

FOSSweb District SIS Administrator User Guide

The purpose of this document is to provide detailed instructions for district Student Information System (SIS) Administrators and Teacher-Administrators to manage their district access to the FOSSweb online content portal.

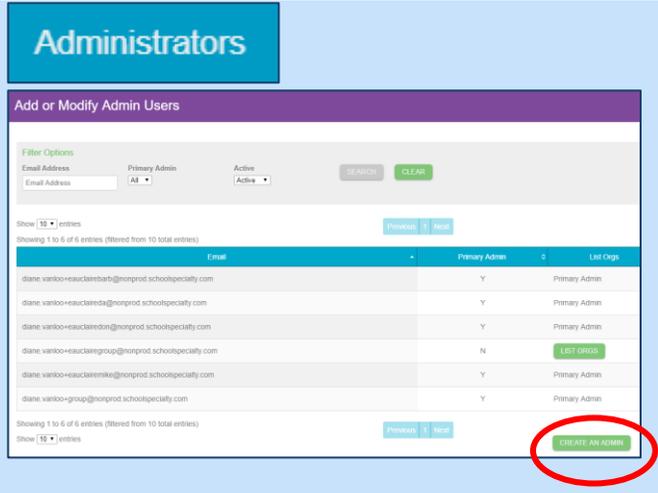
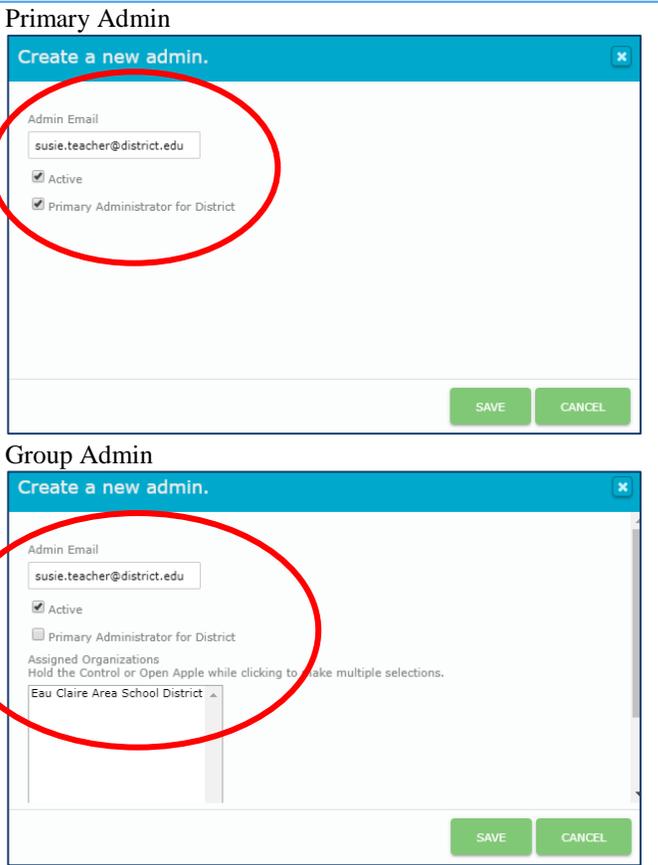
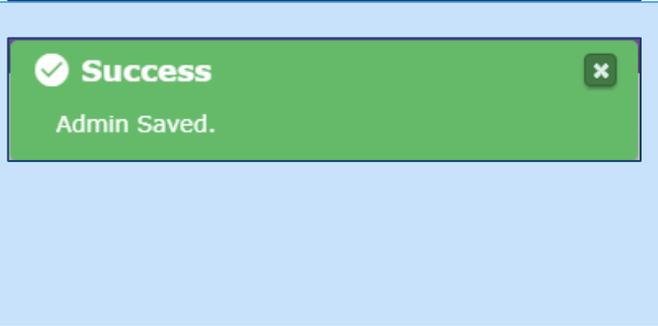
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1. Logging in to FOSSweb

| Step | Procedure | Visual |
|------|--|---|
| 1 | As a Primary SIS Administrator, open your browser and go to: http://www.fossweb.com |  <p>The screenshot shows the FOSSweb homepage. At the top, there is a navigation bar with links for Home, About FOSS, Teaching Tools, Implementation Tools, Connecting with FOSS, and Updates & Help. Below the navigation bar is a large banner with the text 'Welcome to FOSSweb' and a description of the portal. On the left side of the banner, there is a 'Log In' tab selected, and a login form with fields for 'Email Address' (Username or email) and 'Password'. There is also a 'Remember Me' checkbox and a 'SIGN IN' button. Below the login form, there are options for 'Or Use Single Sign-On' (Log in with Clever) and 'ClassLink'. At the bottom of the banner, there are links for 'Educators: Register', 'Teachers or Administrators: Forgot Password?', and 'Students: if you forgot your password, please see your teacher'.</p> |
| 2 | Enter your credentials on the Log In tab in the table on the left-hand side of the screen. |  <p>This is a close-up screenshot of the login form. It shows the 'Log In' tab selected, and the 'Email Address' field containing 'Username or email'. The 'Password' field is empty. There are red arrows pointing to both the 'Email Address' and 'Password' fields. Below the fields, there is a 'Remember Me' checkbox and a 'SIGN IN' button. There are also options for 'Or Use Single Sign-On' (Log in with Clever) and 'ClassLink'.</p> |
| 3 | <p>Use the left-hand navigation menu to access administrator-level functions.</p> <p>Primary Admins and Group Admins do not have access to the following menu options:</p> <ul style="list-style-type: none"> • <i>Districts</i> • <i>Upload Data</i> • <i>Teacher Licenses</i> • <i>Student Licenses</i> <p>Additionally, Group Admins do not have access to either the <i>District Licenses</i> menu option.</p> |  <p>The screenshot shows the left-hand navigation menu. At the top, the user's name 'Barb Faust' and role 'OLV Educ. Coach' are displayed. Below this, there is a list of menu items: Districts, Administrators, Upload Data, District Licenses, Teacher Licenses, Student Licenses, District Content, Organizations, Classes, Teachers, and Students.</p> |

2. Creating Additional Administrator Accounts

| Step | Procedure | Visual |
|------|---|--|
| 1 | <p>Click “Administrators” from the left-hand menu. You can create a new Primary Administrator or Group Administrator</p> <p>Primary Admins can assign additional admins, and view all organizations, teachers, classes, and students.</p> <p>Group Admins have all privileges of a primary except they cannot create additional administrators. They can be assigned to specific schools within the district.</p> <p>Click “Create an Admin”</p> |  <p>The screenshot shows the 'Administrators' page with a table of existing users. At the bottom right, a green button labeled 'CREATE AN ADMIN' is circled in red.</p> |
| 2 | <p>Enter the new administrator’s email.</p> <p>Leave “Active” checked</p> <p>Check “Primary Administrator for District” or leave unchecked to create a Group Admin and select an organization for a group admin.</p> <p>An organization is determined by the SIS files imported and may be school or district name. An organization may or may not have “child organizations” that are often individual schools or groups of schools.</p> <p>Click “Save”</p> |  <p>The top screenshot is titled 'Primary Admin' and shows the 'Admin Email' field with 'susie.teacher@district.edu' entered. The 'Active' checkbox is checked, and 'Primary Administrator for District' is also checked. The bottom screenshot is titled 'Group Admin' and shows the same email and 'Active' checkbox, but 'Primary Administrator for District' is unchecked. Below, there is a section for 'Assigned Organizations' with a dropdown menu showing 'Eau Claire Area School District'. In both screenshots, the 'Admin Email' field is circled in red.</p> |
| 3 | <p>You should receive a confirmation message: “Success: Admin Saved.”</p> <p>Click the “X” to close the message</p> <p>The new administrator is now saved. Repeat this process to create additional admins. They will receive an email notification that their admin account has been created and may login or register if they have not already finalized their account.</p> |  <p>The screenshot shows a green notification box with a white checkmark icon, the text 'Success Admin Saved.', and a close button (an 'X' in a grey square) circled in red.</p> |

3. Updating Teachers, Classes, and Students

To add or remove teachers, classes, or students the district SIS administrator must export and provide a new set of files from their SIS to the School Specialty Administrator. SIS Admins do not have the ability to directly upload their own files. Districts must develop their own policy and process for when and how often they update their SIS files.

Note: This section mostly applies to districts who are manually submitting their rostering files. For districts using Clever or ClassLink for rostering, Clever or ClassLink will automatically push a new set of files whenever a change has been registered in their system.

| Step | Procedure | Visual |
|------|--|---|
| 1 | <p>During the onboarding process, the district SIS Administrator was given:</p> <ul style="list-style-type: none"> a set of SFTP credentials to use for file transfer a data schema file detailing CSV fields and formats required <p>Note: Exported files should be OneRoster 1.0 or 1.1 format but you MUST include teacher email address as a field in the export. A data schema file was provided to the SIS Administrator</p> | <p>Note for Clever districts: A School Specialty Onboarding Specialist entered SFTP credentials into the Clever Dashboard on your behalf and you should not need the data schema but it can be provided upon request.</p> <p>Note for ClassLink districts: A School Specialty Onboarding Specialist provided the district IT contact with the SFTP credentials, which were to be entered in the ClassLink Dashboard. You should not need the data schema but it can be provided upon request.</p> |
| 2 | <p>The School Specialty Administrator imports the received files, synchronizing any changes with the new data.</p> <p>Note: No password data will be overwritten. If new teachers are generated they will receive a link to complete their registration. If new students are created their passwords will be automatically generated, unless provided in the <u>users.csv</u> file.</p> | |

4. Viewing District Licenses

| Step | Procedure | Visual |
|------|---|--------|
| 1 | <p>Click "District Licenses" from the left hand menu</p> <p>View licenses purchased by the district. This section displays what license(s) the district purchased: Basic (Teachers & Students), or Basic and Premium (Student eBook Access). It will also show how many licenses were applied for each title.</p> | |

5. Viewing District Content

| Step | Procedure | Visual |
|------|--|--------|
| 1 | <p>Click “District Content” from the left-hand menu.</p> <p>All the licenses/modules a district has purchased and assigned through the School Specialty (SSI) Administrator will be displayed.</p> | |
| 2 | <p>Click “Organizations” from the left-hand menu.</p> <p>The screen will display the name of the organization. You can access child organizations (if applicable), teachers, and classes associated to this organization.</p> | |
| 3 | <p>Click “Classes” from the left-hand menu.</p> <p>The screen will display the names of the classes and you can view the students and teachers associated with each class.</p> <p>If you’ve viewed students or teachers, just click the “Class” button to return to the Classes listing.</p> | |
| 4 | <p>Click “Teachers” from the left-hand menu</p> <p>The screen will display the names of all teachers assigned to the organization.</p> | |
| 5 | <p>Click “Students” from the left-hand menu.</p> <p>The screen will display the names, user names, and passwords of all students assigned to the organization.</p> | |

6. Changing Student Passwords

| Step | Procedure | Visual |
|------|--|--------|
| 1 | <p>Click “Students” from the left-hand menu. This will display all students associated with the district.</p> <p>Click in the password field and enter a new password</p> <p>Click “Save.” You should receive a confirmation message: “Success: The password for [student] was changed.”</p> | |

7. Troubleshooting Support

There are several common issues with access to resources that can be remedied at the school or district level. Use these steps to help resolve teacher or student issues, if not we recommend that the admin submit a single [support request](#). Please provide all requested information including the issue, steps needed to reproduce it with user credentials affected, and the expected results.

Issue: Teacher says they are missing a course on their teacher page.

Resolution Step 1:

Did the teacher inadvertently hide the module from their teacher page? Have them click on “Manage My FOSS Modules” and ensure the module they’re looking for isn’t listed there but unchecked. If present, they need to check the box to the left of the module name to show it on their teacher page.

Escalation:

If the module is not present in their list, but the teacher is entitled to that module, [contact Support](#).

Issue: Students are unable to access eBooks the district has purchased student eBook access

Escalation:

In order to give students access to the module [contact Support](#).

Issue: Student(s) are unable to log in

Resolution Step 1:

Make sure the student is using the district-specific login URL (non-Clever districts). This URL can be found in the top-right of the Teacher Page and the Admin Page.

Resolution Step 2:

Direct the teacher to look under Manage Students to verify the student(s) is/are using the correct username and password. Admins can verify credentials by looking up the student in the Admin Panel under Students.

Escalation:

If the student is using the correct login URL and credentials and is still unable to login [contact Support](#).

Issue: User forgot their password

Resolution Step 1:

- If user is a student, teachers can reset the student’s password from their Manage Students page or admins can reset the password by looking up the student in the Admin Panel under Students.
- If user is a teacher, they can click the “Forgot Password?” link on the main login page.

Issue: Teacher reports that their whole class is missing access to a module

Resolution Step 1:

The teacher may have inadvertently hidden the module from the class. Direct them to look at the Classes section of their teacher page and click on “Manage Class Page” for the affected class. Under “Titles for this class” they should make sure the module is checked. If not, check off the module(s) and click “submit.”

Resolution Step 2:

If the teacher does not see the module in question the license may not have been applied to the class. In the Admin Panel go under Student Licenses and select the appropriate premium license. Search for the class (or partial class name) in filtering options to bring it up. Verify that the class is checked under the “Basic Seat License.” Check it, if not.

Escalation:

If the class is checked but the module is still not showing up under the class page options, [contact Support](#).

Issue: Teacher is new and doesn’t have a login

Resolution Step 1:

Admins can verify credentials by looking up the teacher in the Admin Panel under Teachers. If they are listed, give them the correct email address to login (they would have received an email to complete their registration when first rostered). If they

have not completed their registration they should click the “Register” button on the home page and complete their registration as an organizational user with the email address provided.

Resolution Step 2:

If the teacher is not listed, check the most recent rostering files submitted (or your Clever dashboard for Clever districts) to make sure that the new teacher was sent over. If it was not sent over, a fresh set of files will have to be pushed to School Specialty.

Escalation:

If the teacher was sent on the most recent rostering files or is present in your Clever Dashboard but is not appearing in the Admin Panel teachers list, [contact Support](#).

Issue: Teacher had an existing account prior to rostering conversion but doesn't see rostered classes and students

Resolution Step 1:

Teachers registered for FOSSweb with an email address other than what is sent on district rostering files will need a new account. In the Admin Panel, go under Teachers and enter the teacher's last name in filtering options to bring them up. Verify the teacher is using the correct login email. If they have not completed their registration with the official email, they should click the “Register” button on the home page and complete their registration as an organizational user with the email address provided.

Resolution Step 2:

If the teacher is not listed, check the most recent rostering files submitted (or your Clever dashboard for Clever districts) to make sure that the new teacher was sent over. If it was not sent over, a fresh set of files will have to be pushed to School Specialty.

Escalation:

If the teacher is using the correct credentials, was sent on the most recent rostering files, or is present in your Clever Dashboard but is not appearing in the Admin Panel teachers list, [contact Support](#).

Issue: Student has been added or removed from a class but is not/still showing on the class roster

Resolution Step 1:

Check the most recent rostering files submitted (or your Clever dashboard for Clever districts) to make sure that the student is in the correct class. If they are not in the correct class make any changes necessary in district systems and push a fresh set of files to School Specialty.

Escalation:

If the correct information was sent on the most recent rostering files, or is present in your Clever Dashboard but is not appearing in the Admin Panel teachers list, [contact Support](#).

8. Glossary of Terms

Basic License: This license entitles teachers and students to access all basic content for a FOSS module. Basic content includes teacher and student resources like Investigations Guides, blackline masters, teacher preparation videos, streaming content videos, online multimedia and more. It does *not* include access to student eBooks.

Child Organization: An optional grouping within a school or district's *Student Information System (SIS)*, often a school or group of schools. *See also Organization.*

FOSSweb: The online content portal where teachers and students using the FOSS curriculum program can access digital teacher and student resources, including online assessment.

Group Administrator: A user who has all privileges of a *Primary Administrator* except they cannot create additional administrators. A Group Administrator is associated with a particular organization. *See also SIS Administrator.*

Organization: The primary grouping managed by a school or district's *Student Information System (SIS)*. This may be a large district encompassing many schools or it may be a standalone school outside of a district. *See also Child Organizations.*

Premium License: This license entitles students to access eBook versions of *FOSS Science Resources* in both English and Spanish.

Primary Administrator: A user who is the district administrator and can maintain rostering files and licenses for teacher, class, and student access to FOSSweb. *See also SIS Administrator.*

SIS Administrator: A user, typically from the district's IT or Data departments responsible for working with publishers to streamline rostering. *See also: Primary Administrator, Group Administrator.*

School Specialty Administrator: Responsible for creating the initial district account and provisioning licenses based on what the district has purchased. Also referred to as the SSI Admin, they create the initial *Primary Administrator* account and import the district-provided *Student Information System .CSV* file exports.

Student Information System (SIS): A system owned and managed by a district to manage schools, teacher, classes (or sessions), and students. A district *SIS Administrator* will be able to export records of this hierarchy for import into the FOSSweb system by the *School Specialty Administrator* to create or update their *organization*.