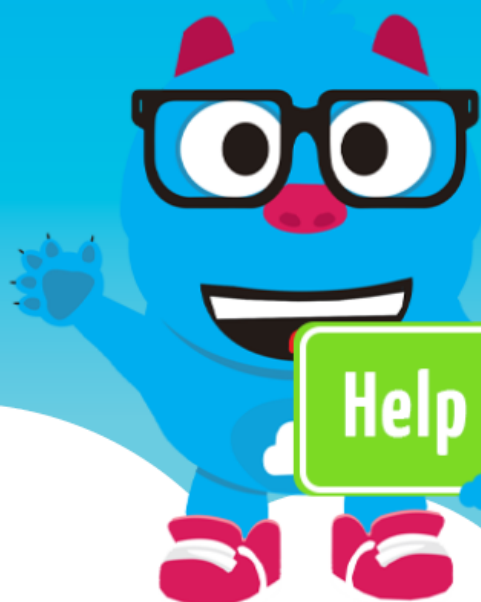




classroom
.cloud

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NetSupport



Help Guide for Teachers

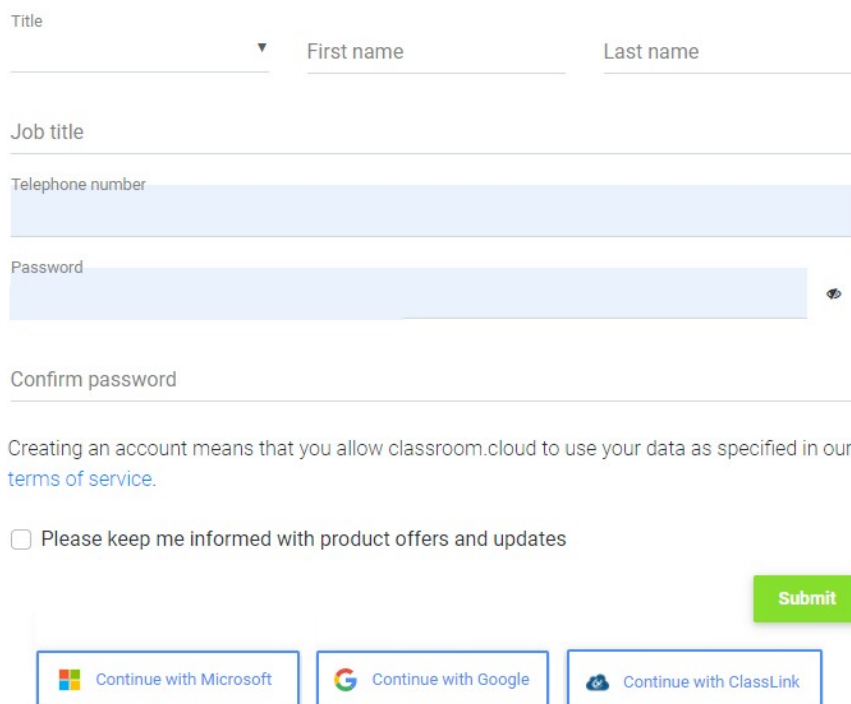


Welcome to the classroom.cloud Teacher Portal and Console help guide (v1.34)

The easiest classroom tool you'll ever use, **classroom.cloud** lets you monitor, control, and collaborate with your students to maintain their learning continuity – in class or remotely – keeping them on target for success.

The **classroom.cloud** Administrator for your school should by now have created your account and sent you an email asking you to complete your registration. If your school uses one of our supported third-party SIS/SMS applications, you will simply be asked to continue signing up with the credentials used in that system. Alternatively, you will be invited to complete your **classroom.cloud** profile.

Please choose your sign in method, complete your profile and set your password



The registration form includes the following fields and options:

- Title (dropdown menu)
- First name (text input)
- Last name (text input)
- Job title (text input)
- Telephone number (text input)
- Password (text input with a toggle icon for visibility)
- Confirm password (text input)
- Creating an account means that you allow classroom.cloud to use your data as specified in our [terms of service](#).
- ☐ Please keep me informed with product offers and updates
- Submit** button
- Continue with Microsoft button
- Continue with Google button
- Continue with ClassLink button

Once your login credentials have been set, you will be directed to the **classroom.cloud** sign-in page.

After sign-in, the good news is, everything you need to be able to get started with **classroom.cloud** should have been taken care of for you by your Administrator. The system

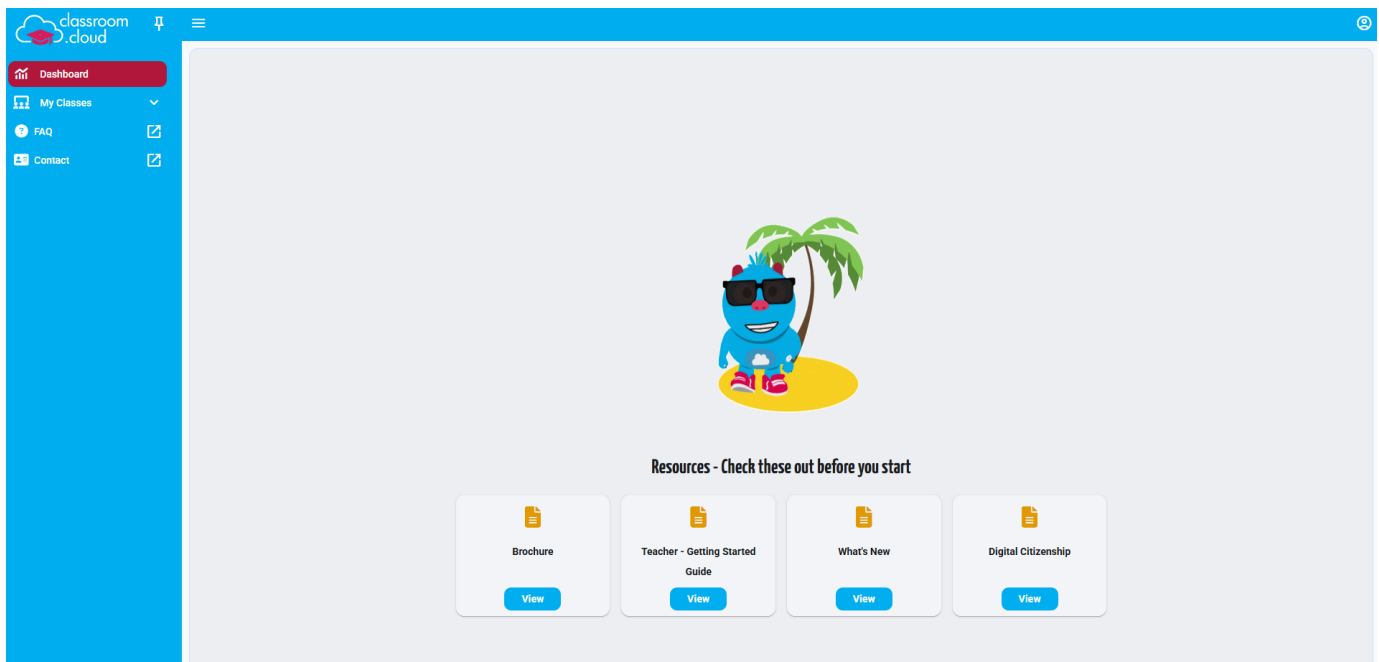
will already know which school site, or sites, you teach at, and any classes associated with your sign-in credentials will be imported ready for you to start working with.

This guide will focus on the range of **classroom.cloud** teaching tools available to you. Enjoy!

Note: If your **classroom.cloud** account has the optional Safeguarding component included, and you have been assigned access to these tools, please refer to our separate [Safeguarding User guide](#) for more information.



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

Teacher Portal - Quick Introduction



Before we focus on the teaching tools available in the **classroom.cloud** Teacher Console, the portal offers the following general options across the top of the screen:



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.

The sidebar has the following options available:

Dashboard: Specific to the role(s) assigned to you, the dashboard provides quick access to help guides and brochures. And, if enabled by your administrator, it will also include links to a selection of useful third-party websites (known as Connectors). The role(s) assigned to you will also determine if any other components are available to you.

My Classes: As a teacher, this is your main focal point and, is where you interact with your **classroom.cloud**-managed class lists. When you choose a class, the Teacher Console opens and connects to the required student devices. You can add new classes directly into **classroom.cloud**, or, if in use at your school, your existing lists can be pulled in automatically from third-party systems, such as Google Classroom, Microsoft School Data Sync, ClassLink and Microsoft Teams. Administrators can also create and assign new classes to you. Your **classroom.cloud** administrator should have already enabled the required settings to ensure the correct classes appear when you sign in with your **classroom.cloud** details or the matching credentials you use in one of the supported third-party systems. Unlike menu options, you can customise the order of your class list by dragging and dropping the items into a preferred order.

Safeguarding*: Will only be displayed if your **classroom.cloud** account has this component enabled and you have been assigned the Safeguarding User role in addition to your Teacher role.

Technician*: Will only be displayed if you have been assigned the Technician role in addition to your Teacher role.

FAQ: Provides answers to some commonly asked questions.

Contact: If you need any help with **classroom.cloud**, please complete our [contact form](#). One of the team will get back to you as soon as possible. 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.

* The relevant help guides for these optional components will also appear on the dashboard.

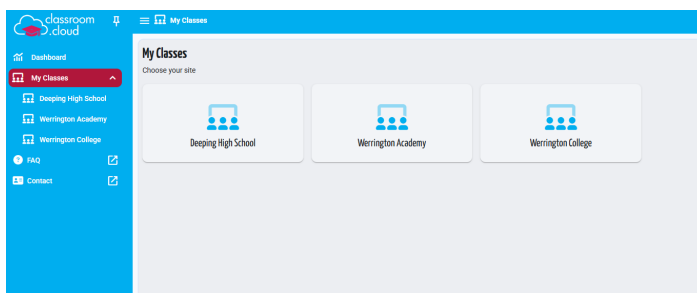
My Classes

So, let's get started and look at how you start a class.

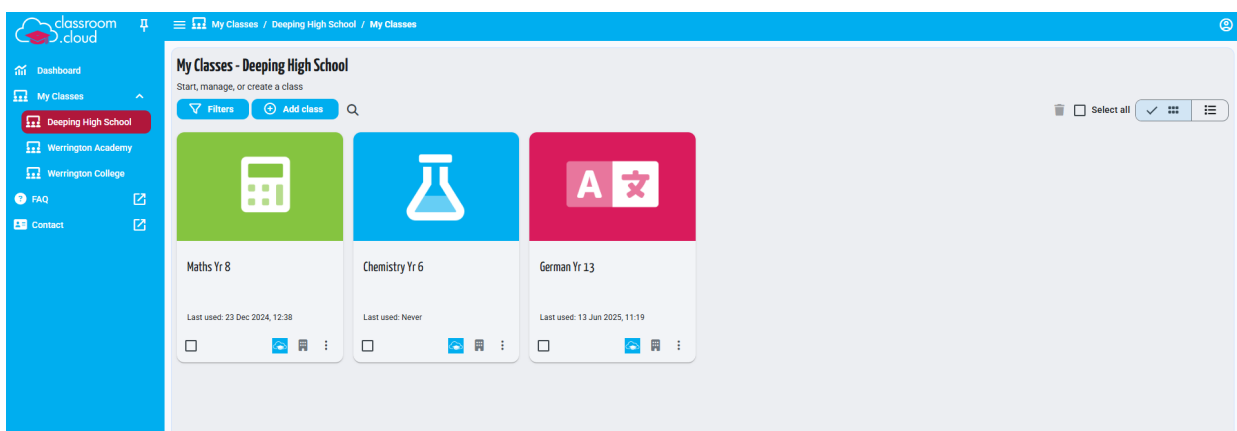
A class, in **classroom.cloud** terminology, can refer to a group of devices, often located in the same room, that a teacher wants to connect to and interact with during a lesson. Or, if classes have been imported from a third-party SIS/SMS system (linked to your sign-on credentials), it could be the students that have been pre-assigned to the class.

Launching a class

1. Click **My Classes** on the sidebar.
2. If you teach at more than one location within your organisation, you will first of all need to select the correct site.






3. You will then be presented with your class list. Icons will be displayed on each tile to indicate the source of the class. Pulled in from a third-party tool or created in **classroom.cloud**. The relevant icon will also appear for any classes created for you by your administrator.



4. To help you quickly find the correct class there are some navigation and filtering options

available to you:

- You can switch between class tiles and a simple list by clicking the **List View**  icon.
 - 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 into the desired position.
 - The **Filters** button 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.
5. When you have identified the correct class, simply click on its name.
 6. The **classroom.cloud** Teacher Console will open and connect to the devices/students assigned to the class. You are now all set to start using **classroom.cloud**'s range of intuitive teaching tools.
 7. To return to your class list, click **End Class**.

Note: If you realise you have forgotten to end your class on completion of a lesson, meaning the student devices remain in an 'in class' status ahead of another class starting, you can ask your **classroom.cloud** Administrator to end the active class on your behalf.


Creating new classes

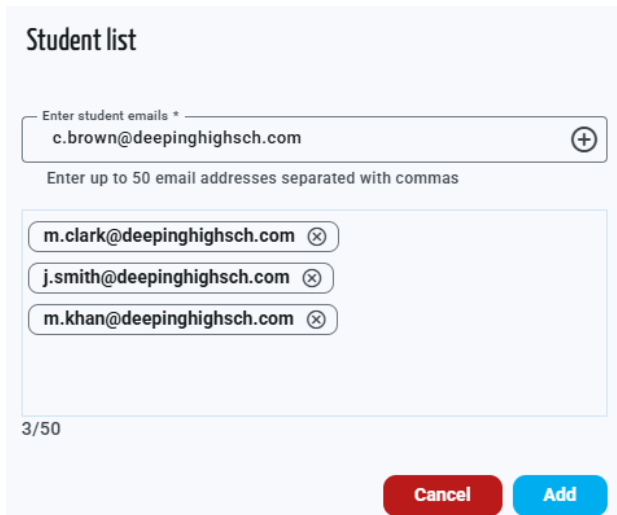
If the class list doesn't include the one you need, you have the option to create new classes using the **Add Class** button.

You can connect the class to the required student devices in one of four ways - by device group, device name list, student email list or by use of an ad-hoc class code.

Note: Your **classroom.cloud** Administrator can remove the **Add Class** option if all your classes are being pulled in automatically.


1. To create a new class, click **Add Class**.
2. Decide which of the four connection types you would like to use.
3. Enter a name and description for the class.

4. Depending on the connection type chosen, confirm the devices or students you want to connect to in this class.
- For **Device group**, simply choose from the list of predefined groups.
 - If **Class code** is selected, a 6-digit code will be displayed. Share the code with the required students at the start of the lesson (verbally or via a chat app if the students aren't in the room with you). When students receive the code, they need to enter it in the Join Class desktop shortcut, if the **Display student desktop shortcut to join class** option has been enabled in Device Group settings by your Administrator (Windows only). The **classroom.cloud** Student icon in the system tray (Windows and Mac) also offers the option. The iOS/Android apps and Chrome extension also offer a Class Code entry box. The class tile also displays the code.
 - For the Student List option, simply click **Edit** and enter the required student emails separated by a comma (50 max). Click the **Add**  icon to create the list, followed by **Add**.





Student list


Enter student emails *

c.brown@deepinghighsch.com 

Enter up to 50 email addresses separated with commas


m.clark@deepinghighsch.com 

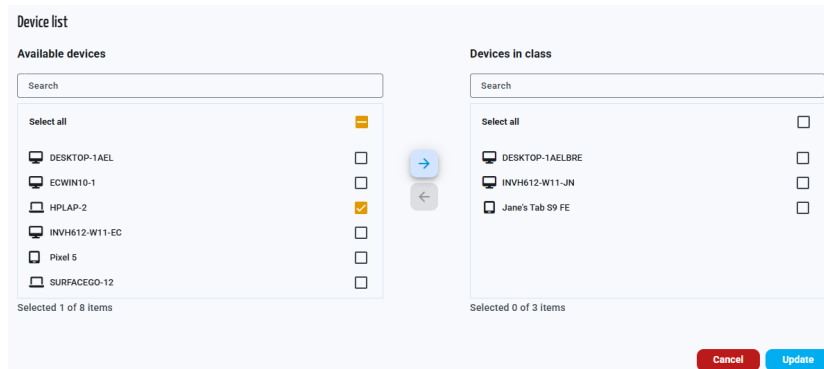
j.smith@deepinghighsch.com 

m.khan@deepinghighsch.com 

3/50

Cancel **Add**

- For **Device list**, click **Edit**. A list of available devices will be displayed in the left-hand pane of the displayed window. Select each device that you want to connect to in this class, and click the **Right arrow**  icon to add the devices to the class list in the right-hand pane. (You can use the search bar and enter a partial device name to speed up the selection of devices.)

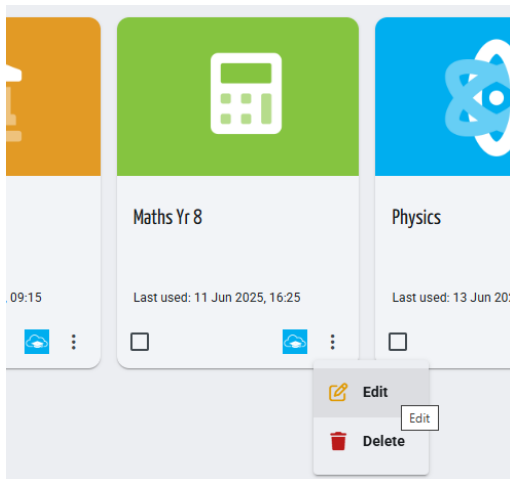


5. Choose a subject for the class from the predefined list.
6. Once all the class details have been completed, click **Add**. The class will be added to the list and a class tile created.

Edit class details

If the class was created in **classroom.cloud**, you can change any of the general class details (name, description, subject, etc). And, if device group was selected as the connection type, you can link the class to a different group. But you can't change the actual connection type:

1. In Tile view, click the **Actions**  icon and select **Edit**.



Or

In the List view, click the **Edit**  icon.

2. The Update Class dialog will appear.
3. Change the required information.

4. Click **Update** when complete.

Delete classes

Classes created in **classroom.cloud** can be deleted individually or in bulk.

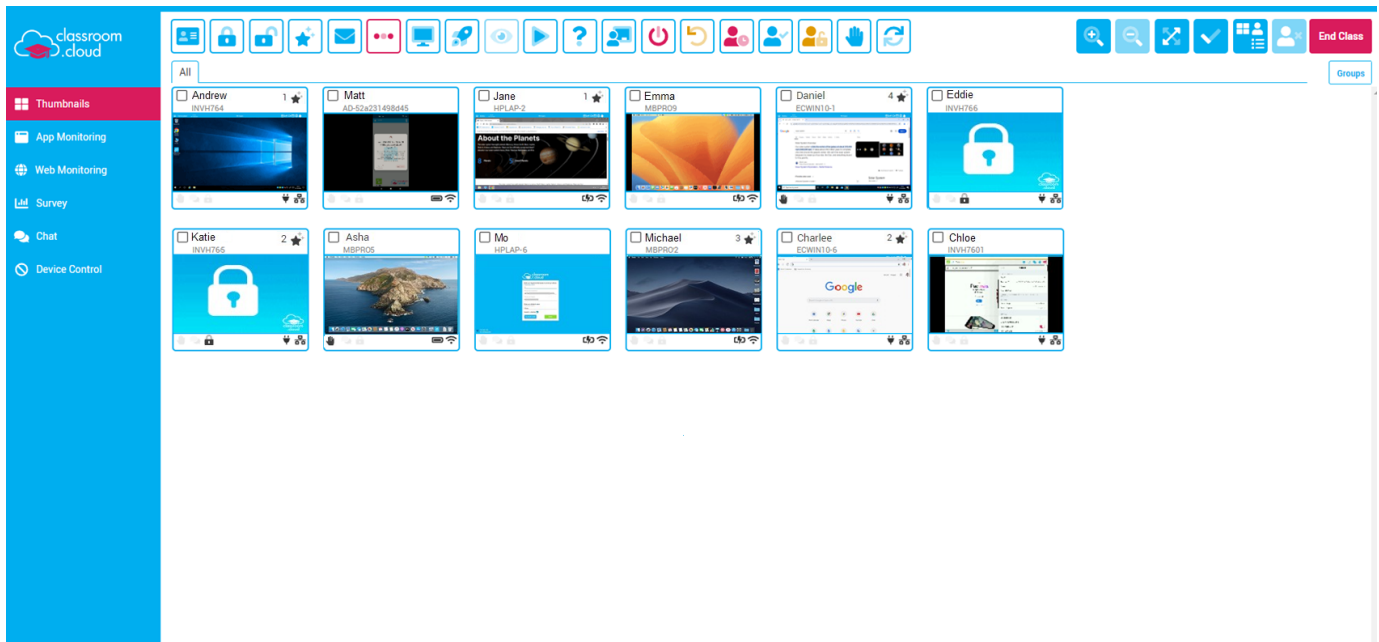
1. For an individual class, click the **Actions**  icon and select the **Delete**  icon.
Or

In List view, click the **Delete** icon.

Note: For multiple deletions, select the required classes and click the **Delete selected classes** icon at the top right of the page.

With the class list prepared, let's now focus on the teaching tools that are available when you click on the required class tile to open the Teacher Console and connect to the selected student devices.

The Teacher Console



The console comprises the following areas:

- The toolbar across the top of the screen is split into two parts. The majority of icons, left to right, offer shortcuts to a range of commonly used classroom management tools - lock, message, view student screen, etc. Those at the top right let you customise how the teacher display appears, provides a shortcut to select all connected students when you want to include the whole class in a task and includes the button to end your class. Hover over each icon to see a tooltip description of each option. Additional toolbar icons will be available depending on the feature component currently selected from the sidebar.
- Underneath the toolbar is the Groups bar. You can create defined groups of students to work with during a lesson.
- The menu on the left lists the various display modes and available feature components. You can minimise the menu by clicking the **classroom.cloud** logo at the top left of the screen.
- Depending on the display mode and component selected, the main window displays the currently connected devices, helps you identify each of the logged-in students and shows the current status of any activity or restrictions the teacher may have applied.

Creating Student Groups

There may be scenarios where you need to interact with a certain group of students during a lesson, leaving the rest of the class free to continue with their work. The **Groups** option enables you to create defined student groups. The Groups bar then allows you to simply click on the required group name and any actions you perform will only apply to the selected student devices.

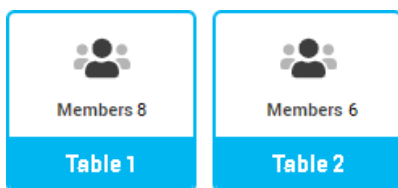
1. On the Groups bar, click the **Groups** icon. (You will be prompted to create your first group if none currently exist.)



2. The toolbar will now include additional icons specific to working with groups. On the toolbar, click **Add Group**.



3. Enter a group name.
4. Click on each student thumbnail that you want to include in the group.
5. Click **Create**. Repeat the process to create additional groups.

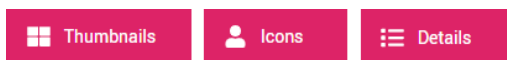


6. If you need to change any group members or even remove groups, select the group in the list and click **Edit Group** or **Remove Group** on the toolbar.
7. Exit groups by clicking the **Back** icon on the Groups bar or one of the mode options on the sidebar. The Groups bar will show the group names. Simply click on a name to open the group.

View Modes

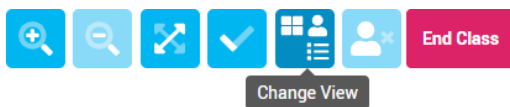
The main information window displays the connected devices and details of the logged-on students who are using them. When you launch the Teacher Console, you are presented with a real-time thumbnail of each connected student desktop but other 'View' modes are available.

1. Click **Thumbnails** at the top of the sidebar to toggle between Thumbnail, Icon, and Details views.

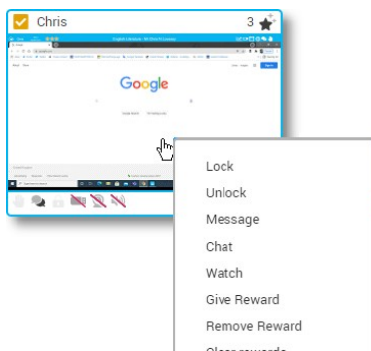


Or

Click the **Change View** icon on the right-hand side of the toolbar.



Thumbnail view



Thumbnails are perfect for giving you an instant overview of classroom activity. Especially for identifying, shall we say, certain students who like to go off-piste! (We'll explain later how you can also focus your attention on an individual student.)

When you click on a thumbnail(s), it selects the student(s), adding a tick in the left corner of the thumbnail and applying a drop shadow. Any task that follows will then only apply to the selected student(s). To include all students, click the **Select All** icon at the top right of the screen.

Status indicators provide additional real-time information. The top right of the thumbnail shows how many 'rewards' the teacher has assigned to the student during the lesson. The bottom of the thumbnail will:

- Indicate whether the student has a current request for help that needs attention.
- Show if a teacher-student chat session is in progress.
- Show whether the student's screen is locked.
- Display the 'enabled' status of device control options (block USBs, webcam and mute sound).
- Display Wi-Fi and battery health indicators

The thumbnails also offer shortcuts to some commonly-used features (rather than use the equivalent toolbar icons). Right-click on a student thumbnail to get quick access to the Message, Chat, Watch, Rewards, and Remove (remove student from the lesson) options.

Note: Right-clicking on a student in any of the components selected from the sidebar will also offer the same shortcuts.

Thumbnail size can be increased/decreased or auto-sized to fit the window using the icons at the top right of the screen. You can also remove a selected student from the class and end the class.

Note: If student devices drop out of the class unexpectedly, clicking the **Refresh** toolbar icon will bring them back. A confirmation message will appear each time a device does drop out of the lesson but your **classroom.cloud** Administrator can prevent these from displaying by enabling the **Silent disconnect** option in the product settings.

Icon view





























































Shows the status icons on a plain student icon. However, if your classes are pulled in from Google or Microsoft, any associated student profile images will also be displayed. Also shown in any applicable student groups. (Your **classroom.cloud** Administrator does need to enable

this feature.)

Details view

Provides a more detailed overview of activity at each student device. As with Thumbnail and Icon view, the same status icons and battery/Wi-Fi indicators are shown but in addition, you will also be able to see which students have web and app monitoring restrictions in play and the current connection status.

Name	Rewards	Status Icons					Connection
<input type="checkbox"/> Charlee	2 ★ ⁺	    					Connected
<input checked="" type="checkbox"/> Chris	1 ★ ⁺	  					Connected
<input checked="" type="checkbox"/> Daniel	3 ★ ⁺	   					Connected
<input type="checkbox"/> Emma	6 ★ ⁺	  					Connected
<input type="checkbox"/> Jane	2 ★ ⁺	  					Connected
<input type="checkbox"/> Katie		   					Connected
<input type="checkbox"/> Matt	6 ★ ⁺	    					Connected

Using the Toolbar icons

With your preferred View mode selected, you can now use the main toolbar icons to interact with selected students:

Lesson details

At the start of a session, you can share the lesson objectives and expected learning outcomes with students.

1. On the toolbar, click **Lesson Details**.



2. The Lesson Details dialog will open.

Lesson Details

Tutor Name

Mr Jones

Lesson Title

Computing

Objectives

To learn a range of Digital Design basics using Photoshop.

Outcomes

Create and edit images using basic techniques.
Understand Layers.

3. Enter the lesson title, objectives and outcomes. (As you enter the information, the Student Toolbar, visible at the top of each student screen, will update in real-time to keep the students informed.)
4. When complete, to close the dialog, click the **Lesson Details** toolbar icon.

Get student names

This is another useful tool for use at the start of a lesson if you want to change the currently displayed student names. You can prompt the students to register for the class with a 'preferred' name. If you don't select any students, the whole class will receive the prompt.



Lock/unlock devices

Need to grab the students' attention? Locking the students out of their devices is one of the most tried and trusted classroom management tools when you need the focus to be on you!



1. If you want to lock all the devices, you do not need to select any students in the information window.

Or

To select one or more students, click on each one to be included.

2. Click **Lock**. The Lock symbol will appear on each of the students' screens.



3. When you're ready to return control of the device to the student(s), click **Unlock**.

Rewards

We all love to be recognised for good work and effort, and with **classroom.cloud**, you can acknowledge individual student achievement at any time during the lesson by gifting them a reward.



1. Select the student(s) and click **Rewards - Give Reward**. If no students were selected, they will all be included.
2. The student will see the gold stars pop up on the Student Toolbar.

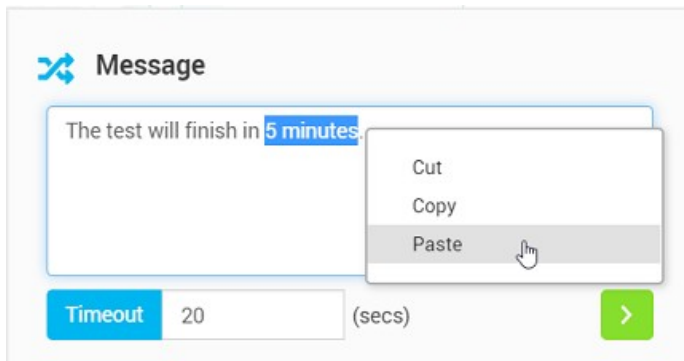
3. We're sure this will never be the case, but you also have the option to remove an individual reward or clear them completely.

Send message

This option enables you to broadcast a quick, one-way note or instruction to students.



1. Select the students you want to send the message to. If you do not select any students, the message will be sent to all.
2. Click **Message**.

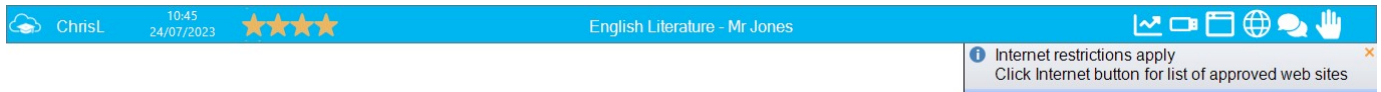


3. Enter the text and how many seconds you want the message to remain on screen for and click the **Send** arrow. (Cut/copy/paste shortcuts are supported by right-clicking in the message box.)

Student Toolbar



The **classroom.cloud** Student Toolbar appears at the top of each student's screen (Windows version displayed below. The Chrome Student extension also offers a similar toolbar). It provides feedback to the student on the current lesson status - websites and applications that are available, rewards received, lesson objectives, any device control restrictions that are in play and lets the student request help and chat with the teacher.



1. Clicking the **Student Toolbar** icon toggles the toolbar on or off at all connected devices.
2. The icon will turn red to indicate when the toolbar is visible to students.

Student Desktop



The **Student Desktop** toolbar icon gives you the option to minimise the currently open app at the student device (**Show Desktop**) or to close all apps (**Clear Desktop**).

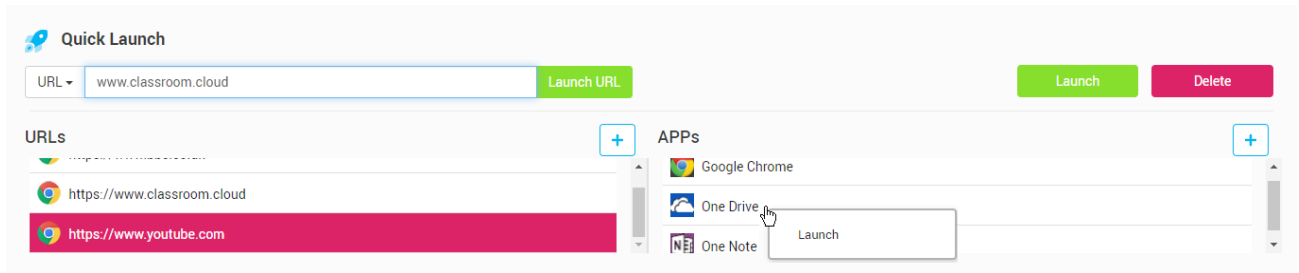
Quick launch



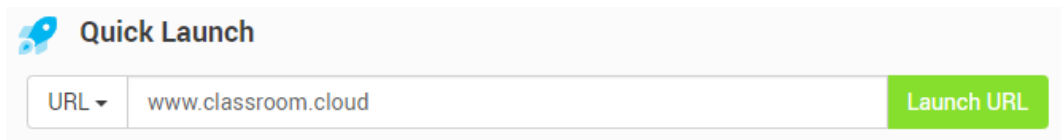
Sometimes it can be a little frustrating and time consuming waiting for a classroom of students to load the required lesson resources. Quick launch lets you do the work for them by letting you open a website or app on selected student devices.


Planning ahead, you can create a pre-defined list of websites and apps (Store and Desktop apps) for the class that can be launched as required.

1. Select the required students.
2. Click **Quick Launch**. The Quick Launch dialog will appear.




3. For a one-off scenario, choose whether you want to launch a URL or app from the drop-down list and enter the web address or app name into the Quick Launch bar. Click **Launch**. (If the app is not a system app, you will need to enter the full path.)



4. To create a pre-defined list of URLs, click the **Add**  icon.
5. Enter the URL and click **Save**.
6. When you are ready to launch the URL, simply select it in the list and click the **Launch** button.

Or

Right-click on the required URL and click **Launch**.

7. To create a pre-defined list of apps, click the **Add**  icon on the right-hand side of the dialog.
8. Choose **Store** or **Desktop Application**.
9. Enter the application name, either the executable name if a desktop app, or select from the Store list you are presented with.

10. Click **Save**.

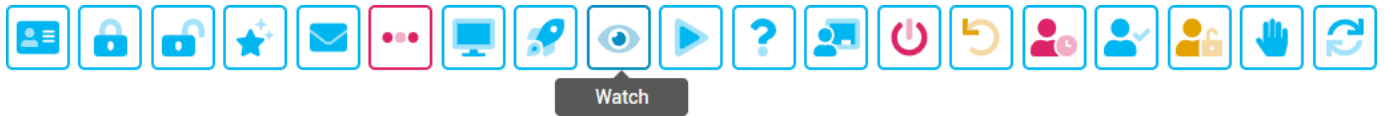
11. Again, when you are ready to launch the app, select it in the list and click **Launch**.

Or

Right-click on the required app and click **Launch**.

12. To close the dialog, click the **Quick Launch** icon on the toolbar.

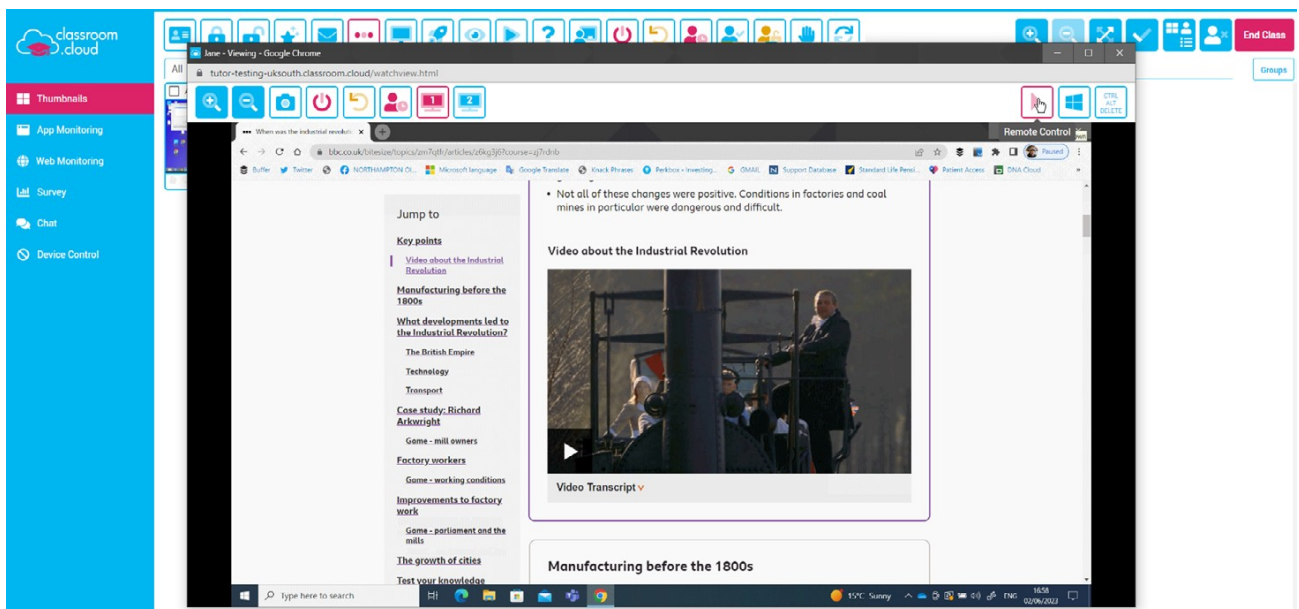
Watch and remote control a student screen






The student thumbnails are great for giving you a whole class overview of activity, but the Watch feature is perfect for those occasions when you need to take a closer look at what an individual student is doing.







And while watching, if you discover that something needs fixing, you can also take over control of the student's device. Currently supported on Windows, Mac and Android (Samsung devices only) students.

1. Double-click on the required student.
Or
Select the student and click **Watch** on the toolbar.
2. A Watch/View window will open, allowing you to discreetly view activity at the selected student's device in real-time.

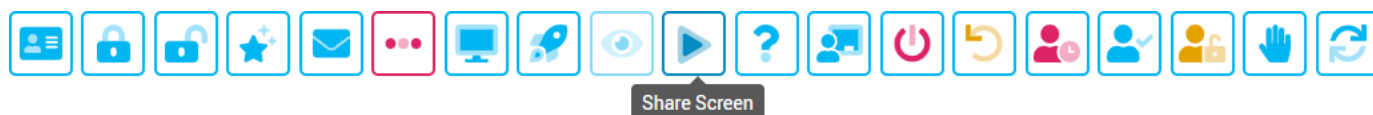


3. Use the **Sizing**   icons to increase or decrease the window size.
4. You can grab a real time screenshot of the student screen by clicking the **Screenshot**

 icon. The image will be date and time stamped, and include the student name.

5. The three **Power management**    icons can be used to power off, restart or logout the viewed device.
6. If the device being viewed has multi-monitor support enabled, you will be able to switch between screens by clicking the **Multi-monitor**   icons.
7. The option to share control of the remote screen is initially disabled, but when you do need to fix or demonstrate something to the student, click the **Remote Control**  icon . Any mouse clicks or typing you perform will now take place at the student device. Click again when you are ready to return control to the student.
8. While remote control is enabled, you can also send the Ctrl-Alt-Delete command to the remote device and perform Windows shortcut commands by clicking the **Hold Windows Key** button.
9. Close the View window when you have finished your investigation.

Share screen



While presenting, the teacher can share their screen, along with their microphone output and/or PC audio, to connected student devices to help demonstrate a point or show students how to do a particular task.

1. Select the students to share your screen with.
2. Click the **Share Screen** icon.
3. Choose whether the teacher's screen should appear full screen or in a window at the student devices. To ensure the students remain focused on what you are sharing, you can mute their microphones and, if applicable, lock their mouse and keyboard (the latter is not supported on Windows 11SE).

☒ Share full screen at student
☐ Share in a window at student

☒ Mute microphone
☒ Lock mouse and keyboard

Next

- Click **Next**.
- Based on the teacher's currently open browser windows and applications, choose what you would like to share with students. Three options are available: **Your Entire Screen**, an individual **Application window**, or a specific **Chrome tab**. If applicable, choose whether to also include audio by clicking **Share Audio** (not available if sharing a window).

Choose what to share with tutor-testing-uksouth.classroom.cloud

The site will be able to see the contents of your screen

Chrome Tab

Window

Entire screen

Screen 1

Screen 2

☒ Also share system audio

Share

Cancel

- Click **Share** when you have made your selections.
- A prompt will appear on your screen while screen sharing is in progress. When you have finished showing your screen to students, click **Stop Sharing**. Students will regain control of their screens.

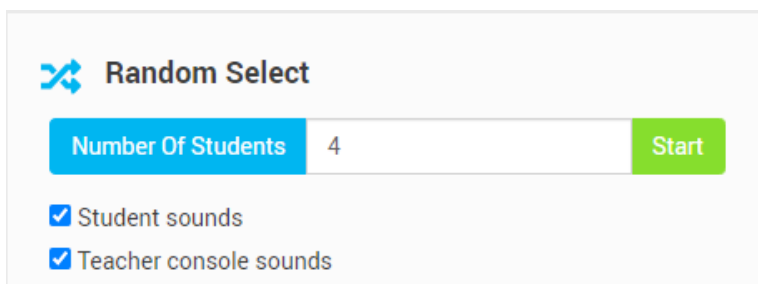
Random select



There may be times, for example, when you are conducting a verbal Q&A session with the class, that the same students are continually putting their hands up to answer while others are taking the opportunity to keep on top of their social media!

So why not add a bit of jeopardy, possibly fun (for you, if not the students), into the session by asking **classroom.cloud** to randomly select the students who need to answer the question.

1. Click **Random Select** on the toolbar. There is no need to pre-select the students, after all, this is what the program is about to do for you.



2. Specify how many students you would like to be selected. Most of the time, you may want to pose the question to just one student, or keep a few of the other students alert by having the option to bounce the question onto a second or third student should the first student answer incorrectly.
3. If you want to really ensure the students are awake, tick whether you want a sound to be played at the selected devices.
4. Click **Start**.
5. To build the tension, **classroom.cloud** will scan the devices for a few seconds, then select the specified number of students in the information window.
6. At the student devices, a message will appear for a few seconds to indicate that they have been selected.
7. You can now 'pounce' on the selected student(s).


Power management

Energy saving is a big area of focus for schools and **classroom.cloud** helps by providing you with the option to remotely power off your classroom devices. You can also log the devices out between lessons and, if needed, restart a connected device. Admins can also create automated power schedules (power on and off) for the school, so even if you forget, hopefully devices will still be switched off at night (Windows devices only).

The following options apply to Windows and macOS Student devices.



Power off connected student devices

1. Check that there is no unsaved work or applications open at the student machines.
2. Select the student devices you wish to power off.
Or
To power off all connected devices, leave unselected.
3. Click the **Power Off** icon on the toolbar.
4. Confirm that you want to continue or click **Cancel**.
5. The selected devices will disconnect from the class and switch off, but will initially remain visible in the Teacher window.
6. If required, click the **Refresh**  icon on the toolbar to remove the student devices from view.


Restart connected student devices

When you need to prepare the classroom devices for the next group of students or should a connected device encounter an issue during the lesson, you have the option to remotely restart the machines.


Note: This does not give you the ability to power on a device that is turned off, which, as mentioned above, is not currently supported.

1. Select the student devices you wish to restart.
Or

To restart all devices, leave unselected.

2. Click the **Restart**  icon on the toolbar.
3. Confirm that you want to continue or click **Cancel**.
4. The selected devices will temporarily disconnect from the class and then automatically rejoin once restarted.

Logout connected student devices

Another useful time-saving feature that helps you quickly ready the devices between lessons, you can sign the devices out ready for the next group of students. Follow the same steps as above but click the **Logout**  icon.


Note: The Power Management options are also available when you are viewing or remote controlling a single student device.


Remotely log in a student PC

Another time saving tool for teachers, you can get the student PCs signed in ready to ensure a prompt start to a lesson. This applies to Microsoft login credentials only. To give you this feature, your **classroom.cloud** administrator should have pre-configured the type of Microsoft accounts in use at the school.



1. Launch the required class from your My Classes list.
2. Thumbnails for the devices allocated to the selected class will be displayed.
3. Select the thumbnail of the device you want to log in.
4. Click the **Login** icon on the toolbar.
5. You will be prompted to enter the students' Microsoft login credentials. Based on how your administrator has configured the Remote Login settings, the Domain field will be pre-populated.


Login Student

Username	WilliamH@M365edu450741.OnMicrosoft.com
Password 
Domain	AzureAD

Close
Login

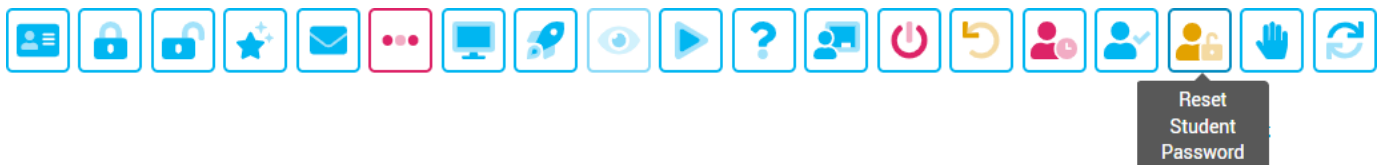
- When you have completed the details, click **Login**.

Reset student passwords

There's nothing more frustrating than wasting valuable teaching time waiting for students to log in to their computers and join your **classroom.cloud**-managed lesson...especially if they have forgotten their password.

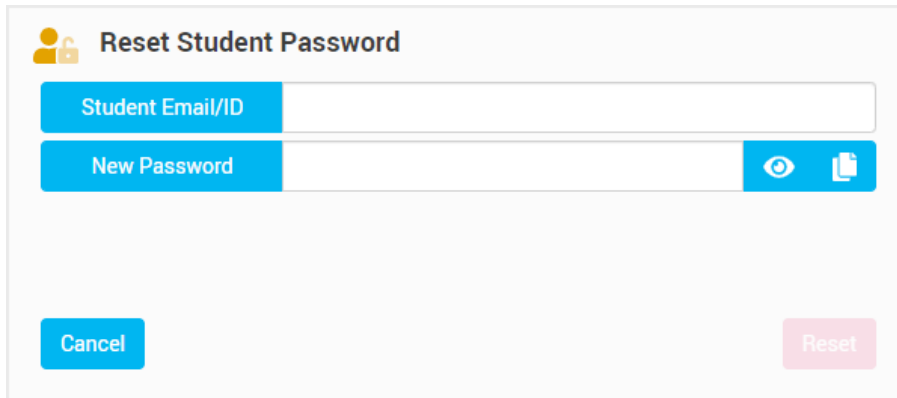
With **classroom.cloud** you can resolve the forgotten password dilemma in an instant (and reduce the school techs workload) by resetting student passwords yourself (currently Microsoft credentials only).

To be able to offer you this feature, your **classroom.cloud** administrator will have firstly needed to enable the option and carry out some configuration steps to ensure that when you are asked by a student (who isn't currently connected to your class) to reset their password, in the background the system already knows a list of valid student emails/IDs, so if you have problems you should check in with your admin.





Resetting a student password

- Click the **Reset Student Password** icon on the toolbar.



Reset Student Password

Student Email/ID

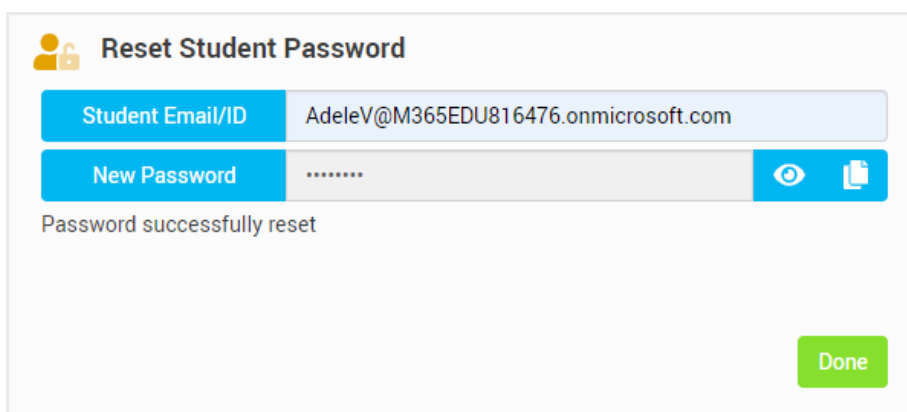
New Password  

2. Enter the student email/ID (Microsoft username).
3. You then have a choice as to how the new password is created - manually entered or auto-generated. This is dependent on how your admin has configured the feature.

If after entering the first four characters of the student email the **Reset** button becomes active, the new password will be auto generated. In this scenario, complete entering the student email and click **Reset**. The new password will appear once the system has checked that the student details entered are valid.



If not, you will need to enter a new password. The **Reset** button only becomes active when at least 8 characters of the password have been entered. When you have entered the full password, click **Reset**.

In both scenarios, the password will be hidden but you can click the **View** icon to reveal the characters. Alongside that, you also have a **Copy** icon that enables you to paste the password in a message to the student (the characters will still be copied even if the password on screen is hidden).



Reset Student Password

Student Email/ID

New Password  

Password successfully reset

- When the student attempts to sign in with the new password they will be prompted to create a new password.

Help requests




If a student needs assistance at any point during the lesson, the **classroom.cloud** Student application offers them a **Request Help** button. They simply enter a short message, choose an Alert status - Need Help, Work Complete, Urgent Help - and send to the teacher.

The teacher toolbar will indicate how many requests are needing attention, and the icon will flash on and off. You can then review each message and, using the tools available, communicate with the student.

To review outstanding requests for help:

- Click **Help Requests** on the toolbar.
- The Help Requests dialog will appear, showing you the list of requests that need attention. Each item will be colour-coded depending on the alert status the student entered.

 **Help Requests**

Student	Message
Matt	I am struggling with question 8.
Jane	I have completed stage 1, should I work on stage 2 now?
Adam	Can you explain Q4 again please.
Alice	Some of the other kids have been posting cruel comments about me on the internet. Can I speak to you after the lesson please.

Clear All

Clear

Chat

Watch

- Click on the item you want to respond to.
- You now have a couple of tools available to help you answer the query. You can open a Chat session with the student (more about this feature later) or watch the student's screen.
- When you have successfully resolved the problem, click **Clear**.

Or

Click **Clear All** to remove all outstanding requests.

6. Click the **Help Requests** toolbar icon to close the dialog.

Refresh



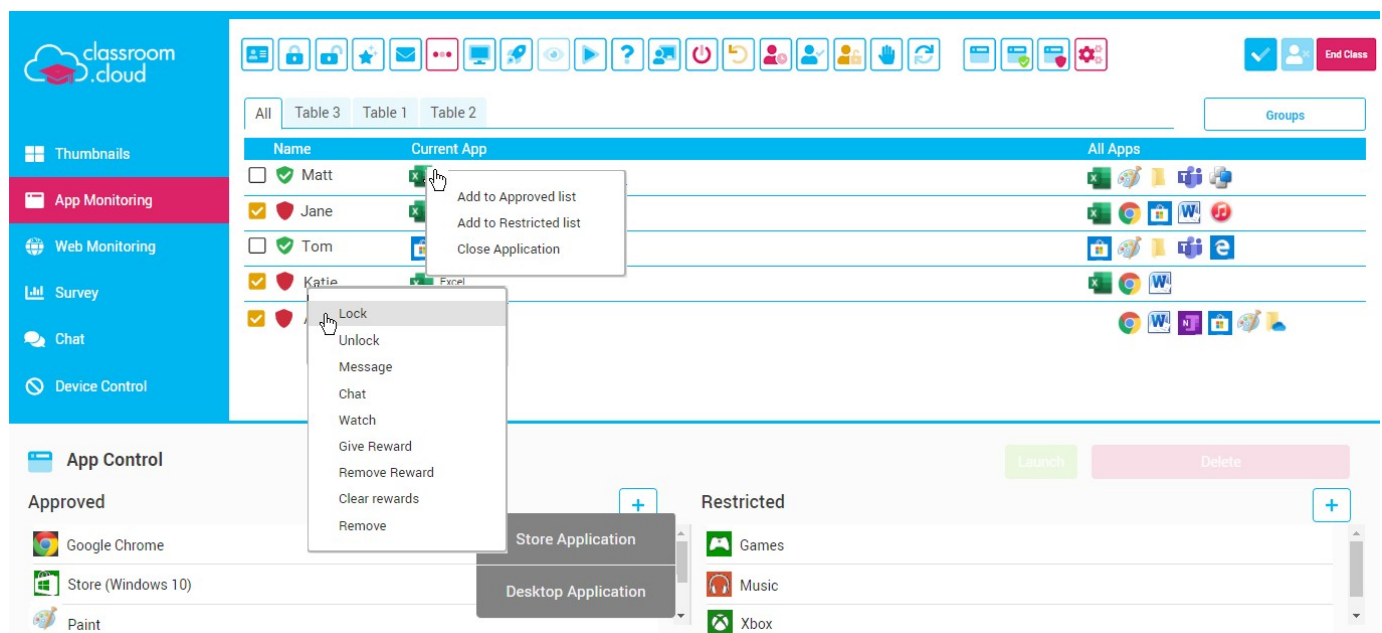
Refreshes the device list if machines have disconnected or been removed from the session.

App Monitoring

Returning now to the options on the sidebar.

The ability to monitor and control application and internet use during the lesson is key to ensuring a focused and safe learning environment.

With **classroom.cloud**'s App Monitoring (for Desktop and Store apps) feature, you have the choice of allowing unrestricted application use or, if you need to control the apps students have access to, you can introduce lists of approved and restricted apps.



The screenshot displays the classroom.cloud App Monitoring interface. On the left, a sidebar contains navigation options: Thumbnails, App Monitoring (highlighted), Web Monitoring, Survey, Chat, and Device Control. Below this is the 'App Control' section, which includes 'Approved' and 'Restricted' app lists. The 'Approved' list shows Google Chrome, Store (Windows 10), and Paint. The 'Restricted' list shows Games, Music, and Xbox. The main area features a table with columns for Name, Current App, and All Apps. A list of students is shown: Matt, Jane, Tom, and Katie. A context menu is open over Katie's row, showing options: Lock, Unlock, Message, Chat, Watch, Give Reward, Remove Reward, Clear rewards, and Remove. The 'Current App' column for Katie shows 'Excel'. The 'All Apps' column shows various application icons. At the top right, there are icons for various functions and an 'End Class' button.

A wealth of real-time information is provided to ensure you have a full overview of class activity - student by student: the application currently in use at each device (ideal for highlighting if a student is out of sync with the rest of the class), indicators for any other open apps, and, if restrictions are in play, an appropriate flag is shown alongside each student name.

To ensure each student is in sync, you can also launch applications on the student devices. To take a closer look at student activity, you can double-click on a student to quickly open a Watch window.

If you right-click on a student name in the list you can instantly interact with the selected student - open a chat or watch session, send a message, assign or remove rewards and

more. And, by right-clicking on any of the fav icons displayed in the Current or All Apps columns, you can quickly add the app to the approved or restricted list and close the application.


Restrictions can be applied to selected students or the whole class.

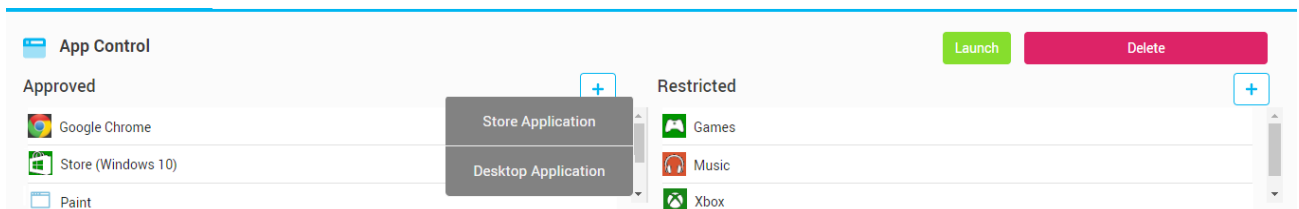
Four toolbar icons specific to App Monitoring are available, enabling you to quickly switch between Unrestricted access; only use apps in the Approved list; or stop attempts to launch an app that is in the Blocked list. You can also close or minimise apps. (The other icons displayed are also still active.)




Managing app use

To create Approved and Restricted app lists:

1. Click the **Manage**  icon on the toolbar.
2. This will open the App Control panel. (Clicking **Manage** toggles the panel on or off.)



3. To add a new item to either the Approved or Restricted lists, click the **Add**  icon.
4. Select whether the app is a Store or Desktop app.
5. Enter the executable name of the desktop app or select the store app from the list provided.
6. Click **Save** to add the details to the required list.

As mentioned above, apps currently in use can also be quickly added to the approved or restricted list by right-clicking on the fav icon in the Current or All Apps columns.

Quick launch

The Quick Launch feature is also available as part of the App Monitoring toolkit - ideal for ensuring each student is working with the same resource.

1. Select the required students, or to open the app on all devices, leave unselected.
2. Select an app in the Approved List and click **Launch**.

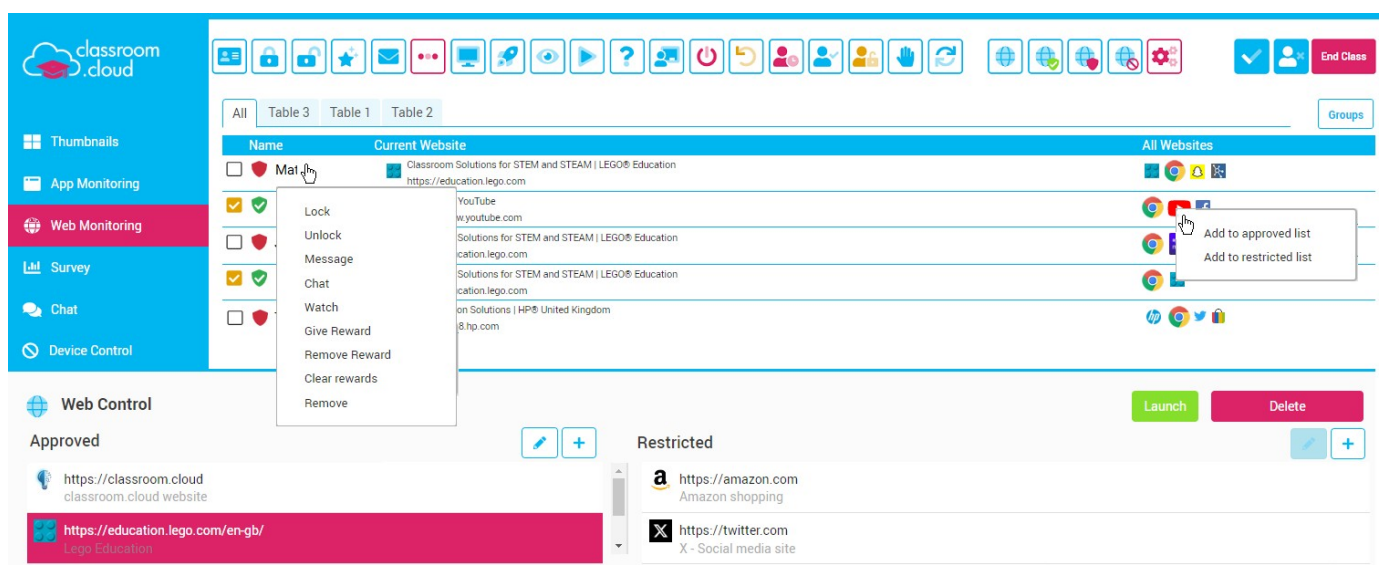
Applying restrictions

1. In the student list, select the ones you want to apply the restrictions to. If you do not select any students, the restrictions will apply to the whole class.
2. When you need to apply either of the lists, on the toolbar, click **Approved Only** or **Block Restricted**.
3. The icons alongside the student names indicate which restriction is currently active - Unrestricted, Approved, or Restricted. The Student Toolbar will also display an appropriate message to advise students of the current status.
4. To remove restrictions, click **Unrestricted** on the toolbar.

Web Monitoring

Offering the same monitoring and control capabilities as App Monitoring, **classroom.cloud**'s Web Monitoring tool allows you to discreetly monitor internet use in unrestricted mode or, if you need to manage web use, you can introduce lists of approved and restricted sites or even block all website use.

Note: Your **classroom.cloud** Administrator or school technician can enforce school-wide internet restrictions. If applied, you cannot override these during a lesson.



The screenshot displays the classroom.cloud Web Monitoring interface. On the left, a sidebar contains navigation options: Thumbnails, App Monitoring, Web Monitoring (highlighted), Survey, Chat, and Device Control. The main area shows a table of students with columns for Name, Current Website, and All Websites. A context menu is open over a student named 'Mat', offering actions like Lock, Unlock, Message, Chat, Watch, Give Reward, Remove Reward, Clear rewards, and Remove. The 'All Websites' column shows a list of websites with icons, and a tooltip is visible over one of the icons with options 'Add to approved list' and 'Add to restricted list'. The bottom section shows 'Approved' and 'Restricted' website lists.

A real-time overview of current class activity is available - student by student. The currently open web page at each device is shown (ideal for ensuring each student is working with the correct learning resource), along with indicators for any other open sites, and, if restrictions are in play, an appropriate flag is shown alongside each student name.

To ensure each student is on the same page, you can also launch websites on the student devices. To take a closer look at student activity, you can double-click on a student to quickly open a Watch window.

If you right-click on a student name in the list you can instantly interact with the selected student - open a chat or watch session, send a message, assign or remove rewards and more. And, by right-clicking on any of the fav icons displayed in the Current or All Websites columns, you can quickly add the website to the approved or restricted list.

Restrictions can be applied to selected students or the whole class.

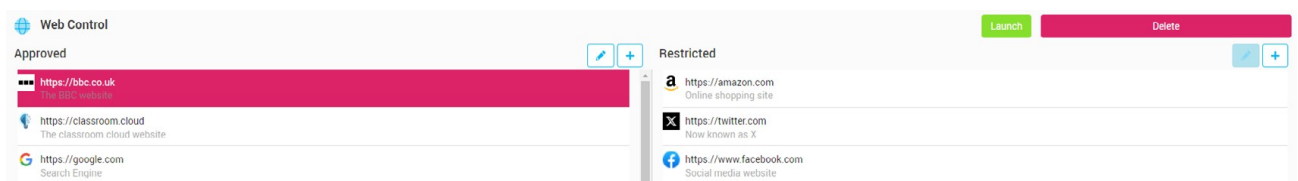
The Web Monitoring toolbar icons enable you to quickly switch between unrestricted access; only use websites in the Approved list; stop attempts to open a website that is in the Blocked list or block all internet access.



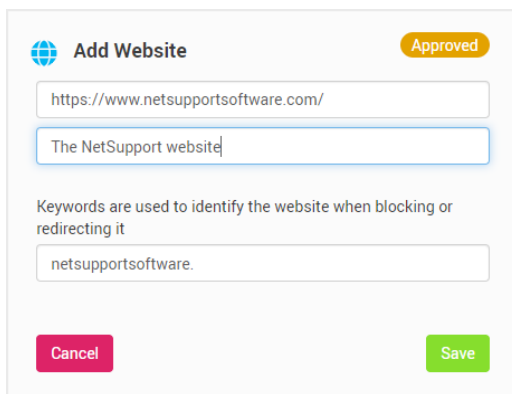
Managing web use

To create Approved and Restricted web lists:

1. Click **Manage** on the toolbar.
2. This will open the Web Control panel. (Clicking **Manage** toggles the panel on or off.)



3. To add a new item to either the Approved or Restricted lists, click the **Add**  icon.



A form titled 'Add Website' with a globe icon and an 'Approved' button. It contains three input fields: a URL field with 'https://www.netsupportsoftware.com/', a description field with 'The NetSupport website', and a keywords field with 'netsupportsoftware.'. There are 'Cancel' and 'Save' buttons at the bottom.

4. Enter the full URL of the site or web page you want to add. Include a brief description of the website if required. A keyword will be inserted based on the main part of the website name. This can be modified to further fine-tune your web monitoring capability to ensure specific pages within the same website are managed (approved or restricted) as you need. For example, you may want docs.google. to be available to students but not all Google pages.
5. Click **Save** to add the URL to the required list. Once added, you can edit the details by

clicking the **Edit**  icon.

As mentioned above, websites currently in use can also be quickly added to the approved or restricted list by right-clicking on the fav icon in the Current or All Websites columns.

Applying restrictions

1. In the student list, select the ones you want to apply the restrictions to. If you do not select any students, the restrictions will apply to the whole class.
2. On the toolbar, click the appropriate icon, **Approved Only**, **Block Restricted** or **Block All**.
3. The icons alongside the student names indicate which restriction is currently active. The Student Toolbar will also display an appropriate message to advise students of the current status.
4. To remove restrictions, click **Unrestricted** on the toolbar.

Quick launch

The Quick Launch feature is also available in Web Monitoring.

1. Select the required students, or to open the web page on all devices, leave unselected.
2. Select an item in the Approved List and click **Launch**.

Survey


The Student Survey tool enables you to quickly poll students for instant feedback during or at the end of a lesson - maybe for an opinion on a piece of work or simply to ask after their wellbeing. The teacher sends a question or statement to the required students' devices, together with a selection of pre-defined responses. Responses are then gathered in the Teacher Console and results can be sent to the students' screens in chart form.

You can send a one-off quick survey or select from a list of pre-built surveys.



Sending a quick survey

1. Click **Start Survey** on the toolbar.
2. Enter the question or statement that you want to pose to students.

 Specify question and responses

☒ Quick Survey

Question

On average how long do you spend using Social Media each day?

Responses

Enter custom responses

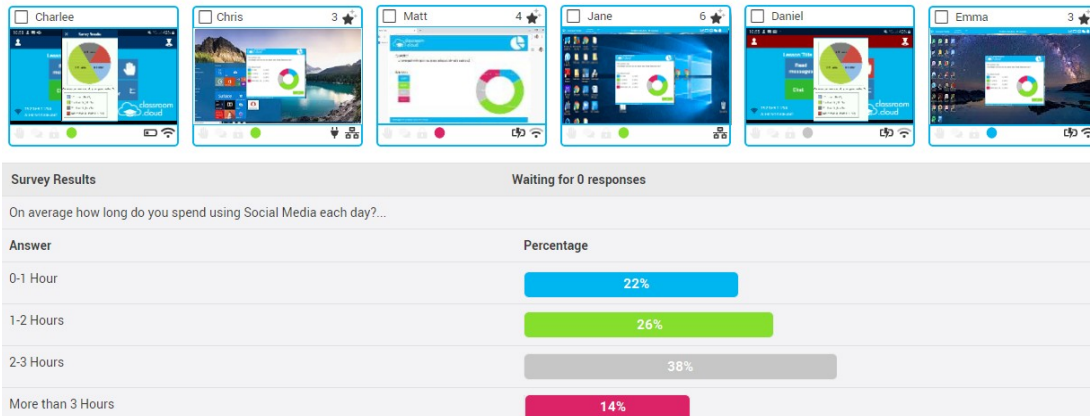
Responses

0-1 Hour, 1-2 Hours, 2-3 Hours, More than 3 Hours

☐ Create New Survey

Start

3. Enter the choice of responses. The drop-down list offers a choice of pre-defined choices or you can enter custom responses. (Comma separated)
4. Click **Start** to send the survey to student devices.
5. As students respond, the Survey Results chart will be populated. You will be prompted as to how many students are still to respond. The student thumbnails will also display the corresponding coloured indicator to confirm how each individual answered.



- To share the results with students, click **Show** on the toolbar. A chart will appear at each student's device. Click **Hide** to remove the chart.
- To end the survey, click **Cancel Survey**. The survey will be saved for future use.

While a survey is in progress, you can right-click on a student thumbnail to instantly open a watch or chat session.

Manage surveys

Sent surveys are stored for future use and you can also build a list of pre-prepared surveys to save time in the future. From here, surveys can be added, edited, deleted and sent to students. Click **Manage** on the toolbar.

- Click **Manage** on the toolbar.
- The Manage Surveys dialog will open.


Manage Surveys

Question	Responses
What year was the Great Fire of London?	1866,1766,1666,1566
How are you feeling today?	100%,75%,50%,25%,10%
On average how long do you spend using Social Media each day?	0-1 Hour, 1-2 Hours, 2-3 Hours, More than 3 Hours

Add

Edit

Delete

Start

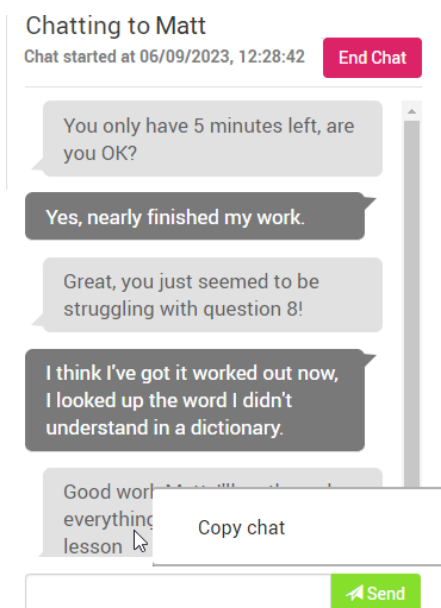
- Existing surveys will be shown. To edit the details, select the required survey and click

Edit. Click **Update** when the changes have been made. To prepare a new survey, click **Add**. Click **Delete** to remove a survey. Click **Start** to send a selected survey to students.

Chat

If you want to discreetly communicate with one of the students to discuss the lesson, a piece of work they may be having problems with or to discuss wellbeing issues, you can open a 1-1 chat session with them.

1. Select **Chat** on the sidebar. (As mentioned throughout this guide, a chat session can also be started by right-clicking on a student thumbnail or their name in any of the **classroom.cloud** components.)
2. The Chat window will open on the right-hand side of the screen.
3. If the student hasn't already been selected, you will be prompted to do so.
4. Click **Create Chat**.
5. Enter your message into the text entry box and click **Send**. The students' responses will be added. Cut/copy/paste shortcuts are supported. Right-click in the text entry box to select the required option. You can also store a copy of the discussion by right-clicking in any part of the chat and selecting **Copy Chat**. The text will be copied to the clipboard and can then be pasted into a document.



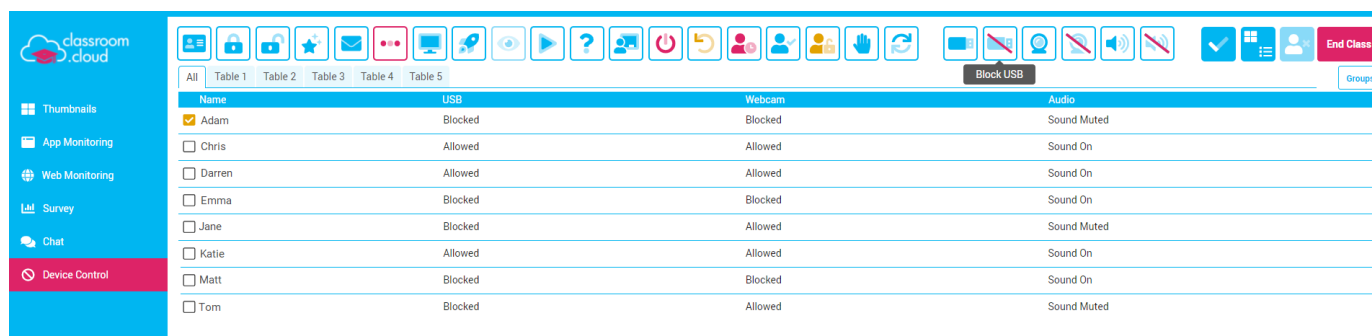
6. When the chat is complete, click **End Chat**.

Students also have the option to initiate a chat with the teacher via the student toolbar. A flashing border will be applied to the relevant student thumbnail to alert the teacher when a

student wants to chat. Also, look out for the numeric indicator alongside the **Chat** option in the sidebar. Select the **Chat** option to join the session.

Device Control

The Device Control feature allows the teacher to protect against external sources being accessed during a lesson by blocking the use of USB devices. They can also disable the webcams on classroom devices and mute the sound.



Name	USB	Webcam	Audio
<input checked="" type="checkbox"/> Adam	Blocked	Blocked	Sound Muted
<input type="checkbox"/> Chris	Allowed	Allowed	Sound On
<input type="checkbox"/> Darren	Allowed	Allowed	Sound On
<input type="checkbox"/> Emma	Blocked	Blocked	Sound On
<input type="checkbox"/> Jane	Blocked	Allowed	Sound Muted
<input type="checkbox"/> Katie	Allowed	Allowed	Sound On
<input type="checkbox"/> Matt	Blocked	Blocked	Sound On
<input type="checkbox"/> Tom	Blocked	Allowed	Sound Muted

To enable/disable the device control options:

1. Choose **Device Control** from the sidebar.
2. Select the required student(s). If no students are selected, the chosen option will be applied to all connected student devices.
3. Click the toolbar icon for the required device control option - **Allow** or **Block USB**, **Allow** or **Block Webcam**, **Unmute** or **Mute Sound**.
4. The student list will display the current status of each option.
5. The student toolbar, if enabled at the student devices, will indicate the current device status.

As with other features, you can quickly open a Chat or Watch session by right-clicking on a student name in the list.

Note: Only the **Mute Sound** option is directly supported by **classroom.cloud** on Chrome and macOS devices running the student extension/application. However, settings for the other control options can be applied in the Google Admin Console or via MDM tools.

And that concludes our journey around the **classroom.cloud** Teacher Portal and Console.

We do hope this guide has helped you get up and running with your **classroom.cloud** experience.

Thank you

The classroom.cloud Team (and friends!)

