Cambridge One
How-to guide for administrators

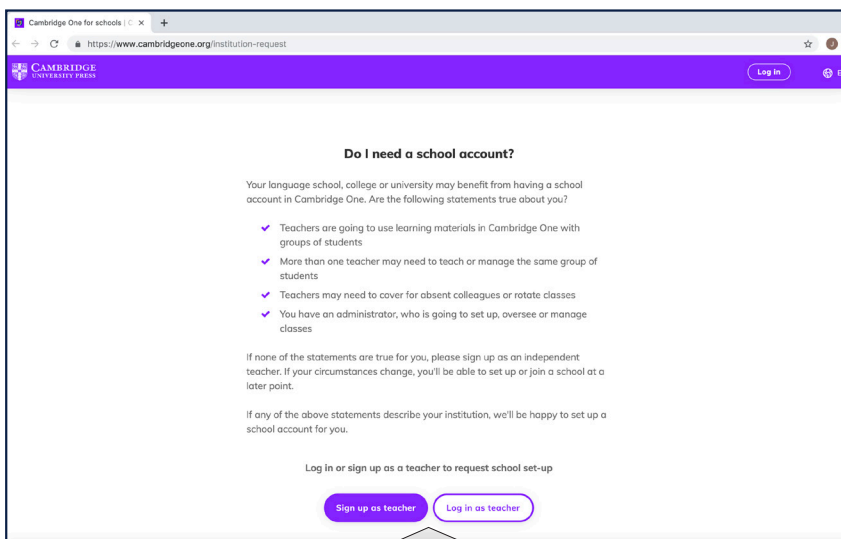**SETTING UP AN ACCOUNT**

Request a school account

Do you need to set up a school account?
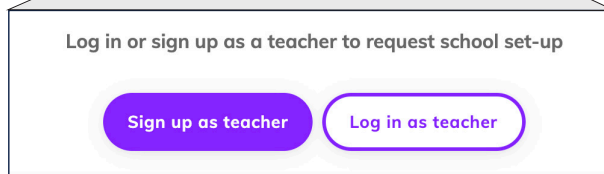
YES Follow the steps below.

NO Go to the 'Become an administrator' section.

Step 1: Visit our school request page at **cambridgeone.org/institution-request**

Step 2: Sign up to Cambridge One as a teacher or log in using your existing username and password.

Do I need a school account?

Your language school, college or university may benefit from having a school account in Cambridge One. Are the following statements true about you?

✔ Teachers are going to use learning materials in Cambridge One with groups of students

✔ More than one teacher may need to teach or manage the same group of students

✔ Teachers may need to cover for absent colleagues or rotate classes

✔ You have an administrator, who is going to set up, oversee or manage classes

If none of the statements are true for you, please sign up as an independent teacher. If your circumstances change, you'll be able to set up or join a school at a later point.

If any of the above statements describe your institution, we'll be happy to set up a school account for you.

Log in or sign up as a teacher to request school set-up

Sign up as teacher   **Log in as teacher**

Log in or sign up as a teacher to request school set-up

Sign up as teacher   **Log in as teacher**

Step 3: Submit the required details. Enter the school account information carefully when registering as this can't be changed once submitted.

Tip!

We'll email you when your school account is ready to use. This is usually within 5 working days.

Tip!

We recommend asking your school network administrator to add the following domains to the school's whitelist (safe sender list), which will help ensure that our email invitations and verification emails reach your inboxes:

cambridge.org
cambridgeone.org
gigya-raas.com

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Become an administrator

Did you set up the school account?

YES An administrator role will automatically be assigned to you. You can add more teachers as administrators to the school at any time.

NO Ask the person who set up the school account to assign you admin rights. First you need to sign up to Cambridge One as a teacher or log in using your existing username and password, and then join the school as a teacher.

One school

Tip!

If you are part of more than one school you'll see a list of the different schools on your dashboard.

Multiple schools

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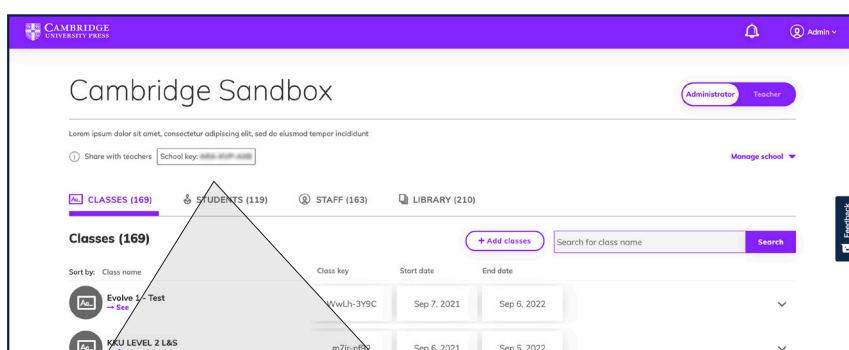
Add more administrators

Has the person you want to make an administrator joined your school yet?

YES Follow the steps below.

NO Ask them to sign up or log in to Cambridge One as a teacher first and join the school using the school key you give them. Grant them admin rights to your school account by following the steps below.

Step 1: Log in to Cambridge One.

Step 2: Click on the Staff tab of your dashboard and find the teacher who needs admin access by typing their name or email address into the search bar.

Step 3: Click on the three dots next to their name and choose 'View profile'.

Step 4: Click 'Manage account' and then 'Grant admin rights'.

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Remove an administrator

Does your school have at least one other administrator?

YES Follow the steps below.

NO You won't be able to remove the only administrator as your school needs to have at least one administrator at all times.

Step 1: Log in to Cambridge One.

Step 2: Go to the Staff tab of your administrator dashboard.

Step 3: Click on the three dots next to the current administrator's account and choose 'View profile'.

Step 4: Click 'Manage account' and then 'Remove admin rights'.

This person will still be a teacher in your school account. They will receive an email informing them that you have removed their admin rights.

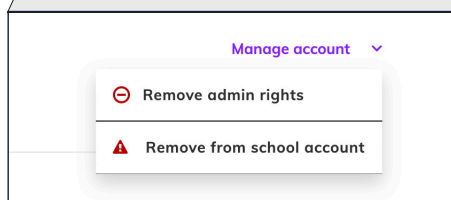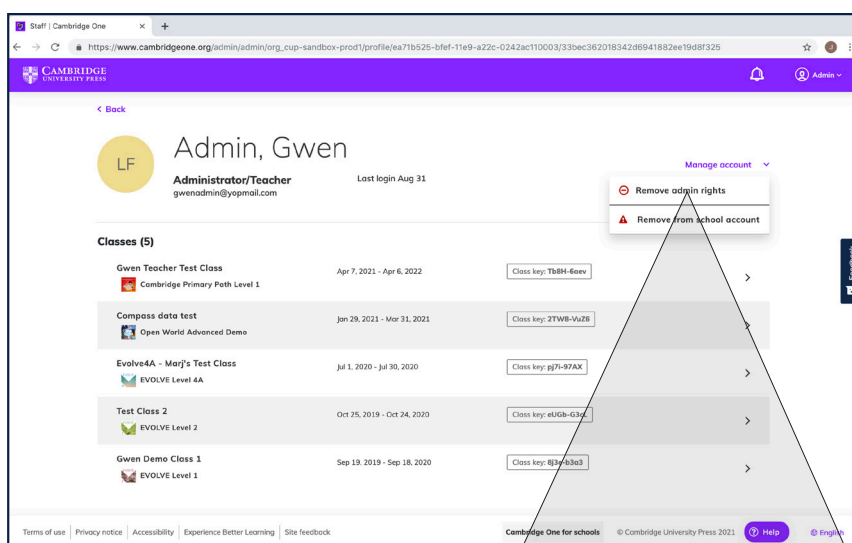# Cambridge One
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SETTING UP AN ACCOUNT

Remove an administrator

Do you want to remove this person from your school account?

YES   Follow the same steps as on page 4 but instead of clicking 'Remove admin rights' as in Step 4, choose 'Remove from school account'.

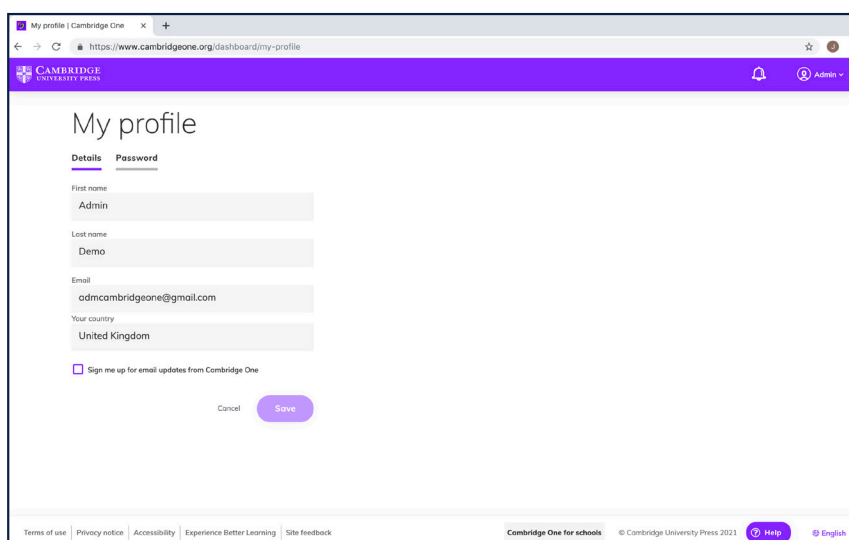**NO**   No further action is required.

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Update personal details

Step 1: Log in to Cambridge One.

Step 2: Go to the profile icon in the top right corner and click on 'My profile'. You can edit all your details here, including your email address and your password.

Tip!

Adult students, parents and teachers can also edit all of their details including email addresses via their profile page. However, for child accounts which use usernames instead of email addresses, these usernames cannot be changed.

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CREATING AND MANAGING CLASSES

Create a class

Step 1: Log in to Cambridge One.

Step 2: Go to the Classes tab on your administrator dashboard.

Step 3: Click the '+ Add classes' button.

Step 4 (option A): Create single or multiple classes by filling in your class details and adding teachers and learning materials.

Step 4 (option B): Create multiple classes by uploading a CSV file. Simply click the '+ Upload file' button at the top right of the page and follow the steps.

Tip!

You can add up to 10 teachers per class, and you must add at least one teacher to be able to create your class.

Tip!

Once you have created your classes, remember to go into each one and add the learning materials.

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How-to guide for administrators

Managing classes

Can I review general information about my classes?

- Yes, go to the Classes tab on your administrator dashboard and click on the arrow on the right-hand of the class.

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CREATING AND MANAGING CLASSES

Can I extend my class period?

- Yes, classes can be extended for 30 days after the original class end date.

- Once the 30-day extension period has ended, it will no longer be possible to extend the class, re-open it, remove students/teachers from that class or make any changes.

- You can still reactivate a class up to one month after it ends.

Can I change my class details?

- Yes, you can edit the class key and change the learning materials in a class.

- It's not possible to delete a class but if you don't need a class you've created, try changing its name, dates, and learning materials to re-use it next time you need a new class.

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ADDING AND MANAGING TEACHERS

Add teachers

Have you already created your class?

YES Follow the steps below. You can add teachers to an existing class at any time.

NO When creating a class, choose the option to add teachers. You can add up to 10 teachers per class, and you must add at least one teacher to be able to create your class. See guide on 'Creating and managing classes'.

Step 1: Log in to Cambridge One.

Step 2: Click on the class, scroll down to the Teachers section and click the '+ Add' link next to the heading.

Tip!

Before inviting teachers we recommend asking your school network administrator to add the following domains to the school's whitelist (safe sender list), which will help ensure that our email invitations and verification emails reach their inboxes::
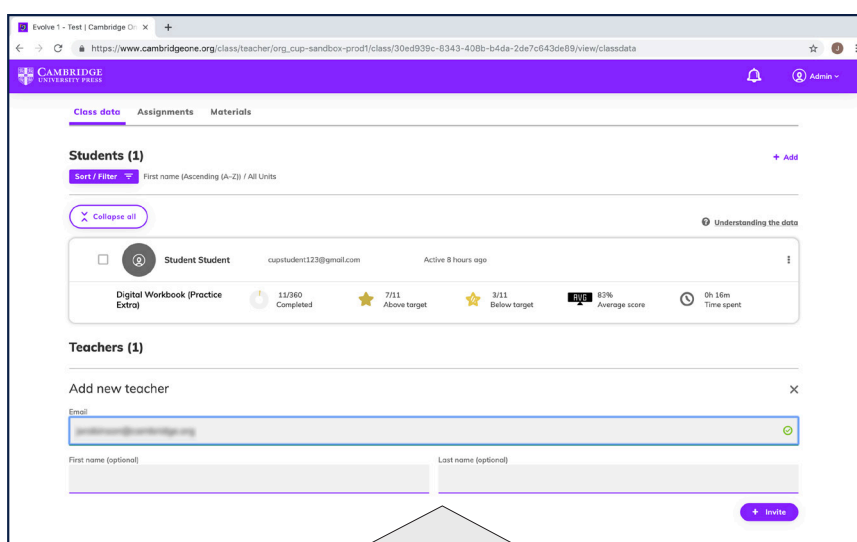
cambridge.org   cambridgeone.org   gigya-raas.com

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ADDING AND MANAGING TEACHERS

Step 3: Type the email address(es) of the teacher(s) you wish to invite. Each teacher you invite will receive an email invitation and appear on the pending list on the class dashboard.

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ADDING AND MANAGING TEACHERS

Managing teachers

Can I update passwords and email addresses for teachers?

- For data security reasons teachers must update their details themselves in their profiles, or use the 'Forgotten password' screen if they can't log in.

Can I remove a teacher from my school account?

- Yes, follow the steps below. If the teacher is associated with a specific class, see next question.

    Step 1: Log in to Cambridge One.

    Step 2: Go to the Staff tab on your administrator dashboard.

    Step 3: Find the person you want to remove, click on the three dots next to their name and choose 'View profile'.

    Step 4: Click 'Manage account' and then 'Remove from school account'.

**Please turn over
to see the next page**

Cambridge One

How-to guide for administrators

Managing teachers

Can I remove a teacher from a specific class?

- Yes, as long as they are not the only teacher in the class. All classes must have at least one teacher in a class. Follow the steps below.

   Step 1:   Log in to Cambridge One.

   Step 2:   Find the class on your administrator dashboard.

   Step 3:   Click on the class, scroll down to the Teachers section, select the teacher you want to remove and click the 'Remove' button.
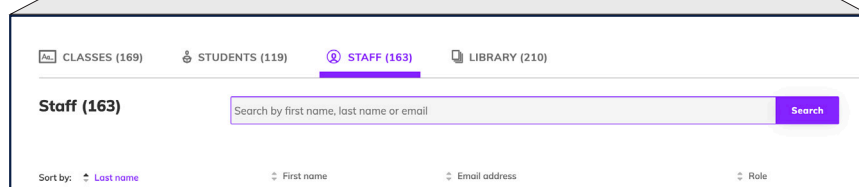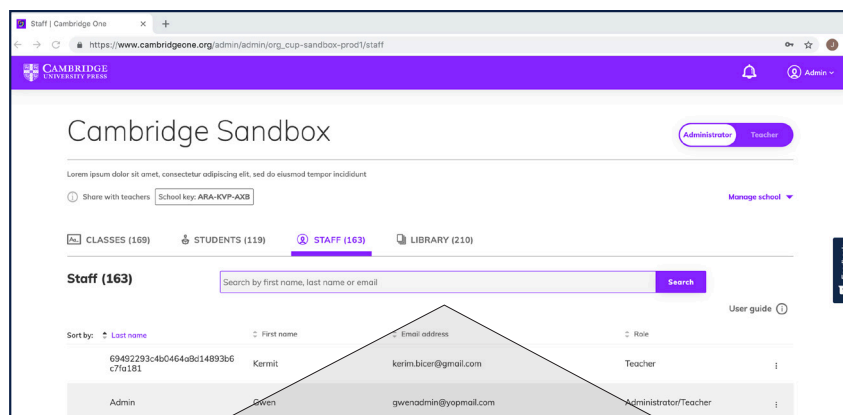
Tip!

Teachers and admins can both be managed under the Staff tab on your administrator dashboard.

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Add children to classes

Does the child already have a Cambridge One account?

YES Go to next question.

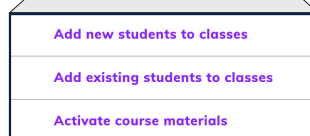**NO** Click on the Students tab on your dashboard and open the 'Manage students' menu. Choose 'Add new students to classes' and on the next page choose 'Children'. Follow the instructions on that page to continue.

Has the child been added to classes in your school before?

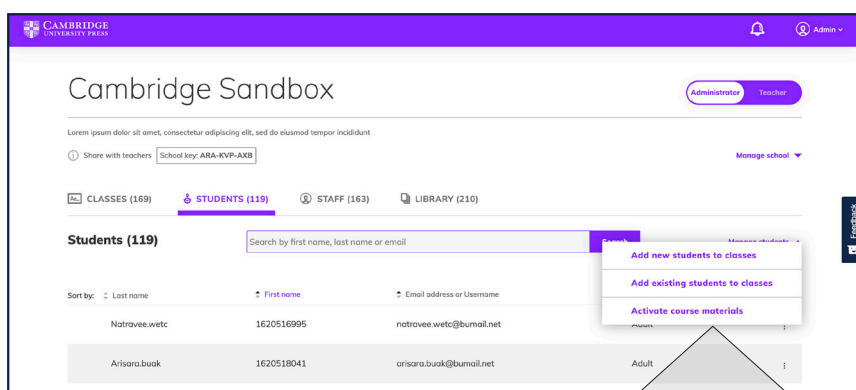**YES** Click on the Students tab on your dashboard and open the 'Manage students' menu. Choose 'Add existing students to classes' and on the next page choose 'Children'. Follow the instructions on that page to continue.

NO The child or their parent can click on the '+ Class' button on their dashboard and use the class key you give them.

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MANAGING STUDENTS

Add adult students to classes

Do you want to add students yourself?

YES Follow the steps below.

NO Share the class key with your students. Once they've signed up to Cambridge One as a Learner, they should activate their learning materials first. They can then select 'I'm learning with a class' and enter the class key you give them.

Step 1: Log in to Cambridge One.

Step 2: Click on the Students tab on your administrator dashboard and open the 'Manage students' menu.

Step 3: Choose one of the two options and on the next page choose 'Adults'. You can invite students with and without Cambridge One accounts using the same form.

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How-to guide for administrators

MANAGING STUDENTS

Step 4: Simply complete the form with their email addresses and class key. Each student you invite will receive an email invitation and appear on the pending list on the class dashboard.

Tip!

You can upload a maximum of 100 students to a class, or 200 students to multiple classes, either manually or by using the '+ Upload file' button.

Tip!

Before inviting adult students we recommend asking your school network administrator to add the following domains to the school's whitelist (safe sender list), which will help ensure that our email invitations and verification emails reach their inboxes:

cambridge.org   cambridgeone.org   gigya-raas.com

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How-to guide for administrators

Remove students from classes

Step 1: Log in to Cambridge One.

Step 2: Go to the Classes tab on your administrator dashboard and choose the class you need.

Step 3: Under 'Class data' find the student(s) you want to remove and tick the box next to their name.
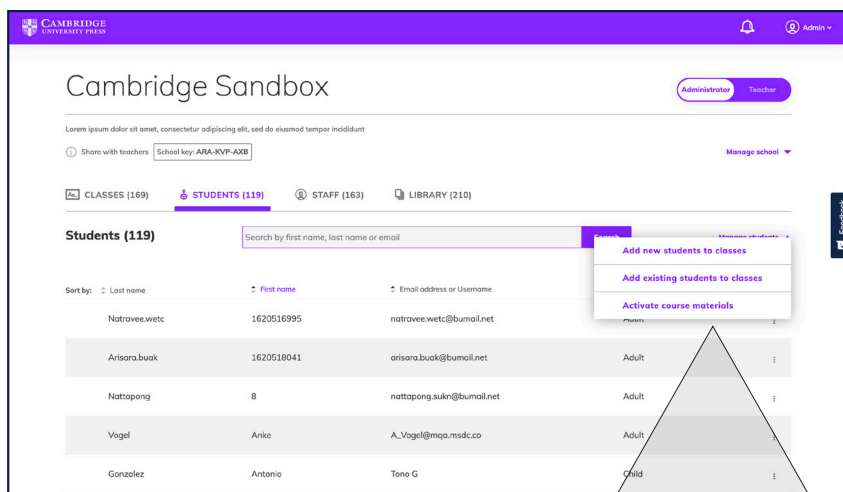
Step 4: Click on 'Remove' and confirm.
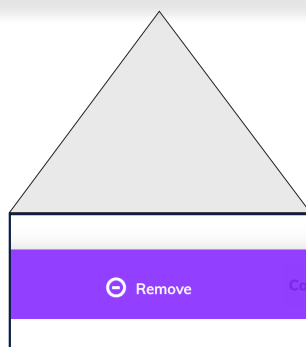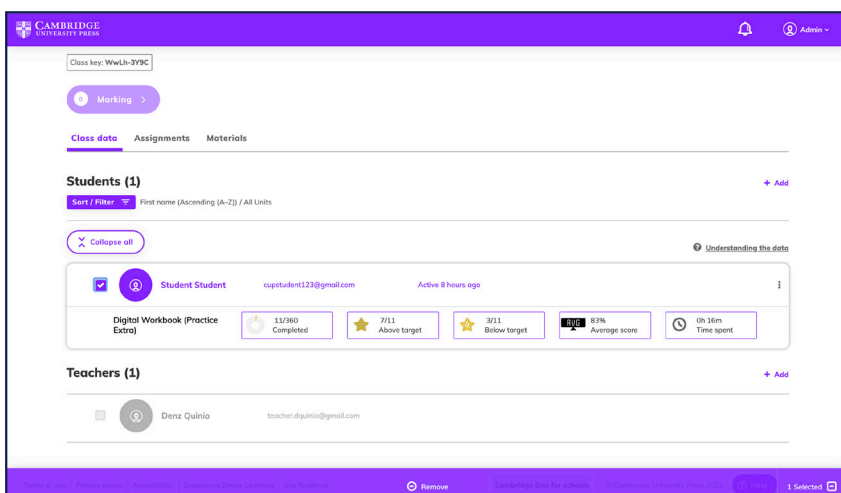
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How-to guide for administrators

MANAGING STUDENTS

Activate learning materials for students

Step 1: Log in to Cambridge One.

Step 2: Find the student on the Students tab on your administrator dashboard.

Step 3: Click on 'Activate course materials' under the three dots next to their name.

Tip!

Only students can currently check the expiry date of their activation codes.

Add new students to classes

Add existing students to classes

Activate course materials

Tip!

If you need to activate materials for multiple students, click on 'Manage students' on the Students tab of your dashboard and choose 'Activate course materials'. Follow the instructions on that page to continue.
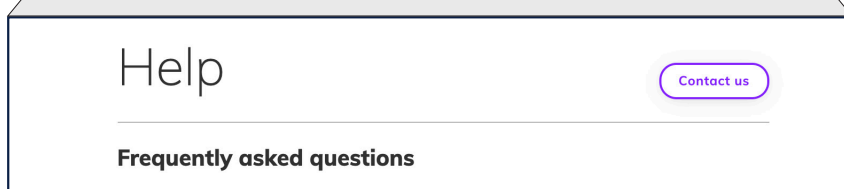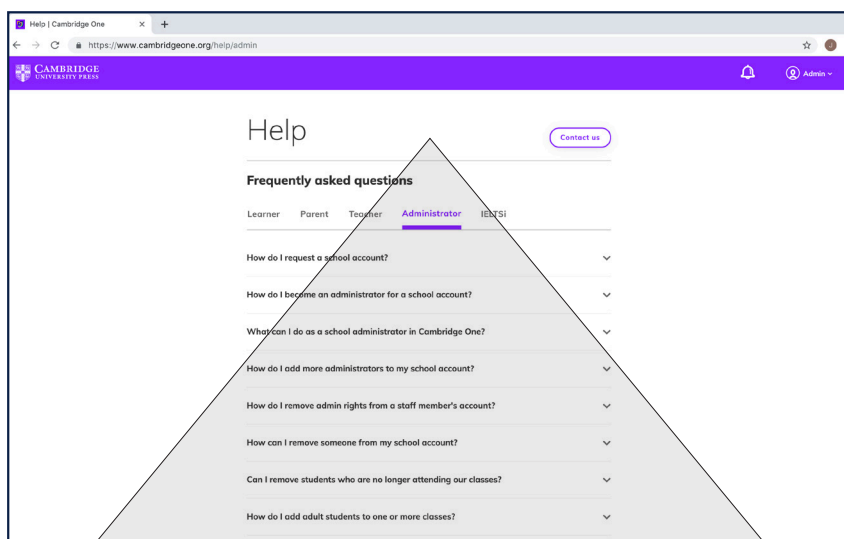
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MANAGING STUDENTS

Update passwords and emails for students

Step 1: Log in to Cambridge One.

Step 2: Click on the Students tab on your administrator dashboard.

Step 3: Find the student who needs your help and click on the three dots icon next to their name.

Step 4: Choose 'Change password'.

Tip!

For data security reasons, email addresses can only be updated by the students themselves in their profiles.

Tip!

It's not currently possible to switch user roles. If someone registers with the wrong user role, please contact us by visiting the Help button at the bottom of the page and choosing 'Contact us'.

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MARKING AND DATA

Mark activities on behalf of teachers

Step 1: Log in to Cambridge One.

Step 2: Go to the Classes tab on your administrator dashboard and select the class you wish to mark.

Step 3: Choose the 'Marking' section of a class.

Step 4: Click on the work you want to mark.

Step 5: Use '+ / -' or type the score as a percentage.

Step 6: Add your written feedback into the window and click 'Send'.

Tip!

You can currently only mark speaking and writing activities on behalf of a teacher and you won't be able to change your mark after sending it to a student.

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MARKING AND DATA

Download a report of your students' progress

Step 1: Log in to Cambridge One.

Step 2: Go to the Classes tab on your administrator dashboard and select the class you want to view data for.

Step 3: Select 'Actions' at the top of the page followed by 'Download report'.

Tip!

Please note that progress cannot be reset and students carry it even if they join a different class. If students don't want to carry their progress forward, they can create a new account on Cambridge One.

Please turn over to see the next page

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MARKING AND DATA

Step 4: Choose from four reports which can be downloaded as CSV files:

- Class summary
- Assignments summary
- Class all data
- Assignments all data

If you are using a course with only one component, a CSV file will download. If your course has more than one component, a zip file with a report for each will download.

Tip!

To understand the data on your students' progress, visit the Help button at the bottom of the page and choose 'Administrator'. Select the question called 'Understanding the data' to see a full breakdown of the different performance metrics.

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