New in this manual:

- Minor improvements and updates
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Preface

This document covers the administrator’s tasks and options in Fronter. The target group is administrators in schools.

Many schools run an automatic import of users, and an automatic creation of rooms. For this guide, we cover the manually administrated tasks. It would be impractical to cover areas related to import, as these processes vary between different areas and countries. For import related procedures, please see the local Start of Year-End of Year guide for your area.

Fronter is constantly releasing new improvements and functionality. This manual may therefore differ slightly from the application.

What this course is about

In this course we will deal with the following main areas:

- Concept: building, rooms, tools, participants
- Organisational structures (of groups with members, and corridors with rooms)
- Access rights
- Importing users
- User templates
- Creating and managing rooms
- Tool packages
- General settings

For easy management of the organisational units (or org.units) users, groups, corridors and rooms, we follow a defined structure.

Access rights is an important tool for controlling the options in Fronter. It is quite simply about "who is allowed to do what".

We will look at a few general settings on how the building will look and work; such as access to contact information and creation of several different tool packages suitable for different target groups.

A User template is a powerful tool for managing changes for several contacts at the same time.

Administrator rights

If you are the top administrator in an installation, you will have access to all the functions within the building. For a large installation like a college, university or local authority with many schools, there will be very few people with this right. Typically, several people will have different administrator roles for limited parts
of the structure. So for an installation with many schools (for instance for a region or a local authority), there is normally one administrator per school; a local administrator.

The top administrators have been given the authority to make decisions on the top level, and all changes will cascade down the structure. This guide does not cover the top administrator’s task, as a top admin should have extensive training and experience.

We recommend the administrator to use his/her account to perform admin tasks, but not to use the account for teacher tasks.

Definitions

Contact
Everybody who is registered in Fronter as a teacher, student, customer, contact person, administrator and so on, is to be viewed as a contact.
It is the number of contacts with log on rights (normal users) that control the licence use. The contacts are organised into groups. The groups with contacts will be used to allow rights in the organisational units (departments) or in the corridors and be enrolled into rooms.

Grouping of the contacts
As mentioned above, contacts are put into groups. An example of this could be a class consisting of named students/pupils, a group of teachers who teach the same subject, or a department. The groups are used to keep the contacts in an organisational structure to ease administration and control of contacts, for example by enrolling them into the same room or assigning them access rights.

Rights associated with contact administration and the Fronter building are also allocated to groups. The groups can be established in a separate structure reflecting how the school or organisation organises their staff and pupils/course participants.

Organisational Unit is a common name for Groups – Corridors – Nodes

At a minimum, you must have administrator rights in order to have access to see this option, which is available from the Admin button. Click your name (or Account) to the right in the top menu to reveal it.

This primarily refers to two types of organisation: contacts in groups and the organising of rooms in corridors. The organising is very flexible, and it is important to study the structure in advance.
The structure works in a similar way to a folder hierarchy on a storage medium, like the file manager. This gives us the opportunity to divide the groups and the corridors by using main nodes, which is recommended because of the overview that this provide.

So an organisation unit can be the following, and the icons represent:

- **Node** (a "holder" – explain what is coming underneath in the structure; this can be a new node, corridors or groups.
- **Corridor** (contains rooms)
- **Group** (contains contacts)

**The group**
Establish and structure the users according to known groups in other systems or outside of the data systems in general. One contact can be a member of several groups.

**How best to organise**

Fronter allows you to mix Corridors (with rooms) and Groups (with contacts) in the same organisational unit. This will work fine in small organisations, but you will quickly experience problems trying to obtain an overall view. We therefore recommend that you establish separate structures for Corridors with Rooms and Groups with contacts.

**Not like this:**

This mixed org.unit allows both people and rooms.
We recommend that you set “Not allow sub.....” when you create a Node. Like the example below: The node 04 Manually created rooms should only contain Corridors and Rooms, not Groups with Contacts, so set the correct setting to disallow this option to be on the safe side.

The recommended structure:

We strongly recommend keeping the structure as simple or flat as possible. Avoid too many levels of nodes before the actually groups with members or corridors with rooms appear. Too many levels will affect the performance. A good structure is like the example above; a bad structure is like the example below with many nodes before the school finally appears:
Structure of nodes, groups and corridors

Here is an example of how to organise a school: **01 Manually created groups** and **02 Policy Groups** will contain people, **03 Fronter Resources** will contain some specialised tools or functionalities in Fronter, while **04 Manually created rooms** will contain the various corridors with their attached rooms. If you have an automatic import, then all the corridors with the rooms will be under **05 Imported rooms** and all the students and teachers will be imported in under **06 Imported groups**.

This structure, 01-06, is the recommended for all Fronter buildings, and you will find it in the tutorials and help files.

How to create organisational units

The basic principle is that you click on the organisational unit to which you wish to add a new unit at the next level below:

Having a look at the details in this picture. Littletown Primary school is highlighted. A new organisational unit will therefore be created at the level below this. You will also see that in **Access rights**, the group **Admin Littletown Primary** (with their members) have been given special rights for both contacts and corridors.

For now, we will merely observe this fact. Rights will be covered in detail later. Create a new organisational unit by clicking the option to the right **New org. Unit** – after you have first chosen the correct level on the left-hand side of the screen.
In this window, select the Corridor (contains rooms) option if this organisational unit is to contain rooms. If it is to contain people, you must tick the Group option. As already stated, it is quite unusual to select both options at the same time. If you don’t tick for any of the two first options; you will create a node. In the bottom part of the screen, you will see that you can choose whether to allow the creation of different types of sub-levels here.

Some people prefer to number the organisational units so that they appear in a particular sequence (they are sorted alpha-numerically).

In this example, neither of the two options has been ticked so this is to be viewed as a node, which therefore cannot contain people or corridors, in order to create a well organised structure. But the ticked option at the bottom of the window means that we can create a sub-level which contains groups (contacts).

**Group structure**

Let us look at the group structure at Littletown Primary School:

The first part – 01 Manually created groups - contains the Parent groups, Special staff groups for different roles, Local admin group and also some special student groups; like here you find an After school club group.
02 Policy Groups contains the groups for All students and All teachers, and also All parents in this example. These groups are useful if we want a common/shared room for everyone, or if we want to assign some similar account settings to everyone.

Under 03 Frontier Resources, we can see organisational units for Booking items (used in the Calendar) and the practical tools Infofronter and Templates (about templates from page 37).

06 Imported groups contain the teacher and student groups; classes/contact groups.

By clicking the various groups, we can see the members that are attached to them.
**Corridor / rooms structure**

*05 Imported rooms:* A Secondary School usually has a simple, clear organisation of corridors. In this example are the corridors in which the imported rooms are located.

By clicking the various corridors, we can see the rooms that are attached to them.

**How to get contacts into Fronter**

Users can be enrolled in Fronter in three different ways: imported automatically from a student administration system, imported manually via text file or registered one by one.

**How to create new members from personal toolbar**

Sometimes we need to create contacts manually one by one. This can be done either within the Admin module or via *Contact* in your personal room (teachers with contact creator rights will only be able to create new contacts via Contact in the top menu tool bar):

Now click *New contact* on the far right of the window (see next page):
An empty contact card opens. Fill in the contact details: First name and surname are mandatory fields. (We can decide later who will see, or be able to edit, these details.)

Make sure you enrol the user in at least one group (otherwise you will have problems finding that contact later).

The user name must be unique to the entire installation, there must exist a policy for this. Also, it’s a good habit to select the option that requires the user to change password after initial log on (after you have allocated a set-up password).

Tick for **Normal user**: Allow contacts to log on to Fronter (See next page).
Select which personal tool package that will be available for this user. Use the default or create your own (see this chapter).
The standard e-mail client should normally be Fronter WebMail so that the user can send e-mail from any PC, regardless of whether another e-mail client is installed, like Notes or Outlook.
For time zone identification, select the closest town. The time zone is automatically updated when switching between summer- and winter time. Enable keyboard short cuts, optionally click shift+h to see the menu.

Top administrator / Administrator access

Top administrator is a separate log on in Fronter. People with the Top administrator option ticked on their contact card have access rights to the whole building. They can see everything and control everything.

An administrator is a person with Normal user ticked on their contact card, but who has been given Administrator rights within parts of the building via membership in a group, we call this role Local Administrator. The Local Administrator has more or less the same rights as the top administrator within their limited part of the building. Only the Top administrator is able to create other top administrators. All users with Top administrator ticked in their contact card automatically belong to a separate organisational unit group called Administrators. This organisational unit is found under the System node. The top administrator right should not be allocated to anyone who hasn’t received sufficient training.
How to create new members one by one from org.unit

A contact can also be created by first selecting the correct organisational unit:

The contact will automatically be enrolled into the selected group.

The rest of the process is exactly as described in the previous example.

How to import contacts manually

If you are creating multiple contacts, it may be a good idea to import them rather than registering them one by one. At a minimum, you need their usernames, passwords, names and surnames. An easy way to do this is to use a spreadsheet as shown below. E-mail addresses and mobile phone numbers are also registered in this example.
There is no header, but all data must be saved as a comma-separated text file (in Excel – save as csv). You will be warned that only Sheet 1 will be saved (the others will most likely be empty) and that formatting will be lost. Click ok.

In Notepad, the file looks like this:

```
<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>tabhan</td>
<td>123 Tabitha</td>
<td>Hanson tabitha@har</td>
<td>55598254</td>
<td></td>
<td></td>
</tr>
<tr>
<td>thospa</td>
<td>123 Thomas</td>
<td>Spader thomas@har</td>
<td>55578204</td>
<td></td>
<td></td>
</tr>
<tr>
<td>keowan</td>
<td>123 Keo</td>
<td>Wang keo@har</td>
<td>55590223</td>
<td></td>
<td></td>
</tr>
<tr>
<td>amrali</td>
<td>123 Amran</td>
<td>Ali amran@har</td>
<td>55577788</td>
<td></td>
<td></td>
</tr>
<tr>
<td>phathu</td>
<td>123 Phan Thi</td>
<td>Thuy phan@har</td>
<td>55598123</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ibechr</td>
<td>123 Iben</td>
<td>Christens iben@har</td>
<td>55578204</td>
<td></td>
<td></td>
</tr>
<tr>
<td>kurgro</td>
<td>123 Kurt</td>
<td>Grohman kurt@har</td>
<td>55590234</td>
<td></td>
<td></td>
</tr>
<tr>
<td>elymav</td>
<td>123 Elya</td>
<td>Movraki elya@har</td>
<td>55590871</td>
<td></td>
<td></td>
</tr>
<tr>
<td>kjehan</td>
<td>123 Kjetil</td>
<td>Hansen kjetil@ha</td>
<td>55567820</td>
<td></td>
<td></td>
</tr>
<tr>
<td>juavar</td>
<td>123 Juante</td>
<td>Vargas juante@har</td>
<td>55573820</td>
<td></td>
<td></td>
</tr>
<tr>
<td>wemmwa</td>
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<td>Mvanuku wema@har</td>
<td>55567678</td>
<td></td>
<td></td>
</tr>
<tr>
<td>saisin</td>
<td>123 Saida</td>
<td>Sinare saida@ha</td>
<td>55589022</td>
<td></td>
<td></td>
</tr>
<tr>
<td>mankum</td>
<td>123 Manmoh Kamar</td>
<td>manmoh@har</td>
<td>55578923</td>
<td></td>
<td></td>
</tr>
<tr>
<td>mirgol</td>
<td>123 Miriam</td>
<td>Goldenba miriam@p</td>
<td>55578812</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

With a readymade import file, you must find the group in which you are going to import the contacts.

The option Import members brings up the following dialogue box (see next page):
In this example, we want to include two extra fields compared to the minimum; we must tick the options for these. Be aware of the sequence of the fields – there is no room for free will!
You must then define how these contacts are to be treated. We often also select the option of changing the password when logging on for the first time.
Browse and add your CSV file. Click Import.

There will be a confirmation window. Click Import again.

After confirming the import, you will receive a confirmation notice and will be notified if a user already exists.
How to enrol contacts in groups

Sometimes we have the contacts in one or more groups and wish to enrol/add them into another one. You can either enrol them in as described below, or use the same import file and do the same process as above. From the tree structure to the left; select the group in which you want to enrol the members and then choose *Enrol* on the far right of the screen.

You must now search for the new members that already exist in the system; either just by typing in their names in the search field or search for them within the group where they are already a member:

If you searched for them within a group: when the list appears, tick the boxes for the people you now wish to enrol. You can also select an entire group, and thereby all its members. Click *Add*.
NOTE: it is possible to enrol a group into a group, but we strongly recommend you not to do this.

How to resign contacts from groups

Sometimes we need to resign people from a group. Highlight the groups in the left structure, and open Members in the right pane by clicking it (1). Select the relevant contacts and then click Resign (2). The users will be moved from the group and any room in which the group is enrolled.
How to search for an existing contact

From Contacts in your personal tools, you can search for other users that you have the right to see. From Tools (1); click Contact (2). Type the name of the person you are looking for (3). It is often a good idea to search either by first name or surname. Click Search (4).

If you need more search options than name, click [Advanced].

To search for an entire group; select more from the drop-down menu. Then open drop-down again, and all your groups are displayed. Highlight required group and click Search.
How to delete / reopen contacts

Searching for a contact brings up the option to delete it. You can only delete a contact from the Contact tool (not the admin view) but deleted contacts can be reinstated via a recycle bin right at the bottom of the admin structure (1). From here, contacts can be permanently deleted or restored (2).

(See next page)

Note that if the group is also deleted, it cannot be restored, but will have to be re-created and re-populated.

How to manually create a room

There are two places from where a room can be manually created. The first is the admin module. Select required corridor, and from the right pane click Create new room.
Otherwise, rooms are created via the room selector in the personal tool bar:

Three steps are mandatory:
- Choose the position of the room (select the relevant corridor) from the drop-down menu (1).
- Enter a suitable room name (2).
- Choose tool package (the list of features in the left-hand margin within the room) from the pre-made options in the drop down menu (3).
For creating from scratch; leave the box Import room structure un-selected. Typing in the Duration is informational only, and will not affect the actual opening time of the room.

**Tip:** It is good practice to give the rooms unique and self-explaining titles. If the school does not run an import, or for other reasons want the classes to keep their rooms through several academic years, it would be a good idea to give them a consistent id. Examples are; the name of the teacher or the year the student entered the school.

Optional fields (features that will not apply to most schools):

**Give the room a description.**

If not replaced by the Front page tool, this description will often be the first members see when they enter the room. It is possible to use the features of the editor to make it look nice.

Description is particularly important if you are going to allow the room to be seen by other Fronter users via the FronterBridge functionality. When browsing available Fronter Bridge rooms, the description will give you useful information about the room and what you can expect to find there. We would advise that you also add in the name of your school.

**Simple Resource folder view**

When ticked, the Resource tools in the room and all its content will be extended to its full width. When not, the tree structure of the folders will show to the left.

**This room is a template**

For schools with automatic creation of rooms via import, a set of template rooms can be made and assigned to the org.units belonging to 05 Imported rooms. All imported rooms will then automatically be a copy of the templates.
**Fronter Bridge and public rooms**

This is a special feature to allow users from different Fronter installations to access each other’s buildings for sharing and collaboration. Do not tick this unless you know how to operate within this function. Normally, admin enrolls members in a room, but if the Public box is ticked, the members can apply for membership, and room owner approve or decline.

**Entrance Hall icon**

Tick the *Entrance Hall icon* option to bring up a list of images (icons) that can be connected to the room. When *Entrance hall* is activated/added to the user’s *Today page*, the icon will display there as a clickable short cut to the room. There is also an option to add your own images.

(On Today page it will display something like this:)

Save, and the room is created!

And it will look something like this (see next page):
Access rights in rooms

When members are enrolled in a room they are given access rights. There are four standard rights in rooms:

- Read (guest)
- Write (student)
- Delete (teacher)
- Owner (main teacher)
- No access

In some rooms where pupils/students are just collecting information, they are awarded reading rights. The pupils/students are not able to make any changes in this room, add documents (upload) or delete anything that is there.

It is generally preferable to have pupil/student participation in a group room/subject room, so they are awarded writing rights there. The pupils/students are then able to add documents and delete their own contributions. They can answer tests, hand in assignments and be tracked in the Portfolio tool. However, they are not able to delete what other students have added to the room.

If there is more than one teacher working in a room, some of them may have the access right to delete. They can then add documents and delete their own and other people’s documents. They can also comment on student’s assignment and track their progress. In some cases students are awarded teacher’s rights, e.g. in the Student council room or a project room.

The highest level is owner. This right is allocated to the main teacher (or teachers) that should be able to change the layout of the room and the tool package as well as changing the list of members. This list refers to who has access to the room and their rights.
No access may sound a little weird, but it is used when you want to deny members access for a limited period, for example during an exam. It is much quicker to change status than to resign, and later re-enrol, members.

When you create a tool package, you can also change the texts attached to these rights: instead of Write you can change the text to Pupil or Student, etc.

How to enrol members in a room

Any administrator can enrol members into a room, and so can the room owner, providing she has View contacts right to the group. Generally speaking, we try to avoid enrolling individual members as far as possible, preferring to enrol groups with their attached rights.

Click the Members tool (1), and then Edit (2).

How to enrol groups in a room

In this screen, look at an overview of all the groups by clicking More...

Sometimes this list is very long, but if you have a good overview of your own structure, you will find the relevant group:
You can also search for groups by typing either the whole name or just parts of it. This makes it easier to find the relevant group if you have a name which is known and self-explanatory.

How to enrol individuals in a room

You can also enrol individuals by searching for them by name. Generally it is advised to enrol groups because this is easier to manage, but sometimes you want to temporarily change access for a member, for example.
All the members in a room will have the View contacts (access to each other’s contact card, calendar, option to send each other messages etc) regardless of access rights set in the admin module. If they’re NOT supposed to have this access (e.g. common information rooms) tick this box:

![Options](image)

**Copy room**

Planning the next academic year, it may be desirable to reuse resources from a room in a new one. It may therefore be appropriate to copy a room. Rooms can also be stored as zip.files or copied into pre-made templates.

Students’ submissions, answers to tests, contributions in the forums and the like are of course not copied. But the folder structure, files, Pages with images and so are copied.

**Note:** Files/Documents uploaded in open folders are copied, students’ files as well as teachers’.

**How to copy a room within your own part of the building**

*Copy room* is shown in the admin module when a corridor is selected:

![Copy room](image)

Or in *Create room (see next page)*:
Save, and you will see a confirmation message looking something like this:

Navigate away by clicking the back button, any personal tool or the link underneath the message. Clicking the link will take you to a list that shows the status of all your room copies/imports and exports. This list is also accessible from the Request room tab in the room selector.

Access the room by clicking the link.
The room is ready for members to be enrolled and can be further customised by room owner from within the room, via the drop-down menu in the top right hand corner.

**How to copy an exemplar room**

The *Exemplar rooms* are rooms created by educators and populated with content, or template rooms with a nice pre-made structure.

From *Create room*; follow the procedure from Copy room, but tick for this being an *Exemplar room*. From the drop-down menus you select region and then subjects and areas. Click *Save*, and get the same confirmation message.

**Note:** Even if you can access exemplar rooms from other areas, they might not work for your school due to different national licence agreements etc.

**How to import a room from a file**

To perform this procedure you need to register an e-mail address to your contact card. From the drop-down menu in a room administrator or room owner can select *Export room*, an option that will create a zip.file copy of the room. Download the file from the Request room tab, as shown above. You will also receive an e-mail notification. For sharing rooms between installations, or for local areas within the same installation, the files can be stored in a shared area, or sent via e-mail.

Tick for *Import from file* when creating a new room– browse –and select the exported zip.file.

**How to close and delete rooms**

Manually created rooms have to be manually deleted, but first they need to be closed. This is a security feature to prevent admin from accidentally deleting a room.

From the room selector, click tab *Show all rooms* and select all rooms that should be closed. Click *Close rooms* at the bottom left.
Step 2: Go to tab *Closed rooms*. Note that you have the option to completely restore the rooms or to delete them. Select the rooms and click the relevant button.

**Special note:** If the school has an automatic creation of rooms via import, and don’t want to use all – perform the closing process on the unwanted rooms but do NOT permanent delete them, since they’ll only be restored when the update runs.

Be aware that the room owner can perform the exact same procedures from within the room:
Step 1: From within the room – click the Room icon to access the drop-down menu to the right.

Step 2: Select Close. Click OK on the pop-up confirmation message.

Step 3: Re-open menu and select Permanently delete room.

Step 4: Tick the Yes box and click delete.

Access rights within org.units

In addition to access rights within a room we can set up access rights for part of the building. These access rights will determine who should search each other and collaborate in the building, create contacts and rooms, and use the special tools like Survey and ILP. This is described in detail below.

Rights in the groups structure

The group structure and the associated access rights can be controlled in detail. The common access rights are: No access, View contacts, Contact creator and Administrator.

Tutor, subject teacher, Survey access and Survey reporting rights are related to specific tools which are not enabled for all schools. It might be you don’t see them for your school.

<table>
<thead>
<tr>
<th>Access Right</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>No access</td>
<td>You cannot view the contacts in the relevant group.</td>
</tr>
<tr>
<td>View contacts</td>
<td>The default setting when creating a group. You can view the contacts in the group (search and access contact information and see image if available). You will be able to send e-mail, sticky, visual mail, invite in calendar and chat with this right.</td>
</tr>
<tr>
<td>Survey reporting right</td>
<td>Will see all report details from a survey, even elements marked as hidden.</td>
</tr>
<tr>
<td>Tutor</td>
<td>This access right is related to the Absence tool and the ILP (Individual learning plan tool). With Tutor access rights on a group, you can record absences and remarks for the group,</td>
</tr>
</tbody>
</table>
write reminder letters and reports etc, and within the ILP tool you can give comments to Goals and write individual learning plans and action plans (how to use these tools is described in separate documents)

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject teacher</td>
<td>Also related to Absence tool, for recording absence and setting grades. In the ILP tool it is used for evaluating topics and goals.</td>
</tr>
<tr>
<td>Survey access</td>
<td>Is the access to roll out a survey and view surveys from a higher level.</td>
</tr>
<tr>
<td>Contact creator</td>
<td>You can create/update contacts that can log into Fronter, but not alter other contacts or groups structure or create new groups.</td>
</tr>
<tr>
<td>Administrator</td>
<td>You have all the rights in regard to updating information on a contact and to create or delete a contact. This right also give you the access to create new groups within a defined area.</td>
</tr>
</tbody>
</table>

**How to assign access rights**

- Click the org.unit (group or node) to which someone should have access.
- Click *Give others access in this org.unit*.
- From the top drop down menus –select the groups that should be assigned the access.
- From the bottom menu –select level of access.

Note: most of these access rights are set in the auto import, but can be done manually.

An example: We want to give two people local administrator rights to Littletown primary school. We have already created the administrator group and enrolled our admin-to-be.

Highlight the school node to the left and click *Give others access in this org.unit* to the right.

Via the drop-down menus; select the group that should have the local administrator rights (1). Set Contact access and Room access (described later in this document) (2) and Save (3) (See next page).
Note: Access rights can only be assigned to a group, not an individual. Even if we might need only one local administrator, we must create a group for that person.

Contact access is inherited down the structure, so members of this group will have the admin access to all nodes, groups and corridors created under the school node.

Another example: We will give the first year teacher Tutor access to the first year students, to be able to set up ILPs. The groups are already created.

Highlight the student group, in this example Students 1st year and click Give others access in this org.unit.

Select the teacher group and the correct access from the drop down menus. Save.
When viewing the group again, we see what groups have which access rights, and we can delete the group or modify its rights.

Last example: default in a group is *View contacts*. Maybe we don’t want the parents in a school to be able to see each other in Fronter outside of the class they belong to.

The policy group is set up with the default access. Click *Modify*.

The access right *View contacts* now becomes editable. Select *No access* (in this example) and *Save*.

**Note:** Access rights set in the admin module does not affect room access rights – and the other way around. Being a room owner for *Year 1 home room* does not make you a tutor for year one students, and being a *Subject teacher* for *Grade 8 math student group* will not enable you to assign tasks or grade tests in the *Grade 3 math room* unless you are enrolled with at least *delete* access.

**Rights in corridor structure**

Corridors are not given access to other corridors. Groups are given access to the corridors, and thereby the rooms.

For the corridors, or nodes containing corridors, the access rights are:
No access | This is the default for normal users. It means they can only enter rooms in which they have been enrolled (manually or via import).

Room creator | Can create rooms and have administrative rights over these rooms.

Room supervisor | Is the administrator rights. Can create, delete, close, re-open, move and edit all rooms in the org.unit. Can create new corridors and move the existing ones.

An example: We want the teachers to be able to create project rooms for their students within their own classroom corridors. The procedure is the same as for the groups:

Highlight the required corridor to the left and click *Give others access rights to this org.unit* to the right.

Via the drop-down menus –select correct group that should be able to create the rooms (the *Grade 9 teachers* in this example) (1) and access (2). Save (3).

**How to search within the structure**

Within the admin module -perform searches for nodes, corridors, rooms and groups (with people). This feature is very useful in a wide-ranging structure.

The search box is on the top of the left pane, and is independent of the buildings content search.
In this example, from a top admin’s view, it’s easy to see why it’s a good idea to tag org.units with a unique school code.

**User templates**

*User template* is a very powerful function that allows you to make changes for several users simultaneously. It can be used to modify the *Today* set up for users, or to make sure that everybody has to change their password when logging on first time or to apply a new personal tool bar to everyone simultaneously.

**How to create a user template**

The templates are created and managed almost like a contact, so it makes sense to collect them in a separate group under *03 Fronter resources*.

We create a user template as if it is a “normal” user, but we tick the option for *User templates* (1).

Give a descriptive title. (2)

Everything set in the contact card will be true for all the users to whom the template is assigned to, so the name fields are closed for edition –of course. The fields typed in red can be used, but be careful not to overwrite existing information!
The template is a member of a group – just like the normal contacts:

If the template is not for making contacts changing their password, leave the Log-in info part alone.

In this example the template will customise the look and feel of Fronter for the youngest students:

We assign the playful style sheet and then click the link to Customise today page.

This will bring you to the Customise today page – make the required changes (in this case we are going to simplify the opening page for the youngest) and click Back.
Finish by saving the template.

Templates appear in the group’s members list as grey because they are not proper contacts that can log in to Fronter.

**How to apply the changes to the users**

The template is created, to apply it to the users –search for the relevant group (or node containing groups).

1) Select relevant org unit

2) Click Search
Click **Search** to see the name list. Usually we want to change all the users in the org.unit. In that case do not tick for any names. (If only selecting a few, you will of course need to select their names.)

Click **Edit contacts**.

From the new drop-down menu; select the template you just made. Leave the tick for **Apply template to all contacts in......** (1). From the rules; select if you want the information added in the template only to take effect if no such information exists in the contact cards (2) or take effect no matter what (4). The latter is usually the preferred option.

If you have updated the **Today page** (as we have in this example); tick the box **Replace the configuration of contacts today page from the template** (5). Finally click **Update contacts** (6).
Receive a confirmation:

**The Settings tab**

Under the tab *Settings* (1) administrator can change a lot of how Fronter will work and feel for the users. Which settings will partly depend on decisions made on top level (all settings are described in a separate document under Help).

Most of the settings can be applied for the entire building, the different schools or even lower level like a group or a corridor. However, it is advised to limit changes to school node or policy groups. Whatever org.unit is highlighted in the left pane is the one that will be affected by the setting, including all its underlying units (2). In this example we are creating a tool package, and it will be accessible for the entire school because we have highlighted the school node to the left.

Each of the different settings is equipped with a pad lock, which is by default open (3). If it is locked (by clicking it) this specific setting will not be editable on underlying org.units.

**Tool packages**

A standard Fronter installation contains certain tool packages, but it can be helpful to create separate ones which are tailored to the relevant target groups. It is a well-known fact that there is a big difference between primary school pupils and university students!
Top administrators should create tool packages from the top node, local administrators from the school node.

Tool packages can be created for rooms and users.

**How to create and edit tool packages**

Make sure you are on the top node within your area (top node for top admin, school node for school admin). Click the tab *Settings* and the link *Tool packages.*

(See next page)

You will then see the existing tool lists that can be edited by you (for the selected and subsidiary organisational units). Click *New tool package.*

In the new window, type the title and description (1 and 2) as well as defining whether it is a personal tool package or the furniture in a room (3). In this example, we will make a *personal* tool package. Click *Next* (4).
For removing tools: click the tools title in the list (1), and then Delete (2).

For editing the title or description of a tool: Click on it from the list (1) and type in the new title (2). Click Save (3).

Note: If you edit the titles of the tools, they will not change if the user changes language. This is especially relevant for multi-lingual schools.
Example: With the original title, e-mail would have changed to 邮箱 if user switched language to Chinese. After we have changed the title, it will come up as mail box regardless of language.

To add a new tool; just click *New tool* from the bottom of the list (1), and select the tool(s) you want to add (2). Click *Save* (3).

**Note:** There is no *delete* option for *Today*.

**User defined button**

From the option *New tool*, we can also create a *User-defined button*. This is not a tool but the option to create a link directly from the tool bar to an external or internal resource.

Click *New tool* and the link *User-defined button*.

(See image next page to go with description below)

Give a title and description (1 and 2) and type in the complete URL (3). If it’s an external resource, it is often a good idea to tick for it to open in a new window (4). Click *Save* (5).
Note: If the tool package is combined with the skin Play, only four tool icons will be in plain sight, namely the four tools on top of the list; in this example E-mail, Contact, Documents and Portfolio. A tool box icon will store the entire collection.

Tool packages in rooms
Create the same way as for personal, but tick for this being a room tool package:

See image next page:

From the list (1) – edit or delete tools the same way as for the personal tools, with a few exceptions:

The tools are by default visible for all members of a room. This can be restricted. In this example, for the tool Members, Delete, Owner is selected from the drop-down menu (3). This means that only teachers can see the tool on the tool bar.

When customising access, it is good practice to add information about this, for example by changing the tool title or description (2).

Note: Even if we hide a tool, other members, like the students, may still access the content via Today page or internal linking.

The leading text for room access can be customised (4) (See description below).

Click Save (5).
To customise the leading text for room access –click *Edit* to the right (number 4 on image above), then change the texts and *Save*.

**Note:** Again: these changes will overrule switching of language, and they will also stay unchanged should the room be exported.

**Customise contact card access**

For each of the *information* slots that can possibly exist on the contact card, there is a row. For the different *contact accesses*, there is a column. Formuser and Simple is for advanced admin and will not be discussed here. The *status* can be *hidden*, *visible* or *editable*.
How to customise the contact card access

In this example, we are going to limit some options for the students, so we highlight the policy group *All students* in the left pane (1). We want to make sure that the students cannot change their own home number and address. We therefore change these rows to *visible for the contact* (2). However, we leave them the opportunity to edit their e-mail address and to upload an image of themselves (3). Because we don’t want students to have easy access to each others’ home number, we set this information to *hidden for view contacts* (4). Some rows, like fax, are not used at all, and we can set them to be hidden for all categories (5), just to avoid visual noise. To access the drop-down menu; just click the status (6). Status in italic font indicates that it has been changed from default.

![Image showing the contact card access settings]

**Note:** It is easy to lose the overview over who can see and edit what. The changes in contact card access should reflect the school’s general policy and it is advisable to apply the settings to school node or policy groups.

How to apply Other settings

This is a collection of settings that might be useful for the local administrator to be able to apply to the school’s users. Make sure the correct org.unit (typically school node or policy group) is selected in the left pane, click the link *Other settings*, click *Add*, and use the drop-down to select feature.
For a description of the different settings; see the quick help. There is also a rather vast collection of special settings that can only be applied at top level, and only by top admin. These are also described in the quick help.

To activate/de-activate the setting; set status to on/off or yes/no (1) or type in a number (2). Click Save (3).

Statistics

The statistics tab is mostly for monitoring.

Depending on org.units you select in the left pane, you can get detailed statistics over log-in, room visits and disc space use from your school.

Tips: Users often forget to empty their recycle bins, and this might add up to quite a lot of disc space. To empty all recycle bins in one operation; click Statistics of disk space usage.

Select the box for all rooms, or just the ones you are sure you want to empty (1) and click Empty selected recycle bins (2).
To request support:

From your school node in the admin module; click the Support tab. This will bring you to the support site with the option to register a call.

You will have the option to report a failure or request for information or another service, like backup or a plus pack. Be as specific as you can when you provide information, and select drop-down menus from left to right and row by row.

If your problem is that you cannot access your installation, you can request for a SMS to log your issue via frontersupport.com. For this, you need your mobile phone number to be registered on your contact card, so if you haven’t done this already; a good idea would be to do it now.

Further help

There will be tasks to which you don’t find the answer in this guide. Fronter has a quick help system, and sets of tutorial videos as well as several pdf/html guides for special tools and functions.

To access these resources, Click your name on the top menu, and then click Help.

All help files are available to all users, regardless of role and access within Fronter.
Almost every country provides training for administrators, both in basic and advanced features. See your local Fronter website, which can be accessed from http://com.fronter.info. Most administrators will also find the support site useful: http://frontersupport.com.

### Version control

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### QA

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