

AristotleInsight::K12™

— A Product Of Sergeant Laboratories —

Borderless Classroom Technology

Deploying, Configuring, and Using Borderless Classroom Technology

Sergeant Laboratories, Inc.
200 Mason Street Suite 15
Onalaska, WI 54650
1-866-748-5227
support@provecompliance.com
www.aristotlek12.com

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Introduction

This document is intended for AristotleInsight::K12™ Borderless Classroom Educators. It describes the setup and use of the AristotleInsight::K12 Borderless Classroom Technology. The AristotleInsight::K12 Extensions are built to run on Chromebooks and the Chrome Browser.

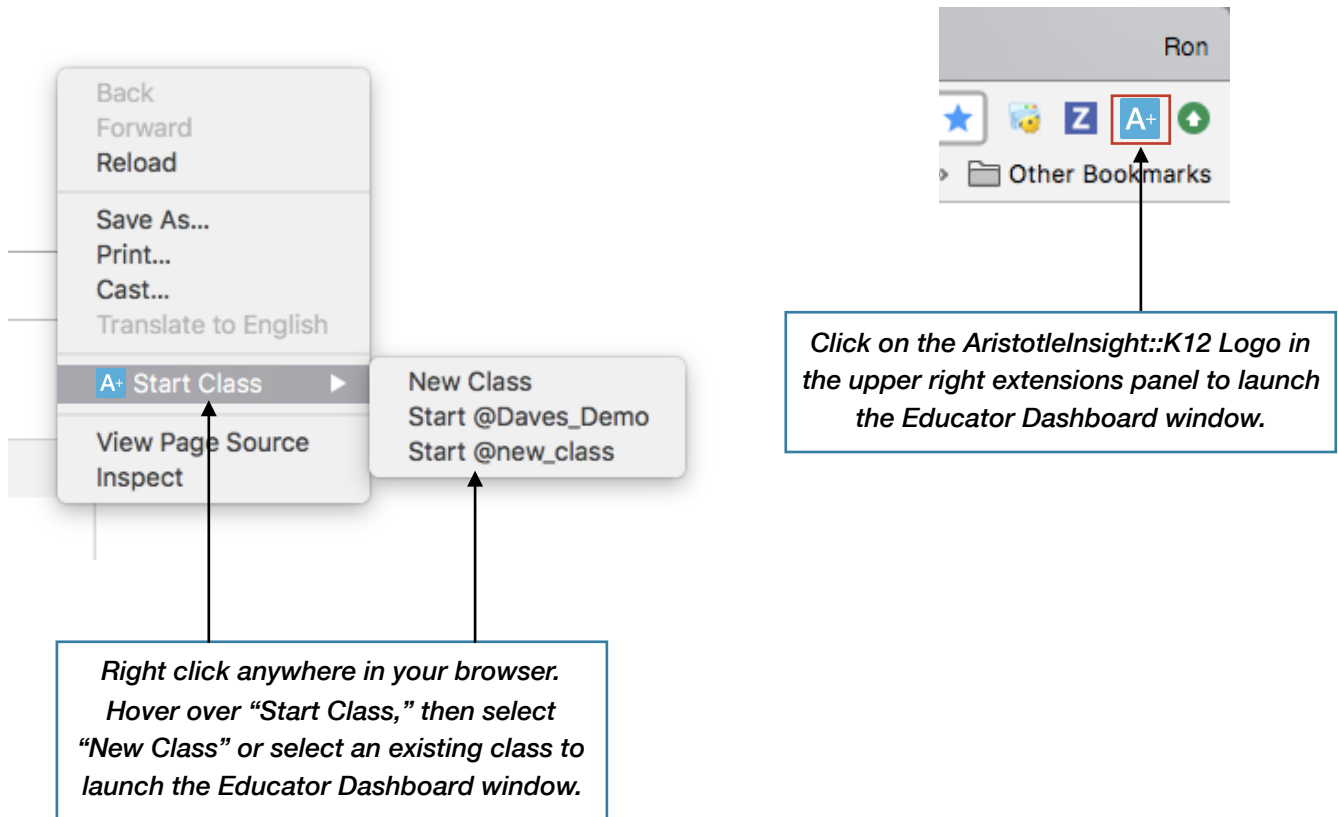
AristotleInsight::K12's Borderless Classroom Technology takes a role-based approach to the extensions it uses. There are typically 2 roles for a Borderless Classroom, User/Student and Educator. Each role has a specific extension that must be installed on their device or browser. Typically User/Student roles are only able to see the chat window and join classes, while Educators can manage, monitor, and chat with Users/Students from their Educator Dashboard.

AristotleInsight::K12 Borderless Classroom Technology consists of two extensions; the student extension and the educator extension. The student extension runs in the background to collect data and allow for the monitoring abilities of the solution. The educator extension can be launched from upper right corner of the browser or by right-clicking anywhere in the browser. When launched, the educator extension will display the educator dashboard. Using the educator dashboard is cover in detail throughout this manual. For network administrators, installing and pushing these extensions is covered in detail in the AristotleInsight::K12 Chrome Agent Manual.

To help you get the most out of AristotleInsight::K12, we offer a customer success program including support and training. If you have a question, concern, or simply can't remember how to use part of the system, please contact us.

Launching the Educator Dashboard

Once the Educator Extension has been installed in the browser, there are 2 ways to launch the Educator Dashboard. The first way is to locate the AristotleInsight::K12 logo in the upper right extensions panel of your browser and simply click on the logo. The second way is to right click anywhere in your browser window, hover over “Start Class” and select either New Class if you have not set any up yet, or select the class you wish to launch. Examples are shown below:



Launching the extension will display the Borderless Classroom Educator Dashboard window. From this window, you will be able to enter into your Borderless Classroom. The landing page is displayed below:

The screenshot shows the 'AristotleInsight::K12' dashboard with a top navigation bar containing 'Google Classroom Sync', 'Help', 'Delete Classes', and 'Exit' buttons. Below the navigation bar is a 'Welcome To Borderless Classroom' section with instructions. The main area displays three class cards: 'New Class' (a dashed box with a plus sign), 'History 101' (with a 'Start Class' button and time '8:00 AM - 8:50 AM'), and 'Mike's Class' (with a 'Start Class' button and time '1:00 PM - 2:00 PM').

Clicking the "Google Classroom Sync" button will display a pop-up that allows you to Sync Google Classrooms to Borderless Classroom

Clicking the "Help" button at any time will display a pop-up that provides more information about the Borderless Classroom Educator Dashboard

Clicking "Delete Classes" button will display a pop-up that allows you to manage your classes.

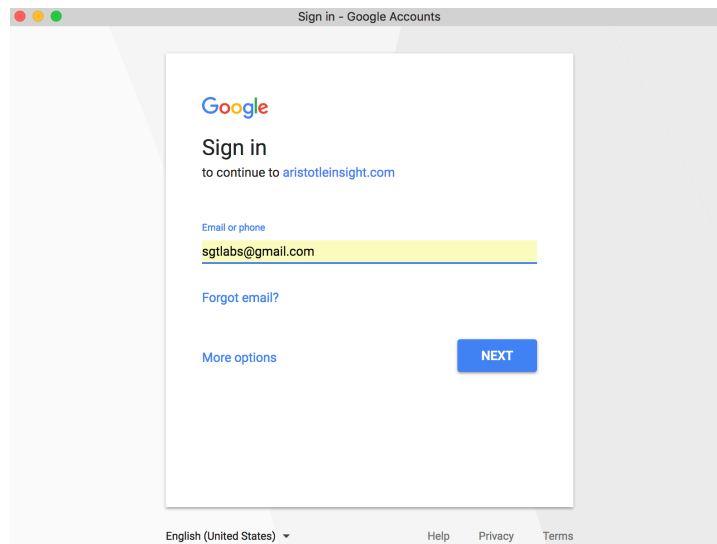
Select an already existing Class or select the New Class option to start a new Borderless Classroom. Note: See next section for creating new classes.

If a time period has been set for the class, today's class time will display below the class. They will autostart if that option has been set for the period.

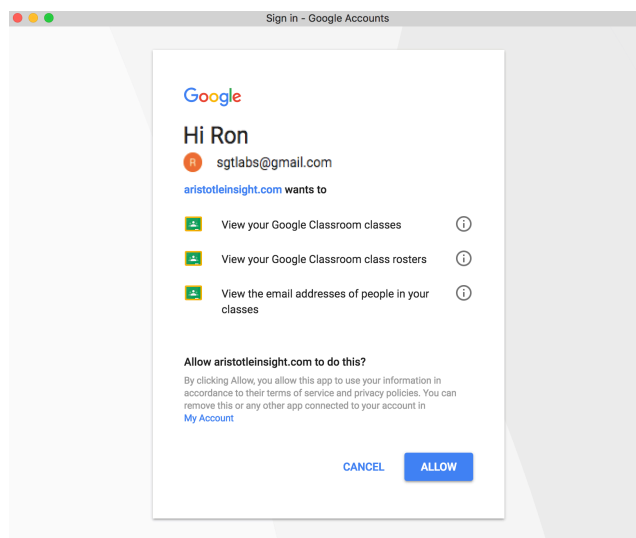
Syncing Existing Google Classroom Classes

AristotleInsight::K12 Borderless Classroom has the ability to sync pre-existing classes from Google Classroom. This feature will create classes in Borderless Classroom using the existing class list from Google Classroom Classes. *Note: To use this functionality, you must first contact Sergeant Laboratories support for initial setup.*

To sync classes, click the green “Google Classroom Sync” button at the top of the Borderless Classroom window. A pop-up window will display that requires you to sign in to Google:



Proceed to sign in to you Google account. Upon successful sign-in, you will be prompted to accept the permission required to sync classes. *Note: you will only need to accept these permissions if it is your first time signing in to Google from Borderless Classroom.*



Once permissions are accepted, you will be brought to a pop-up window that displays all current Goggle Classroom Classes for the User’s account. To sync the classes, click the “Sync” button below the classes you wish to sync. A small loading indicator will display and it may appear that nothing happens. However, after closing the window, the synced class will be created and will display on the front landing page of Borderless Classroom.

Sync from Google Classroom
✕

You will be asked to allow access for Borderless Classroom to access your Google Classrooms and class rosters. Once you've granted access all of your classrooms will display and you can select the ones you would like to sync. Once synced the information for the class and all of the students will automatically be added to the class.
 Note: This is a **one time** sync and if changes are made to your roster on Google Classroom they will **not** automatically be applied to the corresponding class in Borderless Classroom.

Test

0 Students

Sync Class

Important Note: Domain Admins are discouraged from using Google Classroom sync because they will get every single classroom from the entire domain displayed, which could be a lot of data.

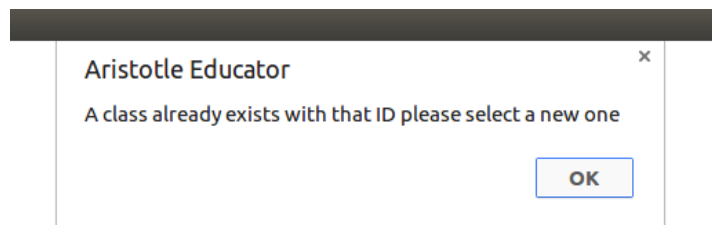
Starting a New Class

To get started using AristotleInsight::K12 Borderless Classroom you must click the “New Class” box on the landing page. In the pop-up that displays, enter a common name for the class and a *unique identifier* for your new class in the input field on the landing page. *This identifier must be unique for your school and begin with an @ symbol. It is recommended that you use your Last Name, Period/ Hour Number, and/or Subject in the identifier so that you and your staff can more easily distinguish between classes.* Some examples of good class identifiers are shown below:

- @lastname-subject-hour (@doe-math-1)
- @lastname-hour (@doe-1)

Once you have selected a class identifier, click the “Start New Class” button, this will then validate the selected identifier is unique and begin the class.

If the identifier is not unique, an alert will pop up asking you to select a new identifier. An example is shown below:

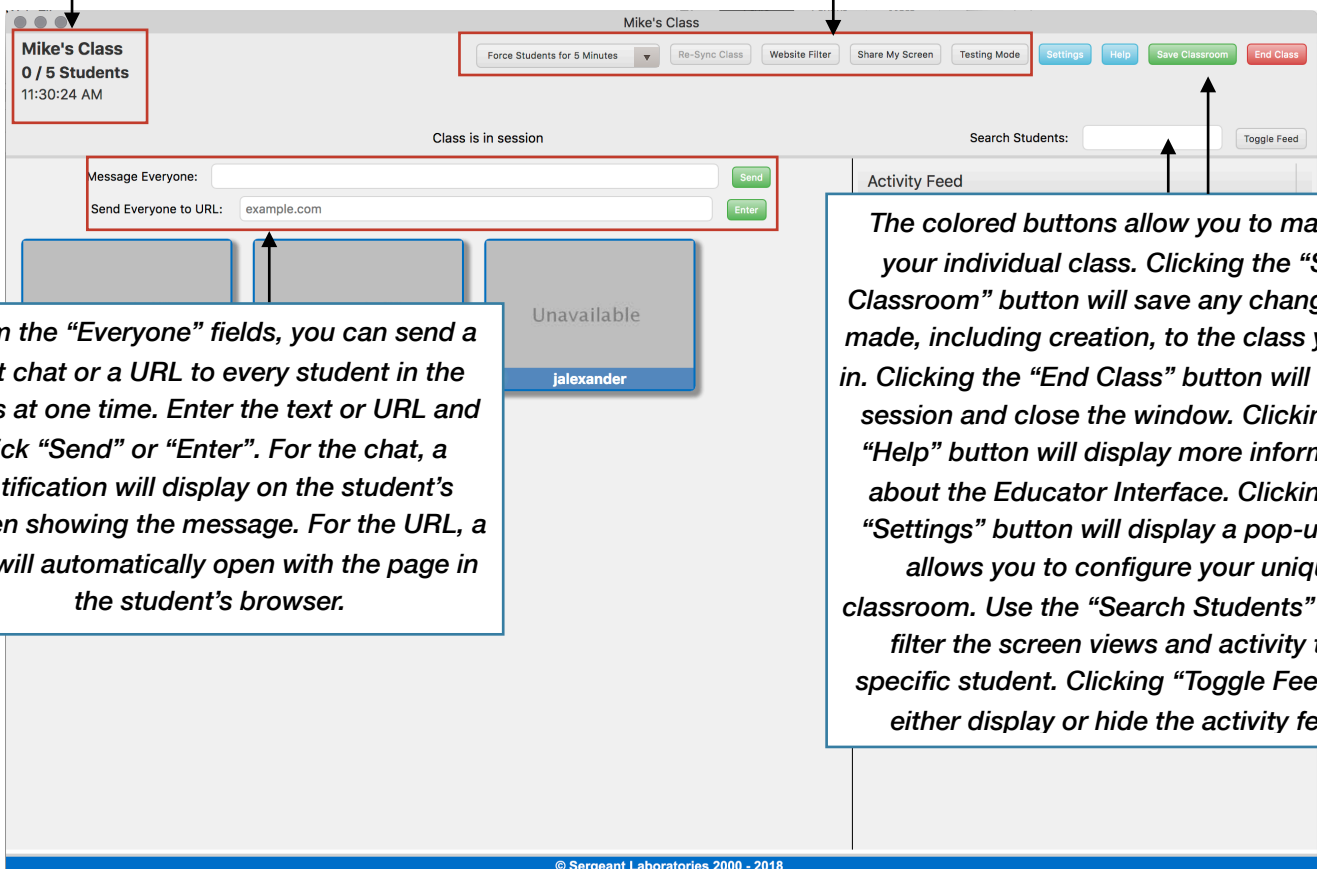


Navigating the Borderless Classroom Educator Dashboard

Once you have created and launched your class, you will be taken to the main page of the Educator Dashboard. Here, you can begin to enroll students into the class, monitor their technology, and manage their technology use. There are many functions to the Educator Dashboard that will be covered in detail throughout this manual. Below is an example of the main page and a brief overview of each of the functions that can be completed from this page:

Information about the class is displayed in the top left corner. This includes: Class Name, Number of Students in attendance, and the current time.

Using the buttons in the upper right: You can force students into the class using the "Force Students" button; You can edit the filter whitelist & blacklist for your class period using the "Website Filter" button; You can display your screen on all Student devices using the "Share My Screen" button; You can lock students to a single browser URL for testing using the "Testing Mode" button; You can also re-sync your Google Classroom using the "Re-Sync Class" button.



From the "Everyone" fields, you can send a text chat or a URL to every student in the class at one time. Enter the text or URL and click "Send" or "Enter". For the chat, a notification will display on the student's screen showing the message. For the URL, a tab will automatically open with the page in the student's browser.

The colored buttons allow you to manage your individual class. Clicking the "Save Classroom" button will save any changes you made, including creation, to the class you are in. Clicking the "End Class" button will end the session and close the window. Clicking the "Help" button will display more information about the Educator Interface. Clicking the "Settings" button will display a pop-up that allows you to configure your unique classroom. Use the "Search Students" field to filter the screen views and activity to a specific student. Clicking "Toggle Feed" will either display or hide the activity feed.

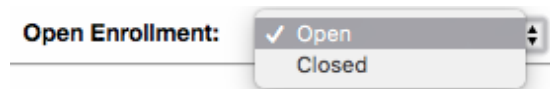
To get your class started, you will need to enroll students and configure the settings of your unique classroom. This is covered in the following sections.

Class Settings

Class settings can be found by clicking the button labeled "Settings" in the upper right of the dashboard. From this pop-up menu, you can configure your unique classroom and enroll students into your class. This menu is where many of the important functionalities of the Borderless Classroom extension are used or modified. Each section of the settings page is described below. Move through the sections to get your class configured and add students to the class:

Open Enrollment:

Open enrollment allows any student with the class ID to join your class.



By changing this setting to "Closed" you will be notified any time a student attempts to join your class. You have the option to allow or deny the student. A student who has joined the class will be automatically added to your class list. By denying the student they will be added to the block list. You will not be prompted again if the student attempts to join. The student will be notified you denied their request to join. You may remove the student from the block list if desired (see *Block List below*).

Class Name:

The Class Name setting allows you to set the name that will display in the landing page of the Borderless Classroom app and to students in the class. Simply type in the name you wish to display into the text field.

Class Name

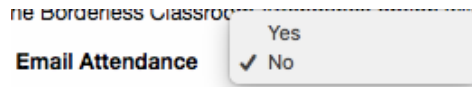
Chat Name:

The Chat Name setting allows you to set the name that students will see when you send them messages. Simply type in the name you wish to display into the text field. If you do not configure this name, your username will be the default chat name.

Chat Name

Email Attendance:

Borderless Classroom has the ability to automatically send you an email at the end of the class period with an attendance record for that period. By setting the Email Attendance option to “Yes,” AristotleInsight::K12 will automatically send an email when you close your class. The email will contain a list of all the users that were in your class for the period.



Number of Tabs:

Borderless Classroom has the ability to limit the number of browser tabs that students can have open to eliminate distractions. If a student has more than the allotted number of tabs open upon joining the class they will be notified and given 1 minute to close the tabs they wish to close. After that, tabs will be forcefully closed until they are at the limit. Any tabs opened by educators are excluded from this count, this way if a student is at their tab limit and an educator opens a tab nothing else will be closed. To set this value, simply type the number in the window.



Notification Settings:

Notification settings allow you to customize notifications displayed in chrome. Notifications are enabled or disabled by checking/unchecking the boxes. The notification settings are:

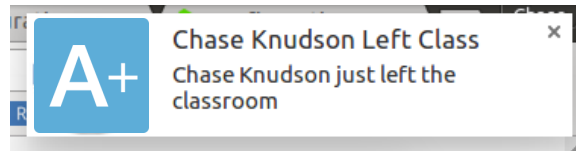
- Chat Notifications:** Receive notifications when students send messages
- Student Joining/Leaving Notifications:** Receive notifications when students enter the class and when they leave the class
- Tip Notifications:** Receive notifications about tips on using AristotleInsight::K12 Borderless Classroom

Chat Notifications - If enabled, a notification will be displayed in the corner of the screen upon receiving a message from a student.

Student Joining / Leaving Notifications - If enabled, a notification will be displayed in the corner of the screen when students enter and exit the class.

Tip Notifications - Leave this enabled to receive periodic tips about Borderless Classroom.

Below is an example of how a displayed notification will appear:



Class List:

The class list area allows you to manage your class list. From this section, you can upload a class list, export a class list, and add/remove individual students. *This is the section you will use to start enrolling students in your class.*

Student Enrollment can happen in any of the following 3 ways:

1. *Open Enrollment*

Open enrollment allows any student with your Class ID (ex: @Daves_Demo) to join the class. Once students have joined the class you can save the classroom by clicking "Save Classroom" in the upper right corner of the dashboard. After saving the class, all students will be added to the class list for the next time you start the class. This setting is automatically turned on when you first create the class and can be turned off once all students are in the class.

2. *Upload Class List*

Alternatively, you can upload a list of students that should be in your class.



Click "Upload Class List" and select a **text file** to upload. *This file must contain only one user per line and each line should be the username and optionally a comma followed by the full name of the student.* The full name is not required and will be filled in by AristotleInsight::K12 when the user joins the class. Finally, click the "Save" button at the bottom right of the settings page.

3. *Manual Student Entry*

Lastly, you may add students to the class list by manually entering each student.

Username: Full Name (optional):

Enter the username into the input box labeled "Username" (adding the user's full name in the box labeled "Full Name" is optional). Click the "Add Student (Enroll)" button to add the student to the

class list. Repeat this process for each user you want to add to the class and click the "Save" button in the bottom right of the settings page.

The class list pane shows all students that have been saved to the class. The list displays students username and their full name.

The screenshot shows a list of students with their usernames and full names. Each entry has a colored dot to its left and a minus sign to its right. A callout box on the left explains that a red dot indicates a student not in the class, while a green dot indicates a student in the class. A callout box on the right points to the minus sign, stating that clicking it removes the student from the class list. Below the list, two boxes labeled 'User Name' and 'Full Name' have arrows pointing to the respective columns.

User Name	Full Name	Dot Color	Minus Symbol
ajones	Alex Jones	Red	-
bobama	Barack Obama	Red	-
bspears	Brittany Spears	Red	-
admin	Chase Knudson	Red	-
dlosen	Dave Losen	Red	-
dtrump	Donald Trump	Green	-
elacy	Eddy Lacy	Red	-
hclinton	Hillary Clinton	Red	-
jjones	James Jones	Red	-
jroe	John Roe	Red	-

Class Schedule:

Set the schedule each day for each class and optionally have the class automatically start/end. These hours will repeat weekly unless modified. If the hours are left blank on any day, it is assumed there is no class. Whenever a start time is specified, you must also supply the end time. Classes that do not have set times can leave this entire section blank.

Day:	Start Time:	End Time:		Auto-Start Class:
Monday	1:00 PM	2:00 PM	×	<input checked="" type="checkbox"/>
Tuesday			×	<input type="checkbox"/>
Wednesday	1:00 PM	2:00 PM	×	<input checked="" type="checkbox"/>
Thursday			×	<input type="checkbox"/>
Friday			×	<input type="checkbox"/>
Saturday			×	<input type="checkbox"/>
Sunday			×	<input type="checkbox"/>

Co-Teachers:

The co-teachers section allows you to provide other educators with access to your class. These co-teachers will have all of the same powers as the main educator.

Co-Teachers

Add and remove other teachers that are allowed to access your class (limit 5).

+ Add new record

Educator	

Class Notes:

The class notes section allows you to type any notes you want to keep for yourself. These notes will be available every time you open your class and only available to you. An example is shown below:

Class Notes

Add and save notes for later. These notes are only viewable to you and no one else in the classroom.

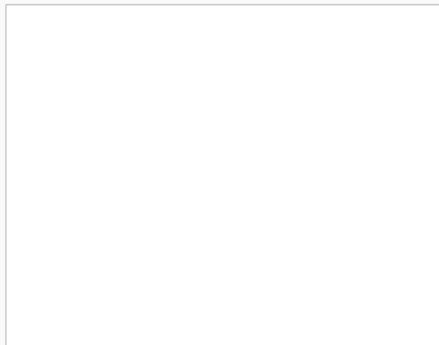
Keep an eye on Billy's game usage tomorrow.

Block List:

The block list contains a list of all students you have denied access to the class. The students in the list will not be allowed to join your class until they are removed. You can remove students from the list by clicking the minus symbol next to the student. By removing the student they will be allowed to join your class. If enrollment is closed you will be notified if the student attempts to join the class and you can allow them into the class.

Block List

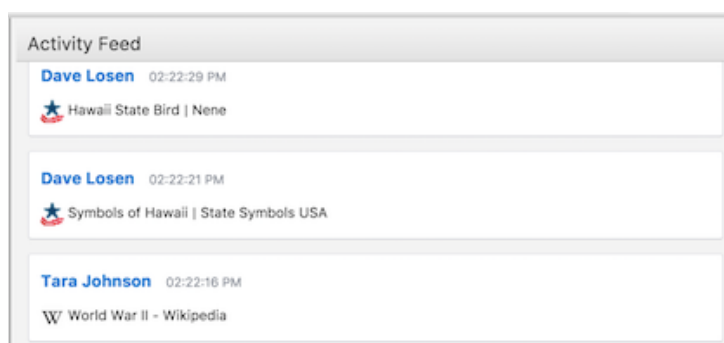
Below is the list of students that have attempted to join the class but you have denied. If you would like the ability to allow them in simply remove them from the block list. After removing them, the next time they attempt to join the class you will be prompted if you would like to let them in, selecting "Yes" will put them on the class list. Selecting "No" will not add them to the class list and put them back in this block list.



Activity Feed

AristotleInsight::K12 Borderless Classroom Technology provides an optional activity feed along the right side of the Educator Dashboard. This feed is a chronological timeline of every activity done by all students in the class. Any time a student navigates to a new webpage, the feed will reflect the change.

The feed can be toggled on or off using the "Toggle Feed" button in the upper right corner of the Educator Dashboard. If toggled off, activity is still recorded and will be visible when toggled back on. An example of the activity feed is shown below:



Chat With Students

AristotleInsight::K12's Borderless Classroom Technology allows you to text chat with your students in real-time. You can chat with individual students or send messages to the whole class at once. These functions can be done from inside your Educator Dashboard window and are explained in detail below:

Message The Entire Class:

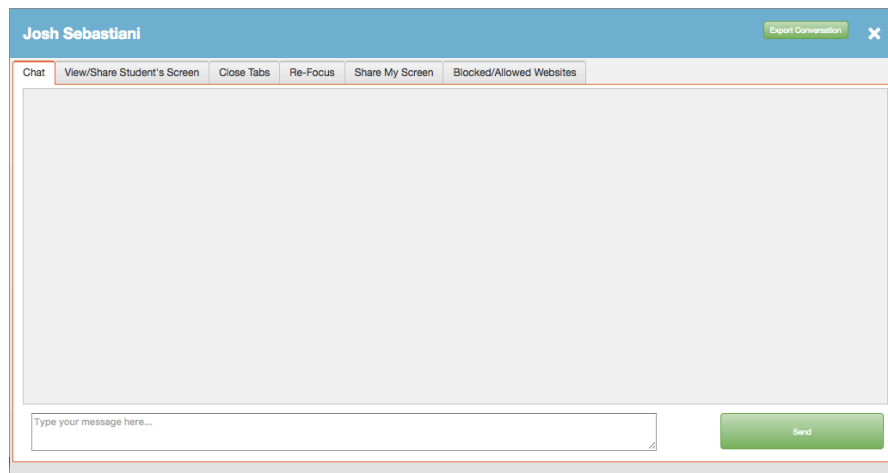
To send a message to the entire class type your message in the box at the top of the dashboard labeled "Message Everyone" then click the "Send" button.



On each student's screen, a window will pop-up with your message.

Chat With Individual Students:

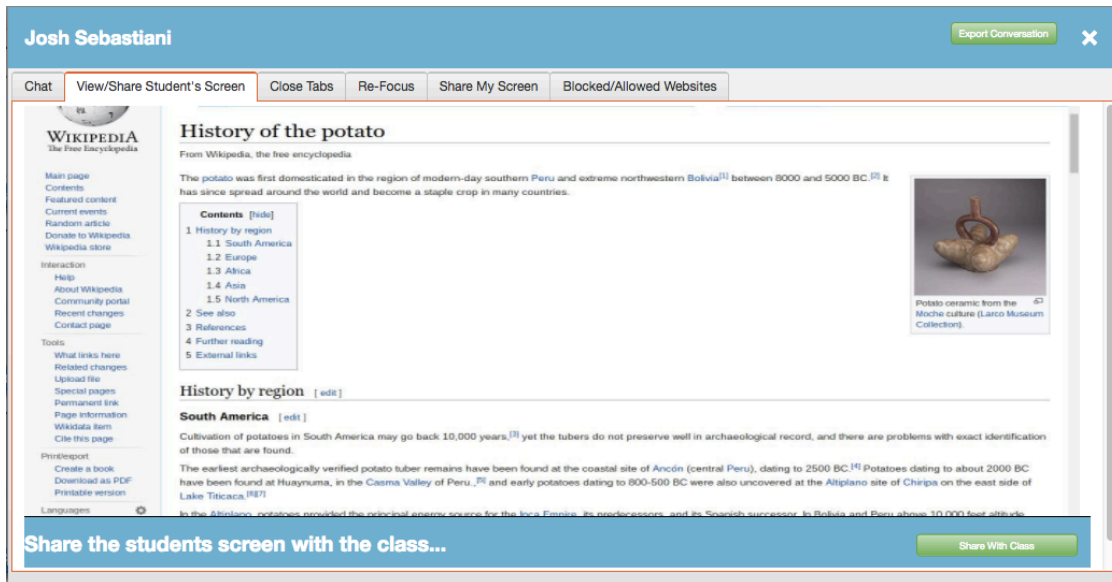
To chat with a student select the student you would like to send a message to on the dashboard. A window will appear and you should be directed to the tab labeled "Chat".



Here you can type your message and click "Send" or hit the enter key to send the message. Your dialogue with the student will appear in this chat window and can be exported by clicking the green "Export Conversation" button in the upper right of the pop-up window.

View/Share a Student's Screen

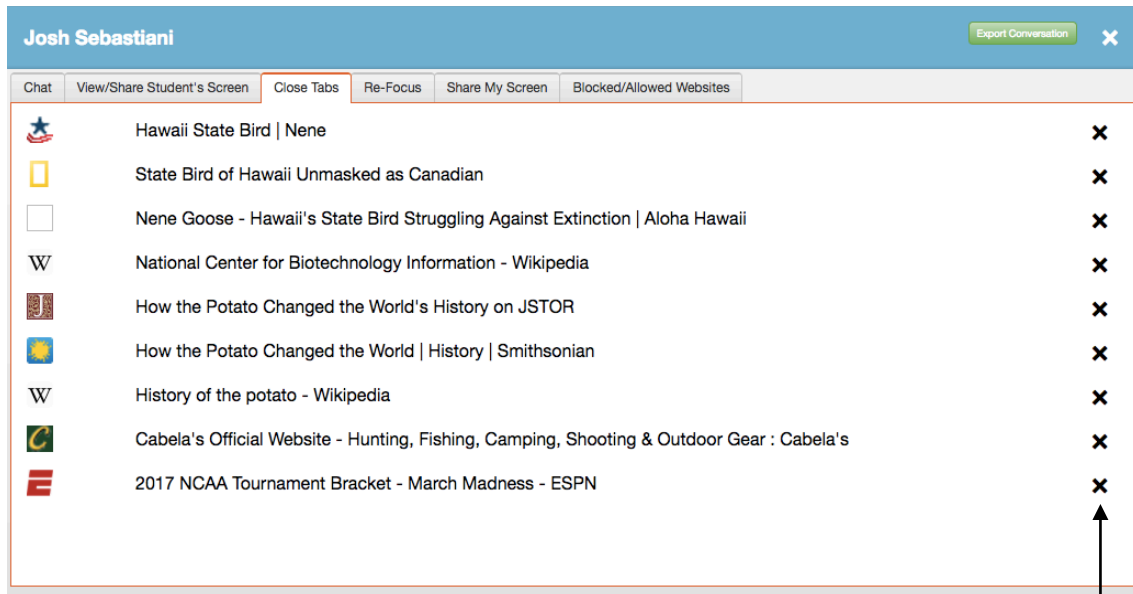
To view a student's screen or share it with the class, click on the student in the Educator Dashboard and a pop-up window will appear. In the window, select the tab that says "View Screen". Here you will be able to see the students screen as they browse.



To share the student's screen with the rest of the class, click the green "Share With Class" button in the lower right corner of the window. This will display the selected student's screen on the screens of the rest of the class in real time.

Closing Tabs For A Student

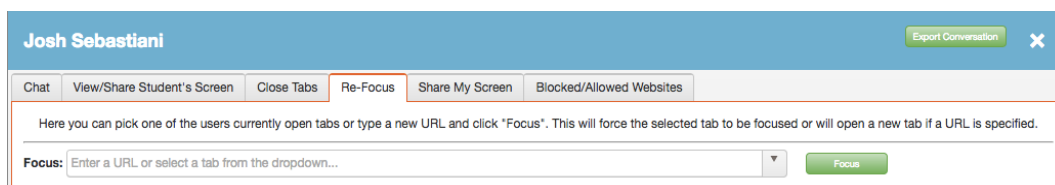
To close tabs for a specific student, select the student from the dashboard. In the pop-up window that appears, navigate to the tab labeled "Close Tabs". Here you will see a list of all tabs the student has open.



To close any tab, click the x next to the tab.

Re-Focus A Student

You can re-focus a student to any tab or URL that you would like. To do so, select the student on the dashboard and a pop-up window will appear. From here, navigate to the tab labeled "Re-Focus". On this page, there will be an input/dropdown where you can select a tab the student already has open or enter a URL to send the student to.



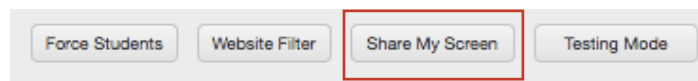
After selecting a new tab or URL, click the "Focus" button. If you enter a URL, a new tab will be opened to that URL. By selecting a tab, the student will be focused to that tab.

Sharing Your Screen

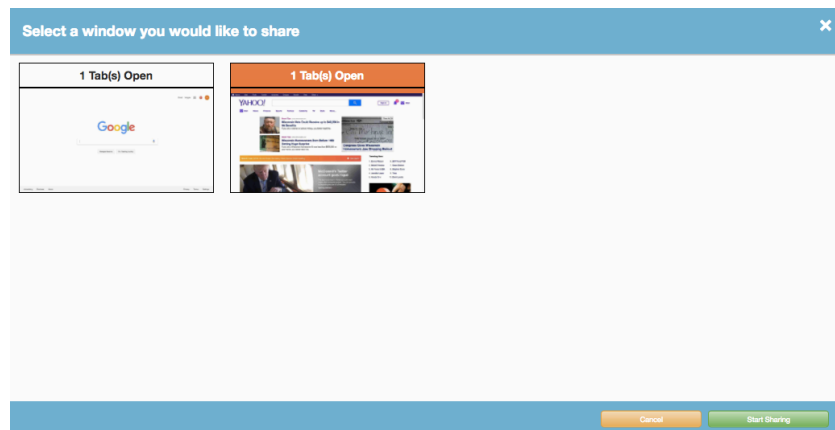
There are two ways to share your screen. The first way allows you to broadcast your screen to every student in the class, or you can select a specific student to share your screen with.

Broadcast Your Screen to Whole Class:

To broadcast your screen with the entire class, click the "Share My Screen" button in the upper right of the dashboard.

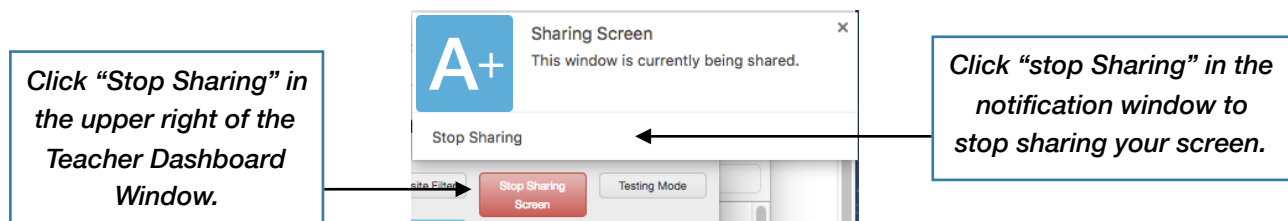


A window will pop up that shows a thumbnail of windows currently open on your computer.



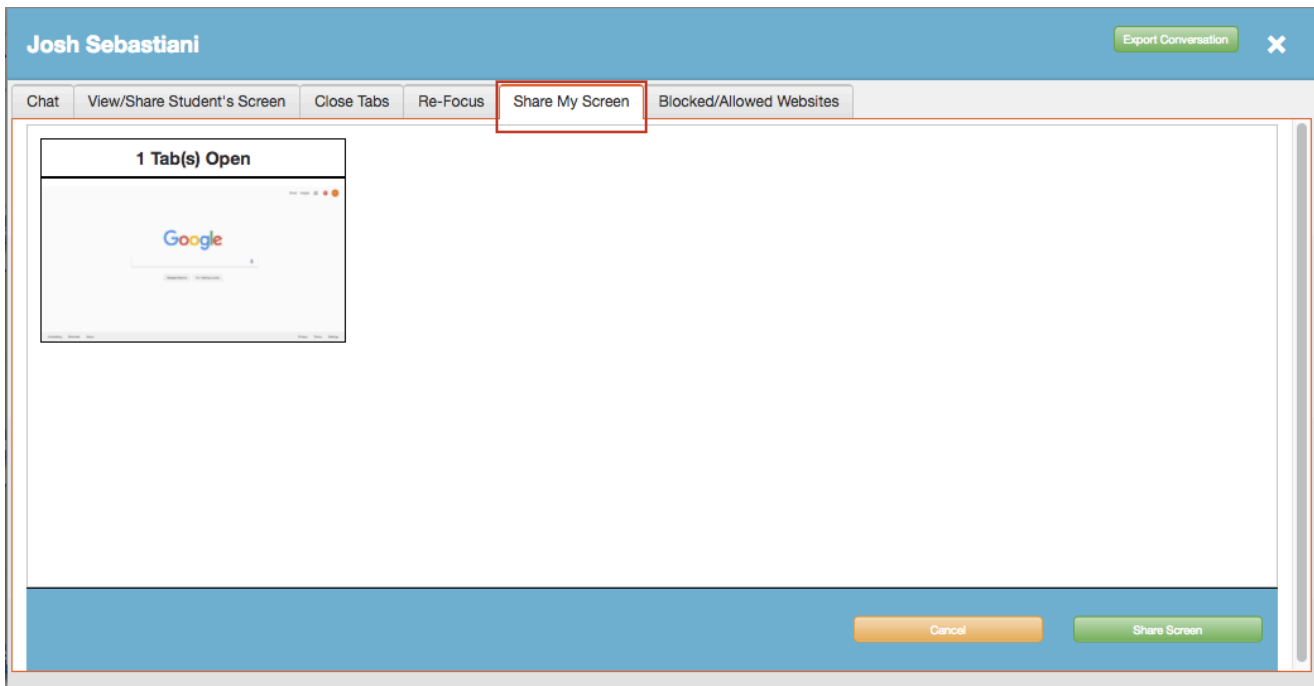
Select a window to share with the class, the selected window will appear orange. Click the "Start Sharing" button in the bottom right of the window to begin sharing. *Note: the entire window is being broadcast, which includes every tab in the window. The active tab of the shared window will be displayed to the students.*

In order to stop sharing your screen click the "Stop Sharing Screen" in the upper right of the dashboard or click "Stop Sharing" in the notification window.



Sharing Your Screen with A Single Student:

From the dashboard select the student you wish to share your screen with. A window will pop-up, click on the tab that says "Share My Screen".



Here, you will see thumbnails for each of the windows you currently have open. Select the window you would like to share with the student, the selection will appear orange. Click "Start Sharing" to begin sharing your screen with the student.



You can stop sharing your screen by clicking the "Stop Sharing Screen" button in the lower right of the pop-up window. If you close the pop-up window, sharing can be stopped by clicking the "Stop Sharing" button on the notification on your screen or the red "Stop Sharing Screen" button in the upper right corner of the dashboard (as shown in the example found in the Broadcast section).

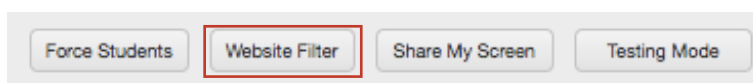
Block or Allow Websites for Students

Using AristotleInsight::K12's Borderless Classroom Technology, you can make modifications to the filter for your class period. You have the option to block or allow websites for the whole class or for individual students.

Website Filter (Filter All Students):

The website filter allows you block all students in the class from accessing specific URLs or entire websites. Likewise, you can allow all students to access specific URLs or entire websites that are normally blocked by AristotleInsight::K12. *Once a student exits the class they will no longer be blocked from sites you've blocked and will no longer have access to any websites that were explicitly allowed during class.*

To access the Website Filter settings for the whole class, click the gray "Website Filter" button at the upper right of your Educator Dashboard window:



A pop-up window will appear that allows you to manage your Website Filter settings. In this pop-up, locate the "Website" input field:

A screenshot of a pop-up window for website filtering. It features a text input field labeled "Website:" followed by two buttons: a red "Block Site" button and a green "Allow Site" button.

To block a website enter the URL into the "Website" input field and click the red "Block Site" button. To allow a website enter the URL into the "Website" input field and click the green "Allow Site" button.

Be aware of whether you are blocking a whole domain, a specific web page, or a specific topic. Examples of each of these websites are shown below:

To block all of Wikipedia - wikipedia.org

To block just Spanish Wikipedia - es.wikipedia.org (this will still allow you to get to en.wikipedia.org)

To block anything on Wikipedia related to World War II - wikipedia.org/wiki/World_War_II (this will block anything where the URL contains wikipedia.org/wiki/World_War_II)

Inside this window, you will also see you Block List and your Allow list. These lists both show you what changes you have made to the Website Filter Settings, and allow you to more easily manage the sites you block and allow. Below is an example:

Blocked Websites

youtube.com/*

Allow Delete

Click the "Allow" button to move the site to the Allowed list or click the "Delete" button to remove it from the Website Filter completely.

Allowed Websites

facebook.com

Block Delete

Click the "Block" button to move the site to the Blocked list or click the "Delete" button to remove it from the Website Filter completely.

Blocked/Allowed Websites (Filter Individual Students):

You can also block or allow specific students from accessing specific URLs or entire websites. To do so, select the student on the dashboard and a pop-up window will appear. From here, navigate to the tab labeled "Blocked/Allowed Websites".

Josh Sebastiani

Export Conversation

Chat View/Share Student's Screen Close Tabs Re-Focus Share My Screen **Blocked/Allowed Websites**

Blocked/Allowed Sites

Here you can block this student from accessing specific URLs or entire websites. Likewise, you can allow the student to access specific URLs or entire websites that are normally blocked by Aristotelsight::K12. To block a website enter the URL into the "Website: " input and click the red "Block Site" button. To allow a website enter the URL into the "Website: " input and click the green "Allow Site" button.

Example Websites:

- To block all of Wikipedia - wikipedia.org
- To block just spanish Wikipedia - es.wikipedia.org (this will still allow you to get to en.wikipedia.org)
- To block anything on Wikipedia related to World War II - wikipedia.org/wiki/World_War_II (this will block anything where the URL contains wikipedia.org/wiki/World_War_II)

Website: Block Site Allow Site

Blocked Websites

facebook.com

Allow Delete

Allowed Websites

To block a website enter the URL into the "Website" input field and click the red "Block Site" button. To allow a website enter the URL into the "Website" input field and click the green "Allow Site" button.

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To block just Spanish Wikipedia - es.wikipedia.org (this will still allow you to get to en.wikipedia.org)

To block anything on Wikipedia related to World War II - wikipedia.org/wiki/World_War_II (this will block anything where the URL contains wikipedia.org/wiki/World_War_II)

Inside this window, you will also see your Block List and your Allow list for this individual student. These lists both show you what changes you have made to the individual student's Website Filter Settings, and allow you to more easily manage the sites you block and allow. Below is an example:

Blocked Websites

youtube.com/* Allow Delete

Click the "Allow" button to move the site to the Allowed list or click the "Delete" button to remove it from the Website Filter completely.

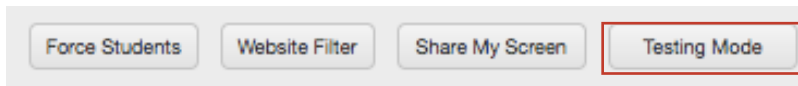
Allowed Websites

facebook.com Block Delete

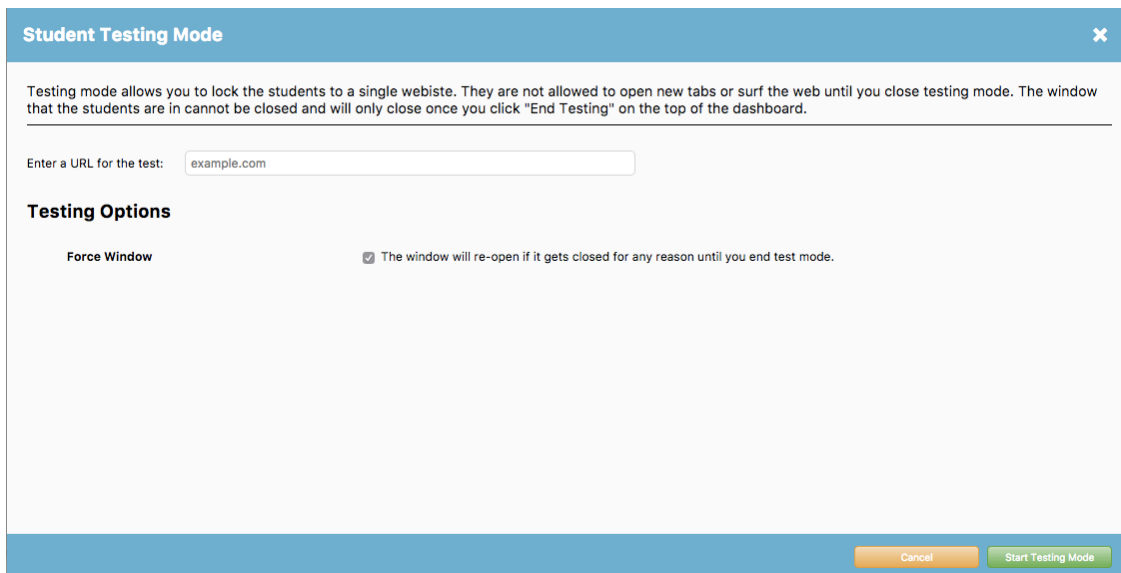
Click the "Block" button to move the site to the Blocked list or click the "Delete" button to remove it from the Website Filter completely.

Testing Mode

Testing Mode will lock all of the students to a single website that you specify. Once testing mode is started, students will not be able to leave the page for any reason until you end testing mode. To start testing mode click the "Testing Mode" button in the upper right of the dashboard.



A window will appear where you should specify the URL that should be opened for each student. You also have the option to force the test window for all students. This will ensure the window automatically reopens if closed for any reason.



Student Testing Mode ✕

Testing mode allows you to lock the students to a single website. They are not allowed to open new tabs or surf the web until you close testing mode. The window that the students are in cannot be closed and will only close once you click "End Testing" on the top of the dashboard.

Enter a URL for the test:

Testing Options

Force Window The window will re-open if it gets closed for any reason until you end test mode.

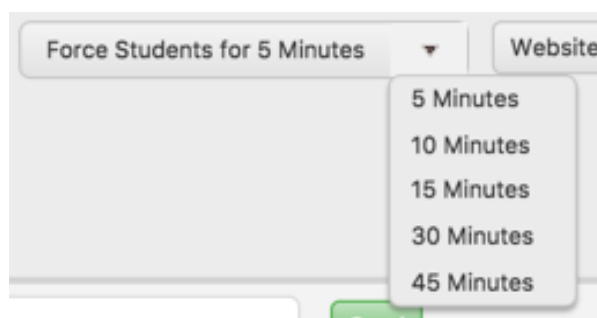
Cancel Start Testing Mode

Enter the URL in the input field and click the green "Start Testing Mode" button in the lower right corner of the window. The URL will be verified that it is valid (*the URL must start with HTTP or HTTPS*) and then all students will be directed to the URL in a new window. The student's window cannot be unfocused. *Note: any students joining after testing mode has started will also be put into testing mode.*

Once you click the "End Test Mode" button, testing mode will end and students will then be able to navigate and close the testing window.

Force Students

The "Force Students" button in the upper right corner of the dashboard will force all of the students on your class list into your class.



Any student that is currently logged on to their chrome device, and a part of the class you have running, will be forced into the class. This setting can be changed to last for 5 minutes up to 45 minutes using the dropdown next to the button. After that, students will be free to leave, but you can always click the "Force Students" button again and they will be forced into your class for the selected time.

Open A Tab For Everyone

You can send every student to a specific website by entering a URL into the input at the top of the dashboard labeled "Send Everyone to URL" and clicking the "Enter" button.



The URL will be validated. If the URL is invalid, an alert will pop up letting you know. If the URL is valid, a new tab will open for every student to the specified URL and the students will be focused to that tab.

Searching For A Student

You can search the students in your class by typing the students name in the search box in the upper right of the dashboard labeled "Search Students". This will display the screen and activity feed for only the student you are searching for.

Search Students:

Frequently Asked Questions / Issues

When I click on a button nothing happen. Why?

This is a common issue when you are not signed in to the Google Chrome Browser. Ensure you are signed in to the actual browser, and not just to the Google web pages. To do so, use the "People" drop down in the Chrome Browser or click the person icon in the very top right corner of the browser window.

Why isn't force join working?

This issue can happen if an educator is signed in to multiple devices (excluding phones), if students are signed in to multiple devices (excluding phones), or if there is a network issue. To start fixing the issue, follow the steps below:

1. Ensure the educator is not currently signed in to multiple devices (excluding phones). If this does not fix the issue, move to the next step.
2. Ensure the student/s affected are not currently signed in to multiple devices (excluding phones). If this does not fix the issue, move to the next step.
3. Check to see if the affected student/s can join the class manually from their device. If they cannot join the class manually, there is likely an issue with your network. If none of these steps fix your issue, please have your IT staff contact Sergeant Laboratories' support.

Why are students getting a network error when attempting to join the class?

This issue can happen if an educator is signed in to multiple devices (excluding phones), if your network switches are blocking traffic, or there are other issues with your network. To start fixing the issue, follow the steps below:

1. Ensure the educator is not currently signed in to multiple devices (excluding phones). If this does not fix the issue, move to the next step.
2. Have your IT staff ensure that your network switches are not blocking broadcast traffic. If this does not fix the issue, move to the next step.
3. Have your IT staff attempt to ping the student devices from the educator device. If the educator device is not able to ping the student device, there is likely an issue with your network. If none of these steps fix your issue, please have your IT staff contact Sergeant Laboratories' support.

An educator did not close their class after forcing students into their class. What do I do?

If another educator attempts to force the student's in to their class, they will be removed from the last class and forced in to the newest class.

Do I have to configure each class period time manually or can I upload my whole schedule at once?

There is no way of uploading a class schedule through the Borderless Classroom app, each class must be individually configured. However, you may contact your IT Administrator and have them upload a class schedule for you. This can be done from the backend of AristotleInsight::K12 and more information can be found in the Administrator's Manual under the Class Configuration > Schedule section.

Contact Sergeant Laboratories, Inc.

Should you require support at any point during installation or configuration of the AristotleInsight::K12 system, please contact our support personnel:

Sergeant Laboratories, Inc.

200 Mason Street, Suite 15

Onalaska, WI. 54650

Telephone – (608) 788-9143

Toll-Free - (866) 748-5227

Fax - (608) 788-9662

Email - support@provecompliance.com

Website - www.provecompliance.com