

AristotleInsight::K12™

—— A Product Of Sergeant Laboratories ——

Borderless Classroom Technology

Deploying, Configuring, and Using Borderless Classroom Technology

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Introduction

This document is intended for AristotleInsight::K12™ Borderless Classroom Educators. It describes the setup and use of the AristotleInsight::K12 Borderless Classroom Technology. The AristotleInsight::K12 Extensions, Agents, and Applications are built to run on Chromebooks, the Chrome Browser, and Windows 10 devices.

AristotleInsight::K12's Borderless Classroom Technology takes a role-based approach to the extensions and applications it uses. There are typically 2 roles for a Borderless Classroom, User/Student and Educator. Each role has a specific extension, agent, or application that must be installed on their device or browser.

The Borderless Classroom Educator Extension is built to run on Chromebooks or the Chrome Browser, and allow educators to manage, monitor, and chat with Users/Students from their Educator Dashboard. The educator extension can be launched from upper right corner of the browser or by right-clicking anywhere in the browser. When launched, the educator extension will display the educator dashboard. Using the educator dashboard is covered in detail throughout this manual.

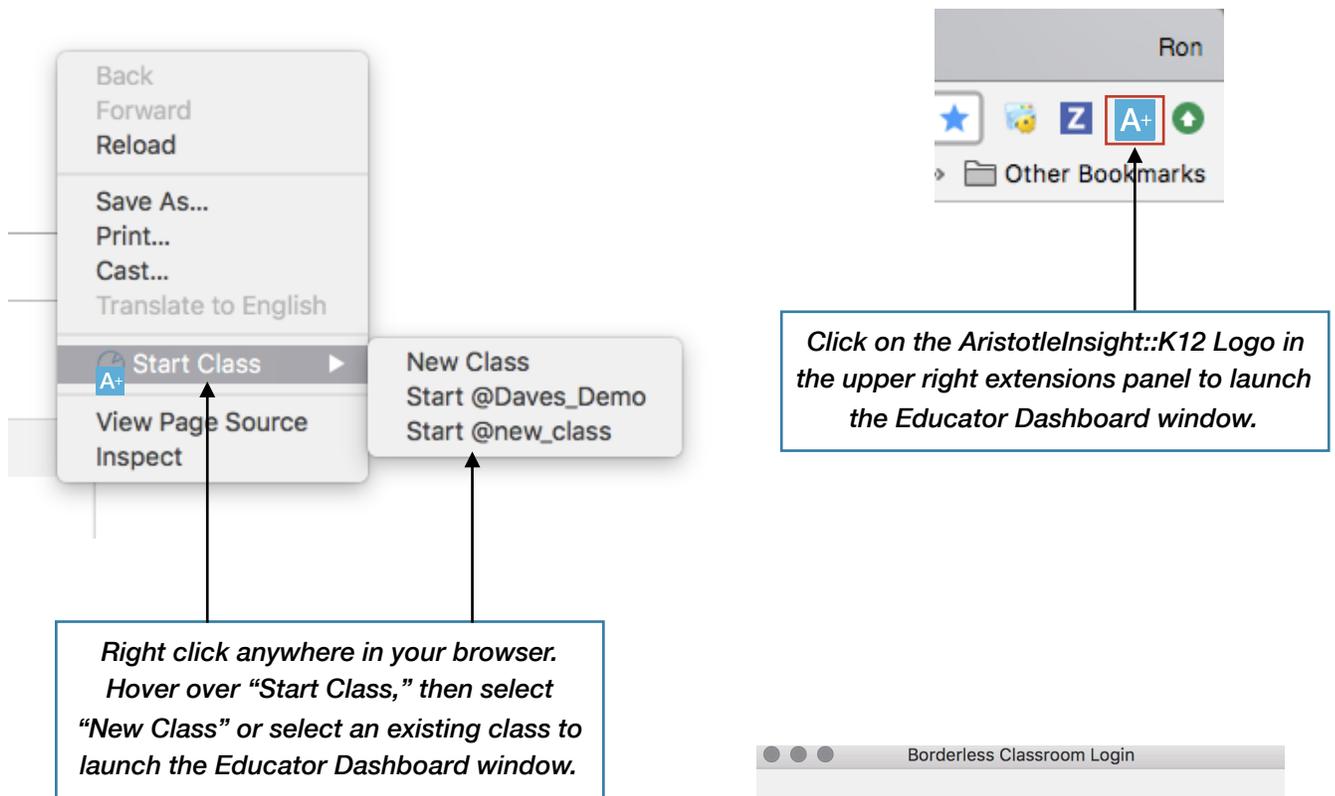
The Borderless Classroom Student Agents / Extensions are built to run on and monitor Chromebooks, the Chrome Browser, and Windows 10 devices. These Agents / Extensions allow students to join classes and allows educators to monitor and control the student devices / screens.

For network administrators, installing and pushing these extensions, applications, or agents is covered in detail in the corresponding AristotleInsight::K12 Agent Manual.

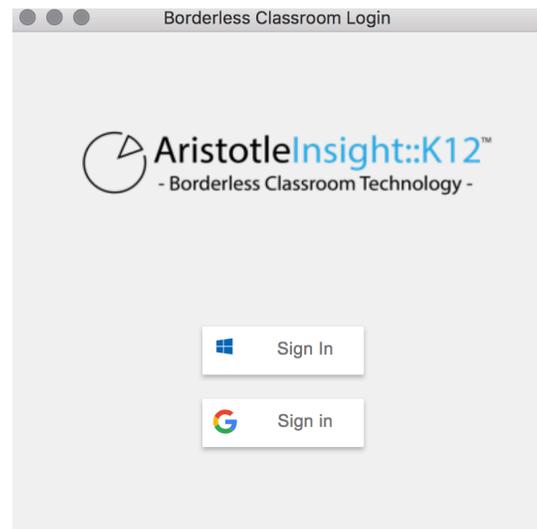
To help you get the most out of AristotleInsight::K12, we offer a customer success program including support and training. If you have a question, concern, or simply can't remember how to use part of the system, please contact us.

Launching the Educator Dashboard

Once the Educator Extension has been installed in the browser, there are 2 ways to launch the Educator Dashboard. The first way is to locate the AristotleInsight::K12 logo in the upper right extensions panel of your browser and simply click on the logo. The second way is to right click anywhere in your browser window, hover over “Start Class” and select either New Class if you have not set any up yet, or select the class you wish to launch. Examples are shown below:



After launching the extension, you will see a pop-up display that requires you to sign-in to use it. You can sign-in using your Google for Education account or your Windows account. An example is shown to the right:



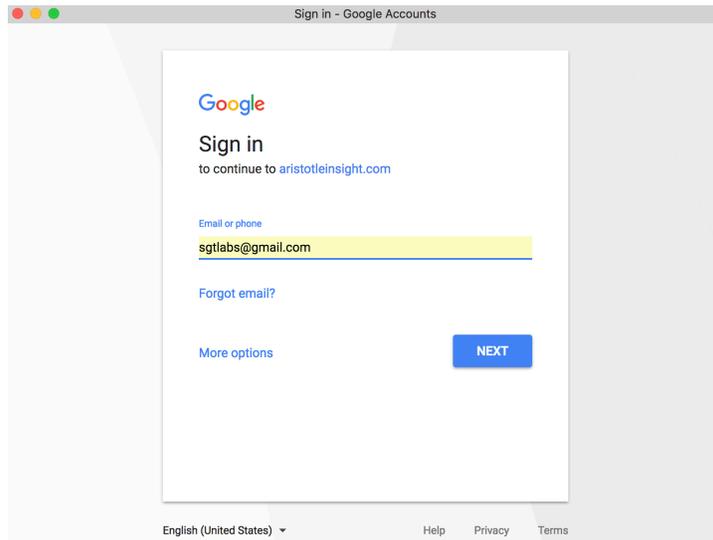
After signing in, the extension will display the Borderless Classroom Educator Dashboard window. From this window, you will be able to enter into your Borderless Classroom. The landing page is displayed below:

The screenshot shows the 'Borderless Classroom' dashboard interface. At the top left is the logo for 'AristotleInsight::K12 - Borderless Classroom Technology'. The top navigation bar includes 'Google Classroom Sync', 'Delete Classes', 'cknudson', 'Help', and 'Exit'. The main area displays a grid of class cards. Each card has a 'Start Class' button. One card, 'Math23', shows a time period of '1:00 PM - 1:30 PM'. A 'New Class' button is also visible. Callout boxes provide instructions: 'Clicking the "Google Classroom Sync" button will display a pop-up that allows you to Sync Google Classrooms to Borderless Classroom'; 'Clicking the "Help" button at any time will display a pop-up that provides more information about the Borderless Classroom Educator Dashboard'; 'Clicking "Delete Classes" button will display a pop-up that allows you to manage your classes.'; 'If a time period has been set for the class, today's class time will display below the class. They will autostart if that option has been set for the period.'; and 'Select an already existing Class or select the New Class option to start a new Borderless Classroom. Note: See page 8 for info about creating new classes.'

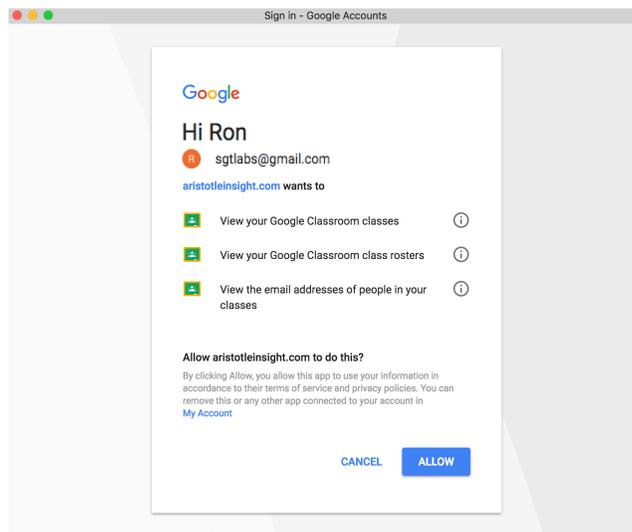
Syncing Existing Google Classroom Classes

AristotleInsight::K12 Borderless Classroom has the ability to sync pre-existing classes from Google Classroom. This feature will create classes in Borderless Classroom using the existing class list from Google Classroom Classes. *Note: To use this functionality, you must first contact Sergeant Laboratories support for initial setup.*

To sync classes, click the green “Google Classroom Sync” button at the top of the Borderless Classroom window. A pop-up window will display that requires you to sign in to Google:



Proceed to sign in to you Google account. Upon successful sign-in, you will be prompted to accept the permission required to sync classes. *Note: you will only need to accept these permissions if it is your first time signing in to Google from Borderless Classroom.*



Once permissions are accepted, you will be brought to a pop-up window that displays all current Goggle Classroom Classes for the User’s account. To sync the classes, click the “Sync” button below the classes you wish to sync. A small loading indicator will display and it may appear that nothing happens. However, after closing the window, the synced class will be created and will display on the front landing page of Borderless Classroom.

Sync from Google Classroom ✕

You will be asked to allow access for Borderless Classroom to access your Google Classrooms and class rosters. Once you've granted access all of your classrooms will display and you can select the ones you would like to sync. Once synced the information for the class and all of the students will automatically be added to the class.
Note: This is a **one time** sync and if changes are made to your roster on Google Classroom they will **not** automatically be applied to the corresponding class in Borderless Classroom.

Test

0 Students

[Sync Class](#)

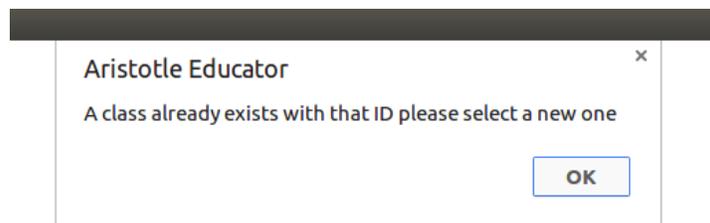
Starting a New Class

To get started using AristotleInsight::K12 Borderless Classroom you must click the “New Class” box on the landing page. In the pop-up that displays, enter a common name for the class and a *unique identifier* for your new class in the input field on the landing page. *This identifier must be unique for your school and begin with an @ symbol. It is recommended that you use your Last Name, Period/ Hour Number, and/or Subject in the identifier so that you and your staff can more easily distinguish between classes.* Some examples of good class identifiers are shown below:

- @lastname-subject-hour (@doe-math-1)
- @lastname-hour (@doe-1)

Once you have selected a class identifier, click the “Start New Class” button, this will then validate the selected identifier is unique and begin the class.

If the identifier is not unique, an alert will pop up asking you to select a new identifier. An example is shown below:

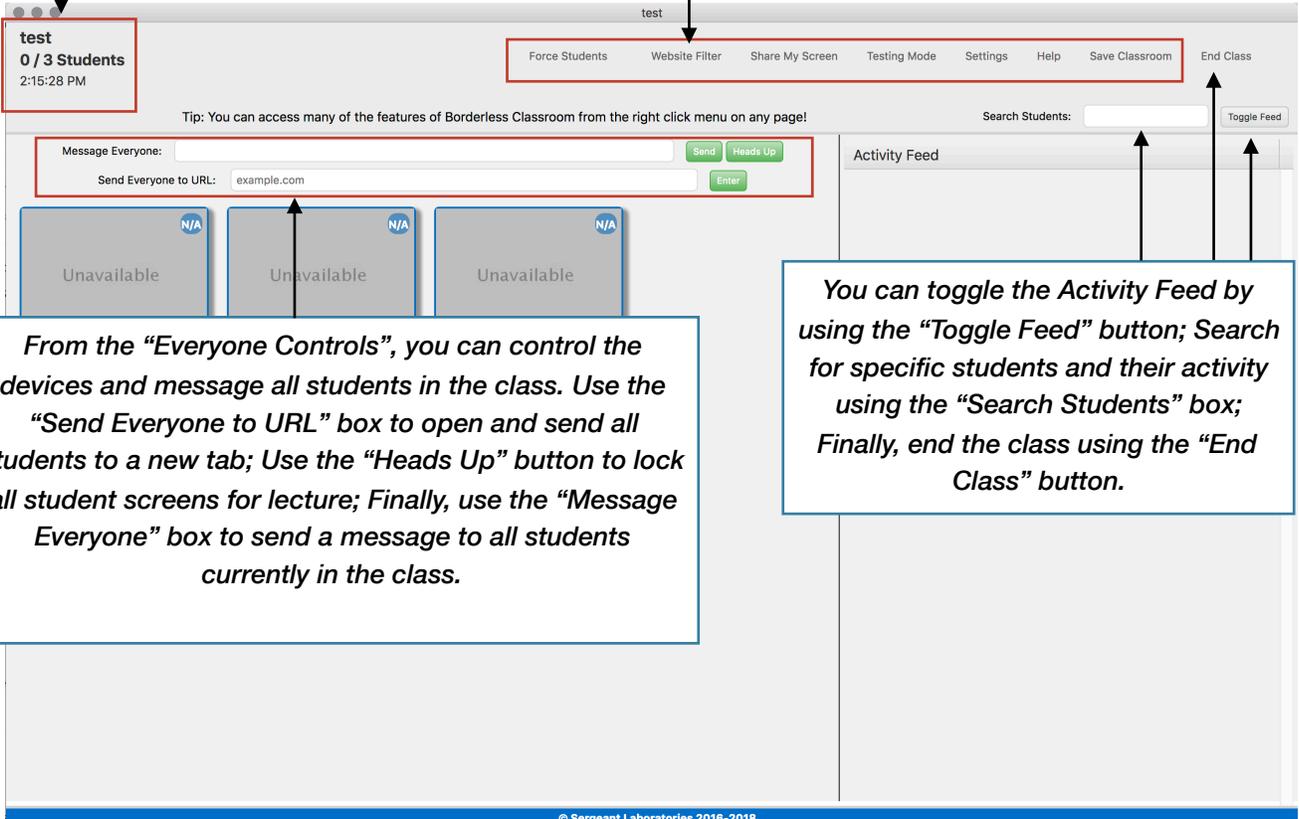


Navigating the Borderless Classroom Educator Dashboard

Once you have created and launched your class, you will be taken to the main page of the Educator Dashboard. Here, you can begin to enroll students into the class, monitor their technology, and manage their technology use. There are many functions to the Educator Dashboard that will be covered in detail throughout this manual. Below is an example of the main page and a brief overview of each of the functions that can be completed from this page:

Information about the class is displayed in the top left corner. This includes: Class Name, Number of Students in attendance, and the current time.

Using the buttons in the upper right: You can force students into the class using the "Force Students" button; You can edit the filter whitelist & blacklist for your class period using the "Website Filter" button; Use the "Share my Screen" button to share your screen with all student devices currently in the class; Use the "Testing Mode" button to lock students into a specific URL for a test/quiz; You can modify class settings by using the "Settings" button; Receive help or tips for using the system using the "Help" button; Save the class settings using the "Save Classroom" button; Finally, clicking the "End Class" button will end the session and close the window.



From the "Everyone Controls", you can control the devices and message all students in the class. Use the "Send Everyone to URL" box to open and send all students to a new tab; Use the "Heads Up" button to lock all student screens for lecture; Finally, use the "Message Everyone" box to send a message to all students currently in the class.

You can toggle the Activity Feed by using the "Toggle Feed" button; Search for specific students and their activity using the "Search Students" box; Finally, end the class using the "End Class" button.

To get your class started, you will need to enroll students and configure the settings of your unique classroom. This is covered in the following sections.

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Class Settings

Class settings can be found by clicking the button labeled "Settings" in the upper right of the dashboard. From this pop-up menu, you can configure your unique classroom and enroll students into your class. This menu is where many of the important functionalities of the Borderless Classroom extension are used or modified. Each section of the settings page is described below. Move through the sections to get your class configured and add students to the class:

Open Enrollment:

Open enrollment allows any student with the class ID to join your class.



By changing this setting to "Closed" you will be notified any time a student attempts to join your class. You have the option to allow or deny the student. A student who has joined the class will be automatically added to your class list. By denying the student they will be added to the block list. You will not be prompted again if the student attempts to join. The student will be notified you denied their request to join. You may remove the student from the block list if desired (see *Block List below*).

Class Name:

The Class Name setting allows you to set the name that will display in the landing page of the Borderless Classroom app and to students in the class. Simply type in the name you wish to display into the text field.

Class Name

Chat Name:

The Chat Name setting allows you to set the name that students will see when you send them messages. Simply type in the name you wish to display into the text field. If you do not configure this name, your username will be the default chat name.

Chat Name

Number of Tabs:

Borderless Classroom has the ability to limit the number of browser tabs that students can have open to eliminate distractions. If a student has more than the allotted number of tabs open upon joining the class they will be notified and given 1 minute to close the tabs they wish to close. After that, tabs will be forcefully closed until they are at the limit. Any tabs opened by educators are excluded from this count, this way if a student is at their tab limit and an educator opens a tab nothing else will be closed. To set this value, simply type the number in the window.

Max Number of Open Tabs

Email Attendance:

Borderless Classroom has the ability to automatically send you an email at the end of the class period with an attendance record for that period. By setting the Email Attendance option to “Yes,” AristotleInsight::K12 will automatically send an email when you close your class. The email will contain a list of all the users that were in your class for the period.

Email Attendance Send an emailed report that contains a list of all users that were in your class.

Detailed Activity Reports:

Borderless classroom has the ability to email you a report at the end of a class period that contains detailed activity for each user during your class period. *Note: This requires you to setup the Class Schedule below and reports will be based on normal class hours.*

Detailed Activity Report

Notification Settings:

Notification settings allow you to customize notifications displayed in chrome. Notifications are enabled or disabled by checking/unchecking the boxes. The notification settings are:

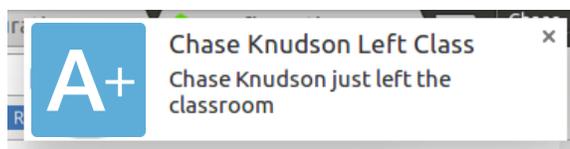
- Chat Notifications:** Receive notifications when students send messages
- Student Joining/Leaving Notifications:** Receive notifications when students enter the class and when they leave the class
- Tip Notifications:** Receive notifications about tips on using AristotleInsight::K12 Borderless Classroom

Chat Notifications - If enabled, a notification will be displayed in the corner of the screen upon receiving a message from a student.

Student Joining / Leaving Notifications - If enabled, a notification will be displayed in the corner of the screen when students enter and exit the class.

Tip Notifications - Leave this enabled to receive periodic tips about Borderless Classroom.

Below is an example of how a displayed notification will appear:



Class List:

The class list area allows you to manage your class list. From this section, you can upload a class list, export a class list, and add/remove individual students. *This is the section you will use to start enrolling students in your class.*

Student Enrollment can happen in any of the following 3 ways:

1. Open Enrollment

Open enrollment allows any student with your Class ID (ex: @Daves_Demo) to join the class. Once students have joined the class you can save the classroom by clicking "Save Classroom" in the upper right corner of the dashboard. After saving the class, all students will be added to the class list for the next time you start the class. This setting is automatically turned on when you first create the class and can be turned off once all students are in the class.

2. Upload Class List

Alternatively, you can upload a list of students that should be in your class.

Upload Class List

Click "Upload Class List" and select a **text file** to upload. *This file must contain only one user per line and each line should be the username and optionally a comma followed by the full name of the student.* The full name is not required and will be filled in by AristotleInsight::K12 when the user joins the class. Finally, click the "Save" button at the bottom right of the settings page.

3. Manual Student Entry

Lastly, you may add students to the class list by manually entering each student.

Username: Full Name (optional):

Enter the username into the input box labeled "Username" (adding the user's full name in the box labeled "Full Name" is optional). Click the "Add Student (Enroll)" button to add the student to the class list. Repeat this process for each user you want to add to the class and click the "Save" button in the bottom right of the settings page.

The class list pane shows all students that have been saved to the class. The list displays students username and their full name.

A red dot indicates the student is not in the class, and a green dot indicates a student is in the class.

| | | |
|----------|-----------------|---|
| ajones | Alex Jones | - |
| bobama | Barack Obama | - |
| bspears | Brittany Spears | - |
| admin | Chase Knudson | - |
| dlosen | Dave Losen | - |
| dtrump | Donald Trump | - |
| elacy | Eddy Lacy | - |
| hclinton | Hillary Clinton | - |
| jjones | James Jones | - |
| jroe | John Roe | - |

Click the minus symbol next to a student to remove them from the class list.

User Name Full Name

Class Schedule:

Set the schedule each day for each class and optionally have the class automatically start/end. These hours will repeat weekly unless modified. If the hours are left blank on any day, it is assumed there is no class. Whenever a start time is specified, you must also supply the end time. Classes that do not have set times can leave this entire section blank.

| Day: | Start Time: | End Time: | | Auto-Start Class: |
|-----------|-------------|-----------|---|-------------------------------------|
| Monday | 1:00 PM | 2:00 PM | ✗ | <input checked="" type="checkbox"/> |
| Tuesday | | | ✗ | <input type="checkbox"/> |
| Wednesday | 1:00 PM | 2:00 PM | ✗ | <input checked="" type="checkbox"/> |
| Thursday | | | ✗ | <input type="checkbox"/> |
| Friday | | | ✗ | <input type="checkbox"/> |
| Saturday | | | ✗ | <input type="checkbox"/> |
| Sunday | | | ✗ | <input type="checkbox"/> |

Co-Teachers:

The co-teachers section allows you to provide other educators with access to your class. These co-teachers will have all of the same powers as the main educator.

Co-Teachers

Add and remove other teachers that are allowed to access your class (limit 5).

+ Add new record

| Educator | | |
|----------|--|--|
| | | |

Class Notes:

The class notes section allows you to type any notes you want to keep for yourself. These notes will be available every time you open your class and only available to you. An example is shown below:

Class Notes

Add and save notes for later. These notes are only viewable to you and no one else in the classroom.

Keep an eye on Billy's game usage tomorrow.

Block List:

The block list contains a list of all students you have denied access to the class. The students in the list will not be allowed to join your class until they are removed. You can remove students from the list by clicking the minus symbol next to the student. By removing the student they will be allowed to join your class. If enrollment is closed you will be notified if the student attempts to join the class and you can allow them into the class.

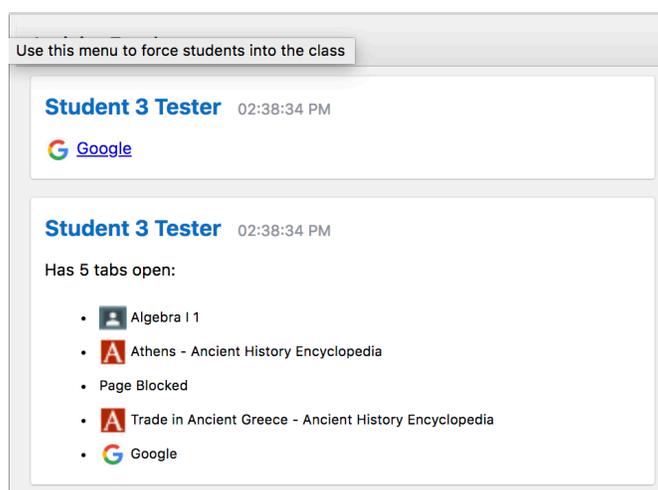
Block List

Below is the list of students that have attempted to join the class but you have denied. If you would like the ability to allow them in simply remove them from the block list. After removing them, the next time they attempt to join the class you will be prompted if you would like to let them in, selecting "Yes" will put them on the class list. Selecting "No" will not add them to the class list and put them back in this block list.

Activity Feed

AristotleInsight::K12 Borderless Classroom Technology provides an optional activity feed along the right side of the Educator Dashboard. This feed is a chronological timeline of every activity done by all students in the class. Any time a student navigates to a new webpage, the feed will reflect the change.

The feed can be toggled on or off using the “Toggle Feed” button in the upper right corner of the Educator Dashboard. If toggled off, activity is still recorded and will be visible when toggled back on. An example of the activity feed is shown below:



Chat With Students

AristotleInsight::K12’s Borderless Classroom Technology allows you to text chat with your students in real-time. You can chat with individual students or send messages to the whole class at once. These functions can be done from inside your Educator Dashboard window and are explained in detail below:

Message The Entire Class:

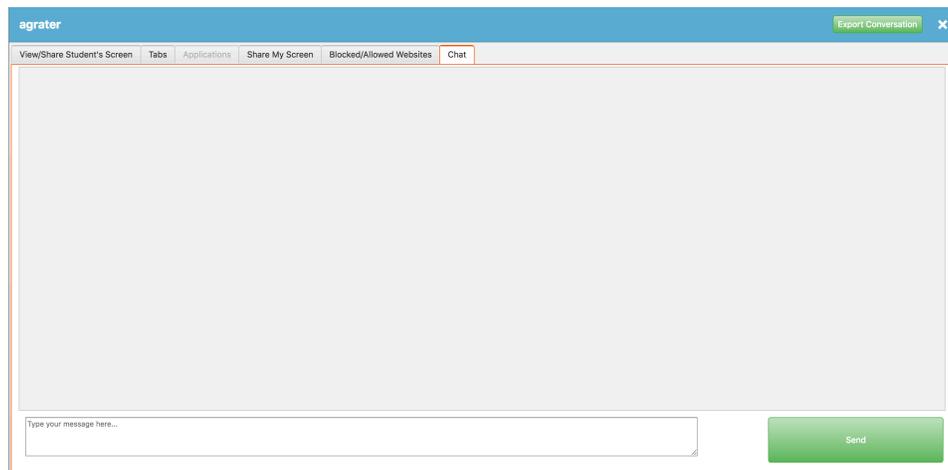
To send a message to the entire class type your message in the box at the top of the dashboard labeled "Message Everyone" then click the "Send" button.



On each student’s screen, a window will pop-up with your message.

Chat With Individual Students:

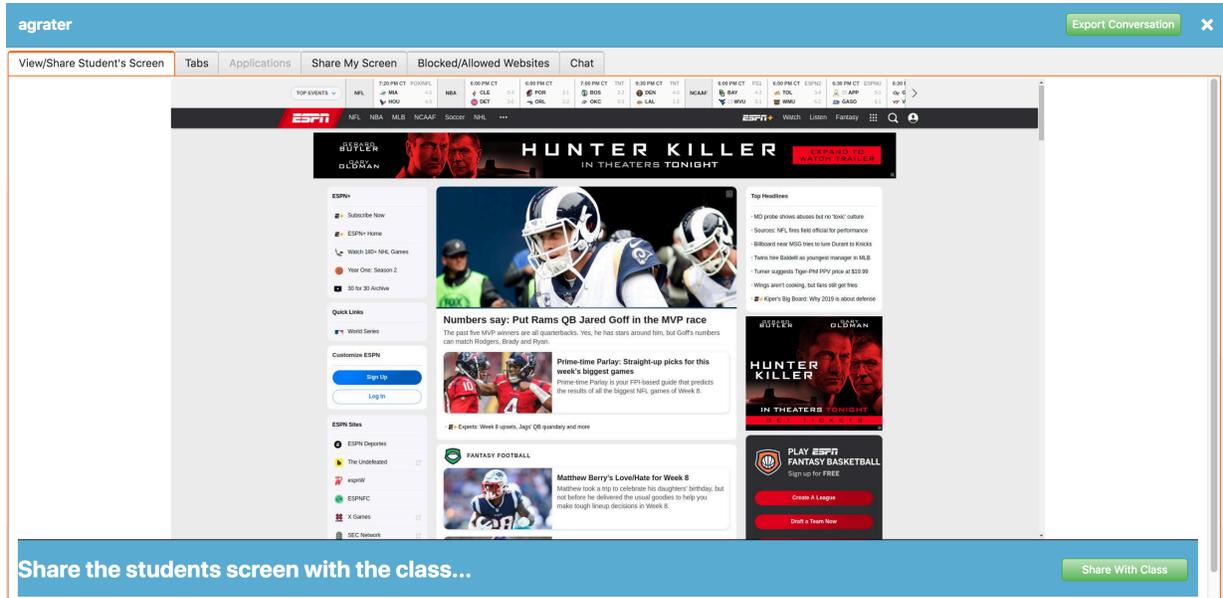
To chat with a student select the student you would like to send a message to on the dashboard. A window will appear and you will need to navigate to the tab labeled "Chat".



Here you can type your message and click "Send" or hit the enter key to send the message. Your dialogue with the student will appear in this chat window and can be exported by clicking the green "Export Conversation" button in the upper right of the pop-up window.

View/Share a Student's Screen

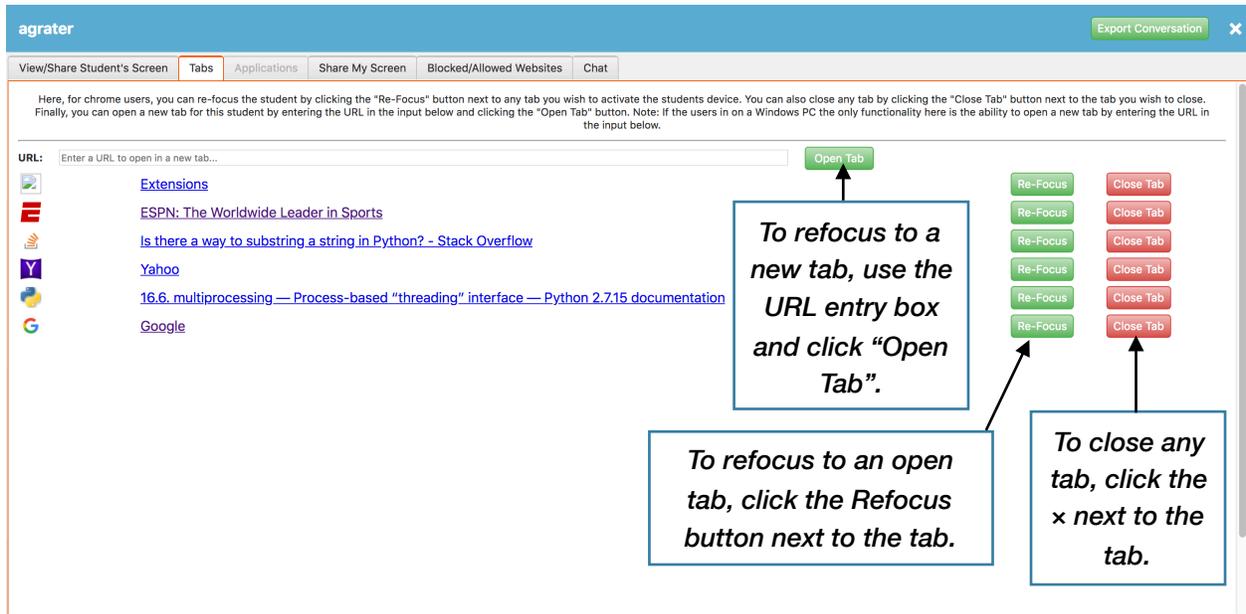
To view a student's screen or share it with the class, click on the student in the Educator Dashboard and a pop-up window will appear. In the window, select the tab that says "View Screen". Here you will be able to see the students screen as they browse.



To share the student's screen with the rest of the class, click the green "Share With Class" button in the lower right corner of the window. This will display the selected student's screen on the screens of the rest of the class in real time.

Closing Tabs / Refocus

To close tabs for or to refocus a specific student, select the student from the main dashboard. In the pop-up window that appears, navigate to the tab labeled "Tabs". Here you will see a list of all tabs the student has open. *Note: this feature is currently only available for Chromebooks. You cannot refocus or close browser tabs for Window devices.*



From this section, you can close any Tabs the student has open by clicking on "Close Tab" next to the chosen website.

You can re-focus a student to any tab they have open by clicking on the "Refocus" button next to the chosen website.

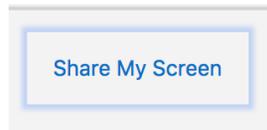
You also have the option to refocus a student to a new tab that isn't currently open. To do so, enter the chosen website into the URL entry box at the top of the section and click "Open URL". This will automatically open the tab for the student and bring it to the front of their browser window. *Note: this feature works for both Chromebooks and Windows devices. You DO have the ability to open tabs on Windows devices and these tabs will open on the student's default browser.*

Sharing Your Screen

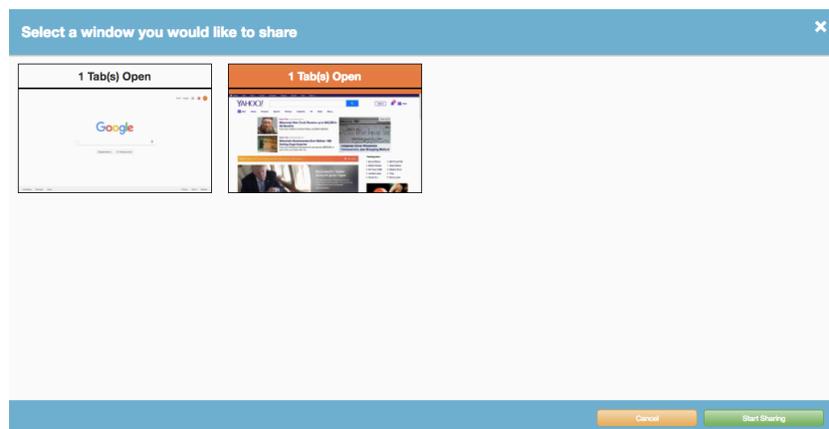
There are two ways to share your screen. The first way allows you to broadcast your screen to every student in the class, or you can select a specific student to share your screen with.

Broadcast Your Screen to Whole Class:

To broadcast your screen with the entire class, click the "Share My Screen" button in the upper middle section of the dashboard.

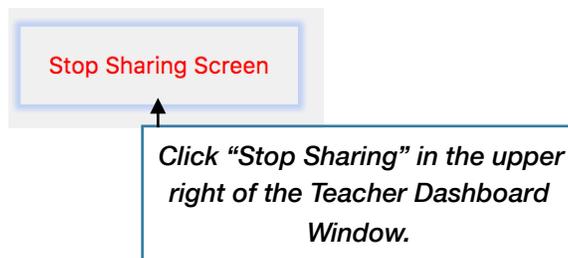


A window will pop up that shows a thumbnail of windows currently open on your computer.



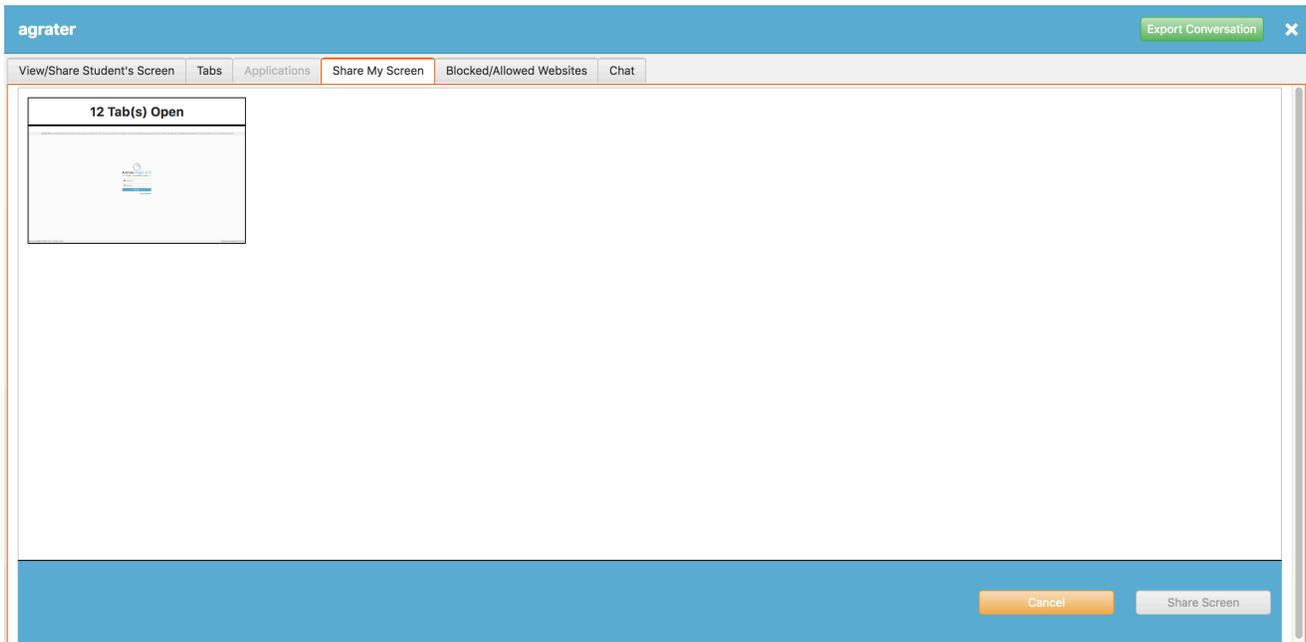
Select a window to share with the class, the selected window will appear orange. Click the "Start Sharing" button in the bottom right of the window to begin sharing. *Note: the entire window is being broadcast, which includes every tab in the window. The active tab of the shared window will be displayed to the students.*

In order to stop sharing your screen click the "Stop Sharing Screen" in the upper right of the dashboard or click "Stop Sharing" in the notification window that displays on the screen.



Sharing Your Screen with A Single Student:

From the dashboard select the student you wish to share your screen with. A window will pop-up, click on the tab that says "Share My Screen".



Here, you will see thumbnails for each of the windows you currently have open. Select the window you would like to share with the student, the selection will appear orange. Click "Share Screen" to begin sharing your screen with the student.



You can stop sharing your screen by clicking the "Stop Sharing Screen" button in the lower right of the pop-up window. If you close the pop-up window, sharing can be stopped by clicking the "Stop Sharing" button on the notification on your screen or the red "Stop Sharing Screen" button in the upper right corner of the dashboard (as shown in the example found in the Broadcast section).

Block or Allow Websites for Students

Using AristotleInsight::K12's Borderless Classroom Technology, you can make modifications to the AristotleInsight::K12 filter for your class period. *Note: You cannot modify other filters from this solution.* You have the option to block or allow websites for the whole class or for individual students. *Note: This feature is currently only available and working on Chromebooks. You cannot modify filter settings for Windows devices.*

Website Filter (Filter All Students):

The website filter allows you block all students in the class from accessing specific URLs or entire websites. Likewise, you can allow all students to access specific URLs or entire websites that are normally blocked by AristotleInsight::K12. *Once a student exits the class they will no longer be blocked from sites you've blocked and will no longer have access to any websites that were explicitly allowed during class.*

To access the Website Filter settings for the whole class, click the gray "Website Filter" button at the upper right of your Educator Dashboard window:



A pop-up window will appear that allows you to manage your Website Filter settings. In this pop-up, locate the "Website" input field:

A form with a label "Website:" followed by a text input field. To the right of the input field are two buttons: a red "Block Site" button and a green "Allow Site" button.

To block a website enter the URL into the "Website" input field and click the red "Block Site" button. To allow a website enter the URL into the "Website" input field and click the green "Allow Site" button.

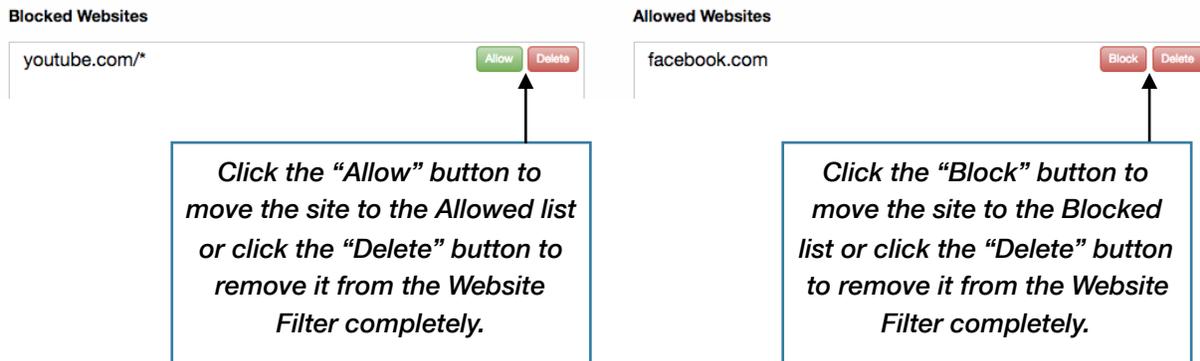
Be aware of whether you are blocking a whole domain, a specific web page, or a specific topic. Examples of each of these websites are shown below:

To block all of Wikipedia - wikipedia.org

To block just Spanish Wikipedia - es.wikipedia.org (this will still allow you to get to en.wikipedia.org)

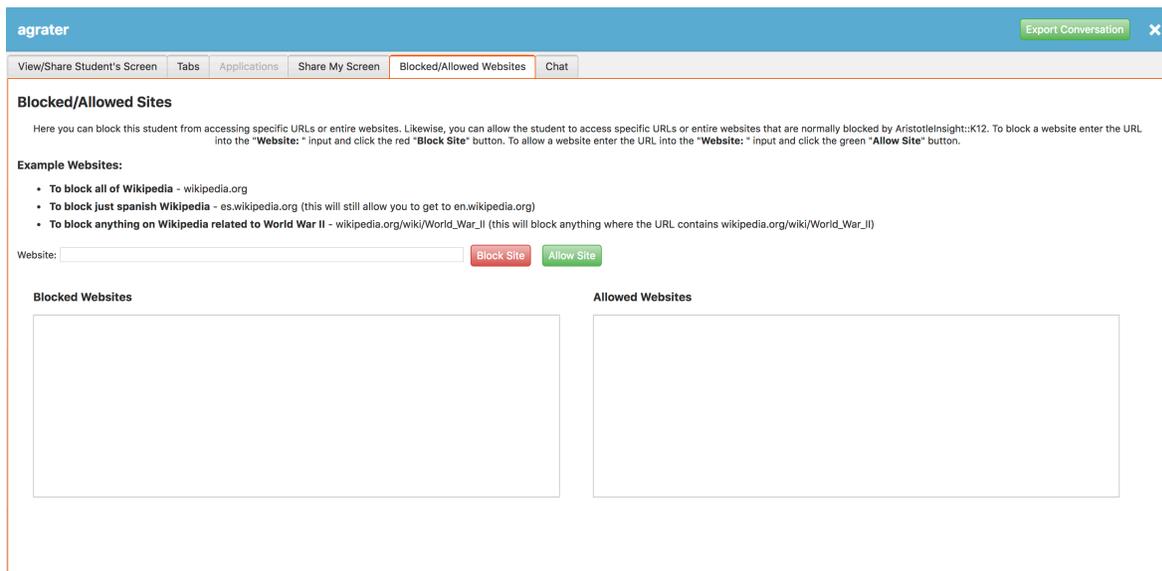
To block anything on Wikipedia related to World War II - wikipedia.org/wiki/World_War_II (this will block anything where the URL contains wikipedia.org/wiki/World_War_II)

Inside this window, you will also see you Block List and your Allow list. These lists both show you what changes you have made to the Website Filter Settings, and allow you to more easily manage the sites you block and allow. Below is an example:



Blocked/Allowed Websites (Filter Individual Students):

You can also block or allow specific students from accessing specific URLs or entire websites. To do so, select the student on the dashboard and a pop-up window will appear. From here, navigate to the tab labeled "Blocked/Allowed Websites".



To block a website enter the URL into the "Website" input field and click the red "Block Site" button. To allow a website enter the URL into the "Website" input field and click the green "Allow Site" button.

Be aware of whether you are blocking a whole domain, a specific web page, or a specific topic. Examples of each of these websites are shown below:

To block all of Wikipedia - wikipedia.org

To block just Spanish Wikipedia - es.wikipedia.org (this will still allow you to get to en.wikipedia.org)

To block anything on Wikipedia related to World War II - wikipedia.org/wiki/World_War_II (this will block anything where the URL contains wikipedia.org/wiki/World_War_II)

Inside this window, you will also see your Block List and your Allow list for this individual student. These lists both show you what changes you have made to the individual student's Website Filter Settings, and allow you to more easily manage the sites you block and allow. Below is an example:

Blocked Websites

youtube.com/* Allow Delete

Click the "Allow" button to move the site to the Allowed list or click the "Delete" button to remove it from the Website Filter completely.

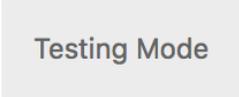
Allowed Websites

facebook.com Block Delete

Click the "Block" button to move the site to the Blocked list or click the "Delete" button to remove it from the Website Filter completely.

Testing Mode

Testing Mode will lock all of the students to a single website that you specify. Once testing mode is started, students will not be able to leave the page for any reason until you end testing mode. To start testing mode click the "Testing Mode" button in the upper right of the dashboard.



A window will appear where you should specify the URL that should be opened for each student. You also have the option to force the test window for all students. This will ensure the window automatically reopens if closed for any reason.

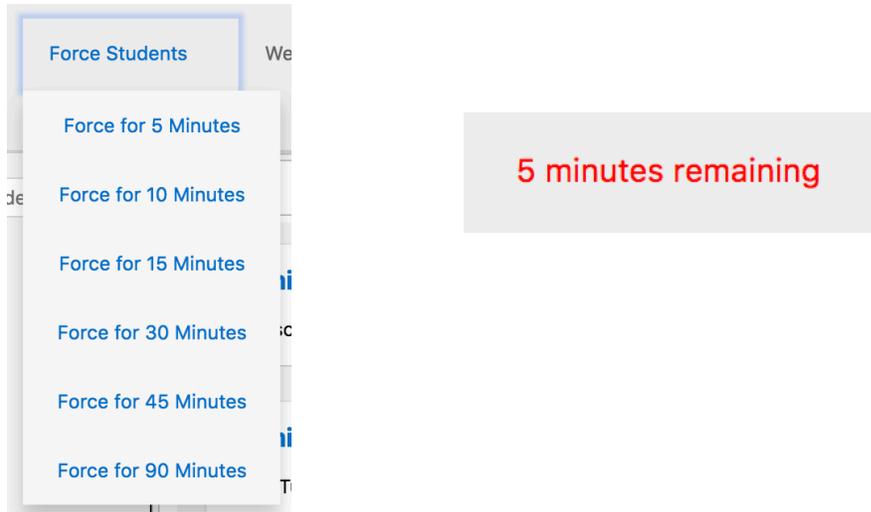
Enter the URL in the input field and click the green "Start Testing Mode" button in the lower right corner of the window. The URL will be verified that it is valid (*the URL must start with HTTP or HTTPS*) and then all students will be directed to the URL in a new window. The student's window cannot be unfocused. *Note: any students joining after testing mode has started will also be put into testing mode.*

Once you click the "End Test Mode" button, testing mode will end and students will then be able to navigate and close the testing window.

Note: This feature works differently on Chromebooks and Windows devices. For Chromebooks, the student will be locked into the Chrome browser. For Windows devices, the student will be locked into a testing application.

Force Students

The "Force Students" button in the upper right corner of the dashboard will force all of the students on your class list into your class. Once forced, a countdown of the remaining force time will appear where the "Force Students" button normally resides. Examples are shown below:



Any student that is currently logged on to their chrome device, and a part of the class you have running, will be forced into the class. This setting can last from 5 minutes up to 90 minutes. After that, students will be free to leave, but you can always click the "Force Students" button again and they will be forced into your class for the selected time.

Open A Tab For Everyone

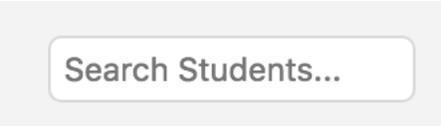
You can send every student to a specific website by using the "Send Everyone to URL" box at the top of the dashboard. Enter a URL into the input, and click the "Enter" button to open a new tab with the link for all students in the class.



The URL will be validated. If the URL is invalid, an alert will pop up letting you know. If the URL is valid, a new tab will open for every student to the specified URL and the students will be focused to that tab.

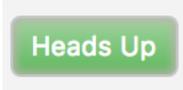
Searching For A Student

You can search the students in your class by typing the students name in the search box in the upper right of the dashboard labeled "Search Students". This will display the screen and activity feed for only the student you are searching for.

A rectangular button with rounded corners and a light gray background. The text "Search Students..." is centered in a dark gray font.

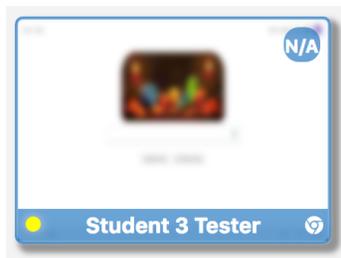
Heads Up Mode

Borderless Classroom allows you to completely lock student screens for lecturing or when you need full attention. Using the "Heads Up" button at the top of the dashboard, you can lock all screens. Students will see a blank white screen and will not be able to navigate away from it.

A rectangular button with rounded corners and a green background. The text "Heads Up" is centered in a white font.

Connectivity Issues

Student devices may experience connectivity issues from time to time. Some examples of things that could cause this include: students closing the screen of their device, poor network connectivity, turning off wifi, etc. An example of a student with a lost connection is shown below. Note that the screen is blurry and the connection icon has turned yellow:



Frequently Asked Questions / Issues

When I click on a button nothing happen. Why?

This is a common issue when you are not signed in to the Google Chrome Browser. Ensure you are signed in to the actual browser, and not just to the Google web pages. To do so, use the “People” drop down in the Chrome Browser or click the person icon in the very top right corner of the browser window.

Why isn't force join working?

This issue can happen if an educator is signed in to multiple devices (excluding phones), if students are signed in to multiple devices (excluding phones), or if there is a network issue. To start fixing the issue, follow the steps below:

1. Ensure the educator is not currently signed in to multiple devices (excluding phones). If this does not fix the issue, move to the next step.
2. Ensure the student/s affected are not currently signed in to multiple devices (excluding phones). If this does not fix the issue, move to the next step.
3. Check to see if the affected student/s can join the class manually from their device. If they cannot join the class manually, there is likely an issue with your network. If none of these steps fix your issue, please have your IT staff contact Sergeant Laboratories' support.

Why are students are getting a network error when attempting to join the class?

This issue can happen if an educator is signed in to multiple devices (excluding phones), if your network switches are blocking traffic, or there are other issues with your network. To start fixing the issue, follow the steps below:

1. Ensure the educator is not currently signed in to multiple devices (excluding phones). If this does not fix the issue, move to the next step.
2. Have your IT staff ensure that your network switches are not blocking broadcast traffic. If this does not fix the issue, move to the next step.
3. Have your IT staff attempt to ping the student devices from the educator device. If the educator device is not able to ping the student device, there is likely an issue with your network. If none of these steps fix your issue, please have your IT staff contact Sergeant Laboratories' support.

An educator did not close their class after forcing students into their class. What do I do?

If another educator attempts to force the student's in to their class, they will be removed from the last class and forced in to the newest class.

Do I have to configure each class period time manually or can I upload my whole schedule at once?

There is no way of uploading a class schedule through the Borderless Classroom app, each class must be individually configured. However, you may contact your IT Administrator and have them upload a class schedule for you. This can be done from the backend of AristotleInsight::K12 and more information can be found in the Administrator's Manual under the Class Configuration > Schedule section.

Contact Sergeant Laboratories, Inc.

Should you require support at any point during installation or configuration of the AristotleInsight::K12 system, please contact our support personnel:

Sergeant Laboratories, Inc.

200 Mason Street, Suite 15

Onalaska, WI. 54650

Telephone – (608) 788-9143

Toll-Free - (866) 748-5227

Fax - (608) 788-9662

Email - support@provecompliance.com

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