SMART

Getting started

SMART amp™

SMART amp™ collaborative learning software is an easy-to-use cloud-based application that enables teachers and students to collaborate in real time. SMART amp integrates with Google™ Drive and Google Apps for Education™, which simplifies deployment and account management for your school.

Setting up your account

Before teachers and students in your school can use SMART amp, as an administrator you need to perform the steps below.

1. **Get your SMART amp license key**

   Your SMART amp key is in the email your reseller sent you when you purchased SMART amp. Keep the license key somewhere safe, because you'll need it after you sign up for and configure Google Apps for Education.

   See *Using license keys to activate, upgrade or update your SMART amp subscription* on page 3.

   > 👉 **IMPORTANT**
   >
   > You must be the Google Apps™ administrator for your school or schools in order to have the access to set up SMART amp correctly. If you aren't the Google Apps administrator, send the subscription key to that person to complete the SMART amp setup. See *Determining whether you're the domain administrator* on page 6.

2. **Sign up with Google Apps for Education**

   You must have a Google Apps account set up for your school or schools in order to use SMART amp.

   > ✎ **NOTE**
   >
   > If your school doesn't already have a domain, you can purchase one during the sign-up process. Google Apps domains are free for schools.

   See *Creating a Google Apps for Education account* on page 5.

3. **Configure your domain in Google Apps for Education**

   You need to enable API access on your domain, to turn on Google Drive and to confirm other Google Apps configuration settings so that users can sign in to SMART amp.

   See *Configuring the Google Apps domain* on page 7.

4. **Add users to your domain, if required**

   Only students and teachers who have been added to your Google Apps domain can access SMART amp.

   See *Adding users to your Google Apps domain* on page 8.

5. **Sign in to smartamp.com/admin to complete the setup**

   a. Enter your SMART amp license key.

   > **NOTE**
   > Valid license keys are always 22 characters long.

   b. Activate the appropriate domains.

      See *Setting up allowed domains* on page 8.

   c. Add teachers individually or import teacher groups from Google Apps so they'll be able to access all the teacher-specific functionality of SMART amp.

      See *Adding teachers to SMART amp* on page 9.

   d. Manage teacher accounts.

      See *Managing teacher accounts* on page 11.

6. **Create Google Groups™ for your teachers (optional)**

   If you have a lot of teachers, using Google Groups makes it easy to import them into SMART amp and to update the group later. If you're starting with fewer teachers, you can skip this step.

   See *Creating Google Groups for teachers* on page 12.

Once you're ready to go, students and teachers can connect to SMART amp and start creating and joining classes from their devices.

For a list of the devices, browsers and operating systems that work best with SMART amp, as well as URLs you need to whitelist, see *Device, browser, operating system and network recommendations* on page 14.

Watch our series of Tech2Tech training videos on setting up SMART amp.

Having problems with any of these steps? See *Troubleshooting setup issues* on page 16.

Using license keys to activate, upgrade or update your SMART amp subscription

If you haven't yet purchased a SMART amp subscription, contact your authorized SMART reseller to find out more about the different purchase options for SMART amp.

Expiring SMART amp license key

If, after signing in to SMART amp, you see a notification that your SMART amp account has expired, you need to renew, upgrade or update your license key. Use the following information to upgrade or update your SMART amp subscription.

> **NOTE**
>
> If your SMART amp expires, your classes and workspaces are saved and workspaces are accessible in view only mode. You can access the workspaces for editing after you renew your subscription.

Locating a license key

If you purchased a subscription for SMART amp, your reseller emailed important information about the purchase as well as a license key. If you weren't the person who purchased the software, ask the purchaser to forward the email to you.

If you're a SMART Notebook Advantage customer or you've purchased SMART Learning Suite, you can use the license keys from either of those products to activate SMART amp software.

Defining who can use a license key

You must be the Google Apps administrator for your school or district in order to use a license key and set up SMART amp correctly. The Google Apps administrator can upgrade or update license keys, use license keys to activate the software, and configure SMART amp software so that students and teachers can access SMART amp software.

See Determining whether you're the domain administrator for more details about Google Apps administrators.

If you're the Google Apps administrator, you can use a license key to do the following:

- To activate your SMART amp software.

- To upgrade from an amp trial license.

- To update from one license key to another license key.

Activating SMART amp software

Once you have your Google Apps for Education set up, you can activate your SMART amp software,

- If you purchased a subscription for SMART amp, your reseller emailed important information about the purchase as well as a license key. If you weren't the person who purchased the software, ask the purchaser to forward the email to you.

- If you're a SMART Notebook Advantage customer or you've purchased SMART Learning Suite, you can use the license keys from either of those products to activate SMART amp software.

See Getting started with SMART amp.

Upgrading from a trial license

If you purchase a subscription after running a trial version of SMART amp, you can easily upgrade to the full license.

To upgrade the license

1. Sign in to the SMART amp administrators dashboard at admin.smartamp.com.

2. Click **Upgrade License** in the *Subscription Details* section of the administrator's dashboard. If you don't see this button, you already have a full license.

   The *Upgrade the license* window appears.

3. Confirm the domain associated with your subscription by selecting the check box.

4. Type the full license key in the text box.

   > **NOTES**
   > - You can use your SMART amp software, Notebook software, or Learning Suite product key to activate SMART amp software.
   > - Valid keys for SMART amp software are always 22 characters long. Valid keys for SMART Notebook software or SMART Learning Suite are 26 characters long.

5. Click **Upgrade License** to complete the upgrade.

Updating your license key

If your SMART amp subscription has expired or is about to expire, and you're a SMART Notebook Advantage customer or you've purchased SMART Learning Suite, you can use the license keys from either of those products to update SMART amp software.

To update the license

1. Sign in to the SMART amp administrators dashboard at admin.smartamp.com.

2. Click **Update License** in the *Subscription Details* section of the administrator's dashboard.

   The *Update the license* window appears.

3. Confirm the domain associated with your subscription by selecting the check box.

4. Type the full license key in the *New License key* text box.

   > **NOTES**
   > ○ You can use your SMART amp software, Notebook software, or Learning Suite product key to activate SMART amp software.
   > ○ Valid keys for both are 26 characters long.

5. Click **Update License** to complete the update.

Creating a Google Apps for Education account

SMART amp works with Google Apps for Education to simplify deployment and account management. Teachers and students don't need to maintain separate user names and passwords, and administrators don't need to maintain additional credentials.

Before users can sign in to SMART amp, administrators need to create a Google Apps for Education account and configure it for use with SMART amp. See *Configuring the Google Apps domain* on page 7.

> **IMPORTANT**
> You must be the Google Apps super administrator for your school or region in order to have the access to set up SMART amp correctly. See *Determining whether you're the domain administrator* on the next page.

To set up a Google Apps for Education account

1. Go to google.com/a/cpanel/education/new to start the sign-up process, and enter the relevant information for you and your school or region.

2. Follow the on-screen instructions to create the account.

   > **NOTE**
   > If your school doesn't have a domain, you can purchase one during this process. Google Apps domains are free for schools.

For more information on creating an account watch this Tech2Tech training video.

Other resources

Need more help setting up Google Apps? The following resources can help:

- Google Apps for Education: Deployment Guide

- Google Apps Administrator Help

- Deployment guides for Google Apps administrators

Determining whether you're the domain administrator

You can easily determine whether you're the Google domain super administrator or the Google Apps administrator for your school.

1. Sign in to the Google Admin console at https://admin.google.com to open the Admin console dashboard.

   ○ If you're the **Google domain super administrator**, the dashboard includes the *Domains* and *Security* configuration options allowing you to configure the security settings (including setting up access for Google apps administrators) and set up the domain options.

   ○ If you're the **Google apps administrator for your school or district**, the dashboard doesn't include the *Domains* and *Security* options but does include the *Users* and *Groups* options allowing you to add your teachers and students to your Google domain, and sort them into groups to import them into SMART amp. The Google apps administrator can also activate and manage the SMART amp license. See Using license keys for more details.
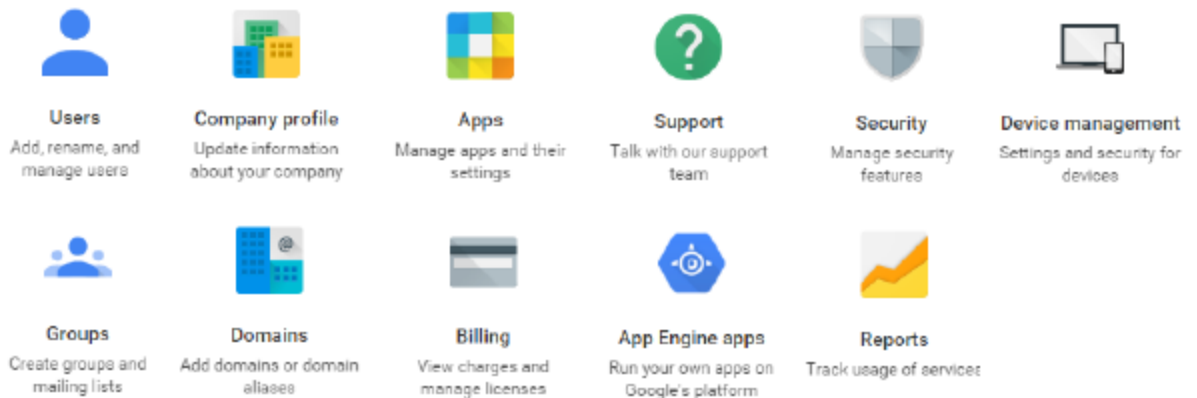
To enable SMART amp software to work properly, you need to enable certain settings in your Google Admin console. Go to Configuring the Google Apps domain for more information.

Configuring the Google Apps domain

To enable SMART amp to work properly, you need to enable certain settings in the Google Admin console:

- You need to enable Google Apps API access

    To enable Google Apps API access

    a. Sign in to the Google Admin console at https://admin.google.com.

    b. Click **Security** , and then click **API reference**.

    > 💡 **TIP**
    >
    > If you don't see the Security icon, click **MORE CONTROLS**.

    c. Ensure that **Enable API access** is selected.

- You need to configure Google drive to ensure that your domain settings match the default settings described in the following procedure.

    To configure Google Drive

    a. From the Admin console dashboard, click **Apps** > **Google Apps** and then click **Drive** .

    > 💡 **TIP**
    >
    > If you don't see the icon, click **MORE CONTROLS**.

    b. Click the vertical ellipses in the top right and ensure that **ON for everyone** is selected.

    c. Click **Data Access** and ensure that **Allow users to install Google Drive apps** is selected.

    > 👉 **IMPORTANT**
    >
    > When teachers and students first sign in to SMART amp, they must allow SMART amp to access Google Drive and other Google App resources.

- SMART amp doesn't require you to enable the Google+ app, but if you do, you need to configure the Google + setting.

  To configure Google+

  a. From the Admin console dashboard, click **Apps** > **Additional Google services** and then click **Google +** .

  b. Click **Advanced settings**.

  c. Ensure that **Allow apps to access the Google+ APIs** is selected.

Adding users to your Google Apps domain

You must add teachers and students to your Google Apps domain before they can access SMART amp.

> **NOTE**
>
> If you have already used Google Apps for Education to set up user accounts for teachers and students, you don't need to complete this step again.

To add users (students and teachers) to your Google Apps domain

1. Sign in to the Google admin console at https://admin.google.com.

2. From the Admin console, click the **Users icon** and then click the **Add users icon** .

   > **TIP**
   >
   > If you don't see the Users icon, open the **MORE CONTROLS** section.

3. Follow the on-screen instructions to add users using your preferred method.

For more information about adding users to Google, watch this Tech2Tech training video, or go to https://support.google.com/a/answer/179832?hl=en.

Setting up allowed domains

When you first sign in to admin.smartamp.com, the *SMART amp - Administration and Settings* dashboard opens.

The *Subscription Details* section includes details about your account including the license key, the SKU and the subscription expiry date. All users on the registered domain have access to SMART amp.

The *Domains* section displays the domain that you subscribed to amp with This domain is displayed in bold and cannot be removed.

Allowing additional domains

If you administer other domains, they also appear in the *Domains* section. If you want users on these domains to have access to SMART amp, select **Allow logins** beside the domain.

> **NOTES**
> - If a domain associated with your Google Apps account doesn't automatically appear in the list, you can manually add it by selecting **Add a Domain** and typing the domain name (for example, **schoolname.com**).
> - You can only add domains that are associated with the Google Apps account that you configured for use with your SMART amp subscription. You can't add domains associated with other Google Apps accounts.

Adding teachers to SMART amp

When you first sign in to the SMART amp administrators dashboard, you must add your school's teachers to the teacher list so that they will have the full range of teacher privileges when they sign in to SMART amp.

You can add teachers from within SMART amp or import teachers from any groups that you set up in Google Apps (a list of your Google Groups appears automatically in the *Import Teachers* section of the SMART amp administrators dashboard).

To add individual teachers to SMART amp using email address lists

1. If it isn't already open, click the **Current teacher accounts** tab in the *Teachers* section of the SMART amp administrators dashboard.

2. Click **Add Individual Teachers**.

3. Type one or more teacher email addresses or copy and paste multiple teacher email addresses from your email address book or other list.

> 👉 **IMPORTANT**
>
> o Email addresses must be either on their own lines or separated by commas or semicolons.
>
> o You can import approximately 200 email addresses at one time.

4. Click **Import**.

   Email addresses that are correctly formatted and part of a domain are black. Addresses that aren't part of your registered or additional domains are yellow. Addresses that are formatted incorrectly are red.

5. Click an address to edit it. Click the ✖ beside an email address to remove it from the list.

6. When all the email addresses are correct, click **Import** again.

   When the email addresses are imported, a message appears informing you how many teachers have been successfully added to your account.

7. Click **Done** to close the window, or click **Email all new teachers** to open a new email populated with all new teacher addresses and a sample welcome message.

   The new teachers appear in the *Teacher List* tab.

> 🖉 **NOTES**
>
> o The teacher's first and last name appear in the teacher list the first time they sign in to SMART amp.
>
> o As the group owner (the administrator who first set up the amp subscription), you're included in the teacher list.

To import teachers from Google Groups

1. If it isn't already open, click the **Import Teachers from Google** tab in the *Teachers* section of the SMART amp administrators dashboard.

2. Select the check box beside the Google Group you want to import teachers from, and click the **Import Teachers** button.

   All members of the Google Group appear in the *Teacher List* tab.

   For information on creating teacher groups in Google Apps, see *Creating Google Groups for teachers* on page 12.

Managing teacher accounts

As an administrator, you can use the SMART amp administrators dashboard to see a teacher's account status, change teachers' privileges and update teacher lists.

The *Current Teacher Accounts* tab in the SMART amp administrators dashboard displays teachers' first and last names, their email addresses, their account status and the date they last signed in.

> **NOTE**
> Teachers' first and last names appear in the *Current Teacher Accounts* list the first time they sign in to SMART amp.

To change a teacher's privileges

1. If it isn't already open, click the **Current Teacher Accounts** tab in the *Teachers* section of the SMART amp - administrators dashboard.

2. Click **Edit** in the row of the teacher whose privileges you want to change.

   The *Edit Teacher Account* pop-up window appears.

3. Click **Change to Student**, and then click **Change to student** again to confirm.

   The teacher disappears from the *Current Teacher Accounts* list.

   > **NOTES**
   > - If the teacher's name still appears, reload the page to ensure that the teacher has been removed. These users can still sign in to SMART amp as students but no longer have any teacher privileges.
   >
   > - You can't change the account status of the group owner (the administrator who first set up the amp subscription).

To update teacher lists using Google Groups

If you use Google Groups to maintain your SMART amp teacher lists, you can update the Teacher list in SMART amp at any time by selecting the check box beside the Google Group or Groups you want to update and clicking **Import Teachers**. This updates your SMART amp teacher list with your most recent Google Group list information.

> **IMPORTANT**
> - Updating your teacher list using Google Groups does not create duplicates if a teacher is already included in your SMART amp teacher list.

> ○ If you have used SMART amp to remove a teacher from the SMART amp teacher list, and that teachers belongs to the Google Group you're updating, the teacher is added again to the *Current Teacher Accounts* tab when you update.
>
> ○ Teachers who have been removed from the Google Group are not automatically removed from your teacher list in SMART amp when you update. You must manually remove these teachers.

Creating Google Groups for teachers

If a lot of teachers will be using SMART amp, you can use Google Groups to easily import them into SMART amp.

If you've set up your groups in a different way, or if you don't want to set up teacher groups right now, you can add teachers individually to SMART amp using the SMART amp administrator dashboard. See *Adding teachers to SMART amp* on page 9.

To create a teacher group

1. Sign in to the Google Admin console at https://admin.google.com.

2. Click **Groups** , and then click **Create group** .

   > 💡 **TIP**
   >
   > If you don't see the Groups icon, open the **More controls** section.

   The *Create new group* window appears.

3. Enter the appropriate information for your new group.

   > 👉 **IMPORTANT**
   >
   > When creating a new group or editing an existing group, do not select **Add all users within [your domain] to this group**, because you are unable to import those users into SMART amp. See *Adding users to your Google Apps domain* on page 8.

4. Click **Create** to create your new group.

   The group's dashboard appears.

5. Click **Manage users in [group name]**.

   The *Advanced group settings* window opens.

6. Add the email addresses of the group's members, separated by commas. When you're finished, click **Add**.

For more information about creating teacher groups, watch this Tech2Tech training video or go to https://support.google.com/a/answer/33343?hl=en.

Device, browser, operating system and network recommendations

This section outlines the devices, web browsers, operating systems and network capacities that ensure the best possible user experience with SMART amp. The version of SMART Product Drivers that ensures the best experience on SMART interactive products is also listed, as well as websites that must be whitelisted in order for SMART amp to work correctly.

Device recommendations

- Any laptop or MacBook

> **⬈ NOTE**
>
> When you're working in admin.smartamp.com, use a laptop or MacBook rather than a tablet or phone for the best performance.

- iPad 2 or later

- iPad Air

- iPad mini

- Microsoft® Surface RT2 or Pro

- Samsung Galaxy Note (8" and 10")

- Google Nexus 2013 or later (7" and 10")

- Any Google Chromebook

> **☞ IMPORTANT**
>
> SMART amp does not currently support the following devices:
>
> - Any device with a screen size of 5" or smaller
>
> - iPad 1
>
> - Samsung Galaxy Tab 3 (because of a bug in the Chrome browser on this device)

Web browser recommendations

- Google Chrome™ 30 or later

> **⬈ NOTE**
>
> When you're working in admin.smartamp.com, Google Chrome provides the best performance.

- Safari 6 or later

- Firefox® 22 or later

- Firefox ESR

- Internet Explorer® 10 or later

- Internet Explorer 11 Metro

> **NOTE**
> Devices that have Android™ browsers must use Chrome or Firefox instead.

Operating system recommendations

- Windows® 7 or higher operating system

- OS X 10.8 or higher operating system software

- iOS 7 or higher operating system software

- Android™ 4.2 or higher operating system

- The current release of the Chrome OS™ operating system

Network recommendations

SMART amp is designed to keep network requirements as low as possible while still supporting rich collaboration. The network recommendation for SMART amp alone is 0.3 Mbps per device. A school that regularly uses other Web 2.0 tools should have enough network capacity to run SMART amp. If SMART amp is used in conjunction with other online resources, such as streaming media, greater network capacity could be required and would depend on the other resources being used.

Website access requirements

To ensure that SMART amp works correctly, add the following URLs to your network's whitelist.

- ○ https://smartamp.com

- ○ https://smarttech.com

- ○ http://smarttech.com

- ○ https://api.smarttech.com

- ○ https://assessment.smarttech-prod.com

- ○ https://content.smarttech-prod.com

- ○ http://id.smarttech-prod.com

- ○ https://wmb.smarttech-prod.com

- ○ https://workspaces.smarttech-prod.com

- ○ http://onlinehelp.smarttech.com

- ○ http://apis.google.com

- ○ https://content.googleapis.com

- ○ http://google-analytics.com

- ○ https://accounts.google.com

- ○ https://gstatic.com

- ○ https://youtube.com/iframe_api

- ○ https://api.datamarket.azure.com/Bing/Search

- ○ https://*.firebaseio.com

- ○ https://*.cloudfront.com

Go to smartamp.com/connection/check to verify SMART amp can access the URLs listed above.

SMART Board interactive products
If you're using SMART amp on a SMART interactive product, ensure that you have
SMART Product Drivers version 11.4 or later installed on your product.

Troubleshooting setup issues
If you or the teachers experience any difficulties during the setup process, read through these common issues and try the recommended solutions.

Troubleshooting administrator issues

Issue	Solution
While trying to add a subdomain to the account (student.myschool.com), you receive an error message: *"You don't have Google administrator access to add subdomains. Contact the Google administrator."* OR The **Add a domain** button is disabled.	Ask your Google domain super administrator to update your administrator access to include Groups and User Management for the Google domain.
While importing teacher accounts from Google, you receive an error message: *"Importing teachers from Google requires administrator access to Groups and User Management. To gain this access, contact your Google for Education administrator."* OR The **Import teachers** button is disabled.	Ask your Google domain super administrator to update your administrator access to include Groups and User Management for the Google domain.
You receive an error message that says "you're not part of a subscribed domain" when you try to sign in to admin.smartamp.com.	Set up your Google Apps account.
You're the Google Apps administrator but you're unable to sign in to SMART amp.	Ask your Google domain super administrator to enable API access in Google Apps.
You can't sign in to admin.smartamp.com with your Google administrator's account and your Google domain super administrator has taken the steps to enable API access in Google Apps.	Ask your Google domain super administrator to set the SMART amp app to *ON for some organizations* and to include your domain.
You're the Google Apps administrator but you're unable to sign in to SMART amp.	Ask your Google domain super administrator to enable Google+ API access in Google Apps.
You see the Teacher dashboard rather than the SMART amp Administrators dashboard when you sign in.	Sign in to admin.smartamp.com instead of smartamp.com.
Nothing happens when you try to import teachers from a Google Group.	You can't import groups that were created using the "add all users" check box in Google Groups. Create a new group and paste the teachers' email addresses into the new group.
When you try to add another domain using the **Add a Domain** button on the SMART amp Administrators dashboard, you receive an error message.	You can only add domains that are associated with the Google Apps account that you configured for use with SMART amp. You can't add domains associated with other Google Apps accounts.

Troubleshooting software issues

Issue	Solution
A teacher can sign in to SMART amp but can't see the *Create class* option.	Add the teacher's email address to the teacher list individually or update the Google Group to which they belong.
When a teacher tries to add a student to a class, the *Emails cannot be added* window appears with a message: There is an issue adding these emails to the class. Check the spelling and try again. If you are still having trouble, get more information.	• Check that the student's domain is added to the Google Apps account. • Check that the student's domain is added to the SMART amp subscription.

> 👉 **IMPORTANT**
>
> To ensure that SMART amp works correctly, you must add certain URLs to your network's whitelist. See *Device, browser, operating system and network recommendations* on page 14 for the complete list.

Other resources

Search the SMART knowledge base for more troubleshooting articles.

Watch our complete set of Tech2Tech training videos.

Need more help with Google Apps? The following resources can help:

- Google Apps for Education: Deployment Guide
- Google Apps Administrator Help
- Deployment guides for Google Apps administrators