



SMART Admin Portal

User guide

Last updated June 2021



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Learn more

This guide and other resources for SMART Admin Portal are available in the Support section of the SMART website (smarttech.com/support). Scan this QR code to view these resources on your mobile device.

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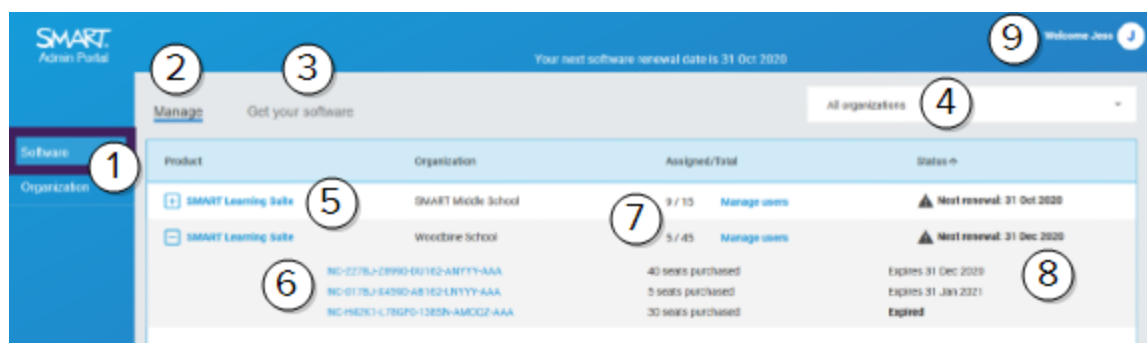
The SMART Admin Portal is an online tool that you can use to:

- claim SMART software that was included with your purchase of a SMART Board interactive display
- view existing SMART software subscription information
- manage access to SMART software for users
- add administrators to your organizations


Tip

For answers to some of the most frequently asked questions about SMART Admin Portal, see the [SMART Admin Portal FAQs](#).

The Software tab



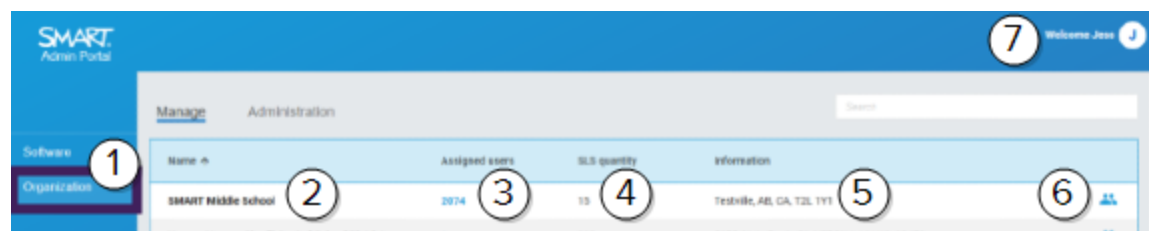
No.	Feature
1	Tabs Switch between <i>Software</i> , a list of software subscriptions purchased by the organizations you manage, and <i>Organization</i> , a list of those organizations and their administrators.

No.	Feature
2	Manage subscriptions Click Manage to view your organization's current subscription information.
3	Claim software Click <i>Get your software</i> to begin claiming SMART software that was included with your purchase of a SMART Board interactive display.
4	Organization list If you manage subscriptions for multiple schools, districts, or organizations, you can search within this list to quickly locate a particular one.
5	Selected subscription Existing subscriptions are listed in the table that occupies the bottom half of the SMART Admin Portal screen. The <i>Product</i> column indicates which product a subscription is for, and the <i>Organization</i> column shows who has subscribed. Click  beside a particular subscription to select and expand it, revealing its details.
6	Product key After you've expanded a subscription, you can view the product key(s) associated with it. Product keys represent a subscription purchase from SMART and can also be used to activate SMART software. Note The SMART Admin Portal no longer provides information about the number of times a product key has been used to activate a device. Click a specific product key to view more details about the purchase.
7	Seats Seats are used to provision ¹ user accounts. The <i>Assigned / Total</i> column displays the number of users you have assigned to seats alongside the total number of seats included in your subscription. Click Manage users to add or remove users from the available seats. To the right of the product keys included in the subscription, you can also see a list of how many seats are associated with each key.


¹to provide teachers with access to SMART software by assigning their user accounts to seats on your subscription

No.	Feature
8	<p>Renewal date</p> <p>The <i>Status</i> column displays a subscription's renewal date. This is the date on which the subscription will expire.</p> <p>If you have purchased several product keys at different times, the <i>Status</i> column displays the renewal date that is coming up next at the top. The renewal status of individual product keys appears below, next to the purchase information.</p> <p>In the example above, the Woodbine school district has two active product keys, which will expire on different dates, as well as an expired product key from a purchase that is no longer active.</p>
9	<p>User menu</p> <p>Click the user icon in the top-right corner of the screen to open the User menu. From here you can access online help, review the portal's privacy policy, and sign out.</p>

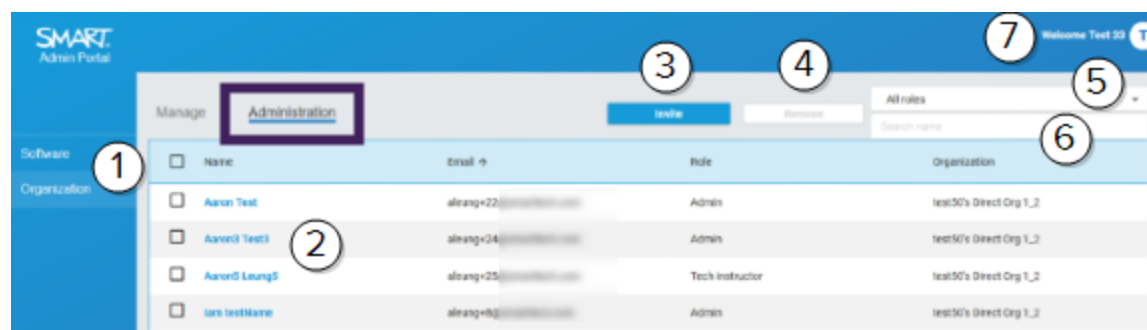
The Organization tab



No.	Feature
1	<p>Tabs</p> <p>Switch between <i>Software</i>, a list of software subscriptions purchased by the organizations you manage, and <i>Organization</i>, a list of those organizations and their administrators.</p>
2	<p>Name</p> <p>Lists the names of organizations you have access to in the SMART Admin Portal.</p>
3	<p>Assigned users</p> <p>Click to see the email addresses, display name, account ID, and identity provider of users in that organization.</p> <p>To provision (add) more users to an organization.</p>
4	<p>SLS quantity</p> <p>The number of SLS licenses the organization has.</p>
5	<p>Information</p> <p>Shows the address of the organization.</p>

No.	Feature
6	Organization administrators Click  to view the administrators of the organization.
7	User menu Click the user icon in the top-right corner of the screen to open the User menu. From here you can access online help, review the portal's privacy policy, and sign out.

The Administration section of the Organization tab



No.	Feature
1	Tabs Switch between <i>Software</i> , a list of software subscriptions purchased by the organizations you manage, and <i>Organization</i> , a list of those organizations and their administrators.
2	Administrators Administrators manage administrators, and claim software, depending on their role. Click their name to update the administrator's organization assignment . See <i>Managing administrators</i> on page 13 for more information.
3	Invite Add new administrators to organizations. See <i>Adding an administrator</i> on page 14.
4	Remove Remove administrators from organizations. See <i>Removing an administrator</i> on page 15.
	! Important At least one administrator must be assigned to the organization at all times.
5	Filter Filter administrators by role. See <i>Searching for administrators</i> on page 15.

No.	Feature
6	Search Search for administrators by name or email address. See <i>Searching for administrators</i> on page 15.
7	User menu Click the user icon in the top-right corner of the screen to open the User menu. From here you can access online help, review the portal's privacy policy, and sign out.

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Before you begin, make sure that your device, browser, and network follow the recommendations in *Appendix 6 Device, browser, and network recommendations* on page 46.

Getting access

Sign up for a free SMART Admin Portal account to claim SMART software and to manage subscriptions and provisioning.

If you're signing in to the SMART Admin Portal for the first time, you will need to create an account. See support.smarttech.com/docs/redirect/?product=smartaccount&context=admin-account.

After your account is created, you can change settings such as your display name and email preference. See support.smarttech.com/docs/redirect/?product=smartaccount&context=manage-account.

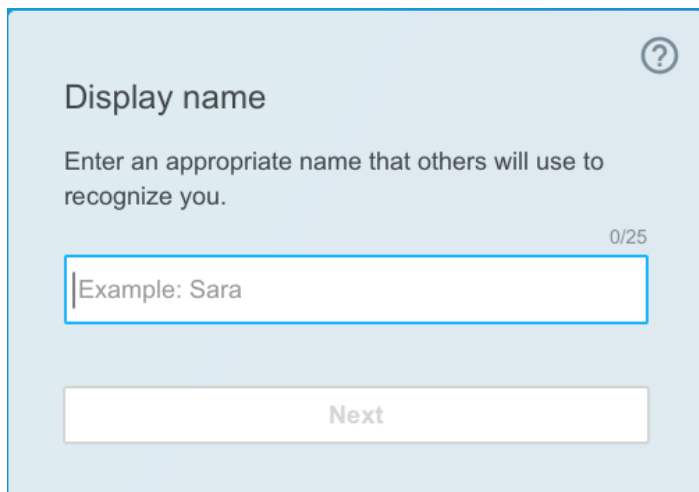
Signing in

After you purchase a SMART software subscription, you receive an email with sign-in credentials. Use these credentials to sign in following the procedure below.

To sign in to the SMART Admin Portal

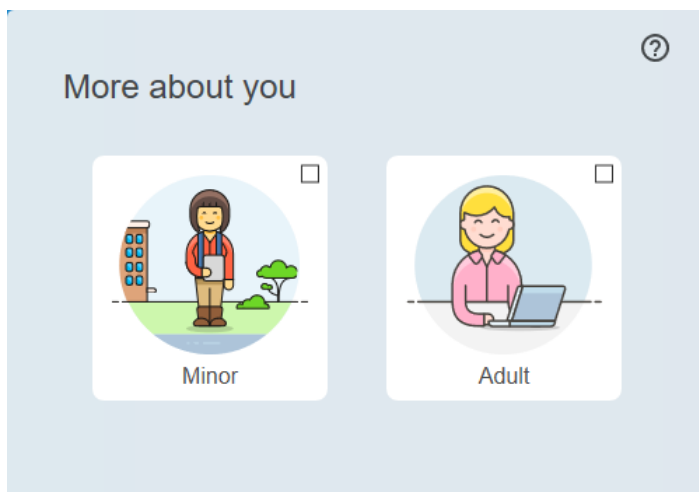
1. Go to adminportal.smarttech.com and click **SIGN IN**.
2. Enter your username in the *Username* box.
3. Enter your password in the *Password* box.

4. Click **Sign in**.
5. If you haven't entered a display name, enter one now so others will recognize you. The display name can be up to 25 characters long.



The screenshot shows a light blue rectangular box with a rounded top-right corner. In the top right corner of the box is a small circular icon containing a question mark. The title 'Display name' is in a bold, dark grey font. Below the title is a line of text: 'Enter an appropriate name that others will use to recognize you.' To the right of the text is a character count '0/25'. Below the text is a white rectangular input field with a blue border. Inside the field, the text 'Example: Sara' is visible. Below the input field is a white rectangular button with the word 'Next' in a grey font.

6. If you haven't chosen the type of account, select if the account is for a minor or an adult. Minor accounts don't receive SMART correspondence.



The screenshot shows a light blue rectangular box with a rounded top-right corner. In the top right corner of the box is a small circular icon containing a question mark. The title 'More about you' is in a bold, dark grey font. Below the title are two white square cards. The left card has a circular illustration of a person with brown hair, wearing a red jacket and brown pants, holding a clipboard. Below the illustration is the word 'Minor'. The right card has a circular illustration of a person with blonde hair, wearing a pink shirt, sitting at a desk with a laptop. Below the illustration is the word 'Adult'. Each card has a small square checkbox in the top right corner.

7. Select the check box to agree to the Terms of Use and Privacy Policy.

If you've selected an adult account, select the check box to agree that SMART or its representatives can contact you.

More about you

☐ Minor

☒ Adult

☐ I agree to the [Terms of Use](#) and have read the [Privacy Policy](#)

☐ I agree that SMART or its representatives may email or call me about solutions, events, or special offers. I understand I can opt out at any time.

Finish

8. Click **Finish**.

To sign out of the SMART Admin Portal

Click the profile icon next to your name in the top-right corner and select **Sign out**.

Welcome Laura

Help

Privacy policy

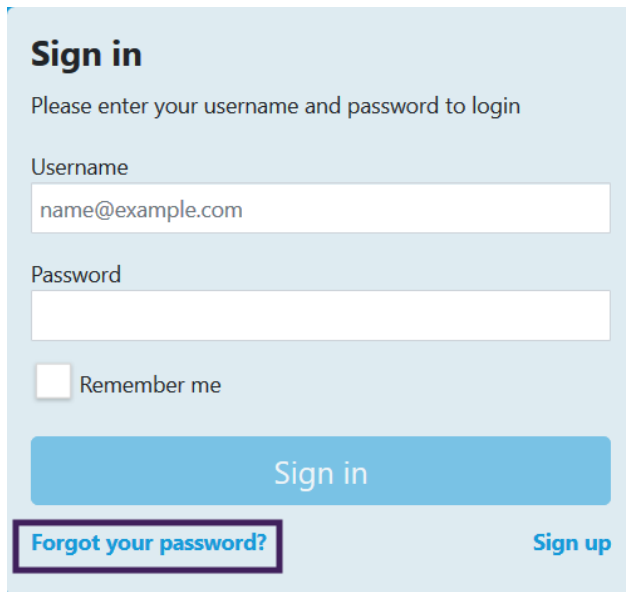
Sign out

Gotham High School

Product	Organization	Assigned / Total	Status
SMART Learning Suite	Gotham High School	30 / 50 Manage users	Next renewal: 1 Dec 2017
SMART Learning Suite	Gotham Middle School	45 / 50 Manage users	Next renewal: 1 Oct 2018
	AB-xxxx-xxxx-xxxx	15 seats purchased	Expires 1 Oct 2018
	BC-xxxx-xxxx-xxxx	20 seats purchased	Expires 1 Dec 2018
	CD-xxxx-xxxx-xxxx	15 seats purchased	Expires 1 Mar 2019

To reset your password for the SMART Admin Portal

1. Go to adminportal.smarttech.com and click **SIGN IN**.
2. Click **Forgot your password?**



3. Enter your username in the *Username* box and click **Continue**.
4. SMART sends you an email with details for resetting your password.
5. In the email, locate and click the link to reset your password.
6. In your browser, click **Reset Password**.
7. Enter your new password in the *New password* box and *Confirm new password* box, and click **Change password**.

Managing administrators

There are three roles available in the SMART Admin Portal: admins, supervisors, and tech instructors. Depending on the role the user is assigned, they will have the ability to do one or more of the following:

Claim software subscriptions:	An admin can claim software using a unique URL or a hardware serial number for the organization.
Manage administrators:	An admin can add and update administrators for the organization. The signed-in portal user can remove administrators from an organization only if the portal user is an admin in that same organization.

Manage organizations:	An admin can update organization details. See <i>Updating organization information</i> on page 24.
Manage users:	An admin or tech instructor can provision (add) or remove users manually or with an auto-rostering tool.


The following table summarizes the functions available to each role.

Role	Claim software subscriptions	Manage administrators	Manage organizations	Manage users
Admin	✓	✓	✓	✓
Tech instructor	×	×	×	✓
Supervisor	×	×	×	×

Note

Supervisors can only view information.

Adding an administrator

1. Click the **Organization** tab.
2. Click **Administration**.
OR
Click  beside the organization to which you're adding the administrator.
3. Click **Invite**.
4. Enter the administrator's first name, last name, email address, organization, and role.

Note

If the administrator has already been added, you can't invite them again, but you can edit their information. See *Updating an administrator's information* on page 16.

5. Select the administrator's organization(s) and role.

Note


If you select multiple organizations, you can click the **Customize role per organization** button to assign the administrator different roles for each organization.

6. Click **Send Invitation**.

If the administrator is already using the SMART Admin Portal, they receive a pop-up invitation next time they sign in. If they are not yet a user, they receive email instructions for signing up for a SMART Account and accessing their organization.

Searching for administrators

Tip

To quickly view the administrators for an organization, click .

1. Click the **Organization** tab.
2. Click **Administration**.
3. Use the drop-down to filter by role.

OR

Use the field below to search by name or email address.

4. Click the administrator's name to view their information.

Removing an administrator

! Important

At least one admin must be assigned to the organization at all times.

Note

To remove an administrator from an organization, you must be an admin in that organization.

Remove an administrator from all organizations

1. Click the **Organization** tab.
2. Click **Administration**.
3. Select the administrator you want to remove.
4. Click **Remove** to confirm you want to remove the administrator.

The next time they sign in, the administrator receives a pop-up notification that they have been removed from multiple organizations.

Removing an administrator from one organization

1. Click the **Organization** tab.
2. Click **Administration**.
3. Click the administrator's name.
4. Under *Organizations*, clear the check box of the organization from which you want to remove the administrator.

Note

To remove an administrator from an organization, you must be an admin in that organization.

5. Click **Update** to confirm the changes.

The next time they sign in, the administrator receives a pop-up notification that they have been removed from the organization.

Updating an administrator's information

1. Click the **Organization** tab.
2. Click **Administration**.
3. Click the administrator's name to see their information and update their organizations and roles.

Tip

Updating the **Role** field gives the administrator one role across all organizations. Using the **Customize role per organization** button enables you to choose different roles for the administrator within each organization.

4. Click **Update** to confirm the changes.

The next time they sign in, the administrator receives a pop-up notification that tells them their permissions have changed.

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Viewing subscription information

Use the *Manage* tab to view subscription details such as product keys, assigned seats, and renewal date.

Product	Organization	Assigned/Total	Status ↑
SMART Learning Suite	Woodbine Schools	1 / 55 Manage users	Next renewal: 27 Jun 2020 Expires 27 Jun 2020 Expires 31 Oct 2020 Expired

Product keys

NC-227BJ-Z8990-DU162-ANYYY-AAA
NC-678NB-YP789-SN159-ANZZZ-AAA
NC-96ECP-77DKN-1120A-ZZAAAY-AAA

Seat information

40 seats purchased
15 seats purchased
5 seats purchased

Expiry and renewal information

Expires 27 Jun 2020
Expires 31 Oct 2020
Expired

Learn more about each of these details in the sections below.

Viewing product key details

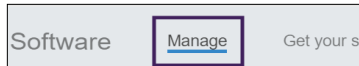
Each subscription has one or more product keys associated with it. Product keys may have a different number of attached seats and different renewal dates. Product keys can be used to activate enterprise and education SMART software.

Note


For SMART Learning Suite software (SMART Notebook and Lumio by SMART), it is recommended that you provision users' emails. See support.smarttech.com/docs/redirect/?product=sls&context=setup-teacher-access.

To view subscription and product key details

1. Select the *Manage* tab.




2. Locate your subscription in the main menu.

Product	Organization	Assigned/Total	Status ↑
 SMART Learning Suite	Woodbine School	4 / 55 Manage users	Next renewal: 27 Jun 2020


Note

If you don't see the subscription you want, make sure you have selected the correct organization.



3. Click  beside the subscription.

The entry expands and displays your product key, or a list of product keys if you have purchased more than one.

Product	Organization	Assigned/Total	Status ↑
 SMART Learning Suite	Woodbine School	4 / 55 Manage users	Next renewal: 27 Jun 2020
<div> <div>NC-227BJ-Z8990-DU162-ANYYY-AAA</div> <div>40 seats purchased</div> <div>Expires 27 Jun 2020</div> </div> <div> <div>NC-678NB-YP789-SN159-ANZZZ-AAA</div> <div>15 seats purchased</div> <div>Expires 31 Oct 2020</div> </div> <div> <div>NC-96ECP-77DKN-1120A-ZZAAY-AAA</div> <div>5 seats purchased</div> <div>Expired</div> </div>			

- Click a product key to see more details for that license.

A window with the license details appears.

License details ×	
Product key	NC-98ECP-77DRN-112DA-ZZMAY-AAA
Start date	--
End date	30 Apr 2018
Order no.	--
Channel Purchase Order no.	--
Customer Purchase Order no.	--
Reseller	--
Distributor	--
Organization	Woodlawn Schools test
Customer	Woodlawn Schools test, Torrance, AB, CA

For more about the details displayed in the software portal interface, see *Chapter 1 About* on page 5.

Viewing the assigned and total number of seats


The *Assigned/Total* column on the software portal's main screen shows the number of users assigned to a subscription alongside the total number of available seats

To view the assigned and total number of seats


- Open the *Manage* tab and locate the subscription you would like to check.
- Look under the *Assigned/Total* column for two numbers separated by a forward slash.

Assigned/Total	
4 / 55	Manage users

The first number is the number of seats currently assigned, and the second number is the total number of seats included with the purchase. In this example, 4 of the 55 seats have been assigned to users.

- If you purchased a number of product keys at different times, select  in the Product column.


A list of purchased product keys appears along with the assigned and total seats for each key, which together add up to the assigned and total numbers for the entire subscription in the column above.

Product	Organization	Assigned/Total	Status ↑
 SMART Learning Suite NC-227BJ-Z8990-DU162-ANYYY-AAA NC-678NB-YP789-SN159-ANZZZ-AAA NC-96ECP-77DKN-1120A-ZZAAY-AAA	Woodbine School	<div>4 / 55</div> <div>40 seats purchased</div> <div>15 seats purchased</div> <div>5 seats purchased</div>	<div>Manage users</div> <div>Next renewal: 27 Jun 2020</div> <div>Expires 27 Jun 2020</div> <div>Expires 31 Oct 2020</div> <div>Expired</div>


Viewing renewal dates

The *Status* column in the software portal's main screen displays the renewal dates for your SMART software subscriptions. The subscription that expires the soonest appears first in the list.

To view renewal dates

- On the main SMART Admin Portal page, find the subscription you would like to check.
- Find that subscription's renewal date under the *Status* column on the far right. This is the renewal date that is coming up soonest.
- If you have purchased a number of product keys at different times, select  in the Product column.

A list of purchased product keys appears along with the renewal date for each key.

Product	Organization	Assigned/Total	Status ↑
 SMART Learning Suite NC-227BJ-Z8990-DU162-ANYYY-AAA NC-678NB-YP789-SN159-ANZZZ-AAA NC-96ECP-77DKN-1120A-ZZAAY-AAA	Woodbine School	<div>4 / 55</div> <div>40 seats purchased</div> <div>15 seats purchased</div> <div>5 seats purchased</div>	<div>Manage users</div> <div>Next renewal: 27 Jun 2020</div> <div>Expires 27 Jun 2020</div> <div>Expires 31 Oct 2020</div> <div>Expired</div>

Claiming software

When you purchase a SMART interactive product, you may also have received bonus access to SMART software. Alternatively, you may have purchased a subscription to SMART software. To use this software, you must first claim it in the SMART Admin Portal. After claiming the software, you provision users to give them access to use the software.

Tips

- If this is your first time using the SMART Admin Portal, sign up for a free account before you claim your software subscriptions.
- Before claiming software for an organization, make sure you are an admin for the organization. Tech instructors and supervisors can't claim software for an organization. See for *Updating an administrator's information* on page 16 more information.

The primary method for claiming your software is to use the unique URL provided in the Purchase Order Confirmation email you receive from SMART. When you click the unique URL, the bonus software subscription associated with that order appears and you can follow the on-screen instructions.

In some cases however, you may need to sign in to the SMART Admin Portal and claim the software manually.

To claim the bonus subscription using your unique URL

1. Open the Purchase Order Confirmation email you received from SMART.

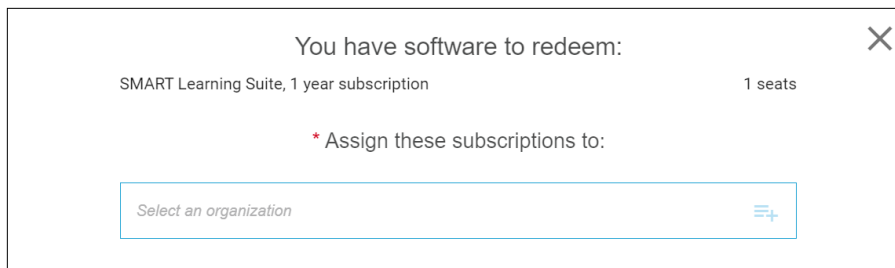
This email is sent to the person who made the initial purchase. If that wasn't you, contact the person in your organization who submitted the order and ask them to forward the email.

2. Click the unique URL and sign in to your SMART Admin Portal account.

OR

If this is your first time using the SMART Admin Portal, sign up for an account. After signing up, click the unique URL in the email again to continue claiming your software.

After you've signed in, you see a screen that lists all the software subscriptions available for you to claim.



3. Click  and either select an existing organization to assign the software subscription to;

OR

If the organization you want isn't listed, complete the **Add an organization** form that appears. When you're done, click **Add organization**.

4. Click **Continue**.

The SMART Admin Portal shows a confirmation message and begins generating subscription details for the software. This can take up to 15 minutes. If the software subscription details do not appear in the *Manage* tab of the SMART Admin Portal after 15 minutes, contact SMART support support@smarttech.com or smarttech.com/contactsupport.

To claim the bonus subscription manually

1. Go to adminportal.smarttech.com.
2. If you've previously used the SMART Admin Portal, click **SIGN IN** and sign in to your account.

OR

If this is your first time using the SMART Admin Portal, sign up for an account.

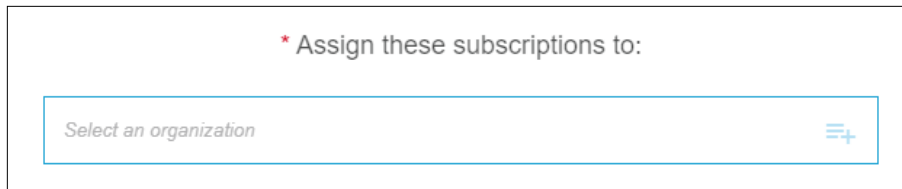
3. Click the **Software** tab, and then click **Claim included software**.
4. Enter the number of displays purchased and the serial number for one of the displays.

Tip

To find the display's serial number, see smarttech.com/support/find-your-serial-number.

5. Click **Continue**.
6. (Optional) Enter the name and location of the vendor from which you purchased the display and click **Next**.

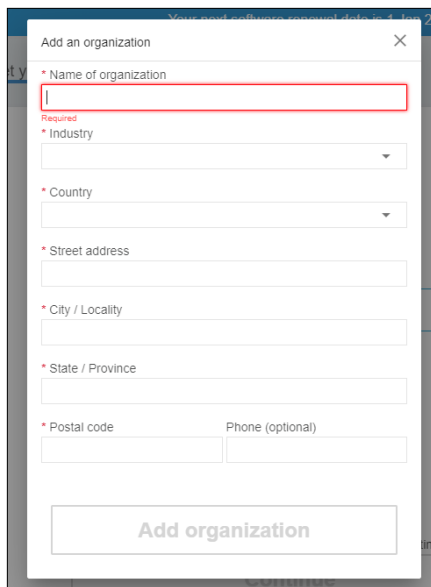
7. Select an existing organization to assign the software subscription to.



A dialog box with a light gray background. At the top, it says "* Assign these subscriptions to:". Below this is a white rectangular box with a blue border. Inside this box, the text "Select an organization" is displayed in a light gray font. On the right side of the box, there is a blue icon consisting of three horizontal lines and a plus sign.


OR

If the organization you want isn't listed, click  to add the details for the organization. When you're done, click **Add organization**.



A screenshot of a web form titled "Add an organization" with a close button (X) in the top right corner. The form contains several fields, each with a red asterisk indicating it is required. The fields are: "Name of organization" (a text input field with a red border), "Industry" (a dropdown menu), "Country" (a dropdown menu), "Street address" (a text input field), "City / Locality" (a text input field), "State / Province" (a text input field), "Postal code" (a text input field), and "Phone (optional)" (a text input field). At the bottom of the form is a large button labeled "Add organization".

8. Click **Continue**.

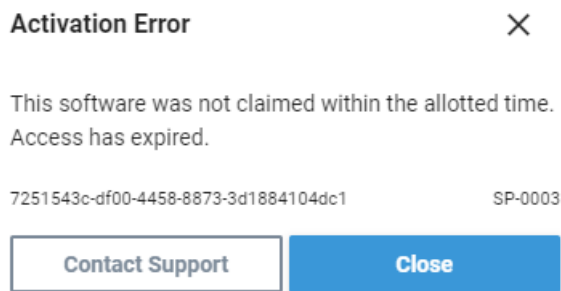
The next screen lets you review the details you've entered. If you need to correct anything, click  next to the item you want to edit.

9. After you've reviewed the details, click **Submit**.

The SMART Admin Portal shows a confirmation message and starts generating subscription details for the software. This can take up to 15 minutes. If the software subscription details do not appear in the *Manage* tab of the SMART Admin Portal after 15 minutes, contact [SMART support](mailto:support@smarttech.com) smarttech.com/contactsupport.

Note

If you receive see an activation error, the software was not claimed within a year of purchase. If you purchased within the last year, contact SMART support with proof of purchase that includes the hardware's serial number and purchase date smarttech.com/contactsupport.



Updating organization information

If you'd like to update the information you entered when creating an organization in the SMART Admin Portal, select the *Organization* tab and click the organization's name to access the editable organization details.

To update organization information

1. Click the *Organization* tab.

The *Manage organization* screen appears.

The screenshot shows the SMART Admin Portal interface. The top navigation bar is blue with the SMART logo and 'Admin Portal' text on the left, and 'Welcome Celine' with a user icon on the right. A left sidebar contains a vertical menu with 'Software' and 'Organization' tabs, where 'Organization' is selected. The main content area has a header with 'Manage' (underlined) and 'Administration' tabs, and a search bar. Below this is a table with two columns: 'Name ↑' and 'Information'. The table contains one entry: 'Woodbine School' with the address '101 Woodbine Ave, Calgary, AB, CA, T2L1Y1' and a user icon. At the bottom of the table is a pagination control showing '< 1 >'.

Name ↑	Information
Woodbine School	101 Woodbine Ave, Calgary, AB, CA, T2L1Y1

2. In the *Name* column, click the name of the organization you want to update, which is highlighted in blue text.

Note

Only those in the admin role have permission to edit organization information. For those in tech instructor and supervisor roles, the organization is not editable and appears in black text.

See *Managing administrators* on page 13 to learn about roles.

The *Update organization information* dialog box opens and all fields are editable, including:

- Name of organization
- Industry
- Country
- Street address
- City
- State or province
- Postal code
- Phone number (optional)
- Service region

Note

To learn more about selecting a service region, see support.smarttech.com/docs/redirect/?product=adminportal&context=service-region.

3. Click **Update organization** to save your changes. You can also click **Cancel** if you decide not to make the update.

Chapter 4 Provisioning users

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There are five ways to add teachers to a SMART Learning Suite subscription in the SMART Admin Portal:

- Add a teacher's SMART Account email manually
- Import a CSV file to add multiple teachers at once
- Sync with a supported rostering tool:
 - ClassLink
 - Google Classroom or Groups
 - Microsoft Groups or School Data Sync

Manually provisioning teachers

Manually provision teachers in the SMART Admin Portal by entering individual teacher's emails or add multiple of teachers by importing a CSV file that contains their information.

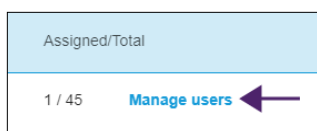
Important

Adding or removing teachers manually is disabled in the SMART Admin Portal if you have synced with a supported rostering tool. If you added a list of teachers from a rostering tool, use that tool to manage the list.

Entering email addresses manually


To add a user's email address manually

1. Click the **Manage users** link in the *Assigned/Total* column for the subscription to which you want to assign users.



2. Click **Add users**.
3. Select **Type email addresses**.
4. Type the user's email address and click **Add**.
5. If you're provisioning the account of a teacher at your school, let the teacher know which email address you've provisioned in the portal and ensure the teacher uses that email address to set up their SMART Account.

After you've added the user, the user list appears.

Welcome Ryan 				
SMART Learning Suite, Woodbine Schools				
Back to products		Add users	Remove users	<input type="text" value="Search"/>
<input type="checkbox"/>	1 Email ↑	2 Display Name	3 Account ID	4 Identity Provider(s)
<input type="checkbox"/>	jessdkeating@...	Jess Keating	b2e9f4df-2320-4de2-8d88-922dbc1e95d6	Google

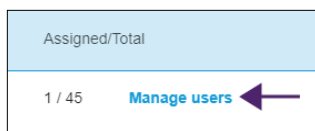
No.	Column	Description
1	Email	The user account email you've provisioned ¹ appears here.
2	Display Name	The user's SMART Account display name appears here. This column is empty if a user has yet to sign in and provide a display name.

¹to provide teachers with access to SMART software by assigning their user accounts to seats on your subscription

No.	Column	Description
3	Account ID	The user's unique account ID appears here.
4	Identity Provider(s)	<p>The name of the service provider (Google or Microsoft) for the user's SMART Account email address appears here.</p> <p>Note</p> <p>If you see two identity providers listed for one user, for example "Microsoft/Google", the user has set up two SMART Accounts and then merged them. See smarttech.com/kb/171280.</p>

Importing a CSV file

1. Sign in to the SMART Admin Portal at adminportal.smarttech.com.
2. Click the **Manage users** link in the *Assigned/Total* column for the subscription to which you want to assign users.



3. Click **Add users**.
4. Select **Import CSV file**.

Note

Ensure the CSV file complies with the following:

- Includes a single column of email addresses, with each address on its own line.
- Doesn't include titles or headers.
- Doesn't include spaces, commas, or quotation marks.

5. Select the CSV file and click **Open**.
6. If you're provisioning accounts for teachers at your school, let teachers know which email addresses you've provisioned in the portal and ensure they've used those email addresses to set up their SMART Accounts.

Note

Users sign in to SMART software using the email addresses you enter here.

Syncing the SMART Admin Portal with ClassLink

Syncing the SMART Admin Portal with ClassLink enables you to quickly provision a list of teachers to a subscription. The list of teachers is managed in ClassLink, and the SMART Admin Portal syncs with ClassLink daily to check for updates. The list of teachers is managed in ClassLink, and SMART Admin Portal automatically checks for changes and provisions or removes teachers from a subscription based on the data from the daily sync.

To sync the SMART Admin Portal with ClassLink you must:

1. Add SMART as a vendor in ClassLink.
2. Find your TenantID in ClassLink.
3. Import a list of teachers from ClassLink using the OneRoster specification.

Note

Syncing with ClassLink is not available for users in SMART's European Service Region.

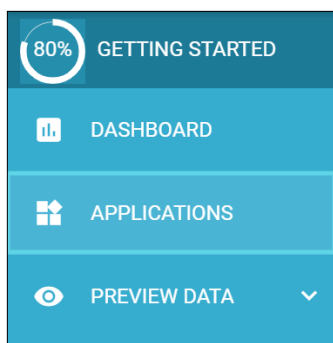
Adding SMART as a vendor in ClassLink

You can connect the SMART Admin Portal to ClassLink by adding SMART as a vendor in ClassLink's Roster Server Console.

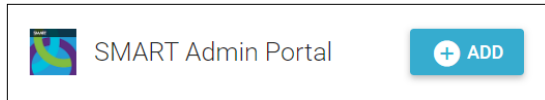
After you add SMART as a vendor, you can share data from ClassLink with the SMART Admin Portal. This enables you to provision teachers by adding a list from ClassLink (using the OneRoster specification) to your subscription in the portal. The list of teachers syncs between the two applications, so you don't have to worry about updating the portal when you add or remove teachers in ClassLink.

To add SMART as a vendor in ClassLink

1. Go to <https://console.oneroster.com/dashboard>.
2. Select **Applications** from the menu on the left.



3. Click the **Add Applications** button.
4. Type “smart” into the search bar. When the **SMART Admin Portal** app appears, click the **Add** button beside the search result.



5. When prompted, define the permissions you want SMART to have when accessing your ClassLink data. Set the permissions and click **Next**.
6. When prompted, select the school or schools you want to import a list from and click **Next**.
7. When prompted, select the list or lists to import and click **Add App**.

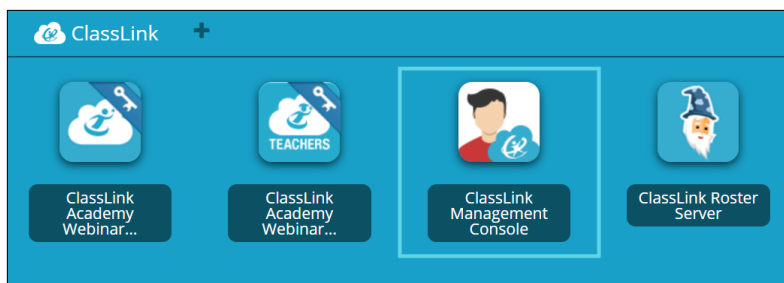
SMART is now a vendor for ClassLink. Next you will need to find your ClassLink TenantID You can return to the SMART Admin Portal and enter your ClassLink Tenant ID to import a list of teachers from ClassLink using the OneRoster specification.

Finding your ClassLink TenantID

Before you can find your ClassLink TenantID, the SMART needs to be added as a vendor in ClassLink.

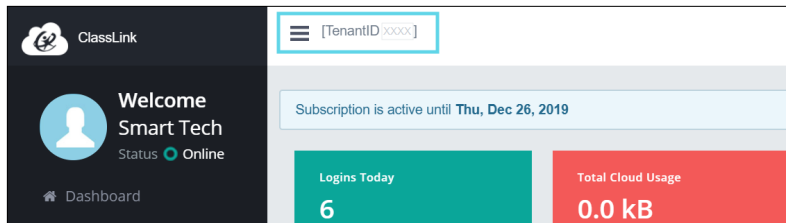
To find your TenantID

1. Go to <https://launchpad.classlink.com/home> and sign in.
2. Select the ClassLink Management Console.



The management console opens in a new window.

3. Your TenantID appears in the upper left corner.



Make note of this TenantID. You'll need it when you add a list of teachers to the portal from ClassLink. Follow the instructions in *Syncing the SMART Admin Portal with ClassLink* on page 30 to import a list of teachers from ClassLink.

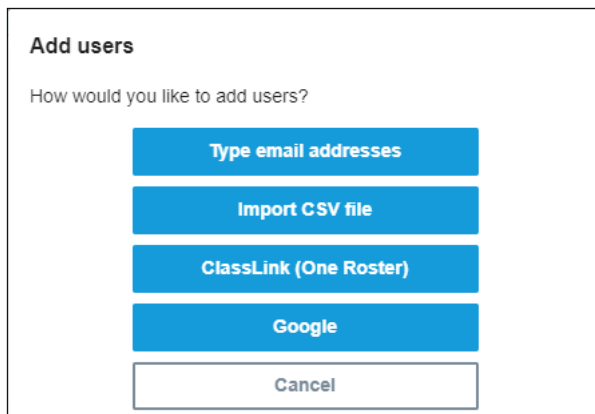
Import a list of teachers from ClassLink using the OneRoster specification

Note

To complete this procedure, you must first connect the SMART Admin Portal to ClassLink and find your TenantID in ClassLink.

To import a list from ClassLink

1. Click **Manage users** under the *Assigned/Total* column for the subscription to which you want to assign users.
2. Click **Add users**.
3. Select **ClassLink (OneRoster)**.



4. In the box that appears, enter your ClassLink TenantID and click **Import**.

Note

You can find your TenantID in ClassLink but before it can become active, you must first connect the SMART Admin Portal to ClassLink.

! Important

When you sync with ClassLink, teachers that you had previously added to a subscription manually will be removed from the subscription. This is because when you sync with ClassLink, the list of teachers that are provisioned to a subscription is managed in ClassLink, not the SMART Admin Portal.

The list imports and syncs with ClassLink daily, so you don't have to worry about updating data in the portal when teachers are added or removed in your ClassLink roster provider.

Syncing the SMART Admin Portal with Google

Syncing the SMART Admin Portal with Google enables you to quickly import and provision a list of teachers from Google to a SMART Learning Suite subscription. The list of teachers is managed through Google Classroom or in a Google Group and the SMART Admin Portal syncs with Google daily to check for updates, automatically provisioning or removing teachers from the subscription based on the synced data from Google.

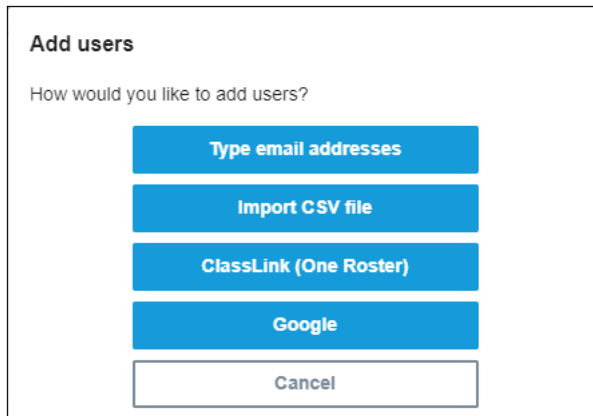
! Important

When you sync with Google, any teachers you had added to a subscription manually are removed. You'll no longer be able to add or remove teachers in the SMART Admin Portal because the list of provisioned teachers is now managed in the Google platform you sync with, not in the portal.

To sync with Google

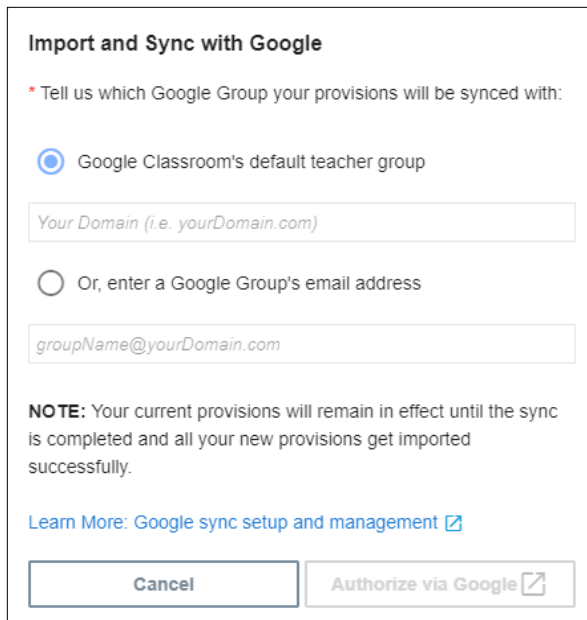
1. In the SMART Admin Portal click **Manage users** under the *Assigned/Total* column for the subscription to which you want to assign users.
2. Click **Add users**.

3. Select **Google**.



The 'Add users' dialog box has a title 'Add users' and a subtitle 'How would you like to add users?'. It contains five buttons stacked vertically: 'Type email addresses' (blue), 'Import CSV file' (blue), 'ClassLink (One Roster)' (blue), 'Google' (blue), and 'Cancel' (white with a grey border).

4. Enter a domain address to sync with its Google Classroom default teacher group or enter a Google Group's email address to sync with.



The 'Import and Sync with Google' dialog box has a title 'Import and Sync with Google' and a subtitle '* Tell us which Google Group your provisions will be synced with:'. It contains two radio buttons: 'Google Classroom's default teacher group' (selected) and 'Or, enter a Google Group's email address'. Below the first radio button is a text input field with placeholder text 'Your Domain (i.e. yourDomain.com)'. Below the second radio button is a text input field with placeholder text 'groupName@yourDomain.com'. A 'NOTE' section states: 'Your current provisions will remain in effect until the sync is completed and all your new provisions get imported successfully.' Below the note is a link 'Learn More: Google sync setup and management' with an external link icon. At the bottom are two buttons: 'Cancel' (white with a grey border) and 'Authorize via Google' (white with a grey border and an external link icon).

5. Click **Authorize Via Google**.
6. In the window that pops-up, sign in to your Google Group admin account.

The first sync starts after you've successfully signed in to your Google account. The list imports and syncs with Google daily, so you don't have to worry about updating data in the portal when teachers are added or removed in the Google Classroom or Group you chose to sync.

Syncing the SMART Admin Portal with Microsoft

Syncing the SMART Admin Portal with Microsoft enables you to quickly import and provision a list of teachers from Microsoft to a SMART Learning Suite subscription. The list of teachers is managed in a Microsoft Group or through a Microsoft School Data Sync, and the SMART Admin Portal syncs with Microsoft daily to check for updates, automatically provisioning or removing teachers from the subscription based on the synced data from Microsoft.

Note

Syncing with Microsoft is not available for users in SMART's European Service Region.

Preparing to sync

Before you sync with Microsoft and auto-provision users, you'll first need your Microsoft Group's object ID or your Microsoft School Data Sync's Teacher domain address.

To find a Microsoft Group's Object ID

1. Browse to portal.azure.com and sign in as a global administrator using your Microsoft Azure account.
2. Select **Azure Active Directory** from the main page or from the expandable menu on the left.
3. Select **Groups** from the menu on the left.
A page opens with all of your groups listed.
4. Copy the code in the **Object ID** field for the group you'd like to sync with the SMART Admin Portal.
To set up the sync, you'll enter this ID in the SMART Admin Portal.

To find the Teacher domain address for an organization

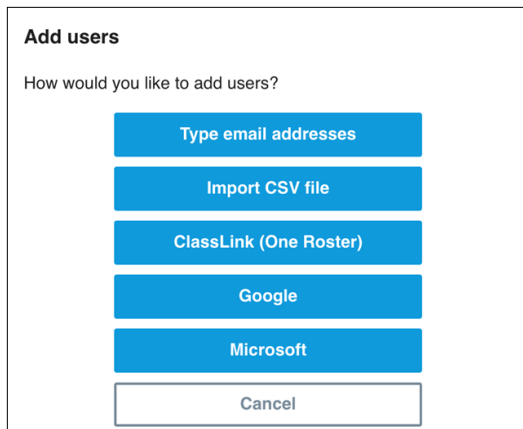
1. Browse to sds.microsoft.com and sign in as a global administrator using your Microsoft Azure account.
2. Open the **Sync Dashboard** and select the organization whose list of teachers you would like to sync with the SMART Admin Portal.
3. Copy the address in the **Domain for teachers** field.
To set up the sync, you'll enter this address in the SMART Admin Portal.

Syncing with Microsoft

! Important

When you sync with Microsoft, any teachers you had added to a subscription manually are removed. You'll no longer be able to add or remove teachers in the SMART Admin Portal because the list of provisioned teachers is now managed in the Microsoft platform you sync with, not in the portal.

1. In the SMART Admin Portal click **Manage users** under the *Assigned/Total* column for the subscription to which you want to assign users.
2. Click **Add users**.
3. Select **Microsoft**.



Add users

How would you like to add users?

Type email addresses

Import CSV file

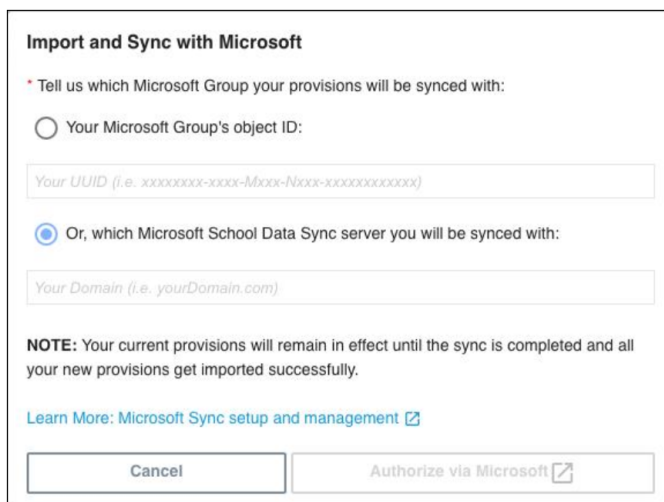
ClassLink (One Roster)

Google

Microsoft

Cancel

4. Enter your Microsoft Group's object ID or your Microsoft School Data Sync's Teacher domain address. See the instructions that follow this procedure for help finding an object ID or Teacher domain address.



Import and Sync with Microsoft

* Tell us which Microsoft Group your provisions will be synced with:

☐ Your Microsoft Group's object ID:

Your UUID (i.e. xxxxxxxx-xxxx-Mxxx-Nxxx-xxxxxxxxxxxx)

☒ Or, which Microsoft School Data Sync server you will be synced with:

Your Domain (i.e. yourDomain.com)

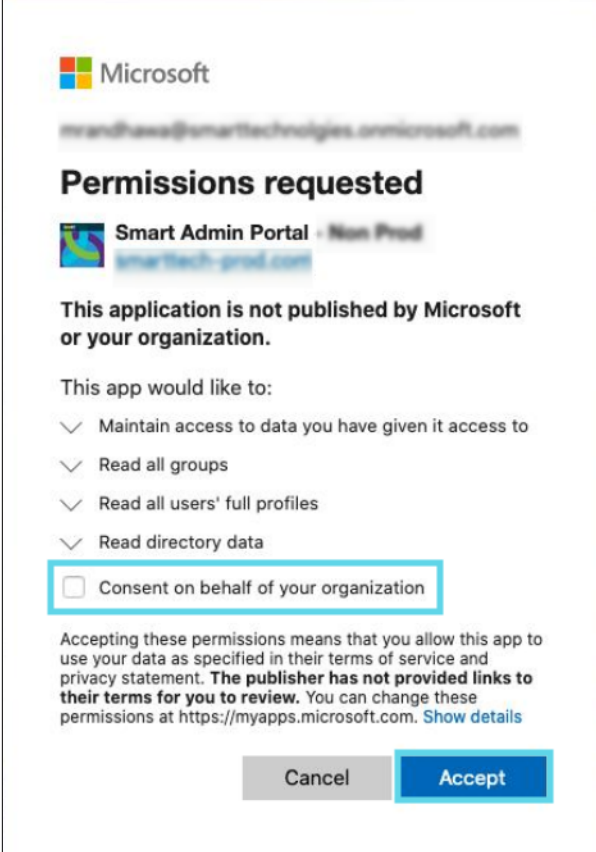
NOTE: Your current provisions will remain in effect until the sync is completed and all your new provisions get imported successfully.

[Learn More: Microsoft Sync setup and management](#)

Cancel Authorize via Microsoft

5. Click **Authorize via Microsoft**.
 6. In the window that opens, sign in to your Microsoft admin account.
- After you sign in, the **Permissions requested** screen appears.


7. Select the **Consent on behalf of your organization** check box and click **Accept**.



The image shows a Microsoft permissions request dialog. At the top is the Microsoft logo and the email address 'mrandhawa@smartechnologies.onmicrosoft.com'. Below this is the title 'Permissions requested' and the application name 'Smart Admin Portal - Non Prod' with the URL 'smartechnologies.com'. A warning message states: 'This application is not published by Microsoft or your organization.' Below this, it says 'This app would like to:' followed by a list of permissions: 'Maintain access to data you have given it access to', 'Read all groups', 'Read all users' full profiles', and 'Read directory data'. The 'Consent on behalf of your organization' checkbox is highlighted with a red rectangle. Below the permissions list, there is a disclaimer: 'Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. The publisher has not provided links to their terms for you to review. You can change these permissions at https://myapps.microsoft.com. Show details'. At the bottom are 'Cancel' and 'Accept' buttons, with the 'Accept' button highlighted in red.

Microsoft
mrandhawa@smartechnologies.onmicrosoft.com

Permissions requested

 **Smart Admin Portal - Non Prod**
smartechnologies.com

This application is not published by Microsoft or your organization.

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ Read all groups
- ✓ Read all users' full profiles
- ✓ Read directory data

☐ **Consent on behalf of your organization**

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Cancel **Accept**

The first sync starts after you've successfully signed in to your Microsoft account and consented to share data with the SMART Admin Portal. It can take up to 24 hours for the list of teachers to sync.

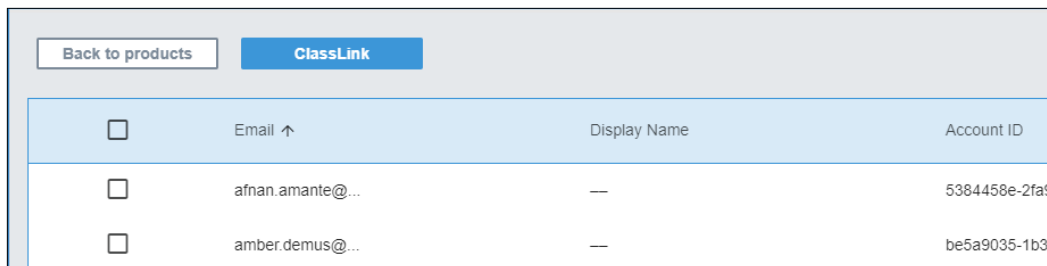
Now that the SMART Admin Portal is connected to your chosen Microsoft platform, the list of teachers imports from Microsoft through a daily sync, so you don't have to worry about updating data in the portal when teachers are added or removed in the synced Microsoft platform.

Disconnecting a sync

To disconnect a sync that you've set up

1. Go to adminportal.smarttech.com and click **SIGN IN**.
2. Click the **Manage users** button beside the subscription you want to update.

The *Manage users* screen appears.

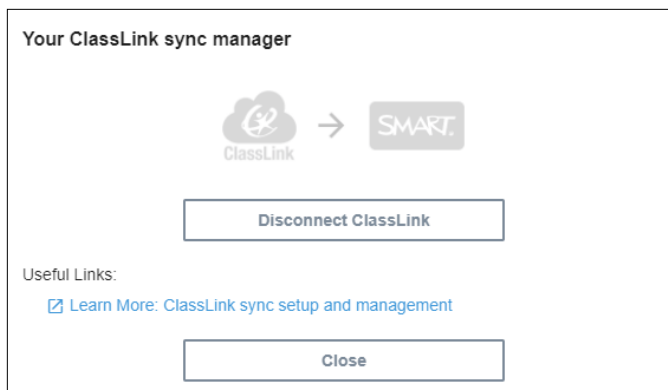


The screenshot shows the 'Manage users' interface. At the top, there are two buttons: 'Back to products' and 'ClassLink'. Below these is a table with four columns: a checkbox, 'Email', 'Display Name', and 'Account ID'. Two rows of user data are visible.

<input type="checkbox"/>	Email ↑	Display Name	Account ID
<input type="checkbox"/>	afnan.amante@...	—	5384458e-2fa9
<input type="checkbox"/>	amber.demus@...	—	be5a9035-1b3

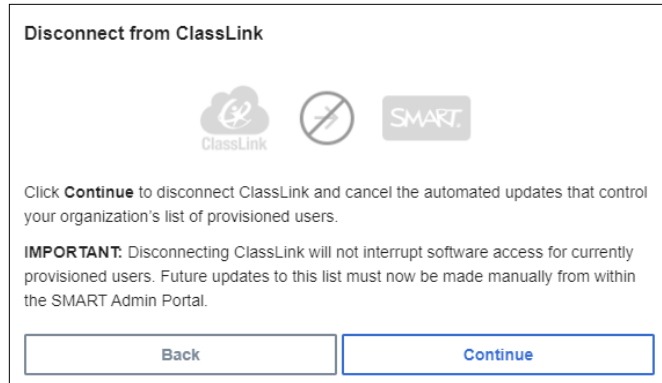
3. Select the blue *Sync manager* button which displays the name of the application you've synced with.

The *Sync manager* dialog box appears.



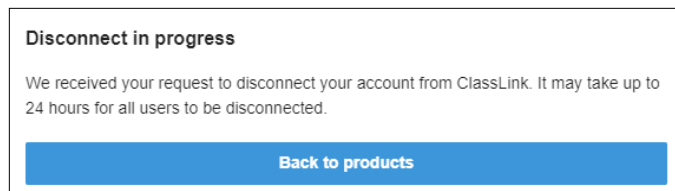
4. Click the **Disconnect** button.

The *Disconnect* dialog box appears and reminds you that the portal will stop syncing with the application you've chosen but the current users will still remain provisioned.



5. Click **Continue**.

A message appears letting you know that the disconnect is in progress.



6. Click **Back to products**.

You are returned to the main screen that lists the organizations and products you manage.

7. Select **Manage users** next to the subscription you just updated to reload it and confirm that the sync is disconnected.

If the disconnect is complete, you'll see an *Add users* button in place of the *Sync manager* button above the list of provisioned users. You can now add or remove users manually, or set up a new sync.

Manually removing teachers from a subscription

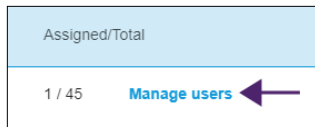
If you have been adding teachers to a subscription manually rather than syncing with a third-party rostering tool, you can use the SMART Admin Portal to manually remove a single user or all users from a subscription.

Notes


- Adding or removing teachers manually is disabled in the SMART Admin Portal if you have synced with a supported rostering tool. If you added a list of teachers from a rostering tool, use that tool to manage the list.
- Removing a user from the list removes their access to a subscription. However, all the user's data (such as Lumio files and so on) remains available.

To remove a single teacher from a SMART Learning Suite subscription


1. Click **Manage users** in the *Assigned/Total* column for the subscription from which you want to remove a user.



A list of assigned users appears.

SMART Learning Suite, Woodbine Schools				
Back to products		Add users	Remove users	Search 
<input type="checkbox"/>	Email ↑	Display Name	Account ID	Identity Provider(s)
<input type="checkbox"/>	jessdkeating@...	Jess Keating	b2e9f4df-2320-4de2-8d88-922dbc1e95d6	Google
<input type="checkbox"/>	stthomas@...	—	94a9b02b-2762-420b-b71d-a4b816f8c97b	—

2. Select the user by clicking the check box beside the email address.

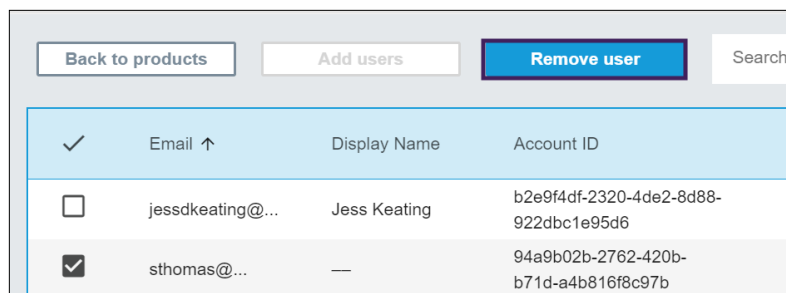


<input checked="" type="checkbox"/>	Email ↑	Display Name
<input type="checkbox"/>	jessdkeating@...	Jess Keating
<input checked="" type="checkbox"/>	stthomas@...	—

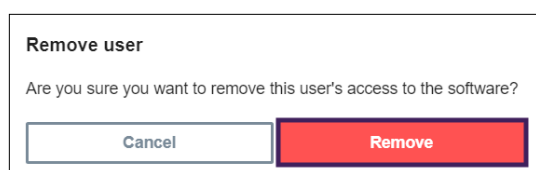
Tip

If you are looking through a long list of users, use the search bar in the top right corner of your screen.

- Click **Remove users** on the main screen.



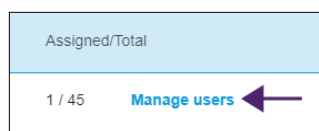
A confirmation dialog appears and asks if you are sure you want to remove the user.



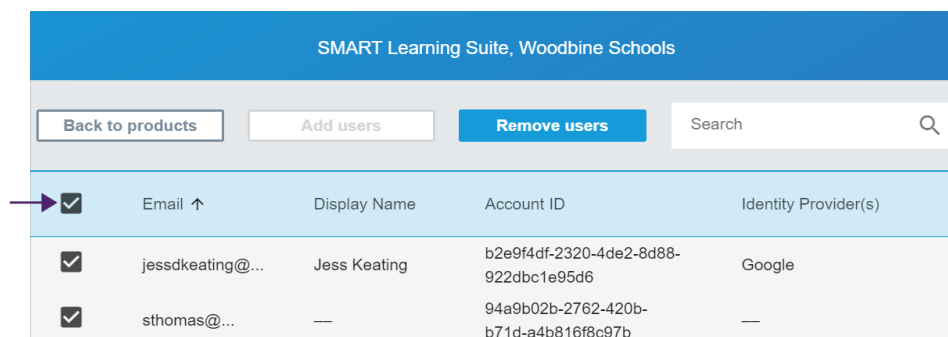
- Click **Remove** to confirm.

To remove all teachers from a SMART Learning Suite subscription

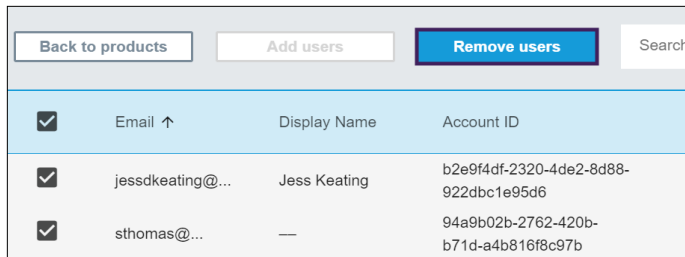
- Click **Manage users** in the *Assigned/Total* column for the subscription from which you want to remove users.



- Select the check box in the blue row to select all users.



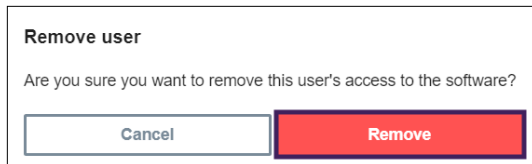
3. Click **Remove users** on the main screen.



The screenshot shows a user management interface. At the top, there are three buttons: 'Back to products', 'Add users', and 'Remove users' (which is highlighted in blue). To the right of these buttons is a search input field labeled 'Search'. Below the buttons is a table with four columns: a checkbox, 'Email ↑', 'Display Name', and 'Account ID'. There are two rows of user data, both with their checkboxes selected.

<input checked="" type="checkbox"/>	Email ↑	Display Name	Account ID
<input checked="" type="checkbox"/>	jessdkeating@...	Jess Keating	b2e9f4df-2320-4de2-8d88-922dbc1e95d6
<input checked="" type="checkbox"/>	stthomas@...	—	94a9b02b-2762-420b-b71d-a4b816f8c97b

A confirmation dialog appears and asks if you are sure you want to remove all users.



The screenshot shows a confirmation dialog titled 'Remove user'. The text inside asks, 'Are you sure you want to remove this user's access to the software?'. At the bottom, there are two buttons: 'Cancel' and 'Remove' (which is highlighted in red).

Remove user

Are you sure you want to remove this user's access to the software?

4. Click **Remove** to confirm.

Chapter 5 Troubleshooting

Managing administrators43

Subscription data issues44

The following sections describe how to troubleshoot the most common issues encountered in the SMART Admin Portal. If your problem is not listed, or none of the solutions help resolve the issue you are experiencing, check out the following resource:

Knowledge base	The knowledge base contains articles to help with advanced troubleshooting. Search your issue to see if any of the published resources offer a solution to your issue.
--------------------------------	--

Managing administrators

Issue

I am an admin but I can't remove an administrator from an organization.

Solution

Software

Organization

Manage

Administration

Invite

<input type="checkbox"/>	Name	Email ↵	Role
	Aaron Test	aleung+22@smarttech.com	Admin
<input type="checkbox"/>	Aaron Test2	aleung+23@smarttech.com	Admin
<input type="checkbox"/>	Aaron3 Test3	aleung+24@smarttech.com	Admin
<input type="checkbox"/>	Aaron5 Leung5	aleung+25@smarttech.com	Tech instructor
<input type="checkbox"/>	Aaron Test42	aleung+42@smarttech.com	Tech instructor

To remove an administrator from an organization, you must have an admin role in that organization.

In this example, the admin in the first row doesn't have a checkbox because the person signed in to the SMART Admin Portal viewing this screen is not an admin in that organization, and so does not have permission to select and remove other admins from the organization. For the next four rows, the person viewing this screen does have an admin role in the listed organizations, and so has permission to select their admins for removal.

See *The following table summarizes the functions available to each role.* on page 14 for more information about roles and permissions.

Subscription data issues

Issue	Solution
Some of my subscriptions or product keys are not visible in the portal.	<p data-bbox="839 382 1430 478"><u>Contact support</u> at https://www.smarttech.com/contactsupport and have the following information ready:</p> <ul data-bbox="863 499 1430 926" style="list-style-type: none"> • Your user name for the SMART Admin Portal • A purchase confirmation or notification for the missing subscriptions/product keys <i>or</i> written permission from the current administrator to access the subscriptions that include the missing subscriptions/product keys • Details about the missing subscriptions/product keys • The account name or names under which the missing subscriptions/product keys were originally purchased <p data-bbox="852 951 1430 1066">Note We might request additional information for the purposes of verification.</p>
There's an error with the data in the portal.	<p data-bbox="839 1089 1430 1220">Please contact support at https://www.smarttech.com/contactsupport. To help our support teams, please have the following information available:</p> <ul data-bbox="863 1241 1430 1352" style="list-style-type: none"> • Your username for the SMART Admin Portal • Details about the information in question (a screenshot works well) <p data-bbox="852 1377 1430 1493">Note We might request additional information for the purposes of verification.</p>

Issue	Solution
<p data-bbox="198 296 505 327">I can't claim my software.</p> <div data-bbox="212 373 773 667"><div data-bbox="212 373 773 420">Activation Error✕</div><div data-bbox="212 464 773 531">This software was not claimed within the allotted time. Access has expired.</div><div data-bbox="212 558 773 588">7251543c-df00-4458-8873-3d1884104dc1SP-0003</div><div data-bbox="212 611 773 667"><div data-bbox="212 611 495 667">Contact Support</div><div data-bbox="495 611 773 667">Close</div></div></div>	<p data-bbox="834 296 1395 531">If you see an activation error, the software was not claimed within a year of purchase. If you purchased within the last year, contact SMART support at https://www.smarttech.com/contactsupport with proof of purchase that includes the hardware's serial number and purchase date.</p>

Appendix 6 Device, browser, and network recommendations

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Device recommendations

Any computer running the latest version of Windows 10 or any Mac running the latest macOS.

Important

SMART recommends a screen resolution of at least 1024 × 768 for accessing the SMART Admin Portal.

Web browser recommendations

The latest version of

- Google Chrome

Note

Google Chrome provides the best browsing experience for the SMART Admin Portal.

- Safari
- Firefox
- Microsoft Edge

Website access requirements

A number of SMART products use the following URLs for software updates, collecting information, and backend services. Add these URLs to your network's whitelist to make sure SMART products behave as expected.

- https://*.mixpanel.com
- https://*.google-analytics.com
- https://*.smarttech-prod.com
- https://*.firebaseio.com
- wss://*.firebaseio.com
- <https://www.firebaseio.com/test.html>
- <https://api.raygun.io>
- <https://www.fabric.io/>
- <https://updates.airsquirrels.com>
- <https://ws.kappboard.com>
- https://*.hockeyapp.net

The following URLs are used for signing in to and using your SMART Account with SMART products. Add these URLs to your network's whitelist to make sure SMART products behave as expected.

- https://*.smarttech.com
- http://*.smarttech.com
- <https://hellosmart.com>
- <https://content.googleapis.com>
- https://*.smarttech-prod.com
- https://*.googleusercontent.com
- <https://www.gstatic.com>
- https://*.google.com
- <https://login.microsoftonline.com>
- <https://login.live.com>
- <https://smartcommunity.force.com/>

- <https://graph.microsoft.com>
- <https://www.googleapis.com>

The following URL is used to enable content from YouTube. If you want SMART product users to be able to insert and play YouTube videos when using SMART products, whitelist the following:

https://*.youtube.com

Appendix 7 Frequently Asked Questions

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Questions about managing administrators

Adding administrators to the SMART Admin Portal allows them to manage and view software and organizations, depending on their role.

Below are frequently asked questions about managing administrators.

Is an administrator notified when I add them to an organization?

Yes, if the administrator is already using the SMART Admin Portal they receive a pop-up invitation next time they sign in. If the administrator is not yet a user, they receive email instructions for signing up for a SMART Account and accessing their organization.

Is an administrator notified when their permissions have changed?

Yes, the next time they sign in, the administrator receives a pop-up notification to let them know their permissions have changed.

Questions about auto-provisioning teachers using a supported rostering tool

Upload a list of teachers from a supported rostering tool (such as ClassLink, Google, or Microsoft) and add the list to a subscription in the SMART Admin Portal to automatically provision all the teachers on the list. Changes you make in the rostering tool are reflected in the SMART Admin Portal within an hour or two of the next sync. (The list syncs daily at 10 p.m. MST.)

Below are some frequently asked questions about auto-provisioning.

Can I add or remove users in the SMART Admin Portal after adding a list of teachers from a supported rostering tool?

Adding or removing teachers manually is disabled in the SMART Admin Portal if you have synced with a supported rostering tool. If you added a list of teachers from a rostering tool, use that tool to manage the list.

What happens to existing users in the SMART Admin Portal when I set up auto-provisioning? Are existing users removed from the subscription, or do they remain alongside the list from the supported rostering tool?

When you set up auto-provisioning, the existing list of users on a subscription is replaced with the list uploaded from the rostering tool. The changes take effect the next time a sync is successfully completed.

Will I be notified if the daily sync isn't working?

We're working to set up automatic email notification if the sync fails, but at the moment there's no process in place to notify you.

I maintain several schools. Is there a limit to the number of organizations I can auto-provision?

There is no limit introduced by SMART.

How do I disconnect a sync?

See *Disconnecting a sync* on page 38.

Which rostering tools does the SMART Admin Portal support?

The SMART Admin Portal currently supports ClassLink, Google, and Microsoft. If you would like us to add another rostering tool, let us know by posting your idea on the SMART Admin Portal User Voice page at <https://smarttech.uservoice.com/forums/923818-smart-admin-portal>.

Provisioning user accounts so teachers can access software

User account **provisioning**¹ enables schools and large districts to grant and manage access to a software subscription.

Below are some frequently asked questions about provisioning users.

Why should I provision user accounts rather than activate software with a product key?

Provisioning accounts provides a number of advantages over is preferable to product key activation:

¹to provide teachers with access to SMART software by assigning their user accounts to seats on your subscription

- **Provisioning is designed to work with the systems you already use.**

If you're using ClassLink and OneRoster, auto-provisioning allows you to sync a list of teachers. Changes you make in ClassLink are automatically reflected in the SMART Admin Portal.

- **Provisioning is more secure.**

If a teacher leaves a school, you can remove the teacher from the subscription and reclaim a seat on the subscription for a new user. When you activate with a product key, you must remove the product key on the activated computer manually, which might not be possible if the activated computer is no longer working or accessible (for instance, if the teacher has copied the key onto a personal computer).

- **Provisioning gives teachers flexible access to the software.**

Account provisioning allows teachers to use SMART software from any compatible computer or device, just by signing in. No more limited installations per key; each license lets a set number of teachers use the software flexibly on any computer or device where it's installed.

- **Provisioning provides a smoother user experience, so fewer teachers will contact you about issues or resources.**

By requiring teachers to sign in to access SMART software, you set them up to use all the features and benefits that come with the subscription. Teachers need to sign in to perform daily teaching tasks, such as connecting student devices to a lesson in SMART Notebook software.

Teachers also sign in to access Lumio by SMART, the lesson delivery and collaboration platform included with SMART Notebook in their SMART Learning Suite subscription. They also use their sign-in to access SMART training, as well as the free lessons and classroom resources on SMART Exchange.

How do I provision user accounts?

Sign in to the SMART Admin Portal and add your teachers' account email addresses to your school's subscription.

If you use Google or ClassLink and OneRoster, you can auto-provision teachers by syncing data between ClassLink or Google and the SMART Admin Portal.

Does account provisioning require that teachers use their school or district emails to set up their SMART Accounts?

Technically, you can provision any email address that is attached to a Google or Microsoft account, even a personal email address. However, we strongly recommend that teachers use their school or district emails to set up their SMART Accounts.

This ensures that if a teacher moves to a different district, there won't be issues with one email being associated with multiple accounts if an admin forgets to remove a user. Also, it's easier to track and manage users within a subscription if they all use district emails.

What if a teacher has already set up a SMART Account using an email address other than the one I added in the portal?

In this case, the teacher will not be provisioned, because the email you added in the portal is not associated with the teacher's SMART Account.

It's a best practice to provision official school or district emails (as long as they're Microsoft or Google based) and instruct teachers to set up SMART Accounts using their official school or district email addresses (see the previous question).

Why are the user email addresses partially masked?

We value our customers' privacy and personal data. As part of a strict adherence to a variety of global privacy laws, some personal information is masked. As this portal grows and we add new features, we will continually revisit privacy-related aspects of the service to ensure we comply with all applicable laws while providing an excellent user experience.

What if I bought a subscription with 450 seats, but this year 475 teachers are on the list I upload?

SMART does not yet prevent the use of seats in excess of the purchased number. However, the SMART Admin Portal will indicate if you're using more seats than you purchased, and the assigned number of seats in the *Assigned/total* column will appear in red. When you renew your subscription, we will reassess the number of seats you need to purchase.

I use Active Directory Federation Services (ADFS). Can I use ADFS to provision my teachers in the SMART Admin Portal?

SMART does not yet support the use of ADFS, but we hope to release this provisioning feature in a future update.

What happens if a Google or Microsoft account is inactive?

If a list includes teachers who have deactivated Google or Microsoft accounts, these accounts do not add to your SMART Learning Suite subscription usage count. These teachers are also not provisioned for SMART Learning Suite software.

Question about using Google or Microsoft accounts

Below is a frequently asked question about using Google or Microsoft accounts.

What happens if a district uses both Google and Microsoft platforms?

If your Google and Microsoft accounts share the same domain, you can provision all teacher accounts with either platform. If the domains are different, you need to provision the teacher accounts with the provider (Google or Microsoft) your teachers use to access SMART software. For example, if your teachers are using the Google integration with SMART Learning Suite Online, you should provision using Google.

Question about learning management systems

Below is a frequently asked question about learning management systems (LMS).

What happens if a district is switching to a different LMS?

You should provision your teachers using your current LMS system now. When the new LMS system is active, you can disconnect your current sync and create a new one.

Activating software using a product key

Before SMART enabled user account provisioning, access to software was granted by using the product key associated with the subscription to activate software on specific computers.

Below are some frequently asked questions about product key activation.

Can I continue to use product keys to activate SMART Notebook software?

Yes, product keys still work for SMART Notebook, but be aware that SMART Learning Suite (SLS) Online is also included in the subscription, and teachers' accounts must be provisioned if the teachers want to use Lumio after the free trial ends.

If you want teachers to have the full benefits of the subscription and be able to use the software flexibly on multiple devices, provisioning user accounts is a better option. A provisioned user account grants access to a person rather than to a device. Teachers can install SMART Notebook on any computer, such as a computer at home, and sign in on any of those computers to access the full version of the software along with their saved personal data.

Why does my assigned seat count show 0 even though teachers are using our subscription with product keys?

The assigned seat count in the SMART Admin Portal lists only the number of provisioned user accounts; it doesn't show how many times a product key has been used to activate software on computers. Don't worry though, we include enough flexibility with licensing to ensure that customers don't hit limits as a result of not having combined counts.

What if I have more questions?

Check out the online help page for the SMART Admin Portal:

support.smarttech.com/docs/software/admin-portal/.

You can also contact support at <https://www.smarttech.com/contactsupport> or or call 1 (888) 427-6278.

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