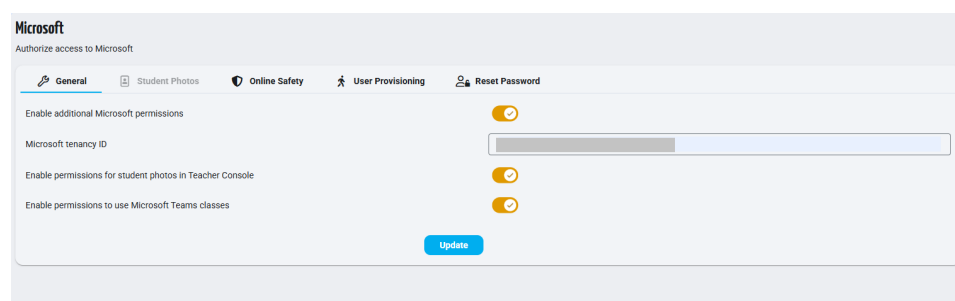
If you are a Microsoft Education site, you can easily integrate **classroom.cloud** with your 365 tenancy. This offers the advantage of being able to pull in your pre-prepared Teams classes* and, if required, the associated student photos can be displayed in the Teacher Console.

As mentioned above, if you have the Online Safety component enabled in your account, you

can also connect your Microsoft 365 tenancy to allow phrase and keyword monitoring of Teams channels and chats. And, for Entra ID users, **classroom.cloud** supports the User Provisioning service, allowing you to automatically create and manage user accounts in line with your Entra environment (but this option will only display for Organization Administrators). You can also configure **classroom.cloud** to allow teachers to reset student passwords from within the Teacher Console when running a class.

* **classroom.cloud** will only pull in the classes you created using the 'Class' team type. Other Microsoft team types are not currently supported.

General tab



Enable additional Microsoft permissions

This allows you to decide which of the required Microsoft permissions you want to switch on to pull in your pre-existing Teams classes and/or the associated student photos.

Microsoft tenancy ID

To complete the sync with your Microsoft account, enter your tenant ID.

Enable permissions for student photos in the teacher console

Enables the permission to allow student profile photos to be pulled in with any classes.

Enable permissions to use Microsoft Teams classes

Enables the permission to pull in your pre-existing Teams classes.

Click **Update** to apply the settings. You will be prompted for your Microsoft Admin credentials to link your tenant ID.

Note: If you are signed into **classroom.cloud** using your Microsoft single sign-on (SSO) account credentials, a **Check** button will be available for you to ensure the Microsoft

permissions you have granted to **classroom.cloud** are synced with Entra ID. It is recommended that you only use this button if you are having issues with the permissions you have granted.

Student Photos tab

Once the required permission has been enabled on the General tab, you can confirm that you want to display the student profile photos in any classes that are pulled in.

Online Safety tab

If displayed, activates phrase and keyword monitoring of Teams channels and chats.

Reset Password tab (for resetting Entra ID credentials)

Avoid wasted teaching time by giving teachers the ability to reset student passwords from within the Teacher Console.

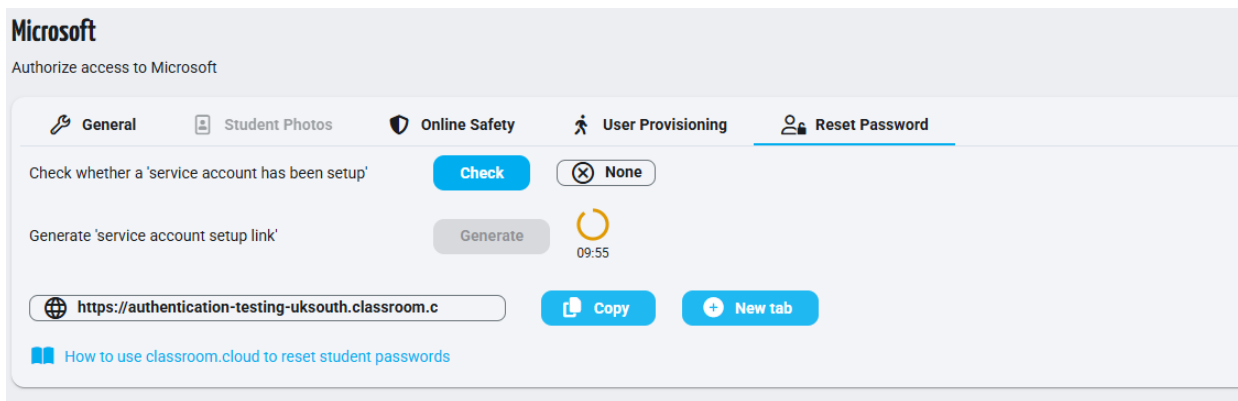
classroom.cloud currently only offers this facility for Microsoft Entra ID (formerly Azure AD) and on-premise created Active Directory student accounts.

The type of accounts used in your school determine which of the web portal settings need configuring to give teachers the required access rights to change the passwords. Brief details of the various settings follow but our document [How to use classroom.cloud to reset student passwords](#) provides more information.

For Entra ID accounts, step one of two requires you to use this Microsoft Integrations - Reset Password tab to set up a Microsoft 'service account' that will be dedicated to password resets.

Note: These steps are not required for on-premise AD accounts. To configure the settings for these accounts, please refer to the **Creating Device Groups** section of this guide.

The service account ensures that when the teacher is asked by a student to reset their password, the necessary student IDs are already known and can be matched (or rejected) with the details entered by the teacher.



1. To see if a service account is already set up, click **Check**. If it has, the associated email address of the service account used for password resets appears.
2. To create a new service account link, click **Generate**.
3. Click **Copy** to copy the generated URL (the link expires after 10 minutes if not used).
4. Paste the URL into a new browser tab or click **New tab** to open it automatically.
5. You are asked to sign in to a Microsoft account.
 - This should be a new service account dedicated to password resets.
 - Do not use your normal admin account.
 - The service account requires the Authentication Administrator role to reset passwords.
 - You may need to assign the account Privileged Role Administrator rights temporarily to grant the required permissions. Remove this role after it has got the required permissions for **classroom.cloud**.

You are now ready to configure the second step of the setup process for Entra ID accounts using the main Reset Passwords settings option.

MyConcern

If your school uses MyConcern, you can link **classroom.cloud**'s Online Safety tool to your account, allowing keyword triggers, image triggers and student concerns to be shared.

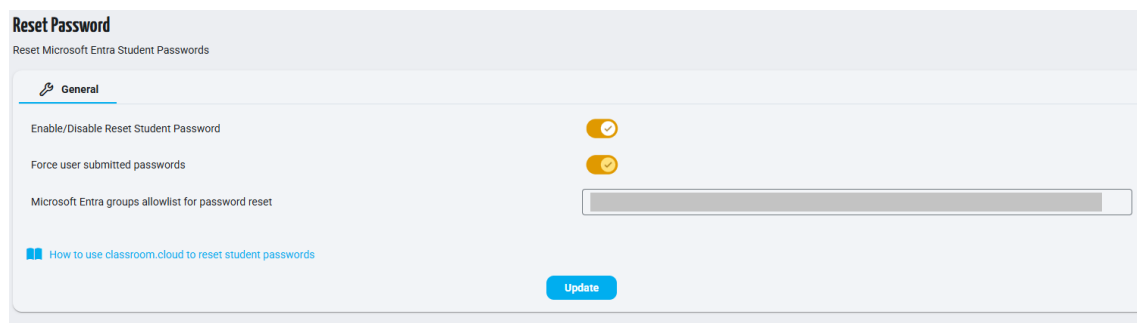
CPOMS

Similarly, if your school uses CPOMS, you can link **classroom.cloud**'s Online Safety tool to your account.

See our [Online Safety](#) guide for the precise configuration details for CPOMS and MyConcern.

Reset Password (Microsoft Entra passwords only)

Here, you can enable the Password Reset feature in the Teacher Console (Microsoft Entra passwords only) and manage which student accounts teachers can reset. Before doing this, make sure you've linked the service account in the Microsoft Integrations settings.



1. Click to enable/disable the Reset Student Password feature. This controls the **Reset Student Password** icon in the Teacher Console.
2. Decide if you want to force the teacher to enter the new student password each time. If not, the system automatically generates the password. In hybrid password scenarios, this setting must be enabled.
3. Specify the object IDs of your student Entra groups to create an allowlist. This ensures that the student ID/email entered by the teacher is checked before the password reset is approved.

Note: The allowlist groups must be security groups.

4. Click **Update**. A warning message appears, reminding you to ensure the Microsoft integration part of the setup has been completed.

Our document [How to use classroom.cloud to reset student passwords](#) provides more information.

If your on-premise created student accounts are managed in Active Directory, you need to follow the steps in the **Create Device Groups** topic to allow teachers to reset these passwords.

Connectors

classroom.cloud has selected a range of useful third-party websites to connect teachers

and online safety teams with. Simply select the ones you feel would be most beneficial to appear on the teacher and Online Safety user dashboards when they sign in to their **classroom.cloud** account.

Inventory

This option allows you to configure the inventory settings for your site.

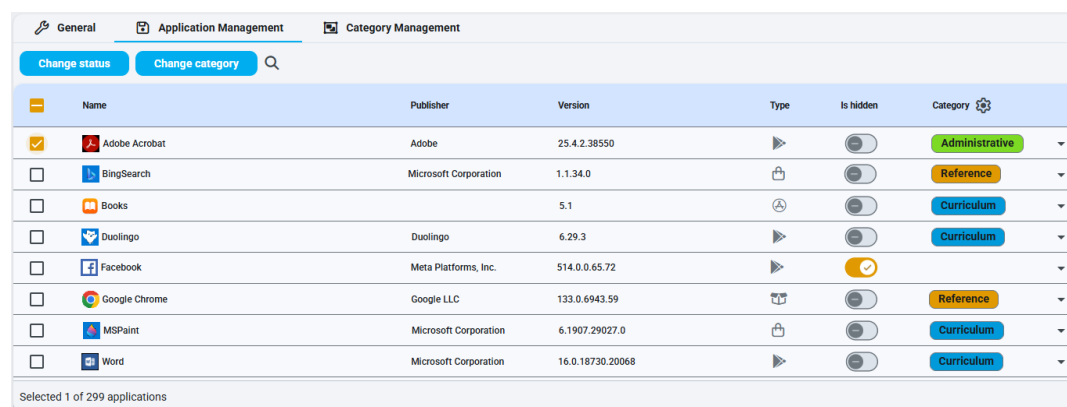


General tab

Allows you to enable/disable the collection of inventory data from devices.

Application Management tab

From here, you can manage the applications displayed in the software inventory. All applications installed on your enrolled devices will be listed.



| | Name | Publisher | Version | Type | Is hidden | Category |
|-------------------------------------|---------------|-----------------------|------------------|------|-------------------------------------|----------------|
| <input checked="" type="checkbox"/> | Adobe Acrobat | Adobe | 25.4.2.38550 | ▶ | <input type="checkbox"/> | Administrative |
| <input type="checkbox"/> | BingSearch | Microsoft Corporation | 1.1.34.0 | 🔒 | <input type="checkbox"/> | Reference |
| <input type="checkbox"/> | Books | | 5.1 | 📖 | <input type="checkbox"/> | Curriculum |
| <input type="checkbox"/> | Duolingo | Duolingo | 6.29.3 | ▶ | <input type="checkbox"/> | Curriculum |
| <input type="checkbox"/> | Facebook | Meta Platforms, Inc. | 514.0.0.65.72 | ▶ | <input checked="" type="checkbox"/> | |
| <input type="checkbox"/> | Google Chrome | Google LLC | 133.0.6943.59 | 📄 | <input type="checkbox"/> | Reference |
| <input type="checkbox"/> | MSPaint | Microsoft Corporation | 6.1907.29027.0 | 🔒 | <input type="checkbox"/> | Curriculum |
| <input type="checkbox"/> | Word | Microsoft Corporation | 16.0.18730.20068 | ▶ | <input type="checkbox"/> | Curriculum |

Selected 1 of 299 applications













You can hide applications from being reported in the software inventory (you can show hidden applications in the report if required). Select the application(s) to hide, click **Change status** and select **Hide** from the drop-down list, or click the **Hide** switch alongside the application.

Categories can be assigned to each application for ease of filtering and grouping when viewing the software inventory report. Simply select one or more applications in the list and choose **Change category** or click the arrow alongside the application. Select the required category from the list.

Note: You can add and edit categories and choose the category color in the Category Management section.

Category Management tab

Allows you to manage the categories that can be assigned to applications in the software inventory.

| General Application Management Category Management | | |
|--|---------|---|
| Add category | | |
| Name | Color | Actions |
| Administrative | #7cda24 |   |
| Curriculum | #0099da |   |
| General | #00aeef |   |
| Kids | #cce5ff |   |
| Productivity | #d91b5c |   |
| Reference | #e09900 |   |

A selection of default categories is provided. Click **Add Category** to add a new one. To edit or delete a category, click the **Edit**  or **Delete**  icons.

Power Management

When interacting with school devices, **classroom.cloud** users (admins, technicians and teachers) have the option to power off, restart, or logout available machines (Windows and macOS only). In addition, wired Windows desktops (that have a physical network card installed) across the school network can also be powered on by admins and technicians. The Power Management topic at the end of the guide expands on each process (power on requires additional configuration).

As schools focus on the need to reduce energy costs, the Power Management settings provide an additional level of support in this area by allowing you to create automated power schedules that can be activated at specified times of the day. For example, you can set what actions are taken if a user is still logged on to a machine when it is time to power off – or create inactivity policies, allowing you to decide what happens when a machine has been inactive for a specified period.

You can also create an exclusions list if you want to exclude certain devices from the automated schedules (site level task only).

General tab

Power Management Settings

Configure the power management settings for your site

Use your organization's settings

General

Power schedule

Inactivity

Term dates

Networks

Device exclusions

Enable power management

Warn user if they will be logged off or their device is going to be shutdown/suspended

A user can postpone their device shutting down, being suspended or logging off when this is enabled

Power on actions

Enable scheduled power on

Stagger power on command across network

Power off actions

When logged on

Shutdown

When logged off

Do nothing

Inactivity actions

When logged on

Lock

When logged off

Suspend

Period of inactivity

15 minutes

Update

Firstly, ensure the **Enable power management** setting is switched on otherwise the automated schedules you create will not run. You can also choose to send a prompt to devices when they are about to shut down or restart.

If you are employing a power on policy, depending on the number of devices across your network, you can choose to stagger the command. Set the power off/Inactivity actions to be performed, and the period of inactivity that applies.

Note: The Power On feature can be disabled independently if you prefer to focus on power off only.

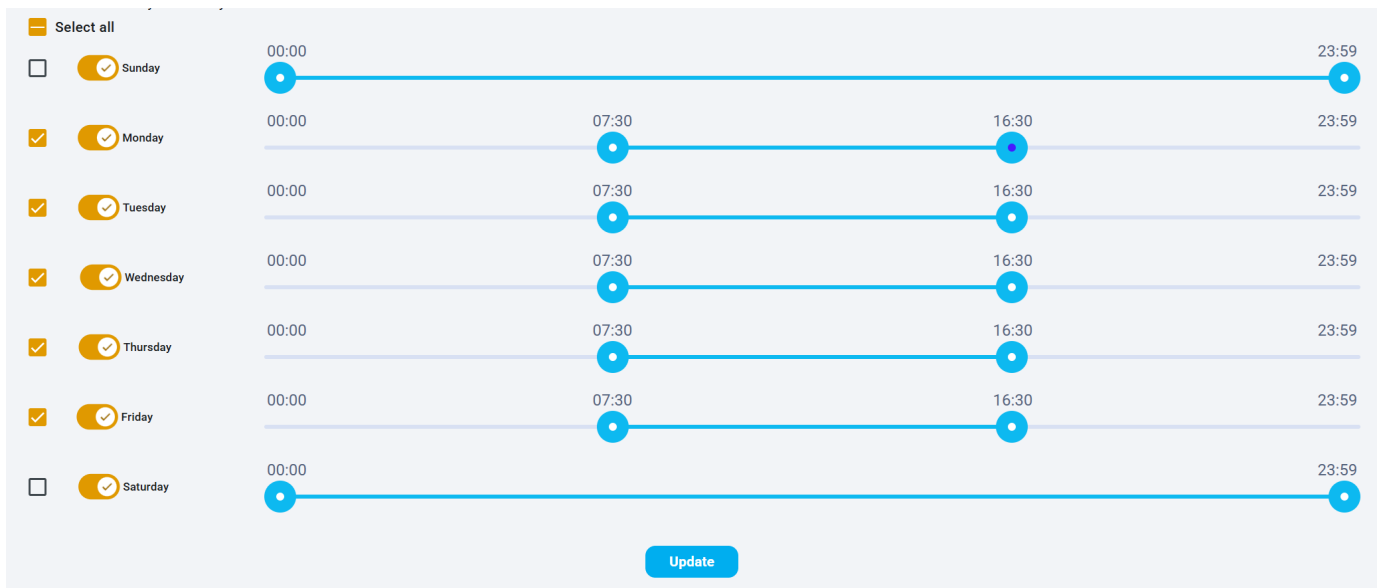
Click **Update** to confirm the actions set on this page.

Power Schedule tab

Set the times that school machines will automatically power on and/or off by dragging the sliders to the required time for each day. You can sync the same time for the whole school week or apply different settings on a day-to-day basis.

Notes:

- Power on is only supported for wired Windows desktops that have a physical network card installed. Whereas power off is supported on all Windows and macOS devices.
- If power on has been disabled on the General tab, the first slider will be greyed out.



The screenshot shows the 'Power Schedule' configuration interface. On the left, there is a list of days of the week with checkboxes and toggle switches. The days are: Sunday (unchecked), Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), and Saturday (unchecked). To the right of each day is a horizontal timeline slider. The timeline has markers at 00:00, 07:30, 16:30, and 23:59. The sliders for Monday through Friday are currently set to 07:30 and 16:30. The slider for Saturday is set to 00:00 and 23:59. The slider for Sunday is set to 00:00 and 23:59. At the bottom right, there is a blue 'Update' button.

1. Tick the days of the week when the power schedule should apply and click the slider to activate each day.

Or

Select each day individually if certain days require different hours.

2. For one of the selected days, drag the time sliders to the required power on and off times. You can also use the keyboard arrow keys to adjust the times up and down as needed. When you release the mouse, the other selected days will inherit the same time.
3. When complete, click **Update** to save the settings.

Inactivity tab

Set the time periods that machines will be subject to inactivity controls by dragging the right and left sliders to the required times. Click **Update** when complete.



Term dates tab

Applicable to power on only, you can enter your term (semester) dates to ensure machines are not powered on inadvertently during holiday periods.

Networks tab

For an added measure of security, you can also specify details of your school networks to ensure the power schedule is only applied to the required addresses.

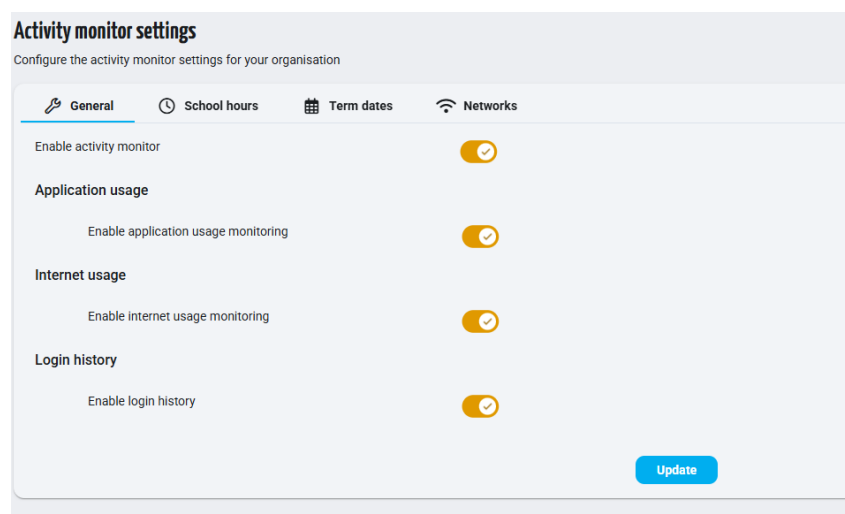
Device Exclusions tab (only available as a site level task)

You can create an exclusions list to ensure key school devices that need to remain switched on are not affected by any automated power management schedules. In the Available devices column, select the required machines and click the right arrow  icon. The selected machines will be added to the excluded list. To remove devices from the list, click the left arrow  icon.

Activity Monitor (BETA)

Using the Activity component, administrators and technicians can monitor internet and application usage as well as view a history of **classroom.cloud** user logins. As with all components, the user's role will determine whether this is for the whole organization or designated sites.

The Activity Monitor settings let you customize which of the three options is enabled and apply privacy settings to ensure monitoring is only active during approved periods. You can also create an 'exclusions' list for school devices you do not want to monitor (site level option only).



Activity monitor settings
Configure the activity monitor settings for your organisation

General School hours Term dates Networks

Enable activity monitor ☒

Application usage

Enable application usage monitoring ☒

Internet usage

Enable internet usage monitoring ☒

Login history

Enable login history ☒

Update

General tab

Check to ensure the Activity component is enabled and decide which of the three options you want to monitor.

School hours tab

Allows you to apply privacy settings that are specific to activity monitoring (as opposed to

those set for classroom management purposes in the main privacy settings), ensuring that school devices are only monitored during approved times. Drag the time sliders to the approved start and end times and click **Update** to save. As explained in the earlier Privacy Settings topic, to sync the same hours for multiple days, click the required days and simply move the sliders for one of the selected days.

Term dates tab


As a further layer of security, you can also add the term/semester dates when monitoring is allowed. Click **Add date** and choose the start and end dates for each term. Click **Update** when complete.

Networks tab

You can also enter the IP and wireless network addresses of the school networks to be monitored. Click **Update** to save.

Device exclusions tab (site level only)

Here you can compile a list of school devices that you want to exclude from being monitored.

Select the required devices from the Available devices list (you can use the search bar to filter the list if needed) and click the right arrow  icon to move the selections to the excluded list. Click **Update** when complete. Click the left arrow icon to remove selected items from the excluded list.

The Activity Monitoring topic in the **Tech Tools** section of the guide explains how to view and filter the recorded Activity data.

Restrictions

Restrictions settings offers two options - application restrictions and internet restrictions - providing you with a central portal to quickly and easily manage app and web use across your sites to ensure compliance with any school policies. Create approved and restricted lists and schedule the times when each list should be in-force, or when unrestricted access is available. Selected devices and device groups can also be excluded from any enforced restrictions (site level task only). The school-wide restrictions applied here take precedence over any application and website monitoring a teacher may have implemented during a lesson.

Restrictions Settings

Manage the restrictions settings for Deeping High School



Application Restrictions

Configure application restrictions



Internet Restrictions

Configure internet restrictions

Application restrictions

Application Restrictions

View and manage Application restrictions

Use your organisation's settings



Enable application restrictions



Update

General tab

First, ensure the application restrictions feature has been enabled. The other tabs are disabled until you have enabled this (the Device exclusions and Device group exclusions tabs are site level tasks).


Applications tab

Use this page to build your application list and decide if the status for each application should be approved or restricted.

1. Click **Add application**.
2. Enter the application name (desktop apps only).
3. Enter a 'friendly name' for the application to easily identify the item in the list if the name itself is not obvious.
4. Select the status - **Approved** or **Restricted**.
5. Confirm the platform of the devices that restrictions should apply to (currently Windows apps only).
6. Click **Add** to save the details to the list.

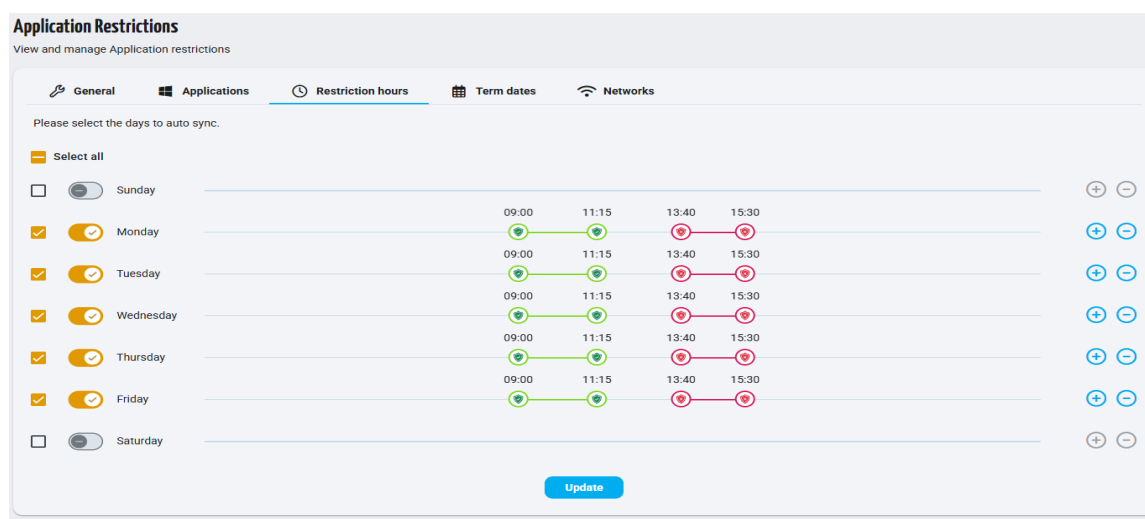
You can use the **Edit**  icon to change the details or click the **Delete**  icon to remove the

application from the list (applications added at organization level by the Organization Administrator cannot be edited or deleted at site level by a Site Administrator). You can, however, change the status of multiple items by selecting each one in the list and clicking the **Change status** icon.


Use the **Filters** button and **Search** option  to explore the list, for example - show just the Approved applications or find a group of applications, Microsoft, Adobe etc.



Restriction hours tab

Set the times when the approved and restricted application lists are in-force (when the feature is enabled in the General tab). You can sync the same hours for the whole school week or apply different settings on a day-to-day basis. You can set a maximum of four separate periods each day.



The screenshot shows the 'Application Restrictions' interface with the 'Restriction hours' tab selected. The interface includes a 'Select all' button and a list of days of the week. Each day has a checkbox and a toggle switch. The days are Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. The restriction hours are displayed as a grid with time slots: 09:00, 11:15, 13:40, and 15:30. The grid shows the status of restrictions for each day and time slot. The 'Update' button is at the bottom.

1. To apply the same settings to multiple days, click the tick box that appears alongside each day of the week, ignoring days when restrictions do not apply.
2. Click one of the sliders alongside the tick boxes to make the selected days active.
3. To configure your restriction hours, for one of the active days, click the **Add**  icon.
4. Decide if the time-period enforces the approved or restricted application list. Once set, by clicking on a start or end time you can change the type of restriction applied or delete the selected time interval.
5. Drag the time sliders to the required start and end times. You can use the keyboard arrow keys to adjust the start and end times up and down by a minute.

6. As you release the mouse, the other selected days will inherit the same hours.
7. As mentioned, each day can have a maximum of four separate time intervals applied. Click the **Add**  icon each time you want to insert another interval and again decide for each one which of the restrictions applies.
8. You can delete the last specified time interval for a selected day by clicking the **Delete**  icon.
9. When complete, click **Update** to save the settings.

Notes:

- If a user attempts to open an application when restrictions are in force, the blocked application image will appear on their screen.
- If you are installing/uninstalling applications on school devices, ensure approved only restrictions are turned off to avoid your updates being blocked.


Term dates tab

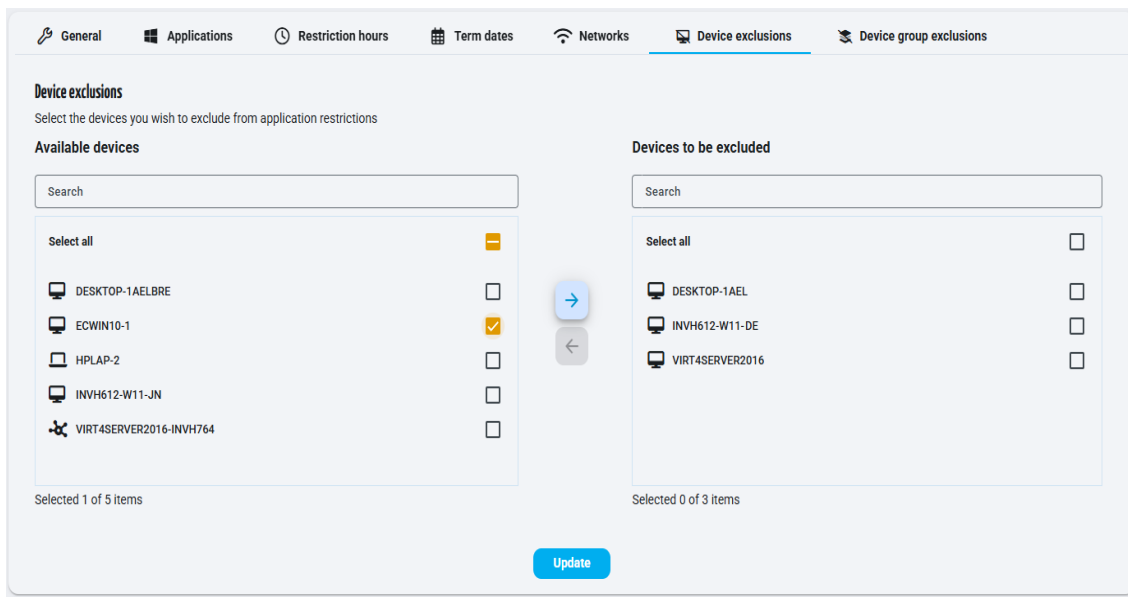
As an extra measure of security, you can also ensure that restrictions are only applied during approved term (semester) dates. To set the first date range, click on the calendar icon and select the required start and finish dates. Click **Add Date**. Repeat the process for the required number of additional date ranges. When complete, click **Update**.

Networks tab

Define the school networks where devices can have the restrictions applied. Enter the IP address(es) and click **Add IP Address** after each one. Similarly, enter each wireless network name and click **Add Network Name**. When complete, click **Update**.

Device exclusions tab (site level only)

On a site-to-site basis you can choose devices to be excluded from any restrictions being applied. Select the required devices from the Available devices list (you can use the search bar to filter the list if needed) and click the right arrow  icon to move the selections to the excluded list. Click **Update** when complete. Click the left arrow icon to remove selected items from the excluded list.



Device exclusions
Select the devices you wish to exclude from application restrictions

Available devices

Search

Select all ☐

DESKTOP-1AELBRE ☐

ECWIN10-1 ☒

HPLAP-2 ☐

INVH612-W11-JN ☐

VIRT4SERVER2016-INVH764 ☐

Selected 1 of 5 items

Devices to be excluded

Search

Select all ☐

DESKTOP-1AEL ☐


INVH612-W11-DE ☐

VIRT4SERVER2016 ☐

Selected 0 of 3 items

Update

Device group exclusions tab (site level only)

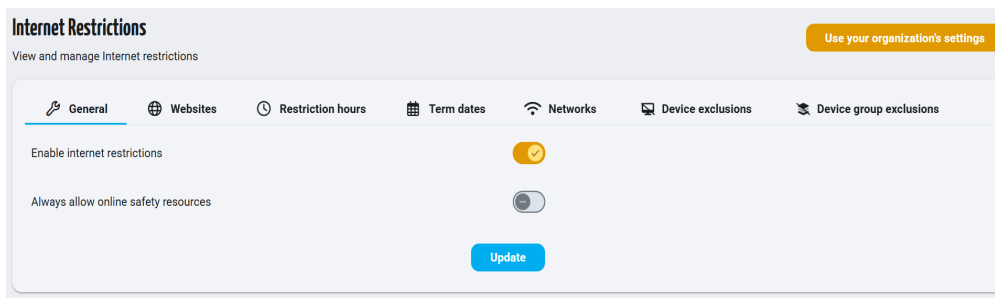
If you want to exclude a number of devices from any restrictions, you can choose to exclude device groups. This may be useful don't want restrictions to apply to a group of devices, such as staff devices. Select the required device group from the Available device groups list (you can use the search bar to filter the list if needed or click **Select all** to choose all device groups) and click the right arrow  icon to move them to the Device groups to be excluded list. Click **Update** when complete. Click the left arrow icon to remove selected items from the Device groups to be excluded list.

Internet restrictions

This setting allows you to introduce Internet restrictions on a site-by-site basis.

Create and manage a list of approved and restricted websites, configure the times when restrictions apply (or the internet is completely blocked), and then simply switch the settings on or off as required. As with application restrictions, you can also configure your term/semester dates and the networks that the restrictions apply to. Selected devices and device groups can also be excluded from any enforced restrictions (site level task only).

Note: This feature is currently supported on the Windows and Chrome Student applications.



General tab

First, ensure the internet restrictions feature has been enabled. The other tabs are disabled until you have enabled this. But once you have created your approved/restricted website list (Websites tab) and configured the times when restrictions apply (Restriction hours tab), simply revisit the General tab to turn the restrictions on or off as required.

In addition, you can ensure that websites included in **classroom.cloud**'s Online Safety Resources list can still be viewed when restrictions are in-force.

Note: The **Always allow Online Safety resources** option works independently from the **Show Online Safety resources** option in the main Online Safety Resources settings. If **Show Online Safety resources** is disabled in the Online Safety Resources settings, the list will not be visible on the device's desktop/system tray but users can still enter the URL in a browser to visit the website. Internet restrictions would not apply to these sites.



When the feature is enabled, the Activity monitoring - Internet usage page will include a Status column. As well as showing you the sites visited by each user it will indicate for each one if access to the site was approved or blocked at that time (depending on how you have the Restriction hours set).


Websites tab

Use this page to build your website list and decide if the status for each URL should be approved or restricted.

1. Click **Add website**.
2. Choose the website's protocol - http or https.
3. Enter the required URL.
4. Enter a 'friendly name' for the website to easily identify the site in the list if the URL itself is not obvious.

5. Select the status - **Approved** or **Restricted**.
6. Click **Add** to save the URL to the Website list.

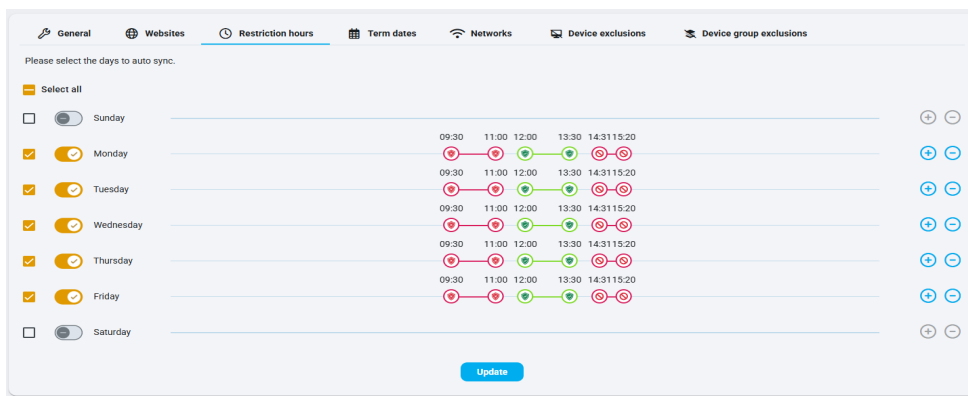
You can use the **Edit**  icon to change the details or click the **Delete**  icon to remove the URL from the list. Websites added at organization level by the Organization Administrator cannot be edited at site level by a Site Administrator.


Use the **Filters** button and **Search** option  to explore the list - show just the approved sites or find URLs that start with the same domain name, for example.

Restriction hours tab



Set the times when the approved and restricted website lists are in-force (when the feature is enabled in the General tab). You can sync the same hours for the whole school week or apply different settings on a day-to-day basis. On first time use, the page will be blank, allowing unrestricted internet use. You can set a maximum of four separate periods each day.

Note: If a student or staff member attempts to visit a website when restrictions are in force, a blocked website image will appear on their screen.



1. To apply the same settings to multiple days, click the tick box that appears alongside each day of the week, ignoring days when restrictions do not apply.
2. Click one of the sliders alongside the tick boxes to make the selected days active.
3. To configure your restriction hours, for one of the active days, click the **Add**  icon.
4. Decide if the time-period enforces the approved website list, the restricted website list or you want to block all internet access during specified hours. Once set, by clicking on a start or end time you can change the type of restriction applied or delete the selected

time interval.

5. Drag the time sliders to the required start and end times. You can use the keyboard arrow keys to adjust the start and end times up and down by a minute.
6. As you release the mouse, the other selected days will inherit the same hours.
7. As mentioned, each day can have a maximum of four separate time intervals applied. Click the **Add**  icon each time you want to insert another interval and again decide for each one which of the restrictions applies.
8. You can delete the last specified time interval for a selected day by clicking the **Delete**  icon.
9. When complete, click **Update** to save the settings.

In the example above:

- Sunday and Saturday are inactive days and therefore have no internet restrictions applied.
- On active days (Monday to Friday), there are several periods when unlimited internet access is allowed. Up to 08:30 and after 17:30, and times in between each specified restriction period.
- Between 08:30 and 09:30, only sites marked as approved in the Websites list can be accessed.
- Between 11:00-12:00 and 14:00-15:30, sites listed as restricted cannot be accessed.
- Between 16:30-17:30, no internet access is allowed.


Term dates tab

As an extra measure of security, you can also ensure that restrictions are only applied during approved term (semester) dates. To set the first date range, click on the calendar icon and select the required start and finish dates. Click **Add Date**. Repeat the process for the required number of additional date ranges. When complete, click **Update**.


Networks tab

Finally, define the school networks where devices can have the restrictions applied. Enter the IP address(es) and click **Add IP Address** after each one. Similarly, enter each wireless network name and click **Add Network Name**. When complete, click **Update**.

Device exclusions tab (site level only)

On a site-to-site basis you can choose devices to be excluded from any restrictions being applied. Select the required devices from the Available devices list (you can use the Search bar to filter the list if needed) and click the right arrow  icon to move the selections to the excluded list. Click **Update** when complete. Click the left arrow icon to remove selected items from the excluded list.

Device group exclusions tab (site level only)

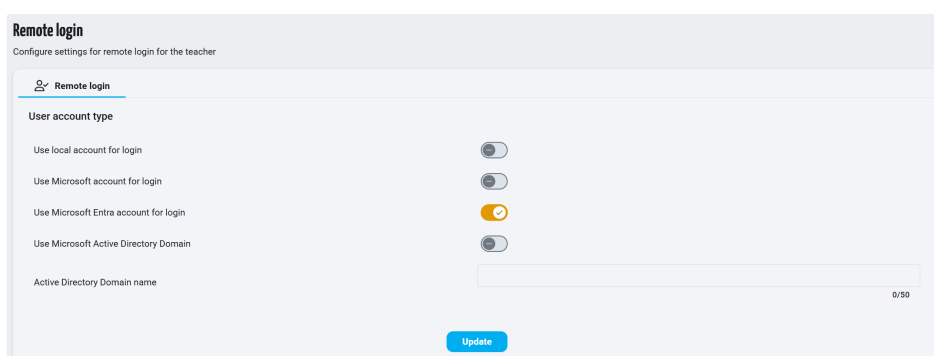
If you want to exclude a number of devices from any restrictions, you can choose to exclude device groups. This may be useful don't want restrictions to apply to a group of devices, such as staff devices. Select the required device group from the Available device groups list (you can use the search bar to filter the list if needed or click **Select all** to choose all device groups) and click the right arrow  icon to move them to the Device groups to be excluded list. Click **Update** when complete. Click the left arrow icon to remove selected items from the Device groups to be excluded list.

Remote login

As well as giving teachers the ability to reset student passwords, you can also give them access to remotely login a student device (Windows only) from within the Teacher Console.

To enable this feature, you must first confirm details of your Windows environment (the type of Microsoft accounts in use). The teacher will then be required to simply enter the student's username and password.

You can only enable one of the options.



The screenshot shows the 'Remote login' configuration page. At the top, it says 'Remote login' and 'Configure settings for remote login for the teacher'. Below this is a section titled 'User account type' with four toggle options: 'Use local account for login', 'Use Microsoft account for login', 'Use Microsoft Entra account for login', and 'Use Microsoft Active Directory Domain'. The 'Use Microsoft Entra account for login' toggle is currently turned on (yellow). Below these toggles is a text input field for 'Active Directory Domain name' with a character count '0/50'. At the bottom right of the configuration area is a blue 'Update' button.

Local accounts: Enable this if your Microsoft accounts were created locally.

Microsoft accounts: For environments where students are using their personal Microsoft credentials.

Microsoft Entra accounts: Where the school's accounts were created in Entra.

Microsoft Active Directory Domain: For the two options above, **classroom.cloud** will communicate with the Teacher Console to confirm the type of domain in use. However, for this option you will need to manually enter the AD domain name for the machines being logged in.

When you have made your selection, click **Update**. The **Remote Login** option will now be enabled for teachers.

My 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.

As described earlier, school devices enrolled into **classroom.cloud** need to be assigned to a device group. Firstly, for licensing purposes, but secondly, to ensure the devices can be connected to by teachers in a class.

Once the devices are 'known' to **classroom.cloud**, 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.

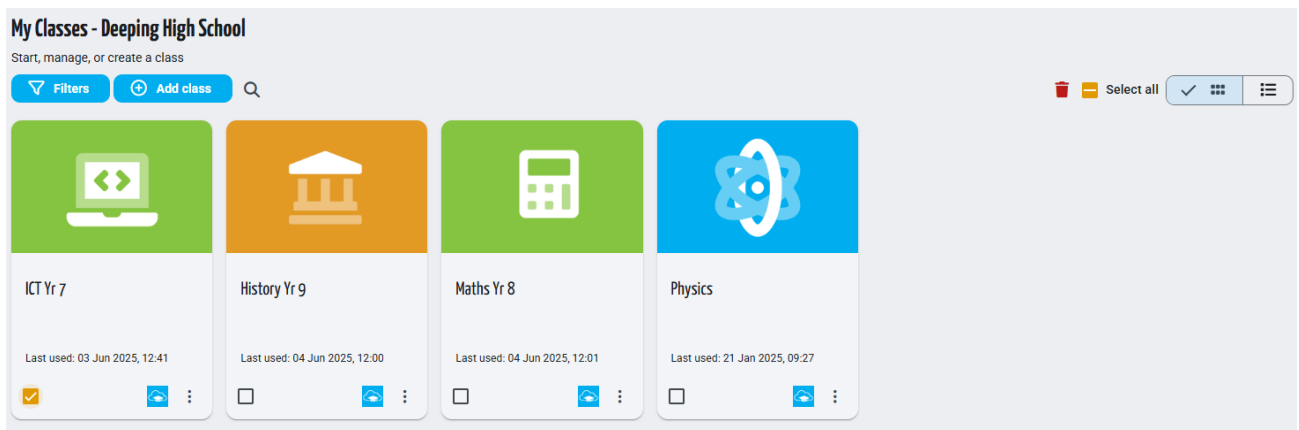
As explained earlier in the **Settings** section (Integrations and Classes topics), you may have already prepared the classes, with details of the associated students, in a third-party SIS system (Microsoft School Data Sync, ClassLink, Clever*, and Google Classroom currently supported). **classroom.cloud**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





And, if you have created your class rosters in Microsoft Teams, these can also be pulled in by switching on the required Microsoft permissions in **Integrations settings > Enable permissions to use Microsoft Teams classes**.

* 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.

Note: A default class is generated when you first create a device group for a site (you can edit the default class name, if required). This can be turned off in **Sites > Settings > Classes > General**.


1. To access the users class list, click **My Classes** on the sidebar.
2. If access has been given to multiple sites, select the one required. The user's classes for the site will be displayed (classes pulled in from SIS providers will automatically appear here and can be identified by the relevant SIS logo). From here, you can create, manage and start a class.




- You can switch between class tiles and a simple list by clicking  .
- To edit or delete classes (only applicable to classes created in **classroom.cloud**) in tile view, click the **Actions**  icon and choose **Edit/Delete**, or in List view, click the **Edit**  or **Delete**  icon.
- Classes can also be deleted in bulk. Select multiple classes in the list and click the **Delete selected classes** icon at the top right of the page.

Searching and filtering

To quickly find the class you want to launch, you can use the following techniques:

- You can rearrange the class order, positioning your most used classes at the front of the list. In Tile and List view simply drag and drop the class in to the desired position.
- The **Filters** icon lets you filter the class list by last used date, subject, and connection type. Use the **Clear all filters** icon to reset the list.
- The **Search**  bar gives you the added flexibility of finding a single or group of classes

by entering all or part of a class name or its description. Click **Close**  to reset the list.

Creating new classes

Classes can be added to your **classroom.cloud** environment in a number of ways:

- You can link to a predefined device group, assuming the devices the students will be using are assigned to the same group (unless **Do not allow classes to be created with this group** was enabled when the group was created).
- If devices are moving between rooms, you can use the class code method. This offers a way for any licensed student devices in your school to join a class as and when invited. The **Class code** option is not available when an administrator creates a class on behalf of a teacher. This is purely for an 'in-class' scenario.
- Classes can be created based on the individual device names.
- You can create a class that connects to students using their email addresses.
- **classroom.cloud** integrates with third-party student information systems (SIS/SMS), such as Microsoft School Data Sync, ClassLink, Clever, or Google Classroom, to allow you to pull in your school's classes and student details. Ensure **Allow teachers classes to be pulled from your SIS provider** is enabled in **Settings > Classes > General > Miscellaneous**.

Note: You can disable the ability to add classes using any of the above methods in **Settings > Classes > General > Class connection modes**.

Once a class has been created and selected by a teacher, **classroom.cloud** will launch the Teacher Console and connect to the students' devices.

If your school uses a third-party application to manage class rosters, our supporting documents explain how **classroom.cloud** can work with these systems:

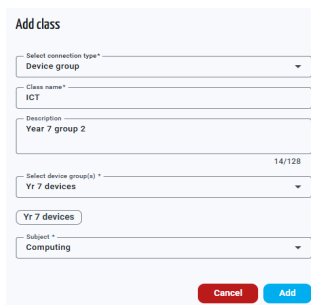
[Google Classroom](#)

[Microsoft School Data Sync](#)

[ClassLink](#)

Add a class connected to a device group

1. Click **Add class**.



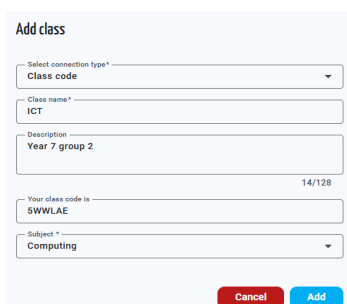
The screenshot shows the 'Add class' form with the following fields filled: 'Select connection type*' is set to 'Device group', 'Class name*' is 'ICT', 'Description' is 'Year 7 group 2', 'Select device group(s) *' is 'Yr 7 devices', and 'Subject *' is 'Computing'. The 'Add' button is highlighted in blue.

2. Select **Device group** from the **Select connection type** drop-down list.
3. Enter a name for the class and, if required, a description.
4. Choose the device group(s) containing the devices that the teacher needs to connect to from the **Select device group(s)** drop-down list. (As mentioned above, some groups may not appear if you have chosen not to allow classes to connect to the group. However, you can still connect to the devices individually if one of the connection methods below is selected.)
5. Select a subject from the **Subject** drop-down list.
6. Click **Add**. The class will appear in My Classes.

Add a class using a class code

Allows the teacher to create a class as and when required that has a 6-character class code assigned to it. The code is shared with students, verbally or via email, chat etc, and when the student enters the matching code, the device they are using will connect to the class.

1. Click **Add class**.



The screenshot shows the 'Add class' form with the following fields filled: 'Select connection type*' is set to 'Class code', 'Class name*' is 'ICT', 'Description' is 'Year 7 group 2', 'Your class code is' is '5WWLAE', and 'Subject *' is 'Computing'. The 'Add' button is highlighted in blue.

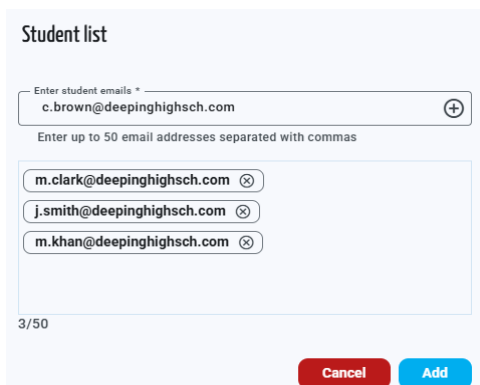
2. Select **Class code** from the **Select connection type** drop-down list.
3. Complete the remaining fields as described in the section above.
4. Click **Add**. The new class will be added with the class code displayed on the class tile or

in the list view.

5. The teacher can launch the class and share the code with the required students.
6. When students receive the code, they need to enter it into the **Join Class** desktop shortcut (if enabled in the Device Group settings) or via the Student icon in the system tray (Windows only). For other platforms, the code can be entered via the provided **Class Code** option.
7. When students click **Join**, their devices will connect to the class. (If the teacher hasn't launched the class by this stage, students will receive an 'awaiting teacher' message.)

Add a class connected to student email addresses

1. Click **Add class**.
2. Select **Student list** from the **Select connection type** drop-down list.
3. Enter a name for the class and, if required, a description.
4. Click **Edit** to enter the students' email addresses. You can enter up to 50 email addresses, each separated with a comma. Click **Add**.



5. Select a subject from the **Subject** drop-down list.
6. Click **Add**. The class will appear in My Classes.

Add a class connected to a list of device names

1. Click **Add class**.
2. Select **Device list** from the **Select connection type** drop-down list.
3. Enter a name for the class and, if required, a description.
4. Click **Edit**.

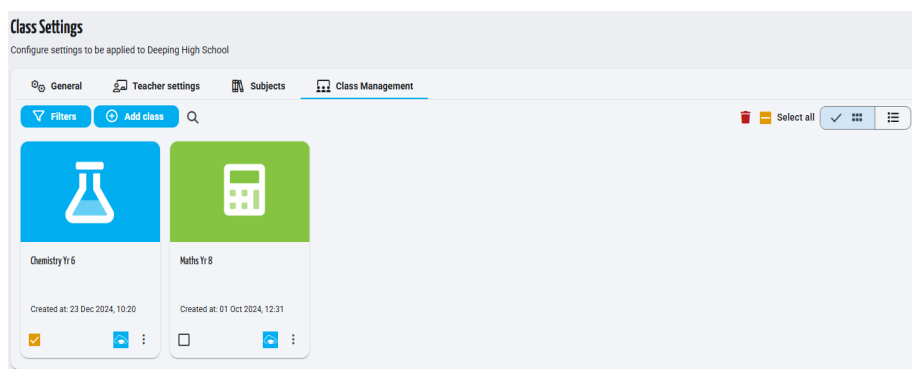


- From the Available devices list, select the devices to include in your class (you can search for your devices – by name or location by typing in the Search bar) or click **Select All** to choose all devices. Click **Add**. The devices will appear in the Devices in class list. Click **Add**.
- Select a subject from the **Subject** drop-down list.
- Click **Add**. The class will appear in My Classes.



Creating classes on behalf of teachers

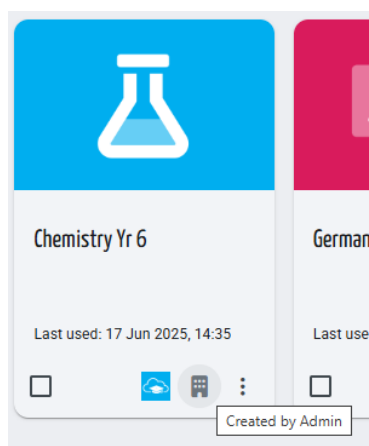
The Class Settings option enables a site-level administrator to add new classes to selected teachers' class rosters.

The Class Management tab includes the same **Add Class** button but does not support creating classes using the Class Code connection type. This is designed for teachers to create ad-hoc classes in a classroom setting quickly.



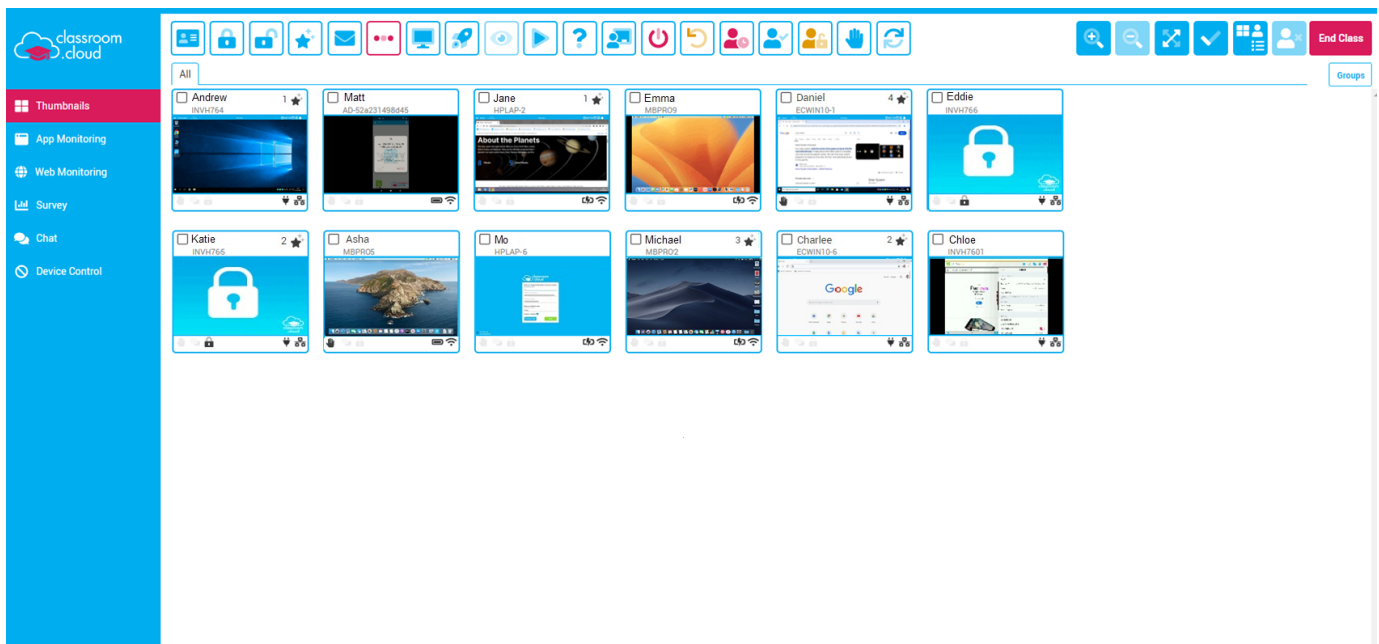
- Select the required site from the sidebar. Click **Settings** > **Classes**.
- Go to the Class Management tab.
- Click **Add class**.

4. Complete the class details based on the chosen connection type and click **Add**.
5. In your class management list, choose the class and decide which teachers need access.
6. Click the **Actions**  icon and select **Assign**.
7. A list of available teachers for the selected site will appear. Select the relevant teacher(s) and click the right arrow icon to move to the selected list.
8. Click **Update**.
9. When the teacher(s) next sign in to the **classroom.cloud** Web Portal, the class(es) will appear in their list, marked with the **Created by admin**  icon. Teachers cannot edit or delete admin-created classes.



To launch a class

1. Select **My Classes** on the sidebar.
2. Select the required site.
3. The classes for the site will appear.
4. Select the required class.
5. The Teacher Console will load (this can be launched in a new tab if required. Go to **Settings > Classes > Teacher settings**) and connect to the associated devices/students.



Student connection status

The **classroom.cloud** Student icon, displayed at each Student device (for example, in the Windows system tray or on the Chrome extension), will indicate the current connection status:



Grey - Indicates that the device is currently unlicensed and needs moving to a device group before the teacher can connect to it.

Blue - The device is available for connection.

Green - The device is connected to a class.

Orange - The device cannot be connected to as privacy settings (out of school hours or off network) are in force.

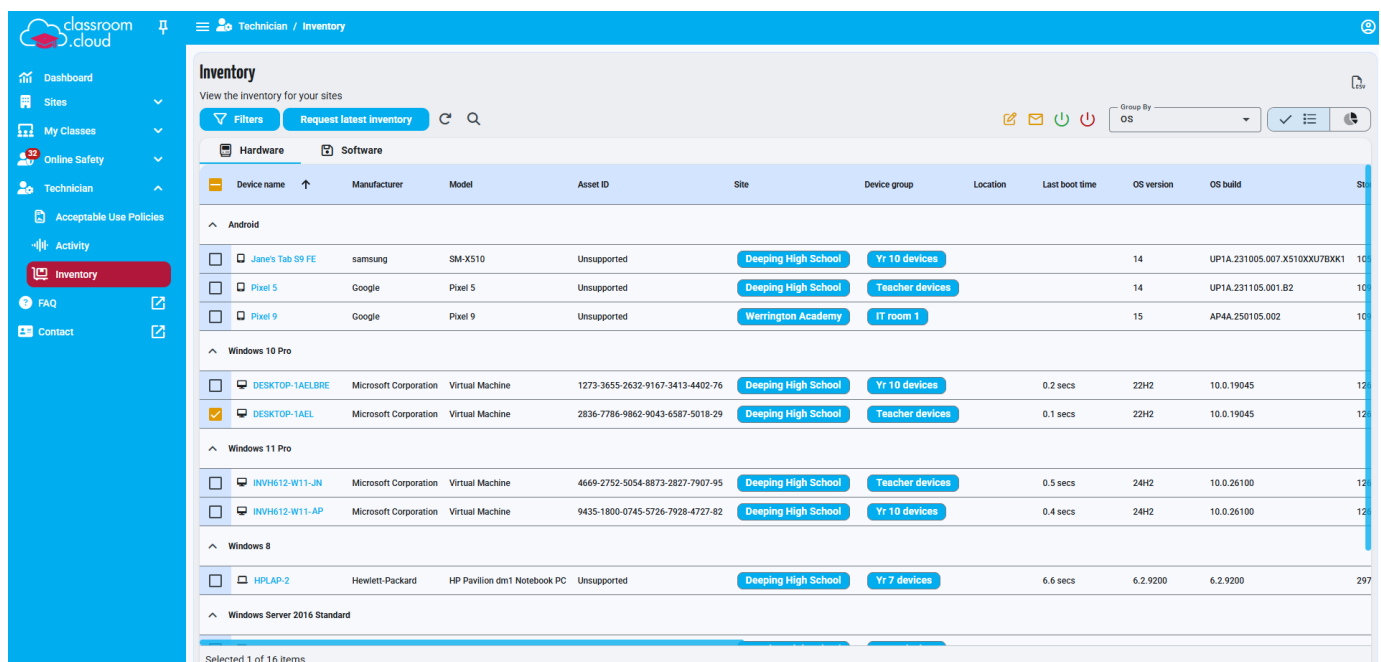
Our separate [Teacher guide](#) provides full details about the range of classroom management tools available.

Inventory

One of the features that is accessed via the Technician menu, the Inventory tool is designed for use by school technicians and, as such, users need to be assigned the Technician role (automatically given to Administrators) to access it.


Notes:


- To retrieve the inventory data, ensure **Enable inventory collection** is on in the Inventory settings.
- Devices must be assigned to a device group. Inventory data cannot be collected from devices that are in an 'unassigned' state.
- Historical activity recorded prior to version 1.27.1 will show the Device Group status as Unavailable.

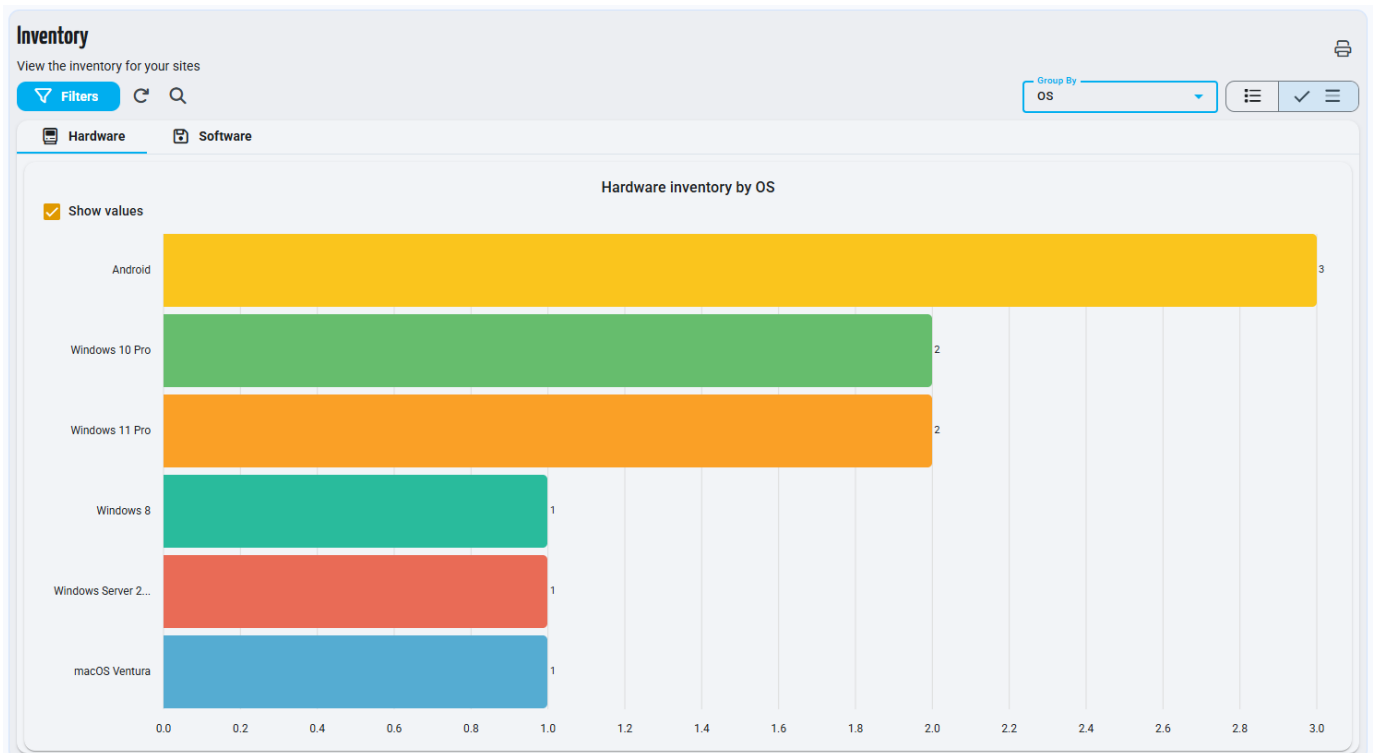




The screenshot displays the 'Inventory' page in the classroom.cloud interface. The left sidebar shows the navigation menu with 'Inventory' highlighted. The main content area shows a table of devices. The 'Hardware' tab is active, and the 'Software' tab is also visible. The table is filtered by 'OS' and shows a list of devices with their respective details. The 'Android' section includes devices like Jane's Tab S9 FE, Pixel 5, and Pixel 9. The 'Windows 10 Pro' section includes desktops like DESKTOP-1AELBRE and DESKTOP-1AEL. The 'Windows 11 Pro' section includes virtual machines like INVH612-W11-JN and INVH612-W11-AP. The 'Windows 8' section includes a laptop like HPLAP-2. The 'Windows Server 2016 Standard' section is currently empty.

Hardware inventory data is displayed by default. Select the Software tab to switch views.

By default, the inventory data will be displayed in a list view. However, the data can also be viewed as a pie chart or graph. Click the **Pie Chart**  icon and keep clicking to switch between a pie chart, vertical bar graph or horizontal bar graph.

Note: Clicking the **List view**  icon will switch back to the list view.






To print the active chart view, click the **Print**  icon. The current list view can be exported to .CSV by clicking the **Export .CSV**  icon.

When viewing a graph or pie chart, the number of matches for the displayed category will be displayed. If you don't wish to see these, clear the **Show values** option. A pie chart will also show each category, these can be removed by clearing the **Show labels** option.

You can use the **Search**  icon to filter the list as required.

You can target specific data (and limit the amount of data displayed) by applying filters. Click **Filters** and use the drop-down menus to select which items you want to display. Click **Apply**.

Note: In the list view, you can choose what columns are displayed and the order they are displayed in. Click the **Table setting**  icon. Drag and drop the columns to your preferred order and click the **Close**  icon next to any columns you don't want to see. Click **Save**. To add a column back in that has previously been removed, select the required column from the **Add new column** drop-down list. To revert to the default layout, click **Reset**.

Devices send their details to the Inventory database at startup, you can add any new devices that are registered/powered on during a session by clicking the **Refresh**  icon.

Hardware inventory



A detailed hardware inventory of all devices enrolled in your assigned site(s) is displayed. By default, hardware data is grouped by device type. To group by a different item, select the required option from the **Group By** drop-down menu. Use the scroll bar at the bottom of the window to view all the columns.





Inventory

View the inventory for your sites

Filters




Request latest inventory

Group By

Device type







Hardware

Software

| | Device name | Manufacturer | Model | Asset ID | Site | Device group | Location | Last boot time | OS | OS version | OS build |
|-------------------------------------|-----------------------|-----------------------|-----------------------------|----------------------------------|---------------------|-----------------|----------|----------------|------------------------------|------------|----------|
| Desktop | | | | | | | | | | | |
| <input type="checkbox"/> | DESKTOP-1AELBRE | Microsoft Corporation | Virtual Machine | 1273-3655-2632-9167-3413-4402-76 | Deeping High School | Yr 10 devices | | 0.2 secs | Windows 10 Pro | 22H2 | 10.0.19 |
| <input type="checkbox"/> | DESKTOP-1AELBRE | Microsoft Corporation | Virtual Machine | 2836-7786-9862-9043-6587-5018-29 | Deeping High School | Teacher devices | | 0.1 secs | Windows 10 Pro | 22H2 | 10.0.19 |
| <input checked="" type="checkbox"/> | INVH612-W11-JN | Microsoft Corporation | Virtual Machine | 4669-2752-5054-8873-2827-7907-95 | Deeping High School | Teacher devices | | 0.5 secs | Windows 11 Pro | 24H2 | 10.0.26 |
| <input type="checkbox"/> | INVH612-W11-JN | Microsoft Corporation | Virtual Machine | 9435-1800-0745-5726-7928-4727-82 | Deeping High School | Yr 10 devices | | 0.4 secs | Windows 11 Pro | 24H2 | 10.0.26 |
| <input type="checkbox"/> | VIRT4SERVER2016 | Microsoft Corporation | Virtual Machine | 0558-4446-4698-1692-4065-6955-54 | Deeping High School | Yr 10 devices | | 0 secs | Windows Server 2016 Standard | 1607 | 10.0.14 |
| Laptop | | | | | | | | | | | |
| <input type="checkbox"/> | HLAPLAP-2 | Hewlett-Packard | HP Pavilion dm1 Notebook PC | Unsupported | Deeping High School | Yr 7 devices | | 6.6 secs | Windows 8 | 6.2.9200 | 6.2.920 |
| <input type="checkbox"/> | testing's MacBook Pro | Apple | MacBook Pro | FVFWX0TVHV22 | Deeping High School | Yr 7 devices | GB | 59.7 secs | macOS Ventura | 13.1 | 22C65 |
| Tablet | | | | | | | | | | | |
| <input type="checkbox"/> | Jane's Tab S9 FE | samsung | SM-X510 | Unsupported | Deeping High School | Yr 10 devices | | | Android | 14 | UP1A.2 |
| <input type="checkbox"/> | Pixel 5 | Google | Pixel 5 | Unsupported | Deeping High School | Teacher devices | | | Android | 14 | UP1A.2 |
| <input type="checkbox"/> | Pixel 9 | Google | Pixel 9 | Unsupported | Werrington Academy | IT room 1 | | | Android | 15 | AP4A.2 |

Selected 1 of 13 items

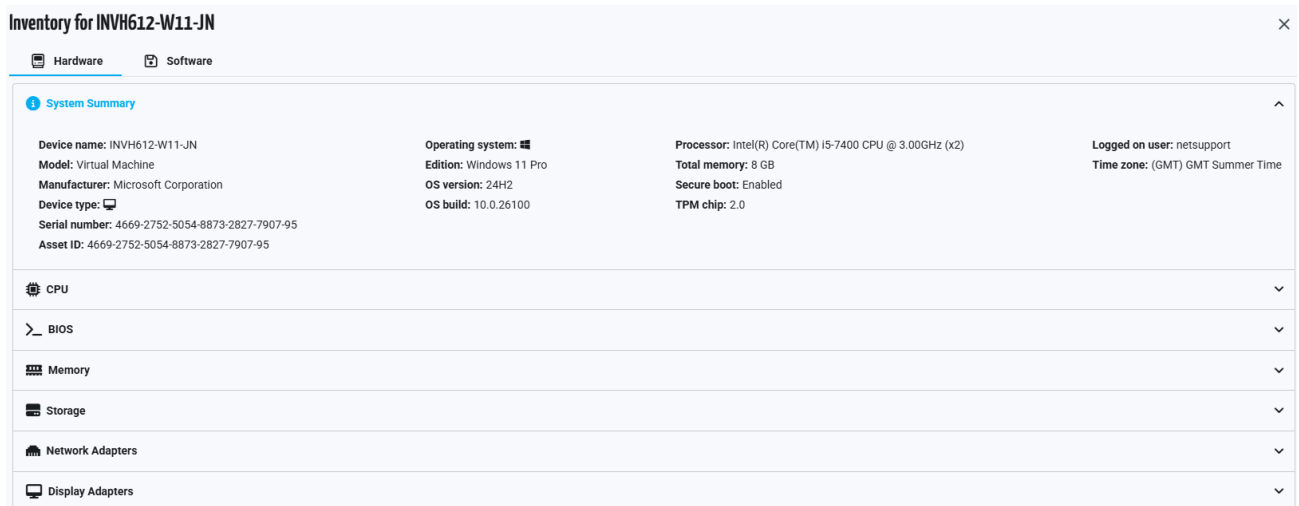
Column headings can be 'pinned', allowing you to keep relevant data on the screen when scrolling across the inventory data. To pin a column, hover over the column heading and click the **Pin**  icon that appears. You can disable static columns by clicking the **Pin**  icon next to the column heading.

To request full inventory data from selected devices, select the required devices in the list and click **Request latest inventory**.

Note: Inventory data can only be requested from a maximum of 200 devices at once.

Viewing the hardware inventory for a device in detail

1. Click the required device in the list and select **View details**.
2. The full hardware inventory for the selected device will be displayed.



The screenshot shows the 'Inventory for INVH612-W11-JN' window. It has two tabs: 'Hardware' (selected) and 'Software'. The 'System Summary' section is expanded, showing the following details:

| Device name: | Operating system: | Processor: | Logged on user: |
|---|-------------------------|--|----------------------------------|
| INVH612-W11-JN | Windows 11 Pro | Intel(R) Core(TM) i5-7400 CPU @ 3.00GHz (x2) | netsupport |
| Model: Virtual Machine | Edition: Windows 11 Pro | Total memory: 8 GB | Time zone: (GMT) GMT Summer Time |
| Manufacturer: Microsoft Corporation | OS version: 24H2 | Secure boot: Enabled | |
| Device type: Virtual Machine | OS build: 10.0.26100 | TPM chip: 2.0 | |
| Serial number: 4669-2752-5054-8873-2827-7907-95 | | | |
| Asset ID: 4669-2752-5054-8873-2827-7907-95 | | | |

Below the summary, there are expandable sections for various hardware components, each with a drop-down arrow:

- CPU
- BIOS
- Memory
- Storage
- Network Adapters
- Display Adapters

3. Expand the drop-down arrows to see the data for each section.

Note: Selecting the Software tab will show the software applications installed on the device.

Edit hardware values for a device

Any values that have not been automatically populated or are incorrect for a device can be edited.

Note: You can update the manufacturer, model, and location values for multiple devices at once. Select the required devices in the list and click the **Bulk edit values** icon at the top right of the page.

1. Click the required device in the list and select **Edit**.

Edit values

Device name

INVH612-W11-JN

Serial number

4669-2752-5054-8873-2827-7907-95

14/100

Asset ID

4669-2752-5054-8873-2827-7907-95

32/100

Manufacturer

Microsoft Corporation

32/100

Model

Virtual Machine

21/100

Location

unknown

15/100

7/100

Cancel

Update

- A list of available values to enter or edit will be displayed.
- Enter or amend the relevant data and click **Update** to save.

Note: If the device OS supports it, you can perform a range of additional actions at the selected device by clicking anywhere in a row. Open a watch and/or remote control session, send a message, power on/off, restart or logout the device, run a PowerShell script at a selected device. You can also use the **Bulk action** icons at the top of the page to interact with multiple devices simultaneously.

Software inventory

A list of all programs and applications installed on the devices enrolled in your assigned site (s) will be displayed. By default, software data is grouped by publisher. To switch this off, select **Off** from the **Group By** drop-down menu.

Inventory

View the inventory for your sites

Filters

Include hidden items

Group By: Category

✓

≡

⌵

| | Name | Publisher | Number of installs | Category |
|---------------|-------------------|-----------------------|--------------------|---------------|
| Curriculum | | | | |
| | Books | unknown | 1 | Curriculum |
| | Newsletters | Duolingo | 1 | Curriculum |
| | MailPilot | Microsoft Corporation | 2 | Curriculum |
| | Word | Microsoft Corporation | 1 | Curriculum |
| General | | | | |
| | Adobe Acrobat | Adobe | 1 | General |
| Reference | | | | |
| | BingSearch | Microsoft Corporation | 3 | Reference |
| | Google Chrome | Google LLC | 1 | Reference |
| Uncategorised | | | | |
| | Activity Monitor | Apple Inc. | 1 | Uncategorised |
| | AdiCheckinToolbox | unknown | 1 | Uncategorised |
| | AltPort Utility | Apple Inc. | 1 | Uncategorised |
| | App Store | Apple Inc. | 1 | Uncategorised |

Selected 0 of 270 items

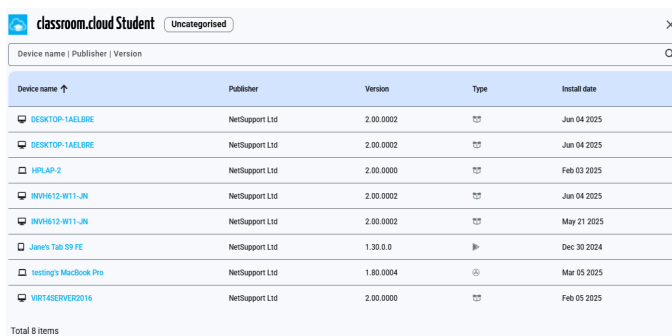
You can manage what software applications appear in the inventory list in the Inventory settings.

Note: Any applications that have been hidden can be viewed by selecting the **Include hidden items** option.

Applications can be assigned to categories and a selection of default categories is provided. You can add and edit the categories and assign these to applications in the Inventory settings.

Viewing the devices that have an application installed

1. Click the required application in the list and select **View details**.
2. A list of devices that the application is installed on will be displayed.



| Device name ↑ | Publisher | Version | Type | Install date |
|------------------------|----------------|-----------|------|--------------|
| DESKTOP-1AELBRE | NetSupport Ltd | 2.00.0002 | ☑ | Jun 04 2025 |
| DESKTOP-1AELBRE | NetSupport Ltd | 2.00.0002 | ☑ | Jun 04 2025 |
| HPLAP-2 | NetSupport Ltd | 2.00.0000 | ☑ | Feb 03 2025 |
| INV9612-W11-JN | NetSupport Ltd | 2.00.0002 | ☑ | Jun 04 2025 |
| INV9612-W11-JN | NetSupport Ltd | 2.00.0002 | ☑ | May 21 2025 |
| Jane's Tab 99 FE | NetSupport Ltd | 1.30.0.0 | ⓘ | Dec 30 2024 |
| testling's MacBook Pro | NetSupport Ltd | 1.80.0004 | ⓘ | Mar 05 2025 |
| VIRT4SERVER2016 | NetSupport Ltd | 2.00.0000 | ☑ | Feb 05 2025 |

Total 8 items

3. Clicking on the device name will show you the full hardware and software inventory for the device.

Online Safety (optional)

The Online Safety Keyword Monitoring, Image Analysis, and Report a concern tools are an optional extra when you purchase **classroom.cloud**.

If you want to add these optional features to your account, please contact your **classroom.cloud** account manager. For more information about the features available, see our [Online Safety Admin user guide](#).


Watch and remote control devices

classroom.cloud allows you to remotely manage school devices, allowing you to take a closer look at an individual device and, if needed, take control of the device.

Notes:


- Devices must be online and not in an unassigned state.
- Both watch and remote control is supported for Windows, Mac, and Android (Samsung only) devices. Watch only is currently supported for iOS and Chrome OS.
- These options are also available for teachers to use in the **classroom.cloud** Teacher Console.

Starting a watch/remote control session

You can access the **Watch** and **Remote Control** options from the Devices list, in Device Groups by clicking the **Information**  icon on each device group tile to view the list of devices assigned to the group and the Hardware Inventory table. Users assigned the Technician role can also perform these tasks for sites they have access to.

1. Select **Sites** from the sidebar, choose the required site and click **Devices**.

Or


Select **Device Groups** from the sidebar and click the **Information**  icon displayed on a group tile to display the list of devices assigned to the group.

Or

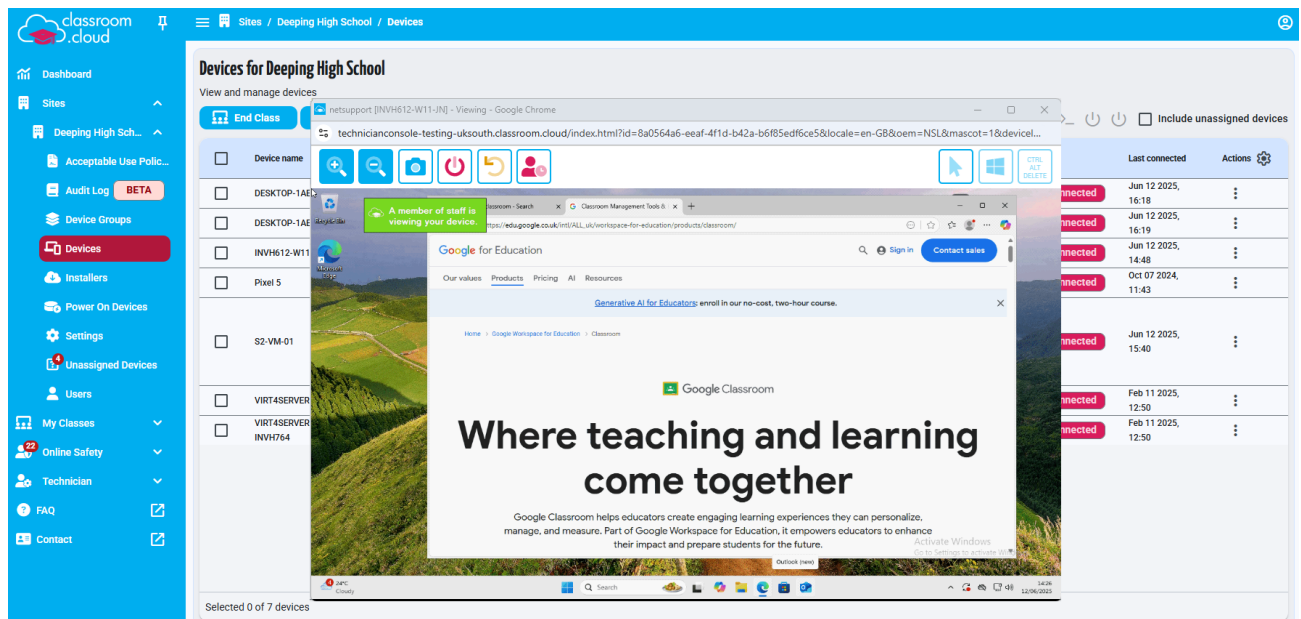
Select **Inventory** from the sidebar.

2. For the required device, click anywhere in the row. Either the **Watch** or **Remote Control** option will be offered, depending on the type of device selected (as mentioned above). Click the required option.

Or












If using the Devices or Device Groups list, an alternative method is to click the **Actions**  icon and select **Watch/remote control**. The option will be greyed-out if the device isn't currently online.

3. The Watch window will open. Initially, only watch mode will be active.



4. If user acknowledgement is required before the connection can be accepted, a message appears.

Note: You can enable user acknowledgement in the Device Group settings.

5. Click the **Larger**  or **Smaller**  icons to adjust the size of the Watch window.
6. Click the **Screenshot**  icon to take a real-time screenshot of the device screen.
7. Power management is also supported    enabling you to power off, restart, or logout the selected device.
8. If the device being viewed has multi-monitor support enabled, you can switch between the screens by clicking the **Multi-monitor**   icon.
9. By default, you will be in Watch mode. To remote control the device, click the **Remote Control**  icon. Any mouse clicks or typing you perform will now take place at the remote device. Click again when you are ready to return control to the user.
10. When you are remote controlling a device, you can send the Ctrl-Alt-Delete command to the remote device by clicking the **Send Ctrl-Alt-Delete**  icon and perform Windows shortcut commands by clicking the **Hold Windows Key**  icon.

11. Close the window to end the session.

Power management

Energy saving is of course a big area of focus for schools and **classroom.cloud** can help you manage power use across the school network - whether it's giving school techs and teachers the ability to power off, logout, or restart student PCs as and when required or creating automated power schedules that power devices on and off at set times of the day.

Notes:

- Power off, logout, and restart options are supported on Windows and macOS student devices.
- Due to its differing technical requirements, remote power on requires additional pre-configuration and is only supported on hard-wired Windows desktops that have a physical network card installed (machines that support a wake-on-lan packet being sent to them). The **classroom.cloud** Student application v1.85 and above is also required on each supported PC.

Remote power on

As mentioned above, remote power on is only supported on specific Windows desktops and before being able to push a command to the required PCs, **classroom.cloud** needs to know the school devices that support this feature.

Power on client installer

As mentioned in the Installers section of the guide, **classroom.cloud** provides a utility that is used to communicate power on requests across your school network, the Power on client installer.

This should be installed/deployed to at least one Windows desktop on each network/subnet, but depending on the number of PCs that have the power on capability, you may want to install on more than one machine to spread the workload. The selected PCs act as a server or gateway, communicating back and forth between the **classroom.cloud** web portal and each student enabled PC. The servers themselves do not require a **classroom.cloud** Student but they must be PCs that are always on.

1. To deploy the power on client installer, go to **Sites** on the main menu and select the required school site.
2. Select the **Installers** tile.
3. Click the **Power on** tile.

- Depending on whether you want to install locally or by automated deployment, download the .msi or .exe file. For deployment by group policy, an ADMX template can also be downloaded.

Once the required installer file has been installed or pushed out to the required server PC(s), the program will be available to receive power on instructions from the web portal and start communicating with the student machines.

Power on device list

Once the power on client installers are in place you then need to create a list(s) that contains the details of each student PC that can be powered on.

- This is a site level only task. Select the required site and choose the **Power On Devices** option.

Power on Devices for Deeping High School
View and manage power on devices

🔄 🔍

| Power on devices | Number of devices | Status | Actions |
|----------------------|-------------------|----------|------------|
| Lower school devices | 5 | Enabled | ⚙️ ⓘ ✎️ 🗑️ |
| Upper school devices | 2 | Disabled | ⚙️ ⓘ ✎️ 🗑️ |


- The page should be pre-populated with the names of the power on client servers. You can customize the names by clicking the **Edit** ✎️ icon.
- For each server, you need to provide details of the student PCs that power on commands forwarded from the **classroom.cloud** web portal should be sent to. Click the **Settings** ⚙️ icon.
- The Power on configuration page will appear.

Power on configuration - Lower school devices

Enable power on device ☒

Select devices to power on **Edit**

Cancel **Save**

5. Ensure power on for this group of devices is enabled.
6. Click **Edit** to select the student devices to be powered on as part of this server group.
7. The left-hand column will display the names of available **classroom.cloud** student devices. Select the ones to be powered on and click the right arrow  icon to move those machines to the Devices to power on column. You can remove them by clicking the left arrow icon.

Device list

Available devices

Select all

DESKTOP-1AELBRE

INVH612-W11-RE

S2-VM-01

VIRT4SERVER2016-INVH764

☐
☒
☐
☐

Selected 1 of 4 items

→

←

Devices to power on

Select all

DESKTOP-1AELB

ECWIN10-1

HPLAP-2

INVH612-W11-JN



VIRT4SERVER2016

☐
☐
☐
☐
☐

Selected 0 of 5 items

Cancel

Update

8. When you are happy with your selections, click **Update**.
 9. You will be returned to the configuration page. Click **Save**.
 10. The initial Power on devices page will confirm how many student machines are included in each server group and the status will indicate that this group is enabled for power on.
 11. You can click the **Information**  icon to see a full list of devices included in the group.
- The **Actions**  icon gives you the ability to remote control the devices.

Device(s) in Lower school devices


| Device name | Logged on user | Device type | Class name | Teacher | Location | Version | Status | Last connected | Actions |
|-----------------|----------------|-------------|------------|---------|----------|-----------|---------------|--------------------|---------|
| DESKTOP-1AELBRE | / | DE | | | | 2.0.2.973 | Available | 12 Jan 2025, 09:00 | ⋮ |
| ECWIN10-1 | / | DE | | | | 2.0.0.962 | Unknown | | ⋮ |
| HPLAP-2 | / | DE | | | | 2.0.0.961 | Unknown | | ⋮ |
| INVH612-W11-JN | / | DE | | | | 2.0.2.971 | Available | 12 Jan 2025, 09:03 | ⋮ |
| VIRT4SERVER2016 | / | DE | | | | 2.0.0.962 | Not Connected | 11 Feb 2025, 12:50 | ⋮ |

Total 5 devices








Cancel





Remotely powering on configured PCs

Now that you have configured the necessary steps and your power on device lists are 'known' you can start to send out the power on command.

classroom.cloud administrators and technicians (not available to teachers) can send the command to individual (via the **Actions**  icon) or multiple supported devices (via the **Bulk power on devices** icon) from the main devices page and the hardware inventory list.

Devices for Deeping High School
View and manage devices

Bulk power on devices        ☐ Include unassigned devices

| Device name | Logged on user | Device type | Model | Class name | Teacher | Location | Device group | Version | Status | Last connected | Actions |
|-----------------|----------------|---|-----------------|-------------|-------------|----------|------------------------|-----------|----------------------|--------------------|---|
| DESKTOP-1AELBRE | |  | Virtual Machine | Unavailable | Unavailable | | Teacher devices | 2.0.2.973 | Not Connected | 12 Jun 2025, 14:46 |  |
| DESKTOP-1AEL | |  | Virtual Machine | Unavailable | Unavailable | | Yr 10 devices | 2.0.2.973 | Not Connected | 12 Jun 2025, 08:58 |  |

And, as explained in the **Power Management Settings** section of this guide, you can create automated power schedules that allow you to set daily power on and power off times. You do have the option to exclude power on from the automated schedule.


Remotely power off/restart/logout individual devices

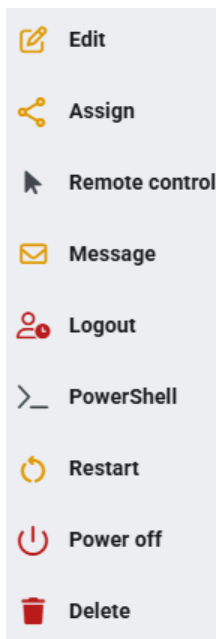
classroom.cloud's power management support also offers you the ability to remotely power off, restart, and logout student devices. You will be pleased to know that these do not require any additional configuration (other than having a **classroom.cloud** Student installed) and the Teacher Console also includes the options. And, unlike power on, all Windows and chrome OS devices are supported.

1. Go to **Sites**, select a site and click **Devices** in the sidebar.

Or

Go to **Technician** and select **Inventory** in the sidebar.


2. For the required device, click anywhere in the row, or if using the Devices list, select the **Actions**  icon. The list of available actions is displayed.



3. Select **Power off**, **Logout**, or **Restart**. Power on is also available for supported devices.
4. You are prompted to confirm you want to proceed with the action.

Remotely power off multiple devices

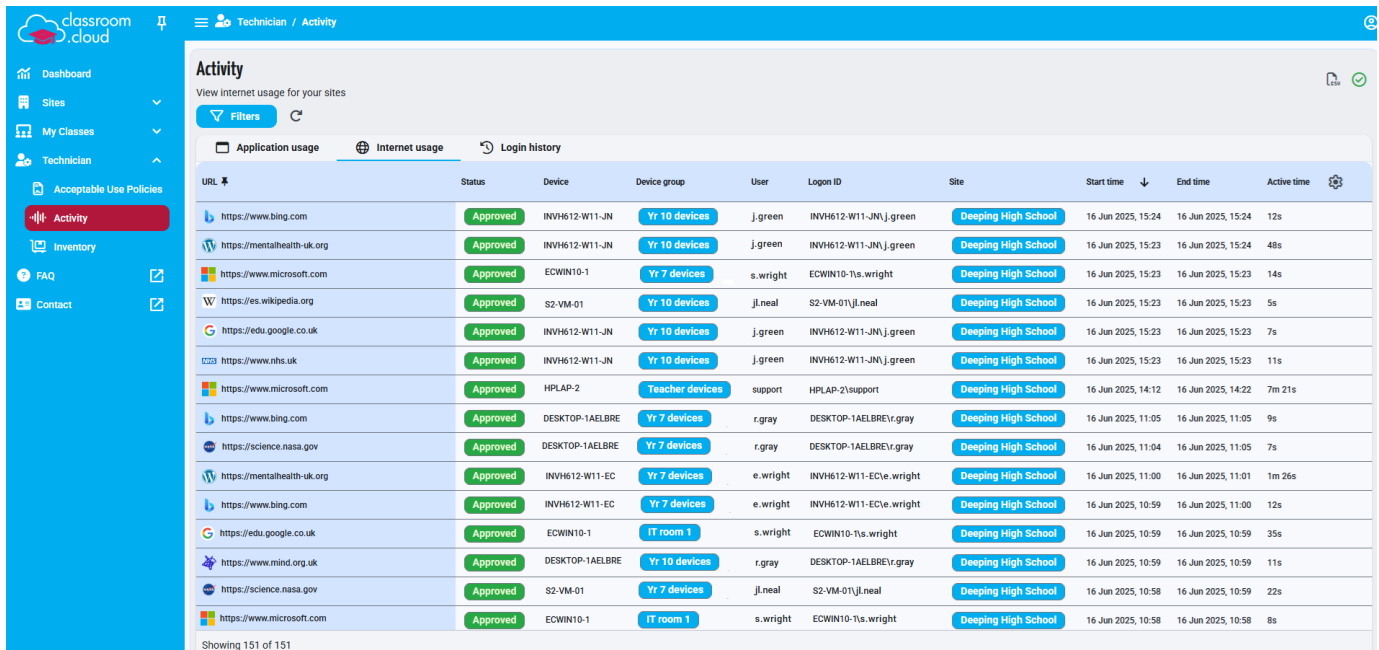
Just in case the teachers haven't powered down their classroom machines at the end of the school day, you can quickly switch them off in bulk before you head home.

1. Select the required devices in the list or click the **Select all** box.
2. Click the **Bulk power off devices**  icon at the top right of the page.
3. Confirm that you want to continue to power down the selected machines.

Note: The Administrators Web Portal does not support bulk restart and log out. The Teacher Console does allow teachers to perform these actions at multiple devices.

Activity Monitoring (BETA)

The Activity component, accessed from the Technician menu, provides a single chronological view of application usage, internet usage, and user login sessions for all available **classroom.cloud** devices. You can filter the pages to focus on specific activity data. You can also exclude devices from being monitored.



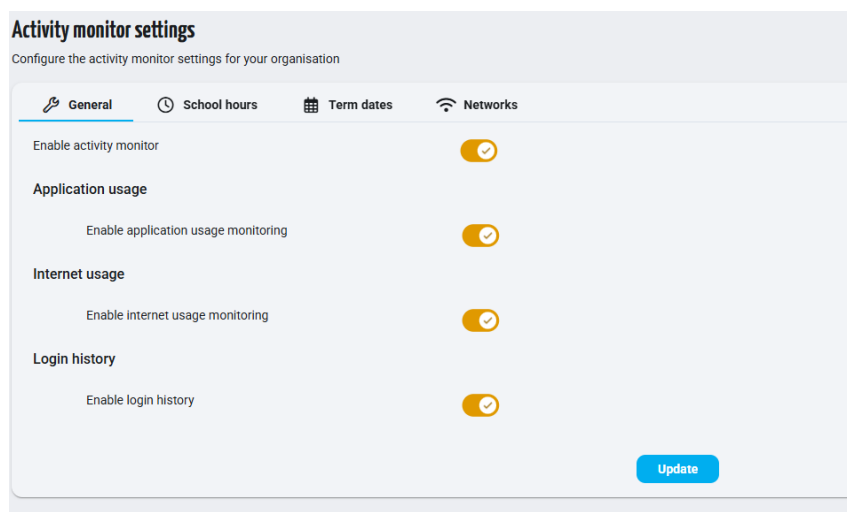
The screenshot shows the 'Activity' page in the classroom.cloud interface. The page title is 'Activity' with a subtitle 'View internet usage for your sites'. There are tabs for 'Application usage', 'Internet usage' (selected), and 'Login history'. A 'Filters' button is visible. The table below lists internet usage data for various URLs, including https://www.bing.com, https://mentalhealth-uk.org, https://www.microsoft.com, https://es.wikipedia.org, https://edu.google.co.uk, https://www.nhs.uk, https://www.mind.org.uk, https://science.nasa.gov, and https://www.microsoft.com. Each row includes columns for URL, Status (Approved), Device, Device group, User, Logon ID, Site, Start time, End time, and Active time. The table shows 151 items in total.

| URL | Status | Device | Device group | User | Logon ID | Site | Start time | End time | Active time |
|-----------------------------|----------|-----------------|-----------------|----------|-------------------------|---------------------|--------------------|--------------------|-------------|
| https://www.bing.com | Approved | INVH612-W11-JN | Yr 10 devices | j.green | INVH612-W11-JN\j.green | Deeping High School | 16 Jun 2025, 15:24 | 16 Jun 2025, 15:24 | 12s |
| https://mentalhealth-uk.org | Approved | INVH612-W11-JN | Yr 10 devices | j.green | INVH612-W11-JN\j.green | Deeping High School | 16 Jun 2025, 15:23 | 16 Jun 2025, 15:24 | 48s |
| https://www.microsoft.com | Approved | ECWIN10-1 | Yr 7 devices | s.wright | ECWIN10-1\s.wright | Deeping High School | 16 Jun 2025, 15:23 | 16 Jun 2025, 15:23 | 14s |
| https://es.wikipedia.org | Approved | S2-VM-01 | Yr 10 devices | j.neal | S2-VM-01\j.neal | Deeping High School | 16 Jun 2025, 15:23 | 16 Jun 2025, 15:23 | 5s |
| https://edu.google.co.uk | Approved | INVH612-W11-JN | Yr 10 devices | j.green | INVH612-W11-JN\j.green | Deeping High School | 16 Jun 2025, 15:23 | 16 Jun 2025, 15:23 | 7s |
| https://www.nhs.uk | Approved | INVH612-W11-JN | Yr 10 devices | j.green | INVH612-W11-JN\j.green | Deeping High School | 16 Jun 2025, 15:23 | 16 Jun 2025, 15:23 | 11s |
| https://www.microsoft.com | Approved | HPLAP-2 | Teacher devices | support | HPLAP-2\support | Deeping High School | 16 Jun 2025, 14:12 | 16 Jun 2025, 14:22 | 7m 21s |
| https://www.bing.com | Approved | DESKTOP-1AELBRE | Yr 7 devices | r.gray | DESKTOP-1AELBRE\r.gray | Deeping High School | 16 Jun 2025, 11:05 | 16 Jun 2025, 11:05 | 9s |
| https://science.nasa.gov | Approved | DESKTOP-1AELBRE | Yr 7 devices | r.gray | DESKTOP-1AELBRE\r.gray | Deeping High School | 16 Jun 2025, 11:04 | 16 Jun 2025, 11:05 | 7s |
| https://mentalhealth-uk.org | Approved | INVH612-W11-EC | Yr 7 devices | e.wright | INVH612-W11-EC\e.wright | Deeping High School | 16 Jun 2025, 11:00 | 16 Jun 2025, 11:01 | 1m 26s |
| https://www.bing.com | Approved | INVH612-W11-EC | Yr 7 devices | e.wright | INVH612-W11-EC\e.wright | Deeping High School | 16 Jun 2025, 10:59 | 16 Jun 2025, 11:00 | 12s |
| https://edu.google.co.uk | Approved | ECWIN10-1 | IT room 1 | s.wright | ECWIN10-1\s.wright | Deeping High School | 16 Jun 2025, 10:59 | 16 Jun 2025, 10:59 | 35s |
| https://www.mind.org.uk | Approved | DESKTOP-1AELBRE | Yr 10 devices | r.gray | DESKTOP-1AELBRE\r.gray | Deeping High School | 16 Jun 2025, 10:59 | 16 Jun 2025, 10:59 | 11s |
| https://science.nasa.gov | Approved | S2-VM-01 | Yr 7 devices | j.neal | S2-VM-01\j.neal | Deeping High School | 16 Jun 2025, 10:58 | 16 Jun 2025, 10:59 | 22s |
| https://www.microsoft.com | Approved | ECWIN10-1 | IT room 1 | s.wright | ECWIN10-1\s.wright | Deeping High School | 16 Jun 2025, 10:58 | 16 Jun 2025, 10:58 | 8s |

Showing 151 of 151



Activity monitor settings


The Activity monitor settings (see the earlier Site settings section of the guide for full details) can be used to enable or disable each option. Privacy settings specific to activity monitoring can be applied to ensure monitoring only takes place during approved times/dates and on known school networks. You can also create an exclusions list should there be school devices that you do not want to monitor (site level settings task only).



Once the required settings are in place you are ready to start viewing user activity by selecting the **Activity** component on the sidebar.

Simply toggle between the three tabs - Application usage, Internet usage, Login history, and you will be presented with a view of current activity across the sites you have access to.

At the top right corner of each page the **All Loaded**  or **Load Next**  icons will be displayed to indicate if all data is displayed or there is more to load (100 records loaded per scroll).

If the data extends beyond the width of the page you can control horizontal scrolling by 'pinning' columns so they remain fixed. Mouse hover next to a column title and click the **Pin**  icon.

By clicking the column titles you can also sort the list in to alphabetical or numeric order.

Filtering activity data

You can apply filters to limit the amount of activity data displayed and only view the information you need. You can use multiple filters to help you drill down to specific information, such as which users have viewed websites for over a set amount of time.

Note: The available filters depend on which activity you are viewing.

1. Click the **Filters** button.
2. The Add Filter pane appears.

Add Filter

Filter

Select Filter
Active Time

Operator


Greater Than

Value

15m

Use the format: 4d 6h 23m 50s


✓ Apply

3. Select a filter from the **Filter** drop-down list.
4. Select an operator from the **Operator** drop-down list, such as **Equals** or **Contains** (the options you see depend on the filter you have chosen).
5. In the **Value** field, enter the characters to filter on or choose from the relevant options (these also depend on the filter you have chosen).
6. Click **Apply**.
7. Active filters are displayed next to the **Filters** button. To remove a filter, click the **Close**  icon.




Active Time Greater Than 15m 

Site Any Deeping High School 

The viewed data can be exported to a .csv file if needed for audit purposes by clicking the **CSV**  icon at the top right of the page.

Notes:

- In application usage, the category assigned to each app (if specified in **Inventory Settings > Application Management**) will be included in the displayed data.
- In internet usage, each URL is clickable should you wish to quickly visit the website yourself.
- When the internet and application restrictions features are active (**Settings > Restrictions**), the Application and Internet usage pages will include a Status column. As well as showing you the applications and websites visited by each user, the Status column will indicate for each one if access was approved or blocked at that time (depending on how you have the restriction hours set).

- Historical activity recorded prior to version 1.27.1 will show the device group status as Unavailable.

Monitoring Acceptable Use Policy Acknowledgements (AUPs)

Having created and assigned your AUPs, as described earlier in this guide, you can then use the **Acceptable Use Policies** option on the Technician menu to monitor the user acknowledgements. Depending on the distribution conditions you applied when creating the AUP, policies will load at targeted devices when a user signs in (and the **classroom.cloud** Student service runs).

If requested in the settings, the recipient will need to enter their name to confirm they have read the policy. If not, the date and time will still be recorded but the name will display as 'not required'. Recipients have the option to print the policy if needed.

Acceptable Use Policies

View acceptable use policy user acknowledgements

[Filters](#)
[Clear all filters](#)
[Refresh](#)
[Search](#)


| User | Login ID | Entered Name | Device | Device group | IP Address | Site | Policy Name | Accepted |
|----------|-------------------------|--------------|-----------------|-----------------|---------------|---------------------|------------------------|--------------|
| e.wright | MacBook Pro\e.wright | Not required | S2-VM-01 | Yr 7 devices | 62.172.138.43 | Deeping High School | Pupil AUP | Today, 12:17 |
| j.green | DESKTOP-1AELBRE\j.green | Not required | DESKTOP-1AELBRE | Yr 10 devices | 62.172.138.43 | Deeping High School | Pupil AUP | Today, 12:16 |
| s.wright | INVH612-W11-JN\s.wright | Not required | INVH612-W11-JNE | Yr 10 devices | 62.172.138.43 | Deeping High School | School internet policy | Today, 12:16 |
| r.gray | DESKTOP-1AEL\r.gray | Not required | DESKTOP-1AEL | Yr 7 devices | 62.172.138.43 | Deeping High School | Pupil AUP | Today, 11:55 |
| jl.neal | INVH612-W11-DE\jl.neal | Not required | INVH612-W11-DE | Teacher devices | 62.172.138.43 | Deeping High School | School internet policy | Today, 11:55 |


Total 5 items

As with other similar components, when you first view the page, only the current days data will be listed but you can 'clear all filters' to see all recorded acknowledgements. You can use the **Filters** and **Search** buttons to search for specific information - a particular AUP or to check that specific users have responded.

The icons at the bottom right of the page will indicate if all acknowledgements are loaded

 or if there is more data to load  . 100 items at a time are added.

The displayed data can also be exported to a .csv file  if you want to keep a permanent record.

Again, as with other components, you can sort each column by clicking the column heading, and customize the number of displayed columns using the **Table Setting**  button.

Note: The Device Group column was added to the page in version 1.27.1. Therefore, any acknowledgements prior to this release will show Unavailable status in the Device Group column.

We hope this guide has helped you get your **classroom.cloud** environment up and running, but if you do have any questions, please [contact us](#).

Thank you

The classroom.cloud Team (and friend!)

