NetSupport School SIS integration with ClassLink OneRoster

From version 12.60, NetSupport School allows customers to import timetable data directly from their SIS/MIS system (Student/Management Information system). This can be done by either linking directly to the SIS/MIS using Class Link OneRoster or by reading in data from an extracted zip file.

This document outlines how to configure NetSupport School to integrate with ClassLink OneRoster.

Note: *NetSupport School also integrates with Google Classroom, for further information, please refer to the document* **Integrating NetSupport School with Google Classroom**.

Requirements

- NetSupport School 12.60.001 or above.
- NetSupport School Tutor component configured to communicate with a NetSupport Name & Connectivity Server.
- A subscription to ClassLink (if using ClassLink OneRoster).
- Access to the following URL from the NetSupport Connectivity Server (if using ClassLink OneRoster):
  https://api.oneroster.com
- A zip file containing timetable data extracted from the school's SIS/MIS system (if using manual configuration).
- NetSupport School application enabled on the ClassLink website.

Configuring ClassLink

Note: *ClassLink OneRoster is a third-party application and, as such, NetSupport is unable to assist with any technical issues relating to the ClassLink Portal. If you require help using the portal, please contact ClassLink support.*

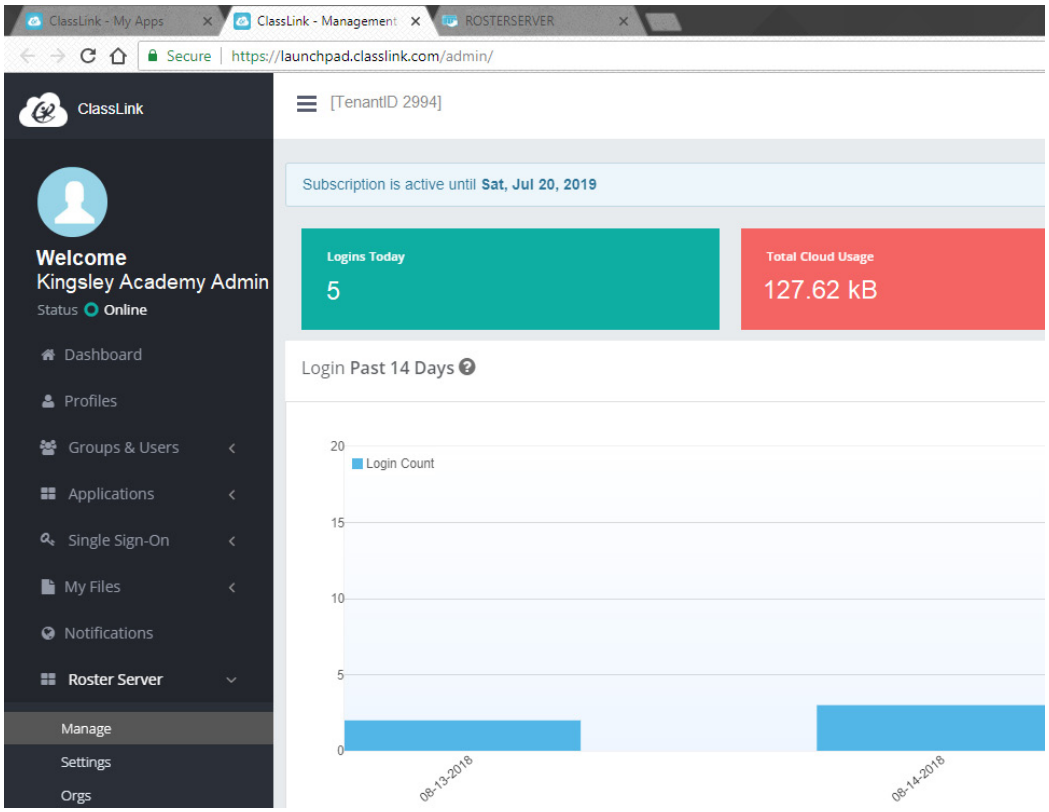
Adding the NetSupport application to ClassLink

To enable the NetSupport School Name & Connectivity Server to receive roster data from ClassLink, please refer to the "**How to Add an Application**" section of the ClassLink website:

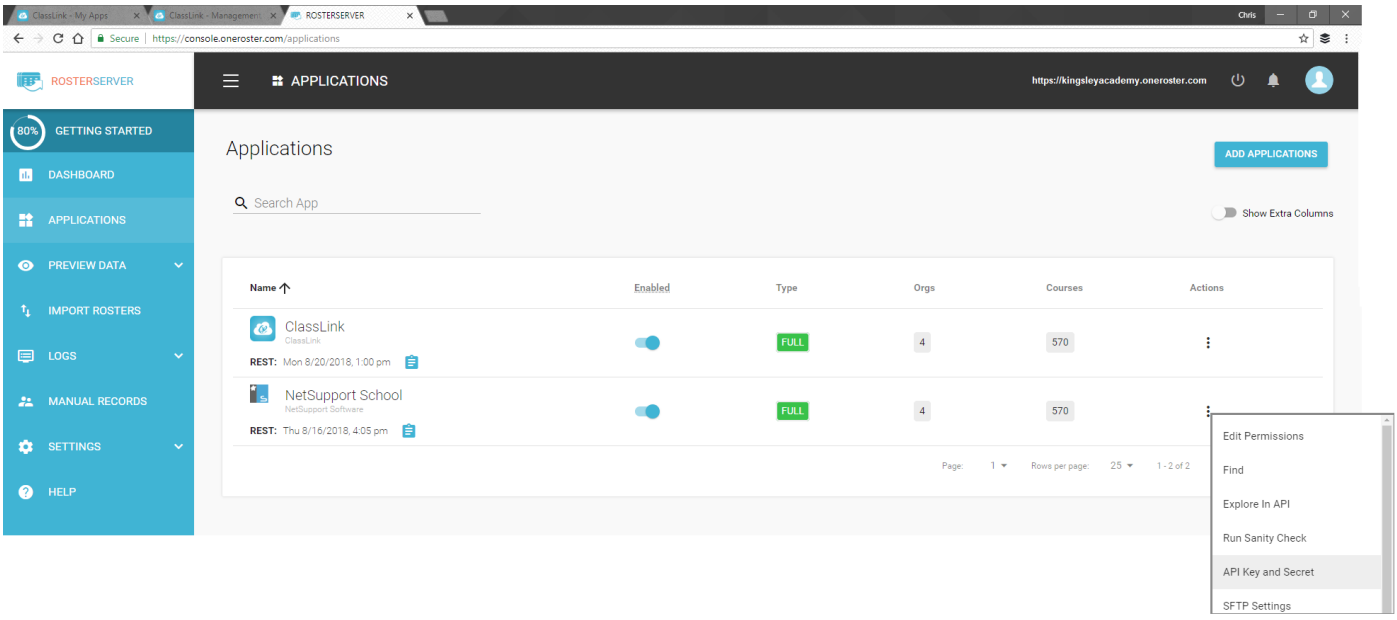
https://support.classlink.com/hc/en-us/articles/115002523354-Adding-Applications-Modifying-Permissions

Retrieving the Tenant ID and Key

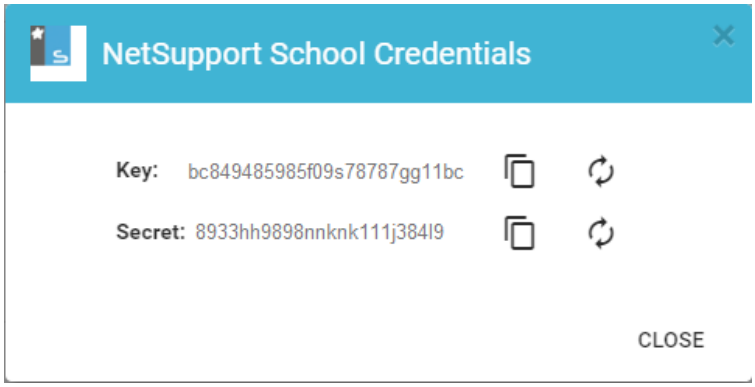
1. Open your browser and navigate to *https://launchpad.classlink.com*.
2. Log into ClassLink.
3. Select ClassLink Management Console.
4. Your Tenant ID will be displayed at the top of the page.
5. From the menu on the left, expand **Roster Server**.
6. Select **Manage**.



7. Click **Applications**.
8. Locate the **NetSupport School** application and click the three dots.



9. Select **API Key and Secret**.
10. Copy the Key value.



Creating CSV files

For more details about creating IMS Global OneRoster CSV files, please visit the following website:

https://www.imsglobal.org/lis/imsOneRosterv1p0/imsOneRosterCSV-v1p0.html

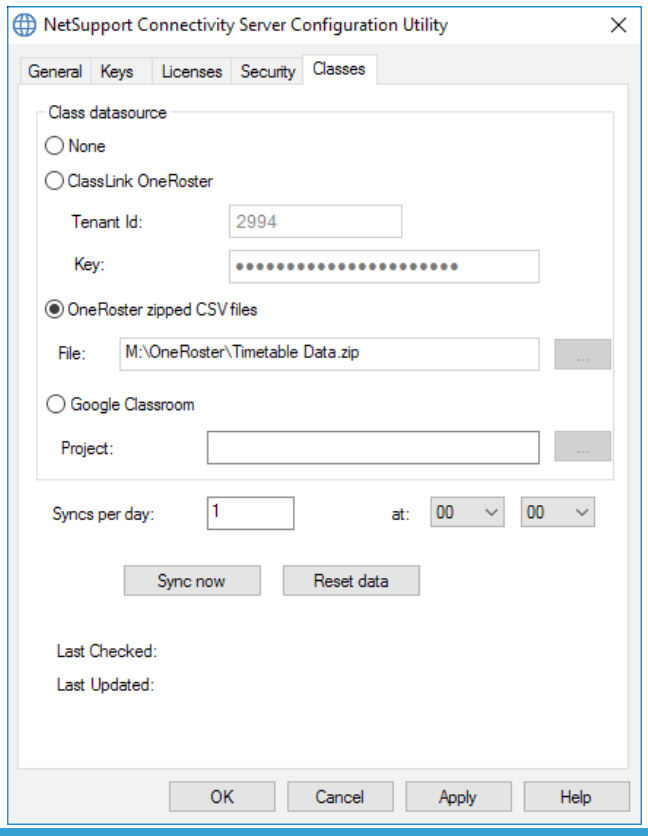
Configuring the NetSupport Name & Connectivity Server (NCS) to integrate with ClassLink

A **NetSupport Name & Connectivity Server** is used to provide direct integration with your OneRoster data.

This document assumes that you have already installed a NCS on a Windows Server to aid general NetSupport connectivity (as part of a standard NetSupport School 'Custom' installation). If not already installed, please refer to the main *NetSupport School User Guide* for more information.

The following instructions therefore only cover the OneRoster element of a NCS configuration:

1. On the machine used to install the NCS, right-click on the **NetSupport Connectivity Server** icon in the system tray and select **Configure Connectivity Server**.
2. Select the Classes tab.



3. To integrate directly with ClassLink, select **ClassLink One Roster,** enter your Tenant ID and the previously copied NetSupport School API Key.

   Or

   To use manual integration, select **OneRoster zipped CSV files**. Click the file browse button and locate the zip file containing the CSVs with your timetable data. For details on how to create these files, please see the section **Creating CSV Files** earlier in this document.
4. Click **Apply**.
5. Click **Sync now**. If the synchronisation is successful, the **Last Checked** and **Last Updated** values will be populated with the time/date value. If there is a problem with the synchronisation, an error message will be displayed or the Last Updated value will not be populated. If this is the case, please refer to the Troubleshooting section of this document.

Synchronising data

The NetSupport Connectivity Server will attempt to synchronise data throughout the day to reflect any changes to your timetable. Depending on how frequently this information changes, you may want to adjust the number of times a synchronisation is carried out.

The number of synchronisations in a 24 hour period can be set in the **Syncs per day** field. This value can be set anywhere between 1 and 99.

The number of synchronisations is carried out evenly throughout a 24 hour period, so setting this value to 24 would cause a synchronisation to be carried out once every hour. If you have 1 sync per day, you can specify the time that the synchronisation takes place.

It is also possible to carry out a manual synchronisation at any time by clicking the **Sync now** button.

Occasionally, there may be a requirement to refresh the whole timetable, such as at the start of a new school year. This can be done using the **Reset data** button.

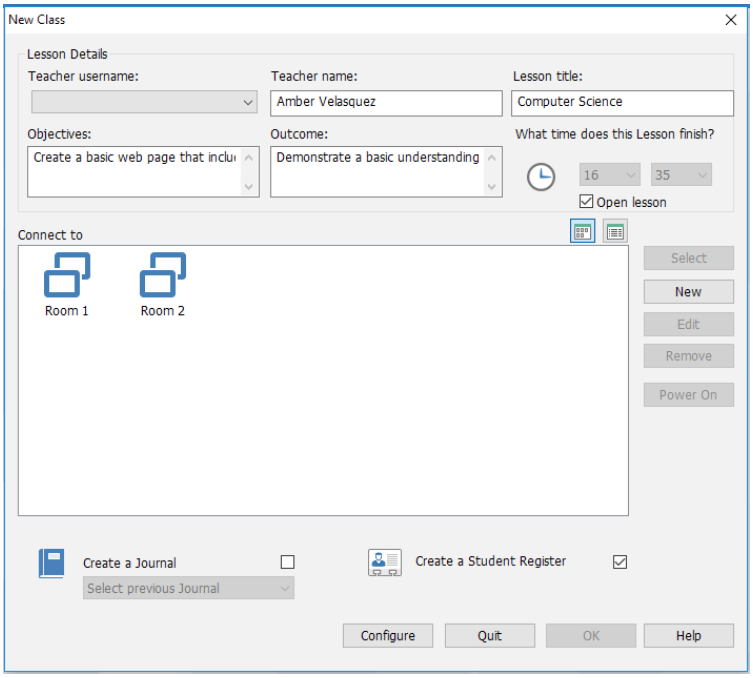
As this process can be particularly resource intensive, you will be prompted for confirmation before this action is carried out.

Configuring the NetSupport School Tutor Console

Having configured the NCS to access your school's OneRoster timetable, the NetSupport School Tutor Console must now be configured to connect to the required class/student data in SIS/MIS mode. This can be done either manually or via Group Policy.

Manual configuration

1. Launch the NetSupport School Tutor Console.
2. The New Class wizard will appear.

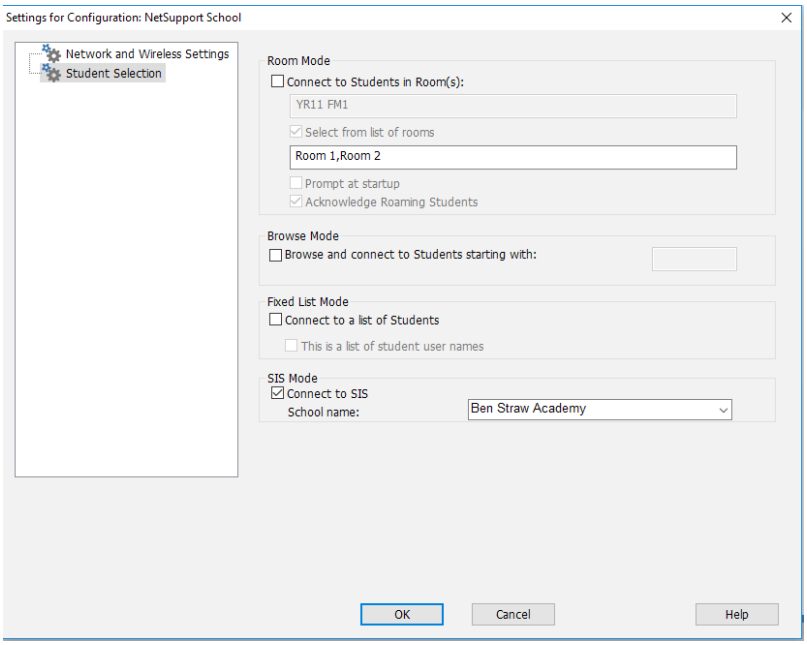


3. Click the **Configure** button. A cut-down version of the NetSupport Tutor Configurator will appear, offering only those options required to facilitate a connection via SIS Mode.

   Note: *The same options can be accessed in the full Tutor Configurator by selecting {School}{Configuration} from the Tutor Console drop-down menu.*

4. Confirm that the NetSupport School Tutor is configured to communicate with the previously installed NCS by selecting **Network & Wireless Settings**. If the **Use Name & Connectivity Server** option is not enabled, click **Settings** and specify the IP address of the machine that the NCS is installed on and the matching NCS security key.

5. Select **Student Selection** and enable SIS Mode by clicking **Connect to SIS**. If you have data relating to more than one school, you can select the school containing the required timetable data from the School name drop-down list.



6. Click **OK** to update the Tutor Configuration settings when complete.

Configuring via Group Policy

Note: *If you have previously imported the pre-supplied NetSupport ADM/ADMX templates for a version of NetSupport School prior to version 12.60, you will need to reimport the following updated files:*

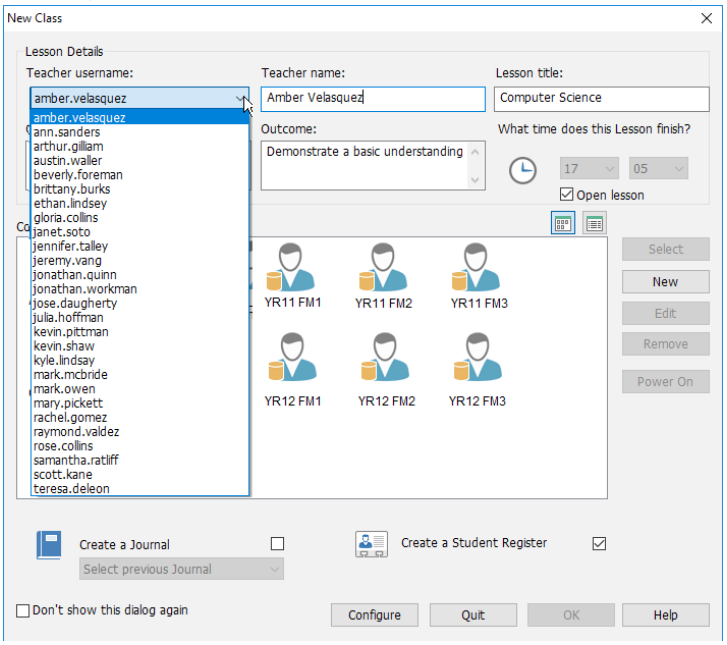
- NSS_Tutor_Machine.admx / NSS_Tutor_Machine.adml
- NSS_Tutor_User.admx / NSS_Tutor_Machine.adml

  Or
- NSS_Tutor_Machine.adm
- NSS_Tutor_User.adm

1. Locate the ADM/ADMX templates. These can be found on any Windows machine with the Tutor Console installed on, located in C:\Program Files (x86)\NetSupport\NetSupport School\ADM Templates.
2. Import the relevant templates onto your server.
3. Open the Group Policy Management Console and either select an existing policy or create a new one.
4. Open the Group Policy Management Editor and select if the policy should be applied to a user or computer.
5. Navigate to Policies\Administrative Templates\NSS Tutor Settings\Student Selection.
6. Double click **Student Selection Mode** to edit.
7. Enable this policy and from the dropdown box select **Connect to SIS**.

Using the NetSupport School Tutor Console in SIS mode

When using the Tutor Console in SIS mode, the additional '**Teacher username**' drop-down option on the 'New Class' wizard becomes active, listing the names of teachers associated with the configured OneRoster data.



The Tutor Console will try and automatically select the correct teacher based on the account that they are logged into Windows with, if recognised. In the event the correct name isn't detected or the lesson is being covered by another member of staff, it is possible to manually select the teacher from the drop-down list.

The classes for the selected teacher will be displayed. Double-click on the required class to start it.

You can switch between **Icon view** and **List view** using the provided buttons to display additional information about each class. This is particularly useful if classes are similarly named.

Troubleshooting

The following section outlines some common issues when configuring the Classes tab in the NetSupport Connectivity Server.

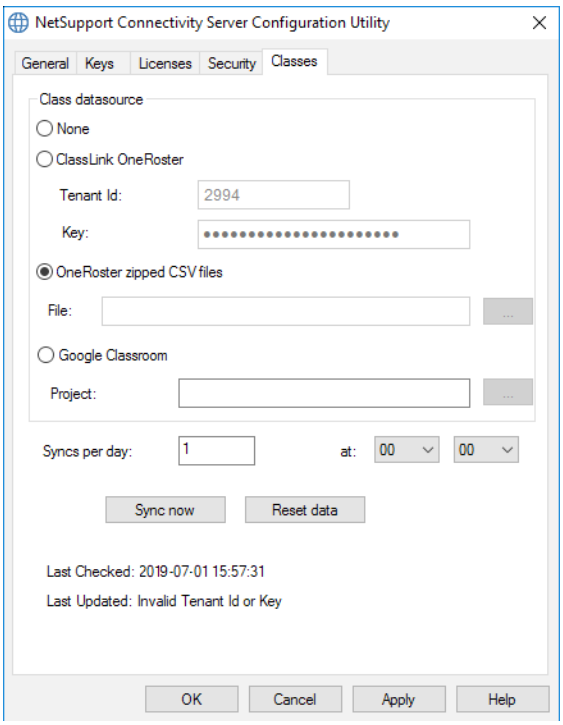
Problems with ClassLink integration

The Last Updated field appears blank after initial synchronisation

This normally indicates that a connection can't be made to the ClassLink server. Please check the internet connectivity on the machine running the NetSupport Connectivity Server. If it's possible to access the internet, check that the connection to the ClassLink server isn't being blocked.

Last Updated field displays invalid Tenant ID or Key

Check that you have entered your Tenant ID and Key correctly and try the synchronisation again. If you are still having problems, then please contact ClassLink. The NetSupport Support Team is unable to help with any issues relating to Tenant IDs or Keys.



Problems with manual configuration

Last Updated field displays invalid zip

This indicates that either there are files missing from the zip or the files that it contains are not in the correct format. Please refer to the Creating CSV files section of this document to check that your CSV files have been created correctly.