

**Technical
document**



**classroom
.cloud**

By



NetSupport

Deploying the macOS Student app with Jamf Pro

Welcome to this classroom.cloud installation guide

This guide explains how to enrol your school's managed macOS devices into your **classroom.cloud** environment using the Jamf Pro MDM tool.

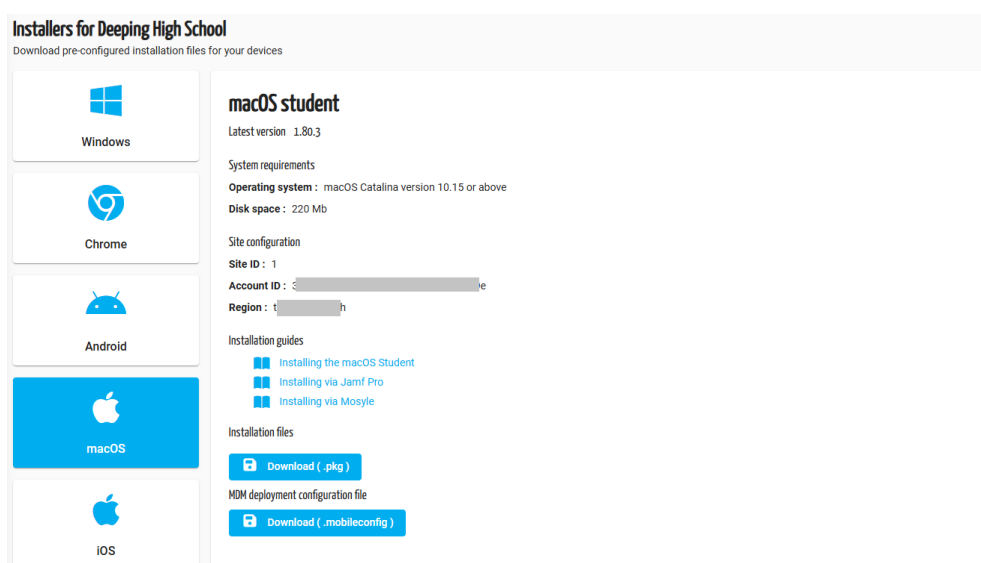
If required, the document can be used in conjunction with our supporting guide, which provides a general overview of the methods available for installing the **classroom.cloud** Student application for macOS [Installing the macOS Student](#)

Note: The **classroom.cloud** Student for macOS supports Catalina 10.15 and above.

Downloading the classroom.cloud installation and macOS permission files

To deploy the macOS Student application, along with the required **classroom.cloud** configuration details to multiple managed devices, the **classroom.cloud** Installers page for macOS offers a .pkg file for download. In addition, for convenience, when deploying via an MDM tool, a .mobileconfig file is also provided that allows you to push out the required **classroom.cloud** permissions to each device rather than set these manually on each device.

1. Sign in to **classroom.cloud** using your administrator credentials.
2. From the sidebar, choose the site that you want to enrol the devices into. (This ensures that the correct configuration details will be added to the installation package.)
3. Select the **Installers** option.



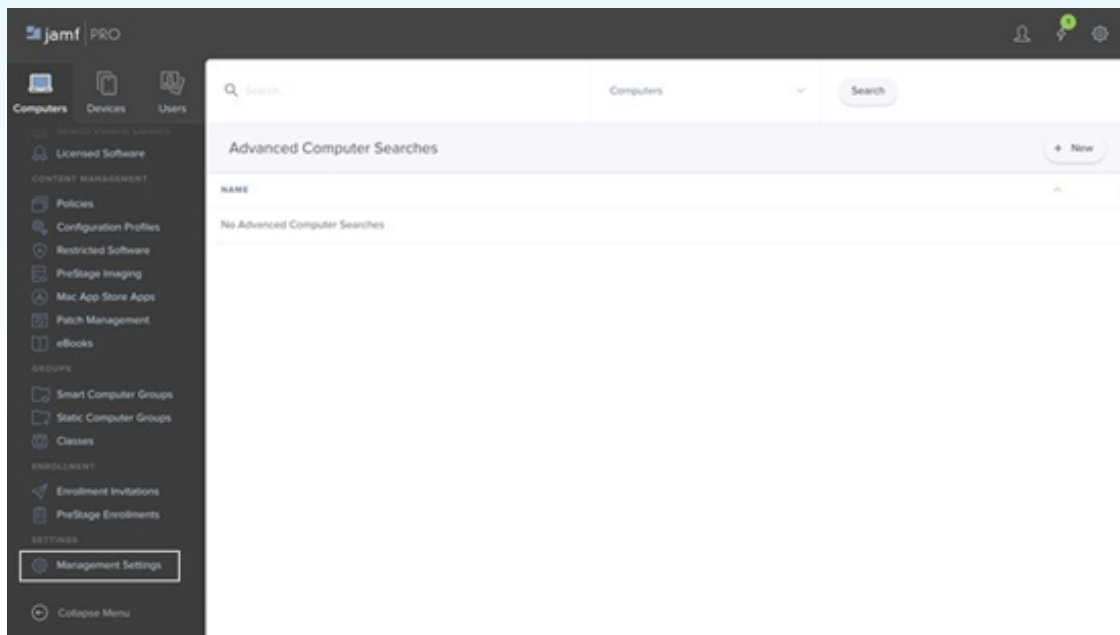
4. Setup files for all the main platforms are provided, but for our purposes, choose the **macOS** option. The screen will confirm the required site configuration details that will automatically be included in the downloaded .pkg file - site ID, account ID, and region (The Microsoft Azure region where your **classroom.cloud** account is hosted).
5. Click **Download (.pkg)**. The downloaded file contains the Student setup files along with the site configuration details. The package file name will also display the three items of information.

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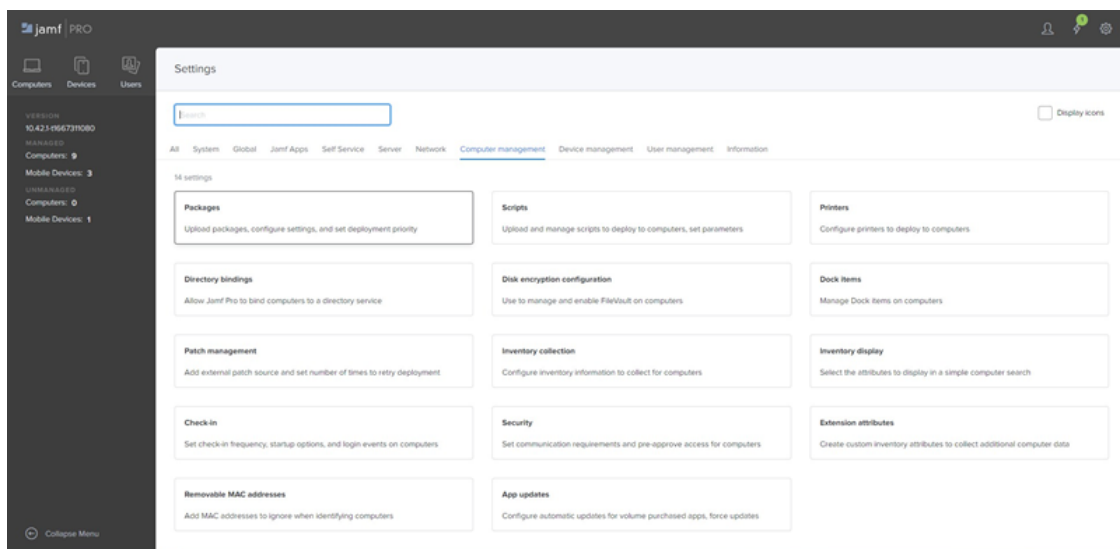
6. Select the **MDM Deployment** option by clicking **Download (.mobileconfig)**. This contains the information needed to enable the required **classroom.cloud** permissions at each device. (Please note, this does not include the screen recording permission. This will need to be set manually at the devices using your Mac Admin credentials. If not set as part of the installation, when a teacher attempts to connect to the devices in a class, the students will be prompted to enable the permission.)
7. If you do have multiple sites, download the files for each one to ensure you have a file containing the unique site configuration details for each individual location within your **classroom.cloud** environment.
8. With both the .pkg and .mobileconfig files downloaded, you are now ready to launch Jamf and decide which devices/students to deploy the Student application and permissions to.

Creating the classroom.cloud Student deployment package in JAMF Pro

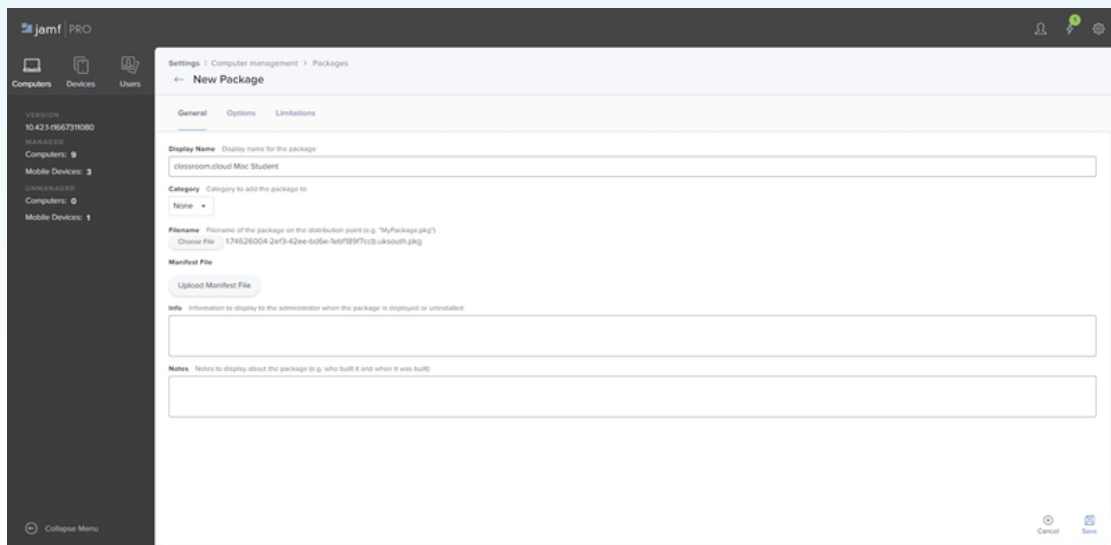
1. Sign in to your Jamf account.
2. From the Computers tab, select **Management Settings**.



3. Select the **Computer Management** option and choose **Packages**.



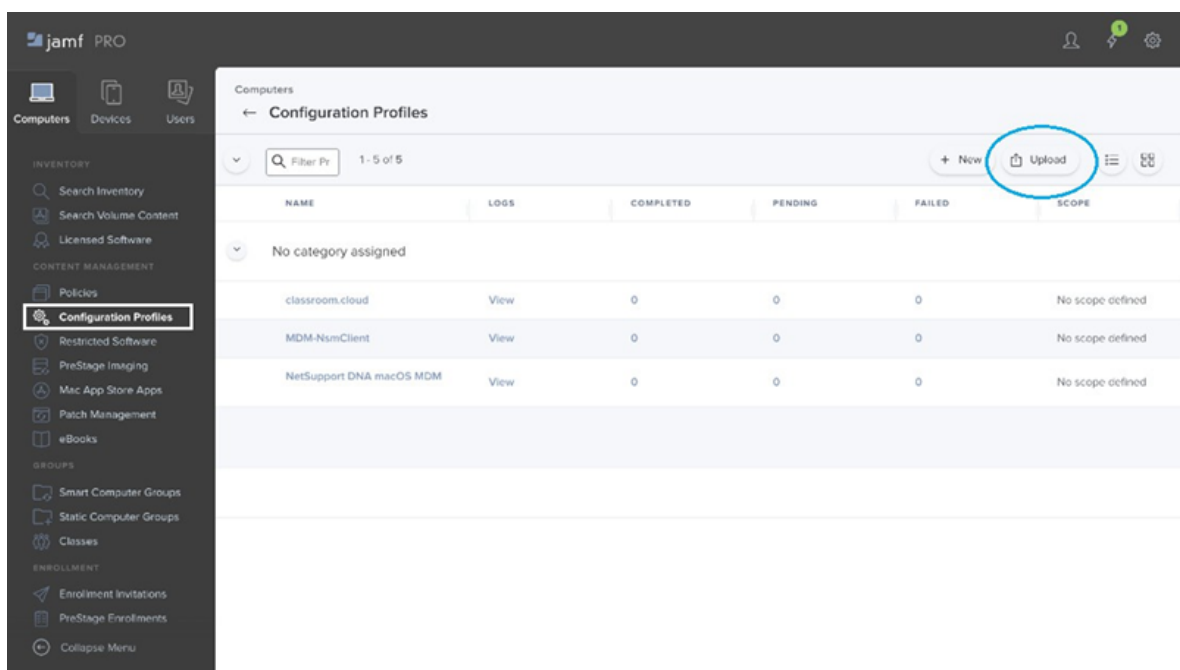
4. Click **New** and enter a suitable name for the package.



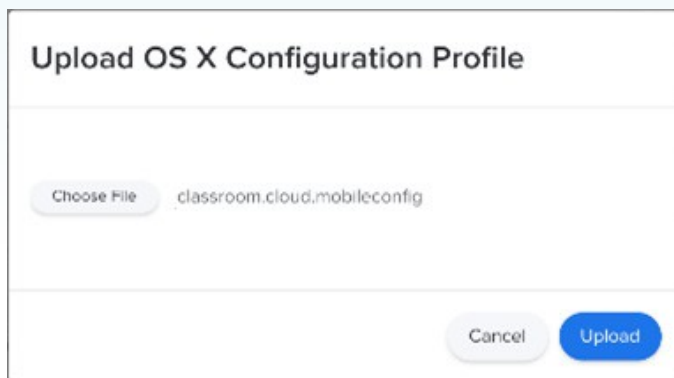
5. Select **Choose File** and browse for the previously downloaded **classroom.cloud Student .pkg** file.
6. Click **Save**. The **classroom.cloud Student** will now appear in your packages list.

Pushing out the classroom.cloud configuration file

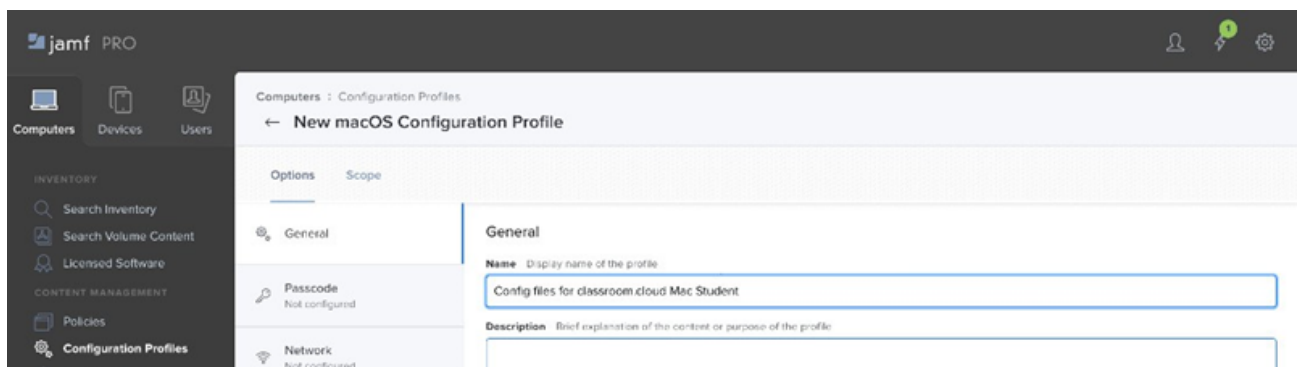
1. Returning to the Computers tab menu, from the Content Management options, select **Configuration Profiles**.



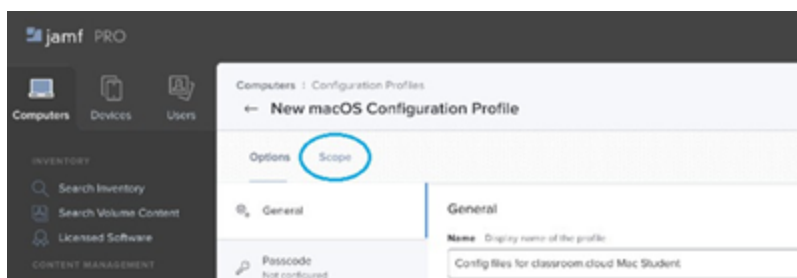
2. Choose **Upload**.
3. Browse for the previously downloaded **classroom.cloud** .mobileconfig file and click **Upload**.



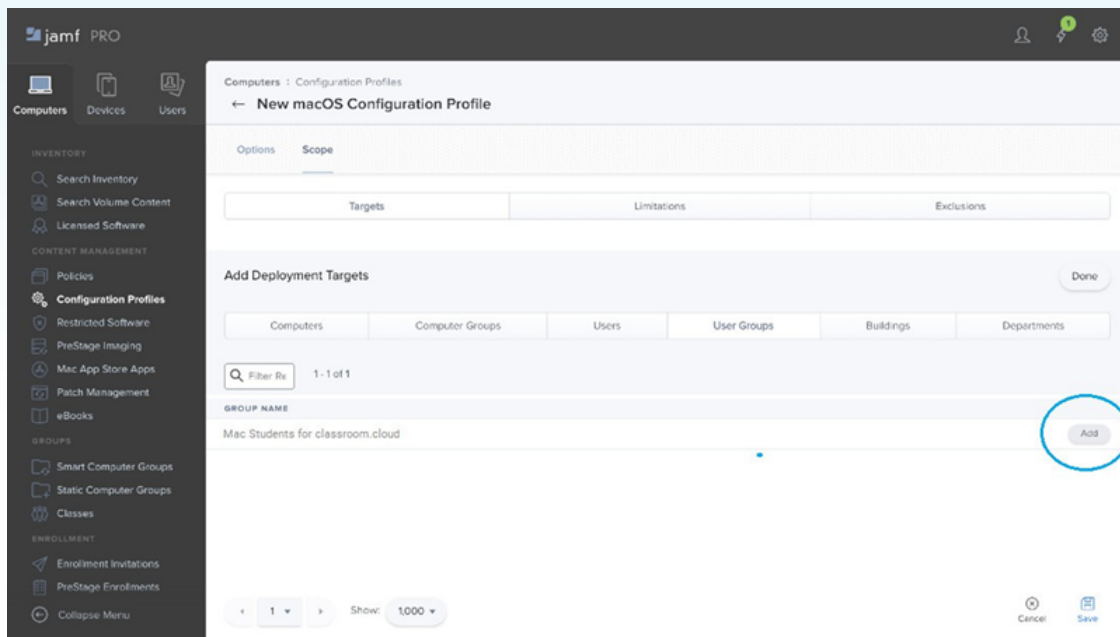
4. Enter a suitable name for the profile.



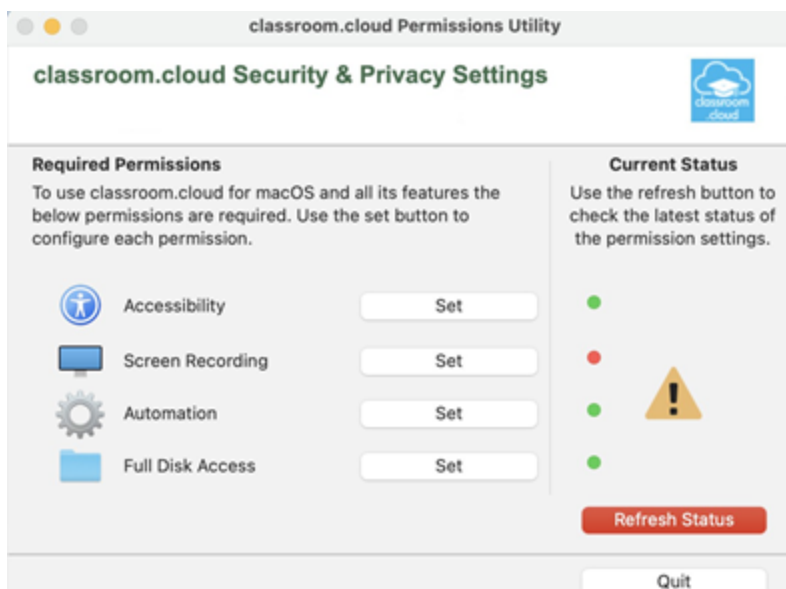
5. Now, you can decide which devices or user groups to target for the deployment. Choose **Scope**.



6. In the Add Deployment Targets section, click **Add** to create a group to deploy the configuration to. Locate the required devices/groups.



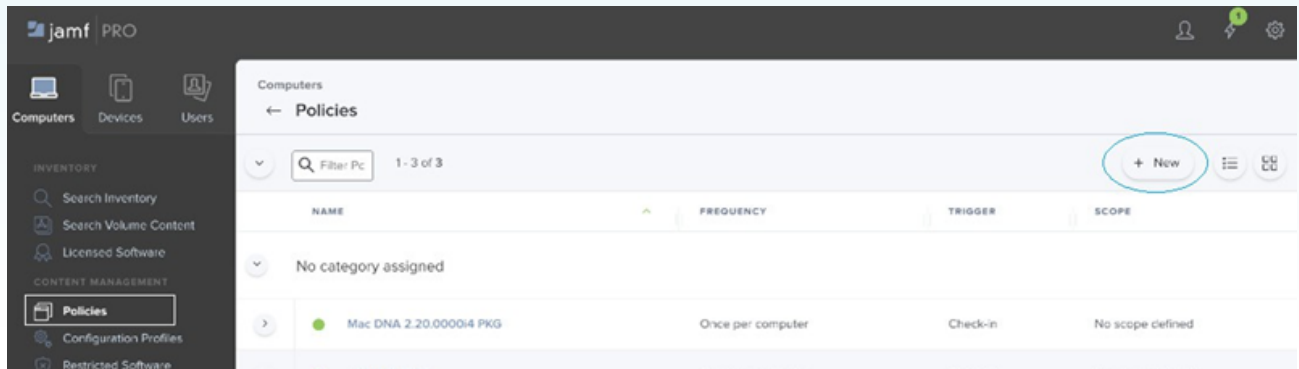
7. Once added, click **Save**.
8. The .mobileconfig file containing the required **classroom.cloud** Mac permissions will now be pushed out to your students. The following permissions are set by the .mobileconfig file. (Screen Recording will need to be enabled manually if required.)



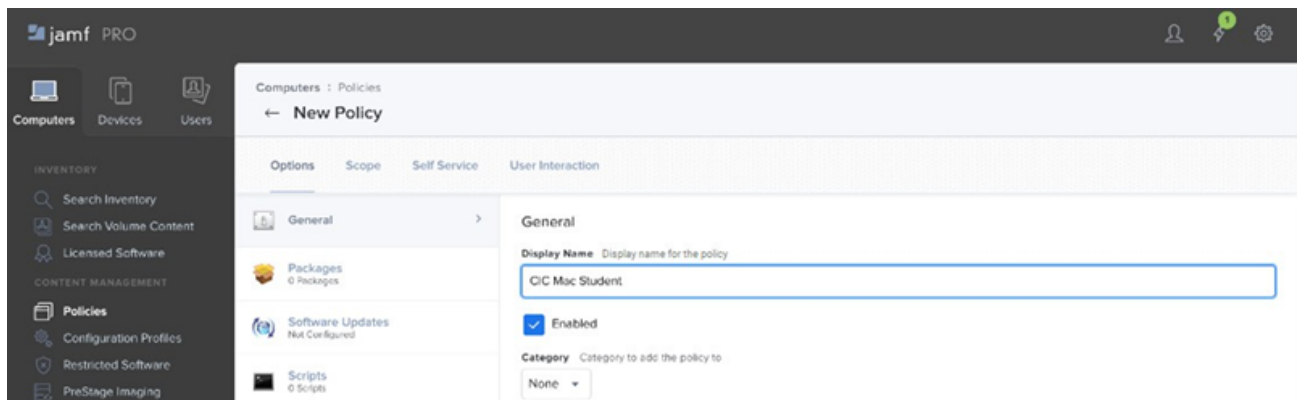
Creating the package deployment policy

1. Returning to the Computers tab menu, from the Content Management options, select

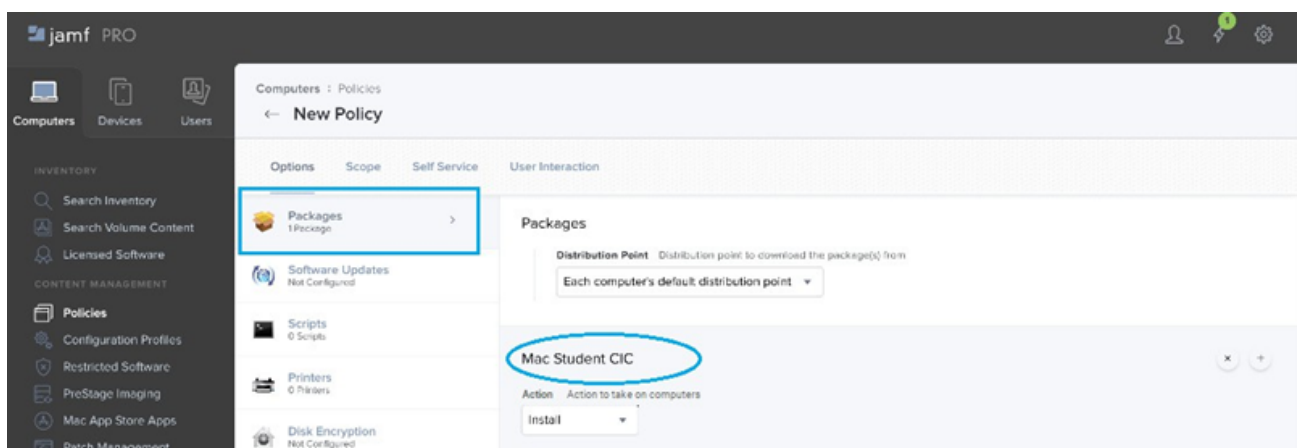
Policies.



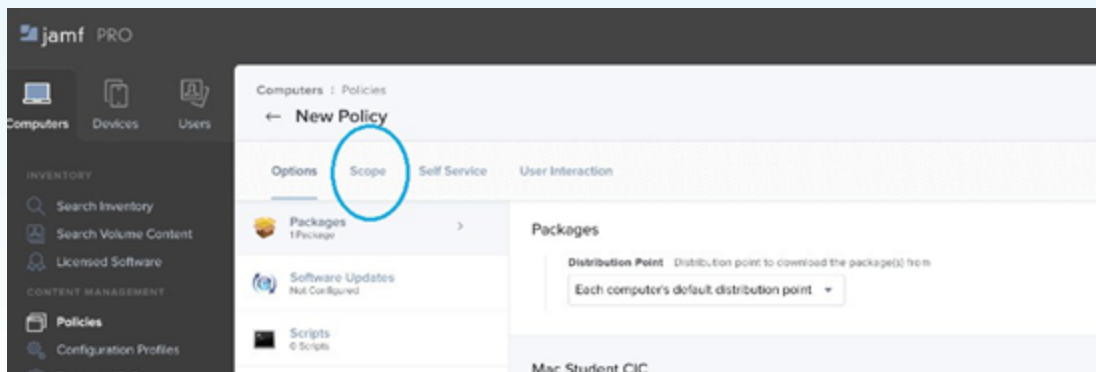
- Click **New** and enter a display name for the policy.



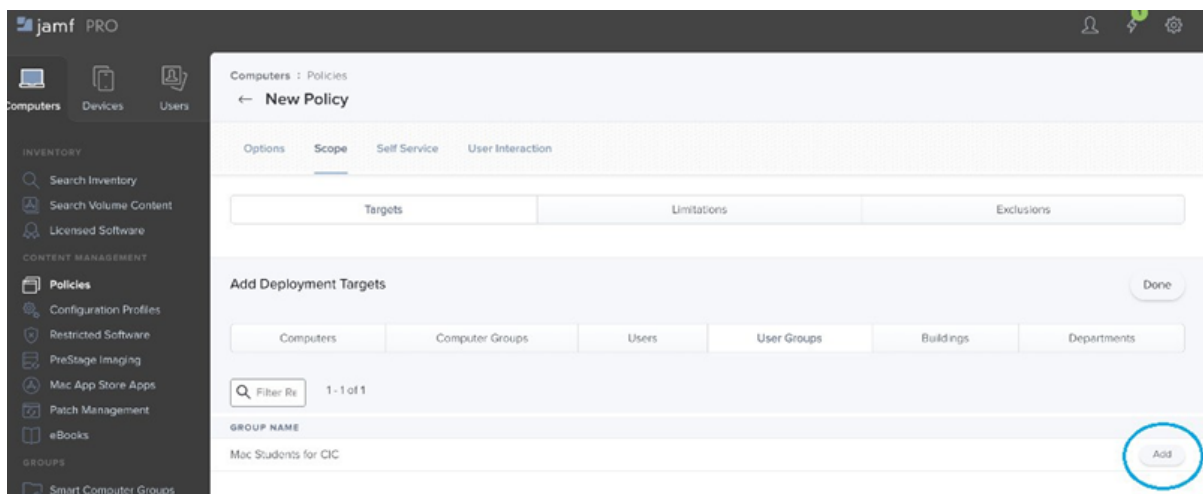
- From the Options menu, select **Packages** and add the named **classroom.cloud** Student package you created earlier.



- Select **Scope** to confirm which devices/user groups to deploy the package to.



5. Click **Add** and select the required group.



6. Click **Save**.
7. The **classroom.cloud** Student package will now be deployed to the required user group or devices.

The deployment of both the Mac permissions and the Student application for Mac (along with the required **classroom.cloud** site configuration details) should now be complete.


Assigning enrolled devices to a **classroom.cloud** device group

Once the Student application for Mac has been pushed, the target devices will be enrolled in to the **classroom.cloud** Web Portal, initially appearing in the Unassigned Devices list for the required site. To licence the devices and make them available for teachers to connect in a class, a **classroom.cloud** administrator can now move them to a device group.

Our supporting [Organisation Administrator's user guide](#) provides full details if you are not

familiar with this process.

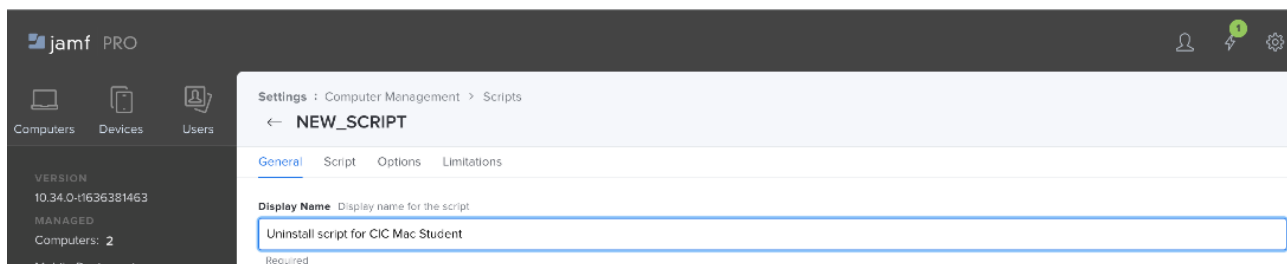
The system tray at the student devices will also now display the **classroom.cloud** Student icon. This will indicate the current connection status of the device - not connected/unlicensed, connected/available, in class, out of hours/device off network. When in class, if the student clicks the icon, a dialog will open offering the student the opportunity to interact with the teacher via, for example, the chat and request help options. Full details are available in our [Teacher guide](#).

Note: If the **classroom.cloud** Safeguarding component is activated in your account, the system tray will also display the **Safeguarding Resources**  icon .

Uninstalling the Student application using Jamf Pro

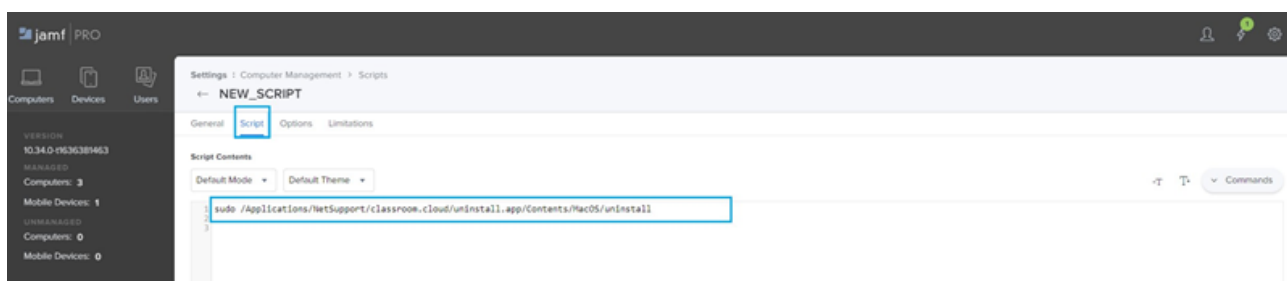
A script can be created that uninstalls the Student application from the target devices.

1. In the Management Settings option, select **Scripts**.
2. Click **+ New** and on the General tab, enter a suitable display name for the script.

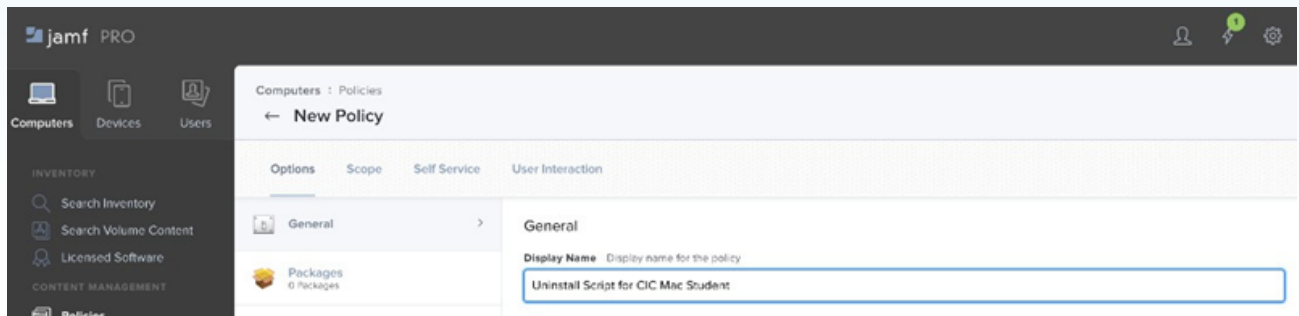


3. Select the Script tab. The content of the script is:

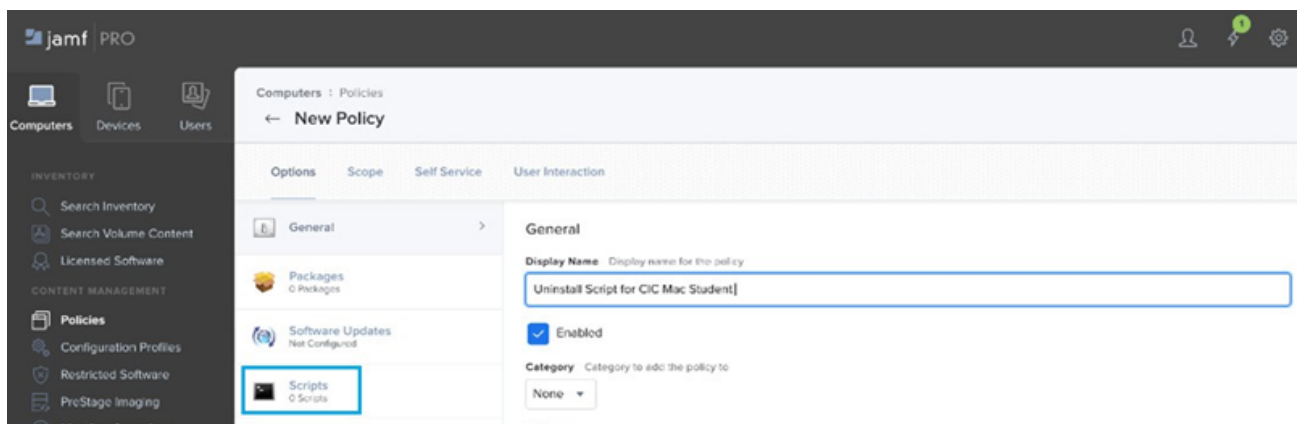
```
sudo
/Applications/NetSupport/classroom.cloud/uninstall.app/Contents/MacOS/uninstall
```



4. Once the script has been saved, create a policy that pushes the script to the required devices.
5. From the Content Management option on the sidebar, select **Policies** and click **+ New**.
6. In the General option, enter a display name for the policy.



7. Select the **Script** option and choose the script created above.



8. Select the Scope tab and add the required devices/user groups.
9. Once saved, the script will be pushed out to the target devices and the Student application will be uninstalled.

We hope this guide has helped with your installation but please [contact us](#) if you have any questions.