Collins Connect Secondary Platform: what to do first

Contact the Digital Support Team

The Collins Connect Digital Support Team is on hand to help you make the most of your subscription. Once you have purchased Collins Connect, **we strongly recommend** that you contact the Support Team so they can help set up Collins Connect quickly and correctly for your school.

You can contact the team by phone or by email:

- By phone: **01484 668 148 Option 3**

- By email: education.support@harpercollins.co.uk.

Alternatively, follow the instructions below

It's important that your school's IT systems meet Collins Connect's technical requirements. Once you've confirmed that your systems are configured correctly, the next step is to understand the different Collins Connect user roles, and import your lists of Teachers, Students and Classes.

Please follow the steps below to set-up Collins Connect for your school.

1. Technical Requirements

2. Introduction to Collins Connect user accounts

3. Importing users

4. Getting started

5. Support

Once you've completed each of the steps, you'll be ready for your Teachers and Students to sign in and start using Collins Connect.

1. Technical Requirements

Please make sure that you have the following installed on your IT systems/network before moving on to the next step:

- Current versions of Microsoft Windows, Mac OS X, iOS

- HTML 5 compatible browsers - IE 10 and above, Chrome, Safari, Firefox

- MS Word, MS PowerPoint, Adobe Acrobat Reader

- Ensure that your email system accepts emails from @harpercollins.co.uk and @e.harpercollins.co.uk

- If you are on a secure network and are having problems loading any content, add the following domains to your whitelist: *.collins.co.uk, jwpsrv.com, *.jwpcdn.com, cdn.mathjax.js, ajax.aspnetcdn.com, www.googletagmanager.com.

2. Introduction to Collins Connect user accounts

There are three roles within Collins Connect that you need to understand before proceeding. Each has their own sign in page, accessed from the Collins Connect Home page:

 Admin user

After purchasing Collins Connect you should have received the school Admin account sign in details. The Admin user can:

- Set up Teacher and Student user accounts.

- Manage all user accounts once you're up and running.

- View all the courses and resource content your school is subscribed to.

- View reports for all your school's Students, Classes and Sub-groups.

Teacher user

Once the Admin has set up Teacher user accounts, your Teachers will be able to:

- Manage their own Class groups, including moving Students between classes.

- View all the courses and resource content your school is subscribed to.

- Set homework, view results and reports.

- See which of the homework or test assignments they've set require marking.

- View notifications about their Students' activity within Collins Connect.

Student user

Once the Admin has set up some Student accounts, your Students will be able to:

- View all the courses and resource content your school is subscribed to.

- Complete homework that their Teacher has set for them.

- View test results and reports.

For full guidance on Collins Connect user roles, please see the Collins Connect Secondary Platform User Guides (Admin, Teacher and Student).

3. Importing users

To initially generate Teacher and Student user accounts, you will need to prepare a Excel workbook import document. This also enables Classes to be automatically populated and assigned to the correct Teachers.

Preparing to import your school's data

To begin importing Teachers and Students, firstly sign in as the Admin user with the details emailed to you.

An initial screen will provide you with instructions on how to upload your data via an Excel workbook:

The four buttons at the bottom of the screen link to documents designed to help you during the data import process. These are:

Excel import workbook data entry fields (.DOC)

This document explains the format of each of the data fields required to fill in the upload document. Follow the instructions to populate your Excel workbook with all the Teachers, Students and Groups who you want to use Collins Connect (**Note:** more Teachers, Students and Groups can always be added later).

Blank upload document (.XLS)

This is the blank Excel workbook that you will need to populate with your school's data. It is split into three tabs:

- Teachers

- Students

- Groups.

You will need to fill in the data fields for each Teacher, Student and Group that you want to use Collins Connect.

Example Excel import workbook (.XLS)

This is an example of a complete upload document, ready to be imported into Collins Connect. You should use it for reference when completing your own upload document.

Collins Connect Secondary Platform Admin User Guide

This is the complete platform Admin user guide. You shouldn't need to refer to it during the import process, but it's a handy reference guide for when you're using Collins Connect in your teaching.

Note: additional user guides for Teachers and Students can be accessed by clicking on the **User guides** button in Collins Connect.

Importing your school's data

Once you've filled in your blank upload document with your school's data, you are ready to import it into Collins Connect.

Click on **Get started**. You'll then be taken to your **Manage users** screen:

- Click on the **Excel import** button.

- When prompted, locate the Excel upload document containing your school's data and click on **Import**.

Collins Connect will then import all the data you've provided (**Note:** this may take a few minutes).

Once the import is complete, you'll see a summary screen detailing the data uploaded in the import:

Click through each separate summary tab for Teachers, Students and Groups to check that the data is the same as you provided in the upload document. You will see a green tick if the data line has been processed correctly, or a red cross if the data line has failed to upload. If the data item fails to upload, check the formatting of the item in your upload document and import the document again.

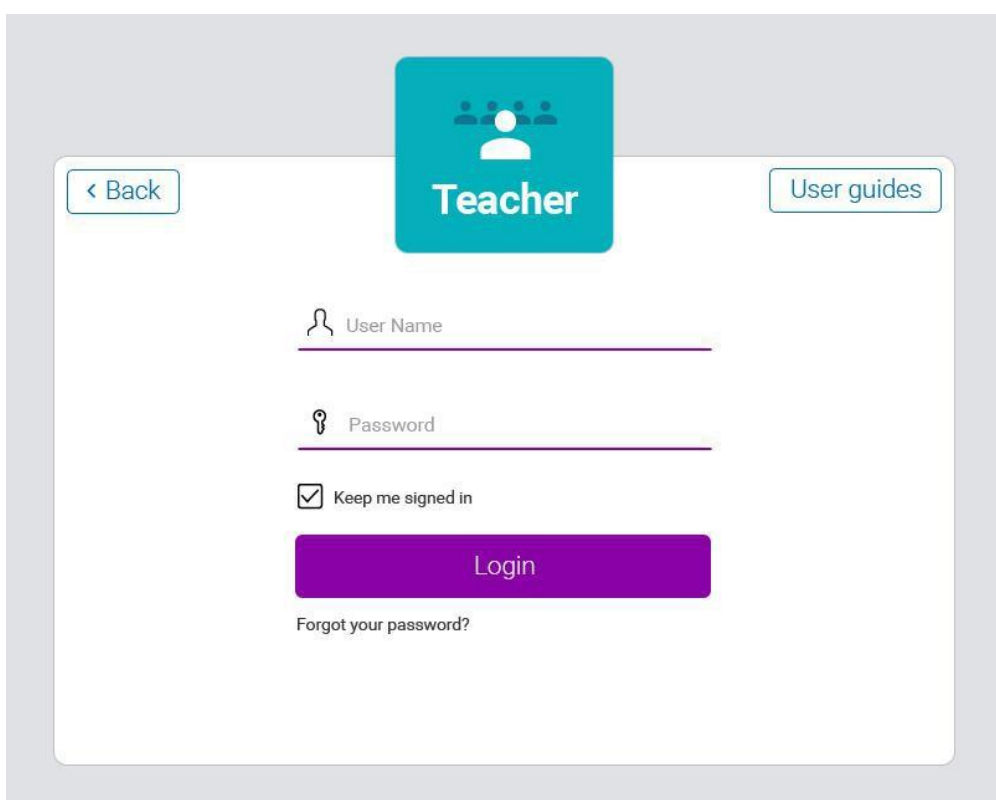If all your data is formatted correctly, you will see a green tick by each Teacher, Student and Group:

Your Teachers, Students and Groups are now set up in Collins Connect.

4. Getting started

Below is a quick guide to getting started for Teachers and Students. For full details on how to manage your Teachers, Students and Groups, please see the separate **Collins Connect Secondary Platform User Guides (Admin, Teacher and Student)**.

Teachers

Teachers will sign in at the Collins Connect Teacher sign in page:

To sign in they will need to enter their:

- **User Name**: this should be their school email address.

- **Password**: once a Collins Connect account has been created for them, new Teachers will be emailed a link allowing them to set a password so they can sign in.

Once signed in, the Teacher will see their Home page in Collins Connect, and have access to all the courses your school has subscribed to:

Students

Students should sign in at Collins Connect Students sign in page:

They will firstly need to select their school. When they begin typing, their school's name and it should appear on a list

After the Student has selected their school, they will then be asked to enter their:

- **Date of birth**

- **First letter of surname**

- **Year group**:

Once you have entered these, click **Login**. If somebody else in the school has similar details to you, you may be asked to pick your name from a list.

Once you've signed in, you will then be taken to the work you have been assigned and a selection of the courses your school is subscribed to:

Record sheets are maintained for each Student so the Teacher and Admin can track their individual progress over time. Teachers can also exchange feedback with Students on homeworks and tests within the platform.

5. Support

To the top right of the Collins Connect dashboard there is a Help and Support section which includes support material including the Admin, Teacher and Student user guides.

To return at any time to the instructions screen for how to upload Teachers, Students and Groups via the Excel import document, click on the **Getting started** button to the top right of the Collins Connect dashboard.

If you do require further support, please email **education.support@harpercollins.co.uk** or call **01484 668 148, Option 3**.