

## Contents

Account roles on Suburani.com.....	2
How To ... initiate your Admin-teacher account.....	3
How To ... increase the number of student or teacher accounts available .....	4
How To ... add another teacher .....	5
Classes and the waiting room .....	6
How To ... assign teachers to classes .....	6
How To ... create accounts for students.....	7
How To ... move and delete Student accounts.....	8
How To ... view students' usernames and temporary passwords.....	10
How To ... reset a student's password .....	10
How To ... sign in to your Suburani account (a guide for students).....	11
Suburani Student Privacy Policy.....	12

## Account roles on Suburani.com

There are three different account roles on suburani.com which have different permissions. The first user set up on a School account is an Admin-teacher User. There must always be at least one Admin-teacher user assigned to a School account.

The permissions of the different users are as follows:

### Admin-teacher User

- Able to set up and delete Admin-teacher accounts.
- Able to set up and delete Teacher accounts.
- Able to set up and delete Student accounts.
- Able to assign Teachers to classes.
- Able to see student usernames and provide temporary passwords.
- Able to see the student progress data of students in classes assigned to them.

### Teacher User

- Able to see the usernames of students in classes assigned to them and provide temporary passwords.
- Able to see the student progress data of students in classes assigned to them.

### Student User

- Able to see their own progress data.

## How To ... initiate your Admin-teacher account

### Before you start

- If you are using your school email address, you may need to ask your IT department to permit you (and any other colleagues who will require accounts) to receive emails from the following address:  
[digital@hands-up-education.org](mailto:digital@hands-up-education.org)  
(There is no need to enable emails from this address for students.)
- Internet Explorer is not supported. Please use a different browser such as Google Chrome, Microsoft Edge, Safari, Opera, or Mozilla Firefox.

### Initiating your Admin-teacher account

1. Go to [www.Suburani.com](http://www.Suburani.com)
2. Click 'Sign In'.
3. Enter the email address you have given us.
4. Click 'New Password'.
5. Click 'Reset Password'.
6. You will be sent an email that contains a temporary password.<sup>1</sup>
7. Return to [www.Suburani.com](http://www.Suburani.com) and sign in with your temporary password. You'll then be prompted to create a new password.

### Accessing your Admin-teacher account

To access your account in future, just go to [www.Suburani.com](http://www.Suburani.com) and click 'Sign In'.

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<sup>1</sup> If you do not receive the email within about 5 minutes, check your spam/junk mail folders. If there's still no sign of the email, check your IT department has permitted staff to receive emails from [digital@hands-up-education.org](mailto:digital@hands-up-education.org) and run through the process again. If emails still fail to arrive, contact us.

## Account details

The details of your school account will be available on the School Management page. Only Admin-teacher Users will see the second, third, and fourth buttons.

SUBURANI
Manage
SIGN OUT

Subura High School (SU1 1AA)

<b>Number of accounts purchased:</b>	100	<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>The available accounts can be assigned to either Teacher or Student Users.</p> </div>
<b>Number of accounts in use:</b>	1	
<b>Number of accounts available:</b>	99	
<b>Renewal date:</b>	28 <sup>th</sup> July 2022	

View student usernames and passwords

Manage students and classes (admin only)

Manage teacher accounts (admin only)

Assign teachers to classes (admin only)

## How To ... increase the number of student or teacher accounts available

If you run out of accounts and need to add more students or teachers, you can purchase additional accounts for a few pounds/dollars each. Either order them online ([www.Suburani.com](http://www.Suburani.com)) or send us an email letting us know the name of your school, postcode/zip, and the number of additional user accounts you'd like. We'll let you know when the additional accounts are ready to use (they should normally be available within about 24-48 hours of your order/request).

If you need us to invoice your school, we'll make the accounts live straight away and invoice later, so you won't need to wait until the invoice is paid before the accounts are available.

## How To ... add another teacher

### Step 1: You create the teacher's account

To add any colleagues to your school account

1. Click the 'Manage' button (on the orange bar, top right) to go to the Management Area.
2. Click 'Manage teachers, classes, and students'
3. Click 'Manage teacher accounts'
4. Click 'ADD NEW TEACHER'
5. Type in the teacher's first name and last name
6. Type in the teacher's email address
7. Choose a role for the teacher:
  - a. Teacher: has access to the online resources (including the Teacher Area with teaching notes and ancillary resources) and can see the usernames of students in classes which have been assigned to them and provide temporary passwords. They cannot add or delete Students or Teachers Users.
  - b. Admin-teacher: can do everything that you can do (useful if you want to share the work of managing the account with someone else, or if you are in the process of handing over the account to a colleague/new teacher)
8. Click 'ADD TEACHER' and wait ..... for 'Teacher added successfully' to appear. Press 'BACK' to return to the 'Manage teacher accounts' page.
9. As an Admin-teacher you can change the Teacher's role to Admin or not, and also delete the Teacher account.

### Step 2: The teacher initiates his/her account

(This is the same process that you went through to initiate your account.)

1. The teacher goes to [www.Suburani.com](http://www.Suburani.com)
2. Teacher clicks 'Sign In'.
3. Teacher enters the email address you provided for his/her account in Step 1 part 5 (above).
4. Teacher clicks 'New Password'.
5. Teacher clicks 'Reset Password'.
6. The teacher will be sent an email that contains a temporary password.<sup>2</sup>
7. Teacher returns to [www.Suburani.com](http://www.Suburani.com), signs in with the temporary password, and is prompted to create a new password.

<sup>2</sup> If the teacher does not receive the email within about 5 minutes, s/he should check spam/junk mail folders. If there's still no sign of the email, check your IT department has permitted staff to receive emails from [digital@hands-up-education.org](mailto:digital@hands-up-education.org) and run through the process again. If emails still fail to arrive, contact us.

## Classes and the waiting room

### Overview

Within your School account you can set up classes which will hold the Student users. A teacher will then be assigned to the class. Multiple teachers can be assigned to a single class.

The Waiting room is permanent and cannot be deleted. Students in the Waiting room are inactive and cannot access their accounts, but their data is retained. Students in the Waiting room also do not count in the 'Number of accounts in use'.

### Creating a class

1. Press the 'CREATE NEW CLASS' button in the top right.
2. Enter the name of your new class and click 'CREATE'.
3. Wait for the message 'A new empty class (CLASS NAME) was created successfully'.
4. Press 'BACK' to return to the Class management page.

You can rename the class or delete the class at any time. If you delete a class with Students in, you can choose whether the Students should be moved to the Waiting room or whether the Student accounts and their associated progress data should be deleted.

## How To ... assign teachers to classes

Admin-teachers can assign Teachers to classes. Teachers assigned to a class have access to the progress data of the Students within that class.

1. On the main School management page click 'Assign teachers to classes'.
2. You will see the teachers along the top and the classes down the sides. Tick the boxes in the grid to assign the corresponding Teachers to classes, then click 'MAKE CHANGES' to confirm the assignments you have made.
3. Multiple teachers can be assigned to a single class.

If you need to add another Teacher or a new class, you must go back to the School Management page.

## How To ... create accounts for students

### Overview

The overall process for Student accounts is as follows:

- Once a class has been created, an Admin-teacher can upload the names of the students into that class.
- Our software then generates a username and a temporary password for the student.
- When the student logs in with the username and temporary password, s/he is **immediately** given a new password (which then only s/he knows).
- The student must immediately make a note of the new password and use it from then on. (The temporary password does not work once a new password has been displayed to the student.)

This system is designed to ensure that (i) the student does not need to supply an email address, and (ii) is the only person who knows his/her new password.

If a student forgets his/her password, see *How To ... reset a student's password* below.

### Adding students to classes

Once you have created classes, you can add Student accounts.

1. To add Students to a class click the 'view students' next to the corresponding class.

The screenshot shows the 'SUBURANI Manage' interface. At the top right is a 'SIGN OUT' button. Below the header is the title 'Manage students and classes'. There are three main buttons: 'MENU', 'CLASSES', and 'CREATE NEW CLASS'. Below these is a table of classes:

	view students	rename class	delete class
Class 1	view students	rename class	delete class
Class 2	view students	rename class	delete class
Class 3	view students	rename class	delete class
Waiting room	view students		

2. You will see a message saying 'No students in this class yet.'
3. Click the 'ADD STUDENTS' button in the top right.
4. You can add students in 3 three ways:
  - a. ADD A SINGLE STUDENT – you can add a single student by typing the First name and Last name and clicking 'CONFIRM'.
  - b. UPLOAD FILE – you can upload a .txt or a .csv file. The file should have one line for each student. The name should be given as 'last name, first name'.
  - c. PASTE FROM FILE – you can copy and paste names of students from a spreadsheet or a text file. Each name should be given as 'last name, first name', with one name per line.
5. Usernames and temporary passwords will be generated for the students.

## Student log-in

Students log in as follows:

1. Student goes to [www.Suburani.com](http://www.Suburani.com) and clicks 'Sign In'.
2. Student enters his/her username and password.
3. If a student is signing in with a temporary password, the system will immediately generate a new password. The student should make a note of this password and use the new password from then on.

## How To ... move and delete Student accounts

Throughout the year you may need to move or delete individual Student accounts. At the end of the year you may want to move or delete multiple Student accounts at the same time.

### Moving Student accounts

1. On the school Management page go to 'Manage students and classes'.
2. Choose 'view students' for the class where the Student accounts that you wish to move currently are.
3. Select the students you would like to move. You can use the 'select all' or 'select none' buttons if you would like to move all the Student accounts in the class.
4. Click the 'MOVE' button.

The screenshot shows the 'SUBURANI Manage' interface. At the top right is a 'SIGN OUT' button. Below the header, there is a 'MENU' button, 'Class: Class 1', and an 'ADD STUDENTS' button. A dialog box is open with 'select all' and 'select none' buttons on the left, and 'MOVE' and 'DELETE' buttons on the right. The dialog box contains the text 'Move these 2 students to:' followed by a dropdown menu showing 'Class 2'. Below the dropdown are 'CANCEL' and 'CONFIRM' buttons. At the bottom of the dialog box, there is a list of students: 'Student 1' (checked), 'Student 2' (checked), and 'Student 3' (unchecked).

5. A dialog box will appear in which you can choose where you want to move the selected students to. The dropdown displays the other classes which already exist in your school. The Waiting room will always appear as an option.
6. Click 'CONFIRM'.

### Deleting Student accounts

1. On the school Management page go to 'Manage students and classes'.
2. Choose 'view students' for the class that contains the Student accounts you want to delete.
3. Select the students you would like to delete. You can use the 'select all' or 'select none' buttons to speed up the selection process.
4. Click the 'DELETE button.
5. A dialog box will appear asking you to confirm this action.
6. Click 'CONFIRM'.

## How To ... view students' usernames and temporary passwords

To view students' usernames and temporary passwords at any time:

1. On the School Management page click 'View student usernames and passwords'.
2. Use the dropdown on the top right to select a class.
3. Tick the box next to 'Show username and temporary password'.

The screenshot shows the 'SUBURANI Manage' interface. At the top right is a 'SIGN OUT' button. Below the header is a 'MENU' button and a 'Choose a class:' dropdown menu currently set to 'Class 2'. A checkbox labeled 'Show username and temporary password' is checked. Below this is a table with three columns: 'student', 'username', and 'temp password'. The table contains two rows of data. Each row has a 'new password' button to its right.

student	username	temp password	
Student 1	student1	hippo166temp	new password
Student 2	student2	cat139temp	new password

When students log in, they will be given a new password to use. This new password will **not** be displayed in your information – you will only ever see their latest *temporary* password.

## How To ... reset a student's password

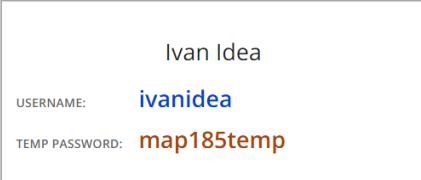
When students forget their passwords, their teacher or any Admin-teacher can generate new temporary passwords for them as follows:

1. On the School Management page click 'View student usernames and passwords'.
2. Use the dropdown on the top right to select a class.
3. Tick the box next to 'Show username and temporary password'.
4. Next to the relevant student click 'new password'.
5. Wait ..... while a new password is generated. It may take 4 or 5 seconds.
6. A different *temporary* password will be generated. Tell the student this *temporary* password and remind the student of his/her username.
7. When the student logs in with this *temporary* password, s/he will be given a *new* password to use from then on. (*The student's new password will not be displayed in your information – you will see only their latest temporary password.*)

## How To ... sign in to your Suburani account (a guide for students)

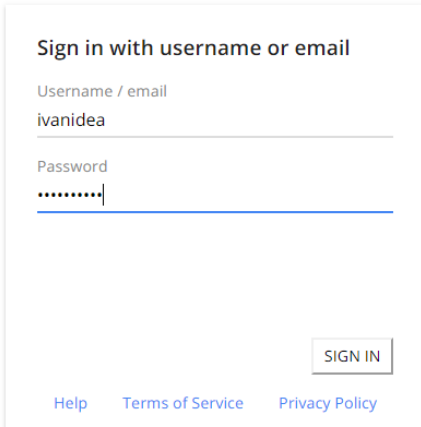
The system is designed to ensure that only you know your permanent password. The **first time you sign in, your password will change** from a *temporary* password (supplied by your teacher) to a *permanent* password, displayed to you on screen. **You will need to make a note of your permanent password when it is displayed during this process. It won't be shown to you again**, so if you don't make a note of it, you'll need to ask your teacher for a new temporary password, and start over again.

1. Your teacher will tell you your username (e.g. **ivanidea**) and give you a *temporary* password which will end in 'temp' (e.g. **map185temp**).



2. Go to [www.Suburani.com](http://www.Suburani.com) and click 'SIGN IN'

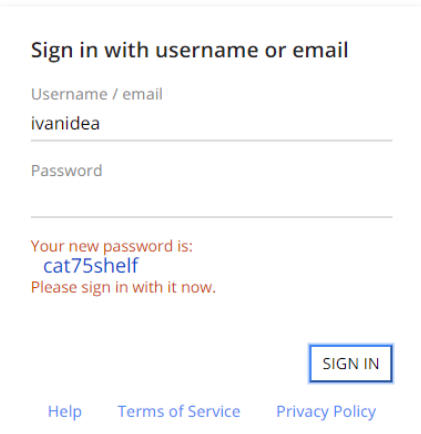
Enter your username and *temporary* password, and click 'SIGN IN'



3. The software will recognise the password is temporary and show you a **new, permanent** password (e.g. **cat75shelf**).

**Make a note of your permanent password now** – you can't see it any other time. Take a photo, screenshot, or write it down – you won't remember it later!

Once you've made a note of your new, permanent password, use it to sign in. Use this permanent password from now on.



4. If you forget your permanent password, ask your teacher to create a new *temporary* password for you. You can then try the process again (back to Step 1).

## Hands Up Education Children's Privacy Notice

Suburani and [www.hands-up-education.org](http://www.hands-up-education.org) are owned and operated by Hands Up Education Community Interest Company. Suburani.com is a Latin curriculum meant for use by Teachers and Students, as well as adults and children.

Keeping your personal information safe is a priority. Hands Up Education gathers as little personal information about you as possible. This Privacy Notice explains what personal information we collect about you when you interact with our service and how we use this information.

### 1. What is Personal Information?

Personal information, also called personal data, is any information that relates to or describes a specific person.

Some of the most obvious examples of personal information include someone's name, email address, and phone number.

### 2. What Personal Information do we collect from you?

- School name
- Class name
- username (created from the student's First name and Last name)
- Student progress data
- Persistent identifier (to allow teachers to see the progress data or your interactive exercises)

Your school provides us with your name to allow us to create your username. We also automatically generate a temporary password for you. You can then log in with your username and temporary password and reset your password.

### 3. How do we keep your Personal Information safe?

We have taken steps to keep your personal information safe.

- We only store data which is necessary to provide the service to you.
- We do not share or sell your personal information.
- We do not have advertising on our platform and do not share any information for targeted advertising.

### 4. Compliance with Privacy laws?

We comply with certain privacy laws. We use your personal information only to provide our educational services to the school or district and not for our own purposes.

If you live in the US, the school or district provides us with any necessary consent on behalf of students' parents or guardians to permit your use of Suburani.com.

If you live in the EU or UK, your school can provide you with our education services.

### 5. How long do we keep your Personal Information?

Schools and parents can request to review, correct, or delete student personal information by emailing us at [contact@hands-up-education.org](mailto:contact@hands-up-education.org).

#### What are your rights?

It is important for you to know that you have certain rights when a service collects your personal information:

1. Right of Access  
You have the right to know what information a company has about you and how it is used.
2. Right to Rectification  
This means that you can ask for your data to be updated if something is incorrect.
3. Right of Deletion  
You can ask a company to delete any information they may have about you.
4. Right to request the restriction of processing concerning you  
You can decide how your personal information is used.

5. Right to data portability  
You can ask for your personal information to be sent to another service.
6. Right to object to processing  
You can ask a company to stop using your information at any time.

For more information or if you would like to action one of these rights you or your parent can contact us at [contact@hands-up-education.org](mailto:contact@hands-up-education.org)

## 6. Changes to our privacy policy

We keep this privacy notice under review to make sure it is up to date and accurate. We may make changes to the policy from time to time so please be sure to check regularly. If we make a material change to this policy and we have your contact details, we will contact you or your parent or guardian before we make the change. We will also post a notice at the start of the policy.

You can see the most recent version of this document at: <https://hands-up-education.org/student-privacy.html>

You can also see our full Privacy Policy here: <https://hands-up-education.org/privacy.html>

## 7. Contact us

If you have any questions about this Privacy Notice or your personal information, you or your parent/legal guardian can contact us.

You can email us at: [contact@hands-up-education.org](mailto:contact@hands-up-education.org)

Or you can write to us at:

Honeytree Cottage,  
133-134 Bradley Road,  
Little Thurlow,  
Haverhill,  
Suffolk,  
CB9 7HZ, UK