

Creating users and assigning Permissions in School Manager

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This article is for **IT Administrators** with the **Owner/Global Administrator** role.

Controlling Your User's Access to School Manager

The Permissions page allows you to set up new School Manager users and control which functions they can access according to their Roles. Permission management is only available to users with the *Owner/Global Administrator* role.

Assigning Roles to Users

Permissions are created and managed on the **Permissions** page in the **Debugging** menu.

The Permissions page provides information about:

Account	The user's email address
Permissions	The role(s) assigned to the user.
Users	If the user has only the <i>Reporting/Pastoral Care Administrator</i> Role, they can only see information from students and teachers in this list.
Groups	If the user has only the <i>Reporting/Pastoral Care Administrator</i> Role, they can only see information from students and teachers in these groups.
Operations	Edit the user's details or delete their account.

Important: Privacy and Security

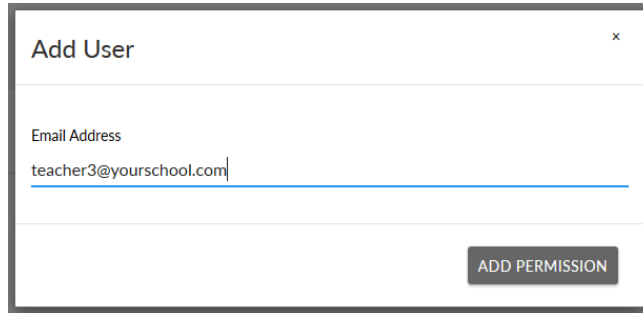
School Manager contains sensitive information about students, teachers, staff, and your network systems. It's important that you

- don't use generic or shared accounts and email addresses.
- educate your School Manager users on password hygiene and best practices.
- maintain the principles of least privilege (PoLP). Only give access to users who need access, and only give them the roles and visibility over the users/groups they need to do their work and no more.
- keep your users up to date with your school's privacy, cyber safety, and acceptable use policies.

Creating a New User

1. Go to **Debugging > Permissions**.
2. Click **Add Permissions**.
3. Enter the user's email address you want to add as a user.

Important: The user's email address can't be changed after their account is created. If you entered an incorrect email address for the user, delete the user, and create a new one with the correct address



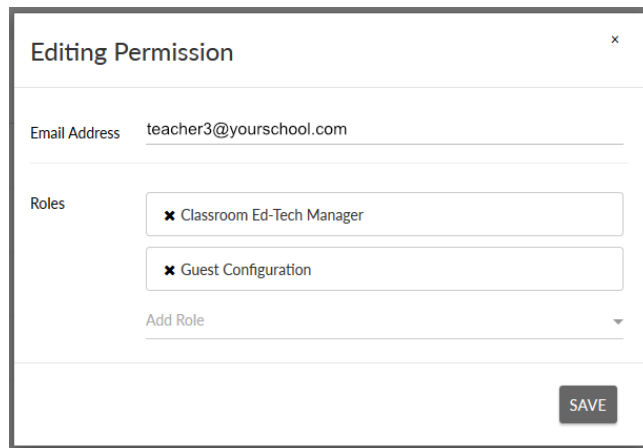
4. Click **Add Permission**.
The new user is now displayed on the Permissions page.

Assigning the User Roles

You need to select a role or roles which give the minimum access this user needs to perform their work. See [Role Details](#) to identify the best role(s) for your new user.

1. Find the user in the Account list.
2. Select **Edit**.
3. Select the appropriate roles for this user using the dropdown list in Editing Permission.

Note: Combining Roles - Users can be assigned up to three roles if a single role does not allow the minimum access to the School Manager functions they need.



4. Select **Save**.

Limiting Reporting/Pastoral Care Administrator Access

You can configure users with the Reporting/Pastoral Care Administrator role to only access information from specific users or groups.

Tip: It's best to keep it simple. If you are limiting access to more than one user, group, or a combination of both, consider making a group and selecting that instead.

To limit their access:

1. Find the user in the *Permissions* Account list.
2. Select **Edit**.
3. Select Reporting/Pastoral Care Administrator from the Roles dropdown list on the Editing Permission dialogue.
 1. To limit their access to specific users, select the user(s) from the Users dropdown list.
 2. To limit their access to specific groups, select the relevant groups from the Group drop-down list. Groups are created and managed on the *Configuration > Users and Groups* page.

Role and Responsibilities	Statistics	Cyber Safety	Filtering	Reports	Edge Networking	Configurat
Filtering/Reporting Administrator Manages all aspects of content filtering and reporting.	All	All	All	All	None	None
Filtering Administrator Manages filtering rules. Adds, edits or removes content filtering rules, generates Classwize bypass codes, creates email reports, and safe search settings.	None	None	All except <ul style="list-style-type: none"> • Reports and Alerts 	None	None	None
Reporting/Pastoral Care Administrator Monitors and reports on students' school network activities. <div style="background-color: #fff9c4; padding: 5px; margin-top: 10px;"> <p>Important: By default, this role can access all features in Statistics and Cyber Safety. The Owner/Global Administrator can limit this role to reporting on specific users or groups.</p> </div>	All	All	None	None	None	None
Configuration Administrator Manages the daily configuration of School Manager. Can maintain configuration of network devices, authentication services, users, groups, and objects.	None	None	None	None	None	All except <ul style="list-style-type: none"> • Classwize • Cyber Saf • Walled Garden • Mobile Ag • Block Page
Guest Configuration Manages guest account access only. Recommended for physical networks using Captive Portal.	None	None	None	None	None	Only <ul style="list-style-type: none"> • Users > G
WAN and Firewall Administrator Manages core networking configuration (the firewall, WAN, VPNs, and rate limiting).	None	None	None	None	All	None
Classroom Administrator Manages access to student data and reports, all content filtering functions, and all daily configuration items.	All	All	None	None	None	All
Classroom Ed-Tech Manager Manages access to see and run Classwize reports on student activities, and to create and manage Classwize classrooms.	All	All	None	None	None	Only <ul style="list-style-type: none"> • Dashboard • Classwize • Classroom

Role and Responsibilities	Statistics	Cyber Safety	Filtering	Reports	Edge Networking	Configurat
Cloud Only Filter Administrator Manages content filtering, connections to a SIS, and directory services. Can access most student data and reporting features.	All except <ul style="list-style-type: none"> Realtime Monitoring 	All	All	None	None	All except <ul style="list-style-type: none"> Networkin Captive Po WMI Radius Syslog Timeouts Associatio Associatio Exception Walled Garden
Cloud DNS Filter Administrator Manages the configuration and use of a FamilyZone DNS resolver for the filtering of school-managed devices. This role is only for schools with a Cloud DNS subscription and is combined with the Owner/Global Administrator role.	None	None	Only <ul style="list-style-type: none"> Cloud DNS Filtering 	None	None	None

Special Scenarios

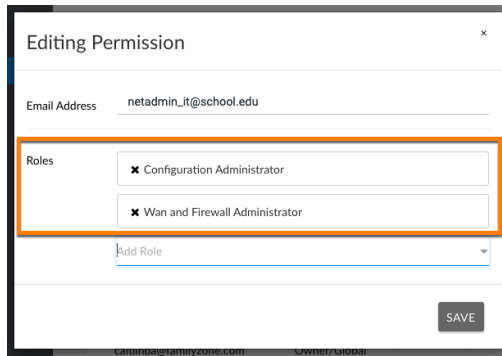
Pastoral Care and Counseling Role

You can [limit pastoral care and counselors to specific groups or users they are responsible for](#). The Users and Groups fields will be displayed if you select the Reporting/Pastoral Care Administrator.

The screenshot shows the 'Editing Permission' dialog box. The 'Email Address' field contains 'guidance_staff@school.edu'. In the 'Roles' section, 'Reporting/Pastoral Care Administrator' is selected. In the 'Users' section, 'Users' is selected. In the 'Groups' section, 'Grade 3', 'Grade 4', and 'Grade 5' are selected. A 'SAVE' button is located at the bottom right of the dialog.

Common Role Combinations

Most users only need to be given a single role to access the features and information they need to do their jobs. However, some users may need to be assigned to multiple roles to meet your specific needs.



Role and Duties	Role Combination
<p>IT Support without student data</p> <p>IT Support personnel who don't need access to student data.</p>	<ul style="list-style-type: none"> • Configuration Administrator • WAN and Firewall Administrator
<p>IT Support with student data</p> <p>IT Support personnel who need access to student data or who help teachers troubleshoot Classwise issues.</p>	<ul style="list-style-type: none"> • Classroom Administrator • WAN and Firewall Administrator
<p>School Administrator</p> <p>A faculty member who needs to be able to see student data, manage classes and substitute teachers, and support visitors to the school grounds.</p>	<ul style="list-style-type: none"> • Classroom Ed-Tech Manager • Guest Configuration
<p>Global IT Administrator with a Cloud DNS Filtering subscription</p> <p>An IT Administrator setting up school-managed devices to use the FamilyZone DNS resolver provided by Linewize Support.</p>	<ul style="list-style-type: none"> • Owner/Global Administrator • Cloud DNS Filter Administrator

FAQ

Will Reporting/Pastoral Care Administrators still be restricted to seeing specific users or groups if I give them another role?

No, if you give a *Reporting/Pastoral Care Administrator* another role that applies the Statistics or Cyber Security items, the *Reporting/Pastoral Care Administrator* will be able to see information from all users. We don't recommend giving *Reporting/Pastoral Care Administrator* users any additional roles in School Manager for this reason.

How do I reset a user's School Manager password?

You can't reset users' School Manager passwords. They can attempt password recovery through the school manager login screen. If they are unable to reset their password in this way, contact Linewize Support.