

## Getting started

# SMART amp™



SMART amp 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 *Subscribing to SMART amp* 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 4.

### 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 3.

### 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 6.

### 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 7.

### 5. Sign in to [smartamp.com/admin](https://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 8.

- d. Manage teacher accounts.

See *Managing teacher accounts* on page 10.

### 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 11.

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 13.

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 15.

## Subscribing to SMART amp

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.

If you have purchased a SMART amp subscription, your reseller emailed you important information about your purchase as well as your license key. If you weren't the person who purchased SMART amp, contact the purchaser and ask him or her to forward the email to you.

## Upgrading from a trial license

If you purchased 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.smarttech.com](http://admin.smarttech.com).
2. Click **Upgrade License Key** in the *Subscription Details* section of the administrator's dashboard. If you don't see this button, you already have a full license.



#### NOTE

Valid license keys are always 22 characters long.

The *Upgrade the subscription license* window appears.

3. Type the full license key in the text box and confirm the domain associated with your subscription by selecting the checkbox.
4. Click **Upgrade License Key** to complete the upgrade.

## 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 6.



### 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* below.

## To set up a Google Apps for Education account

1. Go to [google.com/a/cpanel/education/new](https://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

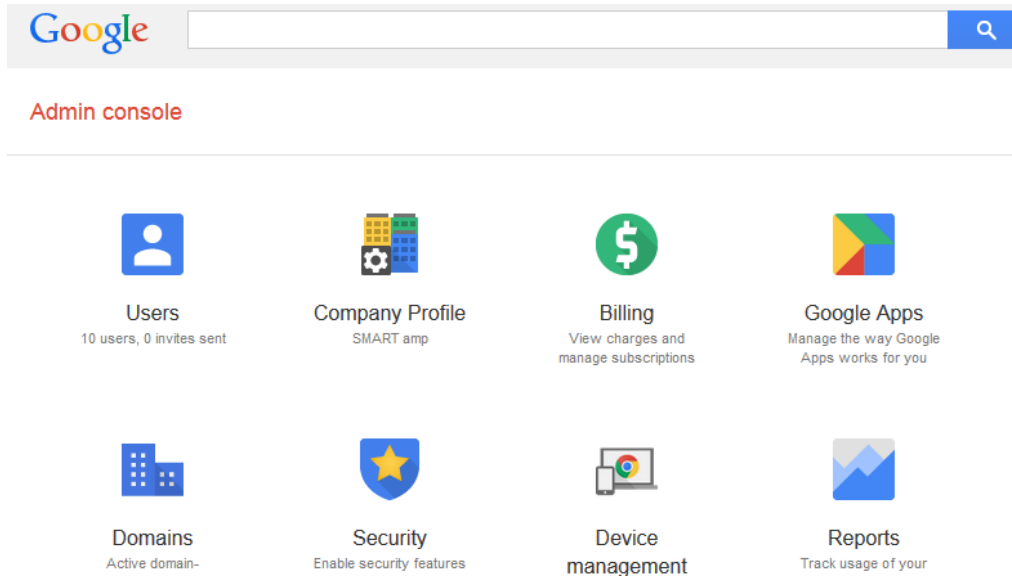
Need more help setting up Google Apps? The following resources can help:

- [Google Apps for Education: Deployment Guide](#)
- [Google Apps Administrator Help](#)
- [Deployment guides for Google Apps administrators](#)

# Determining whether you're the domain administrator

To easily determine whether you're the Google Apps super administrator for your school or region, go to [admin.google.com](https://admin.google.com) and sign in.

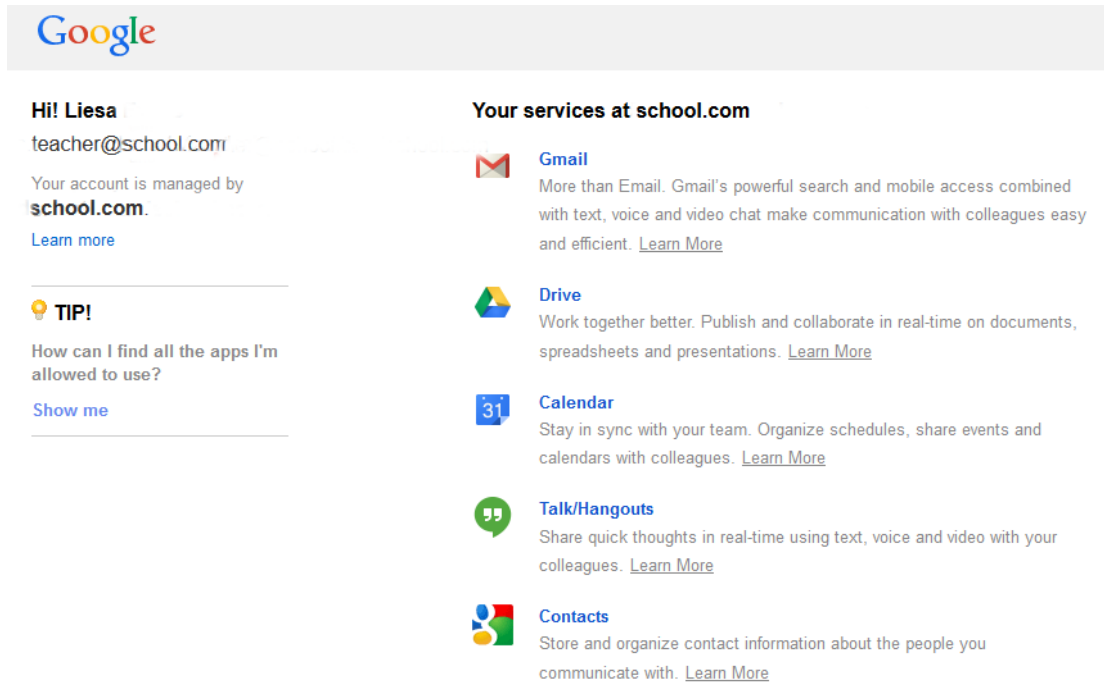
If you are the Google Apps super administrator, the Google Admin console dashboard opens.



The screenshot shows the Google Admin console interface. At the top is the Google logo and a search bar. Below it is the 'Admin console' header. The main area contains eight service tiles arranged in a 2x4 grid:

- Users**: 10 users, 0 invites sent
- Company Profile**: SMART amp
- Billing**: View charges and manage subscriptions
- Google Apps**: Manage the way Google Apps works for you
- Domains**: Active domain-
- Security**: Enable security features
- Device management**
- Reports**: Track usage of your

If you aren't the Google Apps super administrator, the page displays a list of the services available for you to use on your domain.




The screenshot shows the Google Admin console interface for a user named Liesa. The top bar displays the Google logo. Below it, the user's name 'Hi! Liesa' and email 'teacher@school.com' are shown, along with the text 'Your account is managed by school.com' and a 'Learn more' link. A 'TIP!' section asks 'How can I find all the apps I'm allowed to use?' with a 'Show me' link. The main content area is titled 'Your services at school.com' and lists several services with icons and descriptions:

- Gmail**: More than Email. Gmail's powerful search and mobile access combined with text, voice and video chat make communication with colleagues easy and efficient. [Learn More](#)
- Drive**: Work together better. Publish and collaborate in real-time on documents, spreadsheets and presentations. [Learn More](#)
- Calendar**: Stay in sync with your team. Organize schedules, share events and calendars with colleagues. [Learn More](#)
- Talk/Hangouts**: Share quick thoughts in real-time using text, voice and video with your colleagues. [Learn More](#)
- Contacts**: Store and organize contact information about the people you communicate with. [Learn More](#)

# Configuring the Google Apps domain

For SMART amp to work properly, you need to enable certain settings in your Google Admin console.


## To enable Google Apps API access

1. Sign in to the Google Admin console at <https://admin.google.com>.
2. Click **Security** , and then click **API reference**.



### TIP

If you don't see the Security icon, open the **More controls** section.

3. Ensure that **Enable API access** is selected.
4. Click the back arrow  to return to the Admin console dashboard.

## To configure Google Drive



### IMPORTANT


Ensure that your domain settings match the default settings described in this procedure.

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



### TIP

If you don't see the icon, open the **More controls** section.

2. Ensure that **ON for everyone** is selected.
3. Click **General settings** and ensure that **Allow users to install Google Drive apps** is selected.
4. Click **x** to close the *General Settings* panel.
5. Click the back arrow  to return to the Admin console dashboard.



### IMPORTANT




When teachers and students first sign in to SMART amp, they must allow SMART amp to access Google Drive and other Google Apps resources.

For more information on the configuration process, watch this [Tech2Tech training video](#).

## To configure Google+

### IMPORTANT

SMART amp doesn't require that you enable the Google+ app, but you need to configure the following setting.

1. From the Admin console dashboard, click **Google Apps**  and then click **Google +** .
2. Click **Sharing settings**.
3. Ensure that **Allow apps to access the Google+ APIs** is selected.
4. Click the back arrow  to return to the Admin console dashboard.



## Adding users to your Google Apps domain

Teachers and students must be added to your Google Apps domain before they can access SMART amp.

### NOTE

If you have already set up user accounts for teachers and students using Google Apps for Education, 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.

A window appears giving you three options for adding users.

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 SMART amp, information about your domain is displayed in the *Domains* section of the SMART amp administrators dashboard, including your license key, SKU and the subscription expiry date.

The domain that you registered with appears in bold. All users on the registered domain have access to SMART amp, but the *User volume* line in the *Subscription Details* section indicates how many can use SMART amp.

### 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 **x** 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 Teacher Accounts from Google** tab in the *Teachers* section of the SMART amp administrators dashboard.
2. Select the checkbox 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 11.

## 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 teacher 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 8

### 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 7.

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.

GETTING STARTED  
**SMART AMP**

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 capacity that ensure the best possible user experience with SMART amp. The version of SMART Product Drivers that ensures the best experience on SMART Board® 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
- 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
- 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
- Mac 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>
- <http://id.smarttech.com>
- <https://api.smarttech.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://youtube.com/iframe_api)
- <https://api.datamarket.azure.com/Bing/Search>

Go to [smartamp.com/connection/check](https://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 Board® interactive product, ensure that you have [SMART Product Drivers version 11.4 or later](#) installed on your product.

## Troubleshooting setup issues

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

### Troubleshooting SMART amp

Issue	Solution
You see the Teacher dashboard and not the SMART amp Administrators dashboard when you sign in.	Sign in to <a href="#">admin.smartamp.com</a> instead of <a href="#">smartamp.com</a> .
Nothing happens when you try to import teachers into a Google Group.	You can't import groups that were created using the "add all users" checkbox in Google Groups. Create a new group and paste in teachers' emails.
A teacher can sign in to SMART amp but can't see the <i>Create class</i> option.	<a href="#">Add the teacher's email address</a> to the teacher list individually or <a href="#">update the Google Group</a> to which they belong.
An error message appears when you try to add another domain using the <b>Add a Domain</b> button on the SMART amp Administrators dashboard.	You can add domains that are associated with the Google Apps account you configured for use with SMART amp. You can't add domains associated with other Google Apps accounts.



#### 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 13 for the complete list.

### Troubleshooting Google Apps

Issue	Solution
You see an error message saying "you're not part of a subscribed domain" when you try to log in to <a href="#">admin.smartamp.com</a>	You need to <a href="#">set up your Google Apps account</a> .

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You're the Google Apps super administrator but you're unable to sign in to SMART amp.

You need to [enable API access](#) in Google Apps.

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## Other resources

Search SMART's [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](#)

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[smarttech.com/support](http://smarttech.com/support)  
[smarttech.com/contactsupport](http://smarttech.com/contactsupport)

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