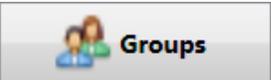


Emerge Management Console

Version Control

Version	Date	Author	Notes
2.5	2012-08	Groupcall	
2.5	2012-10	M Morgan	Added 'UDID dropdown' and 'Allow Evidence' settings.

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Introduction

This guide covers the setup and configuration of the Emerge Management console. There are other documents that should be read in connection with this guide to ensure you have met pre-requisites and cover the device part of the installation. They can all be found on our [Emerge Product Pages](#). Where relevant below, we have provided details of the related documentation.

Emerge Management Console

The Emerge Management Console is divided into four sections all relevant to the setup and configuration of Emerge. You will need to do some configuration in each section before Emerge is ready to use live in a school environment.

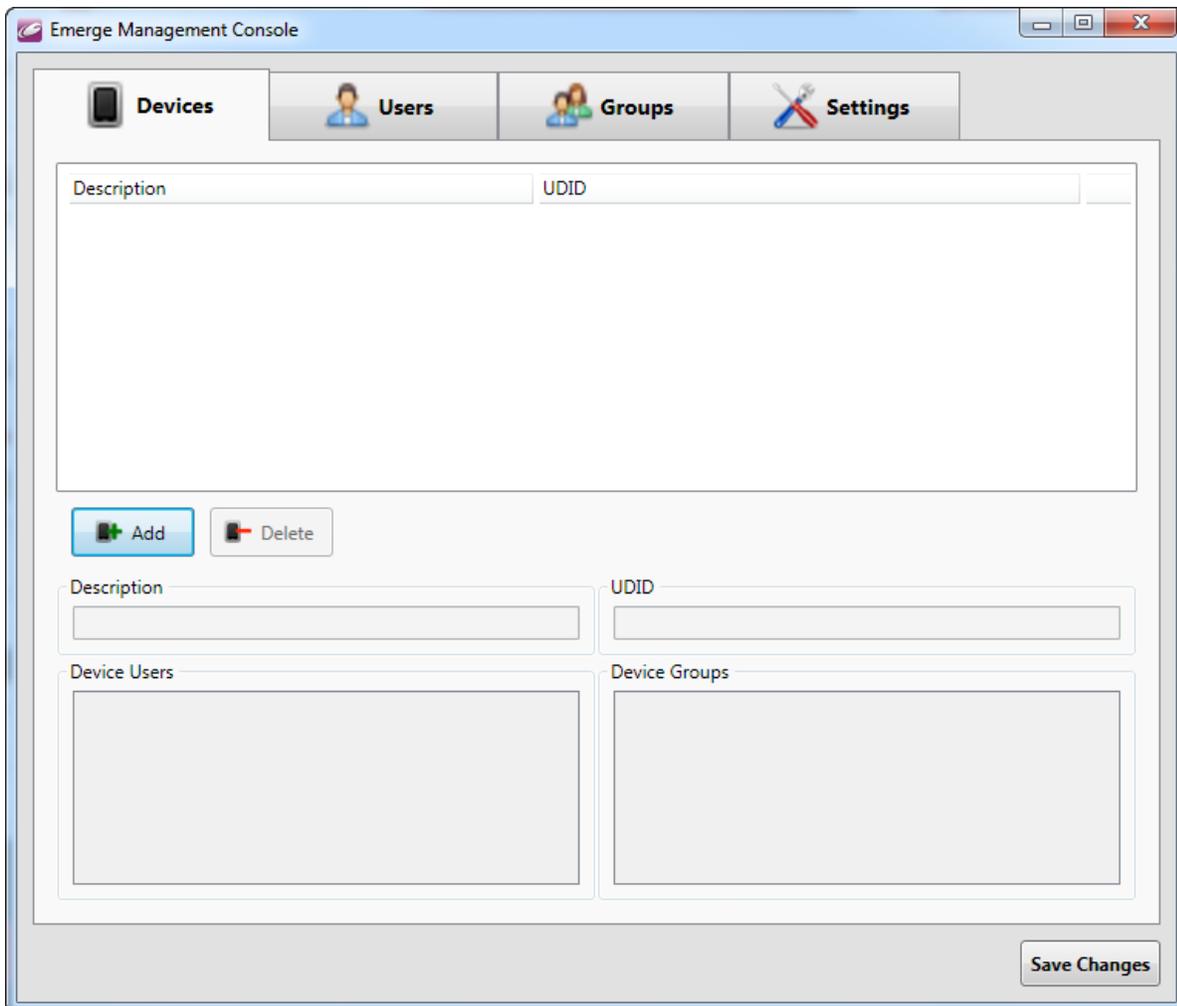


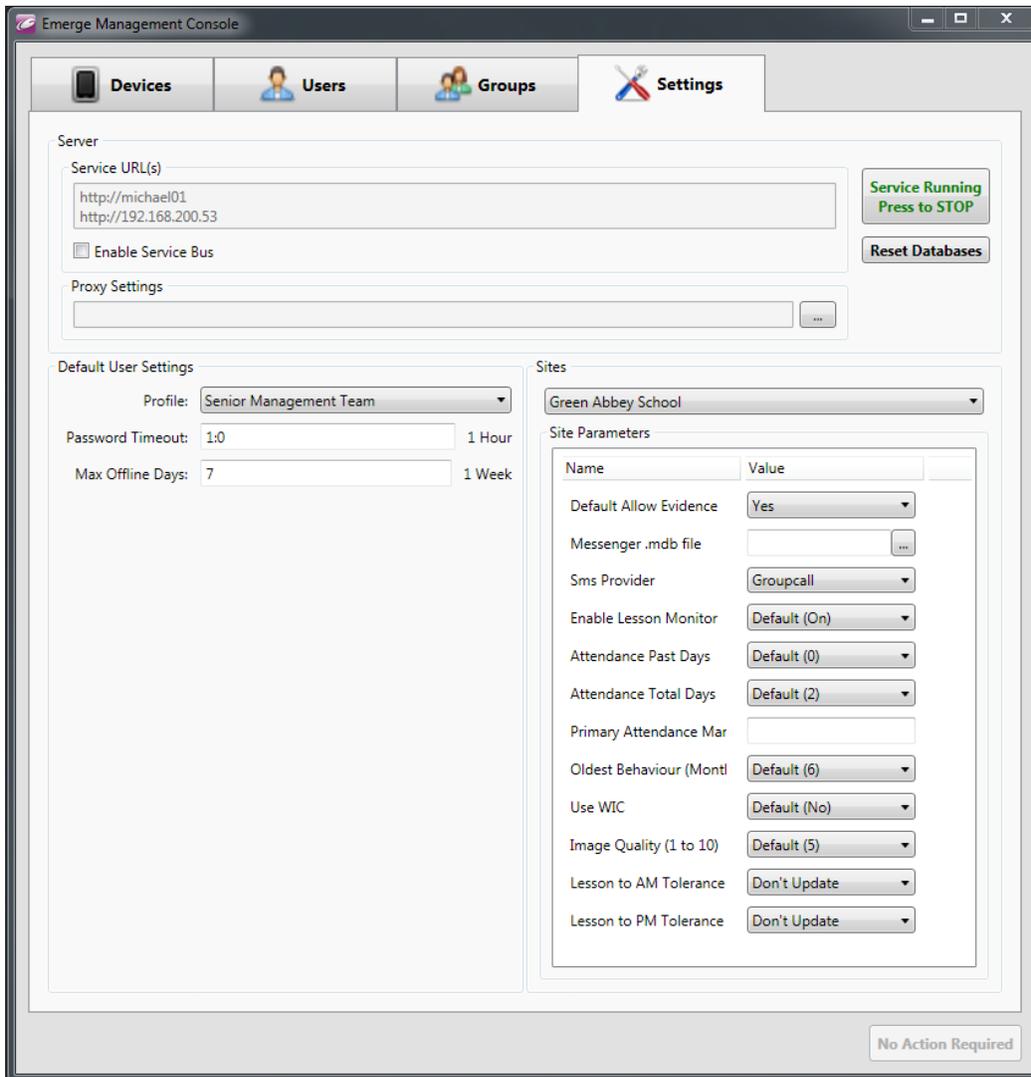
Fig. 1 - The Emerge Management Console (MMC)

Setting up Emerge - Process Outline

1. Install Emerge on your Server – see the guide entitled “[Emerge Server Installation](#)”.
2. Install Emerge on at least 1 device – see the guide entitled “[Emerge Getting Started Guide](#)”
 - Installation of the App on subsequent additional devices can be completed at any time.
3. Configure the Management Console generic settings – outlined in this guide.
4. Create Users and Groups – outlined in this guide.
5. Add Devices to the console – outlined in this guide.
6. Provide User account details to end-users along with service URL for access to the system.
7. Begin using Emerge for remote Attendance taking in your school!



There are some key pieces of information that need to be configured in settings before any devices or users are created.



Service URL

One of the pieces of information required to log into Emerge, from a device, is the Service URL; this displays as an HTTP link with the current machines IP address¹. It is displayed by default and does not require configuration. Make a note of this as you will need to provide it to the devices that will access Emerge.

¹ We recommend, if not already in place, that the server Emerge is installed on is assigned a static IP address to prevent possible configuration changes being required.

Enable Service Bus?

When running Emerge via a device that is connected to a network external to the network hosting the Emerge service (e.g. outside of the school, on 3G or on a network within the school that does not cover the subnet in which the Emerge service runs) login must happen over the internet via the Azure Cloud service. The Emerge Service Bus² tick box will enable an external Service URL link in the Microsoft Azure Cloud, allowing Emerge to be accessible live anywhere. If you do not tick the box, users will only be able to access live data when within the confines of the wireless network that has direct access to the Emerge service.

As stated within the management console, use of the service bus may incur additional charges. You will be advised of any such charges by your account manager; should you have any queries on this matter, please speak to them as a first port of call.

Default Configuration

The default permission level for newly created Emerge user accounts. You can change this setting on a per user basis at creation or at a later stage. We suggest setting the default to suit your most commonly selected option for ease of use.

	Senior Management Team	Teacher	Teacher (No Messenger)	Supply Teacher	View Students
View all Staff information ³	✓				
Send Messages ⁴	✓	✓			
Take attendance for own timetable	✓	✓	✓		
Take attendance for other teachers/lessons	✓	✓	✓	✓	
View all Student information	✓	✓	✓	✓	✓
Record Behaviour and Achievement	✓	✓	✓	✓	
Take AM and PM registers	✓	✓	✓	✓	

Table 1 - Permission Levels

² The Service Bus is provided by Microsoft Azure and is a secure method of allowing Emerge to access information remotely. It has the added benefit of not requiring any additional ports on your firewall to be opened.

³ If this option disabled, the user can view limited staff information (no personal contact details).

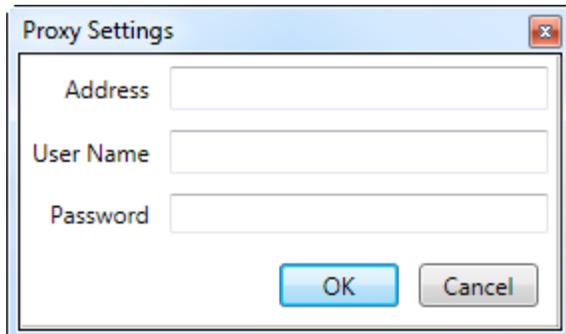
⁴ A Messenger Subscription is required for this to work.

Proxy Settings

Many schools and local authorities control access to the Internet through a proxy server; Emerge of course allows for this scenario.

By default Emerge will try to figure out the URL of any proxy server in place but you should ensure this URL is correct and verify the additional setting via the 'Proxy Settings...' button on the right of the console (which will open a new window as below).

If you do not have a proxy in place, you should make sure this section is left blank.

A screenshot of a 'Proxy Settings' dialog box. It has a title bar with a close button. Inside, there are three text input fields labeled 'Address', 'User Name', and 'Password'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

In addition to the settings in Emerge you will need to validate that the proxy server should allow access to the 2 URL's stated below. If not you will need to configure your proxy server in order for Emerge to work.

- <https://dashboard.groupcall.com>
- <http://www.groupcall.co.uk>

Device Configuration Parameters

It is possible to change some of the parameter values to determine what and how information is displayed on Emerge devices, any changes made to the configuration parameters will require a data reset for the changes to take effect. This can be achieved by pressing the 'Reset' button shown below.

A screenshot of a 'Server' configuration panel. It features a 'Service URL(s)' text area containing two URLs. Below it is a checkbox labeled 'Enable Service Bus'. On the right side, there are two buttons: 'Service Running Press to STOP' and 'Reset Databases'.

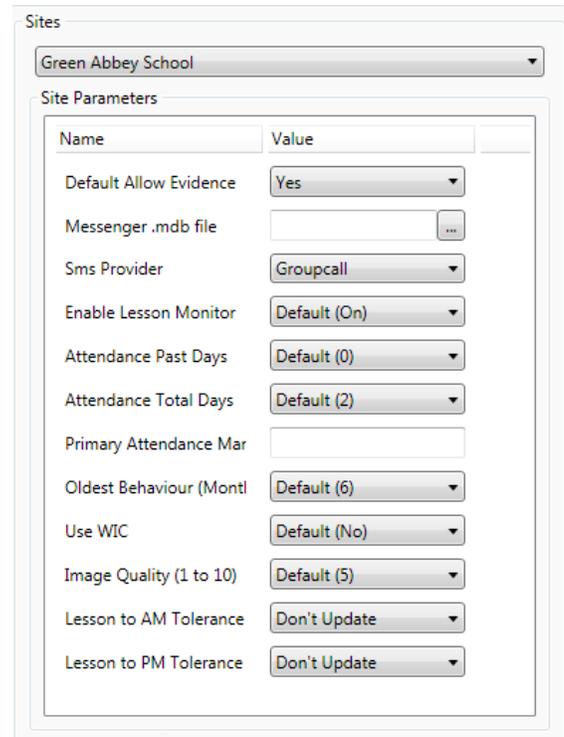
This will update Emerge devices when they next connect to the server.

Default Allow Evidence - Controls if users can add media as evidence when recording behaviour and achievement. Usually this would be set to 'Yes', but 'No' can be used when you would like to prevent users uploading media. This setting controls the user default setting, applied automatically to all new users; it can be changed on a per user basis however.

Messenger.mdb file - For Groupcall Messenger customers, it is possible to integrate the two products to allow SMS messages to be sent from Emerge, using the school's Groupcall Messenger account. You should enter the location of the .mdb file here. The location of this file will vary based on your MIS and Network Infrastructure typically in the format of: \\ServerName\MIS\Groupcall\Groupcall_MIS.mdb

Example

\\SIMS2008\SIMS\Groupcall\Groupcall_SIMS.mdb



Name	Value
Default Allow Evidence	Yes
Messenger .mdb file	
Sms Provider	Groupcall
Enable Lesson Monitor	Default (On)
Attendance Past Days	Default (0)
Attendance Total Days	Default (2)
Primary Attendance Mar	
Oldest Behaviour (Montl)	Default (6)
Use WIC	Default (No)
Image Quality (1 to 10)	Default (5)
Lesson to AM Tolerance	Don't Update
Lesson to PM Tolerance	Don't Update

SMS Provider – For Messenger and Schoolcomms customers only; this setting specifies which SMS provider is used for the school.

Enable Lesson Monitor – Enable/Disable the use of SIMS.NET class periods using Lesson Monitor.

Attendance Past Days – Total number of previous days to display for Emerge registers.

Attendance Total Days – Total number of days to display for Emerge registers (including previous days). For example, the default setting of '2' shown in the screenshot above will show registers for 'today' and 'tomorrow'.

Primary Attendance Marks – This setting allows you to define the most important attendance marks, e.g. the ones you use most often and would like to appear at the top of the list shown on the device. The list should be comma separated and comprise only supported attendance marks from your MIS, e.g. "L,U,H,I".

Oldest Behaviour (Months) – Total number of months for Behaviour records.

Use WIC (Windows Imaging Components) – Uses WIC to resize student and staff photos, image quality is controlled by the setting **Image Quality (1 to 10)**

Lesson to AM / PM Tolerance (CMIS only) – If set, marks taken for a lesson with a start time +/- the minutes specified will also update the AM/PM session mark



Emerge will require user accounts to be created to use for accessing data within the App on devices.

Add a New User

1. Ensure you are in the 'Users' area of the console.
2. To add a new user, click the **Add** button.
3. Supply Username and Password (password needs to be entered twice to confirm).

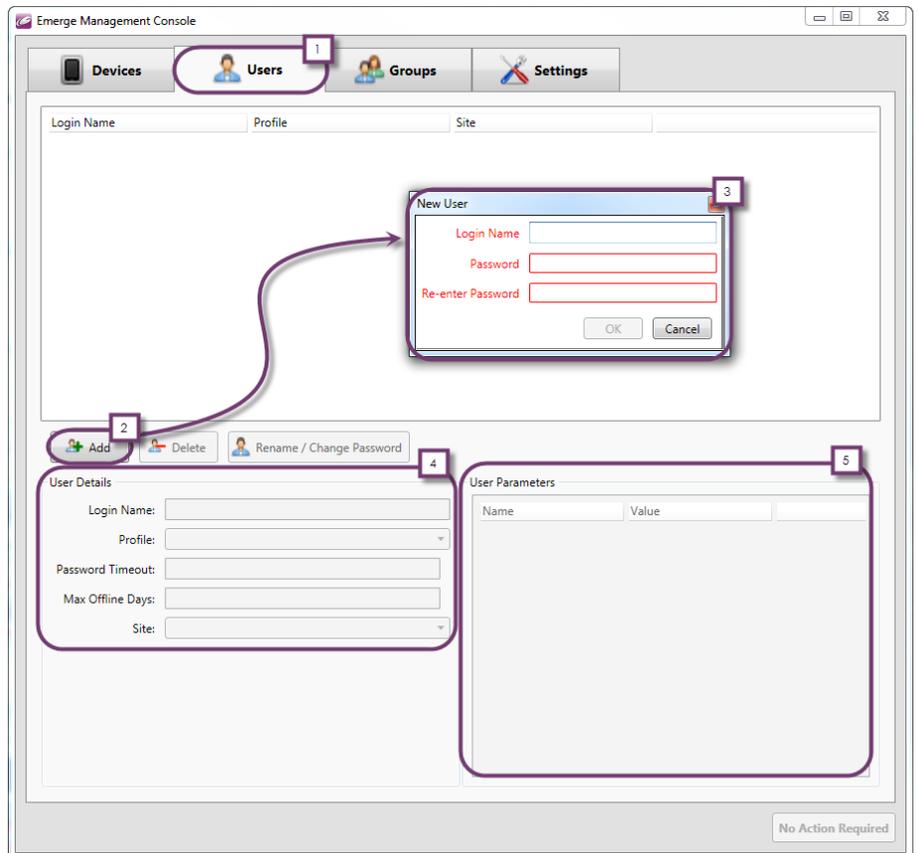
The username will need to be in lower case and should be unique within the school; we suggest defining a robust naming convention to ensure duplicates are not created. This could be the same as any existing policies (such as email, MIS or windows logon)

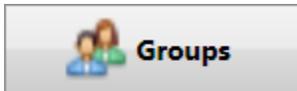
in place for convenience. Administratively they remain independent as Emerge has no inter-relationship with such systems at this level, but your users may find it more convenient to remember 1 username for multiple systems.

4. Select the relevant user settings and permission level for the user account. As described earlier (see [Table 1 - Permission Levels](#)), the default can be set in the settings area, but should be changed on a per user basis where necessary.
5. Select the staff member for whom you are creating the Emerge account, from the auto populated list synced from the MIS system.
 - This allows for direct links to register information. (**Supply Staff** is available as a generic option for any non-teaching or cover staff members).
6. Override the default allow Evidence option for Achievements and Behaviour as required.

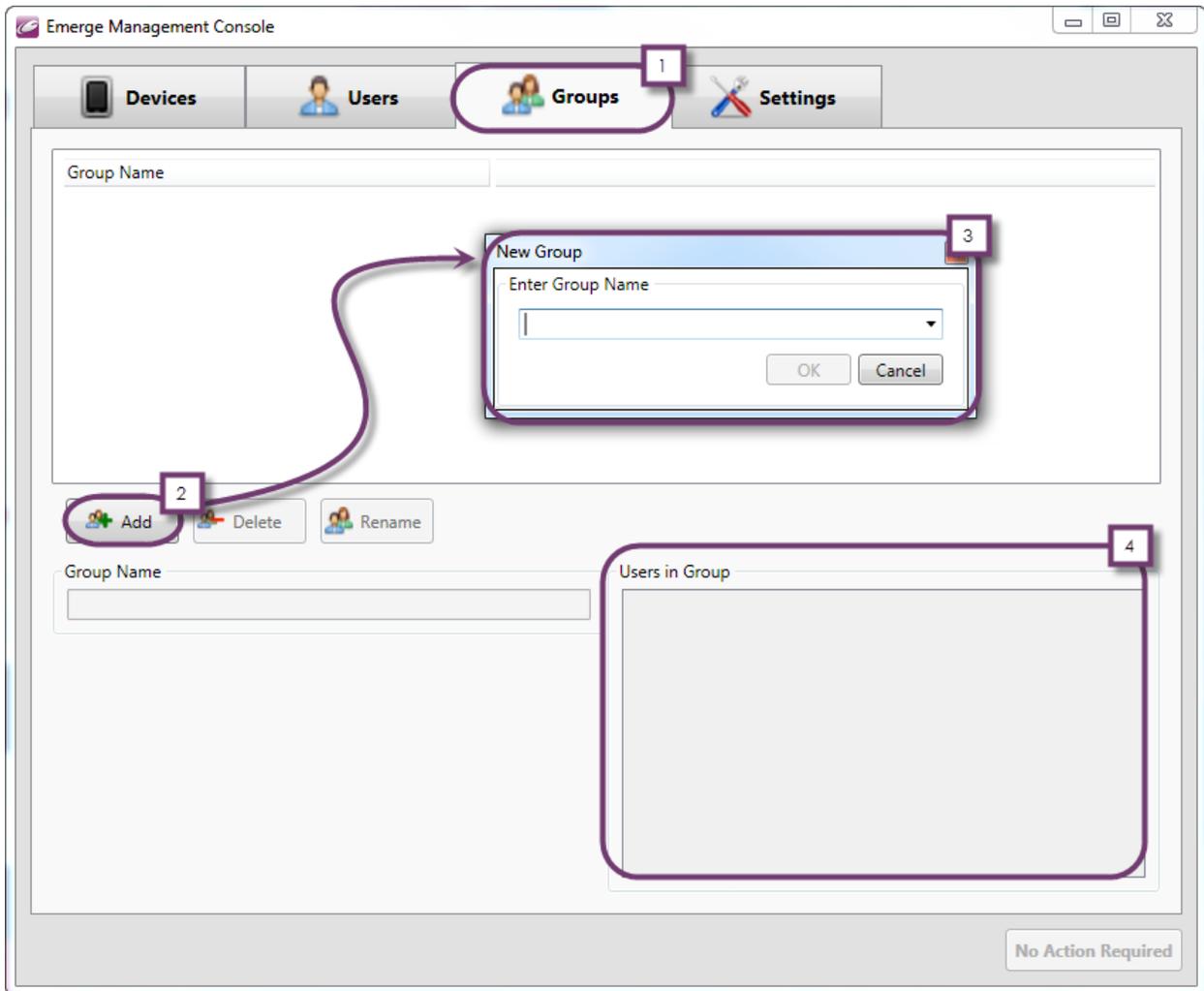
When complete, click **Save**. All successfully created users will show in the list at the top of the console.

You should give the user name and password to your end users to specify within the App itself.





Groups, is an optional section for Emerge, and would be used to mass assign users for shared devices.



Add a New Group

1. Ensure you are in the 'Groups' area of the console.
2. To add a new group, click the **Add** button.
3. Supply Group Name details, for example "Lunchtime Supervisors".
4. Select the corresponding members to be assigned to that group.

When complete, click **Save**.



From this section of the console you will manage the handheld devices used with the Emerge App in your school.

Linking Devices with Users and Groups – the Device UDID

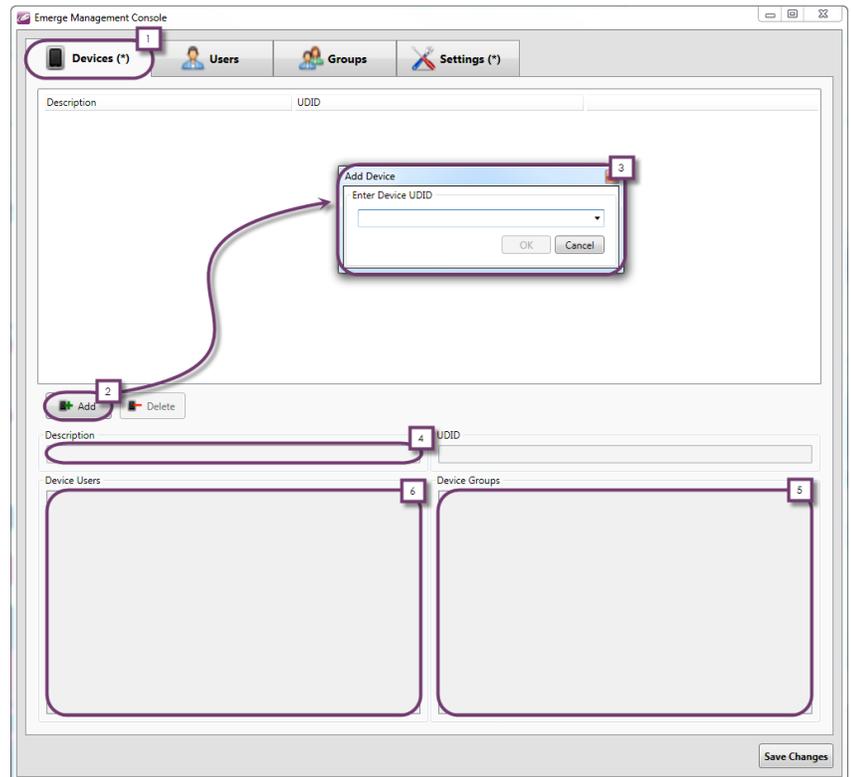
In order to make Emerge as secure as possible, it is necessary to link users with devices. This ensures that users can only use Emerge with devices on which they have been authorised. This is known as 2-factor authentication – something you know (a username and password) and something you have (an authorised device). Every device has a unique identifier (called a UDID). The UDID is hard coded and unique to each device worldwide therefore cannot be altered or 'spoofed' as a device name could be. The Emerge Server uses the device UDID to link devices with Users and Groups by adding them to an 'allowed' list in the console. For more information on the security of Emerge, please see the guide entitled "[Emerge Security Overview](#)".

Obtaining the UDID

This process differs slightly between device and platform. Please see the guide entitled "[Obtaining the UDID](#)" from the Emerge Product pages for detail on how to do this.

Adding the UDID to the Console and Linking Users/Groups

1. Ensure you are in the 'Devices' section of the Console.
2. After obtaining the device UDID, click the **Add** button located at the top right of the screen.
3. Enter the UDID
 - Either type it in whilst looking at the device or copy and paste it from a suitable location such as email or spread sheet.
 - Alternatively if you have previously tried to connect a device⁵, which is not currently showing on the devices list, it will appear on the drop down list, allowing you to add it straight into the console.



4. Enter a device description (we recommend having a robust naming convention for this to aid in estate management).
5. Assign the device to any Groups as relevant.
6. Assign the device to ALL users that you wish to be able to utilise the device.
 - Usually this will be 1 device per user, however if you are operating any 'pool' devices that may be shared by several staff you should add all relevant users here, individually or through the use of groups.
 - Only those users associated with a device may use it. Even if they have the correct account details, they cannot use the device unless they are associated with it here.

When complete, click **Save**.

All successfully authorised devices will show in the list at the top of the devices section of the console – if the device you have just added does not appear, it is possible you did not click save; repeat steps 2 – 7 before contacting support. In certain cases a simple exit and re-opening of the console may resolve your issue; please let us know however if this becomes 'the norm' as there may be an underlying issue that requires resolution.

⁵ This can be done from the device by simply entering the Service URL and user credentials. The user will receive an error message stating "Invalid Device" until you add the UDID to the devices list.

What Now?

Once the steps outlined above have been completed you will be able to hand out devices to users to use Emerge.

Should you have any questions about the Management Console or questions about Emerge in general please try our [Emerge documentation page](#). If you have subsequent questions contact your account manager or, for support, email emerge.support@groupcall.com.