User Management
Data Manager's guide

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Overview

- From November 2014, the JTB education websites supports multiple users for each school.

- There are two types of users: adminstrators and ordinary users.

- There is normally one administrator for each school; usually this is the data manager.

- The ordinary user has access to the interactive page (where they can see the visualisations of flightpaths or achievement analysis) and to a page for them to change their own password.

- Ordinary users are able to download analyses and spreadsheets containing personal data – please make sure they understand their responsibilities under the Data Protection Act 1998 in respect of this.

- Administrator users have the capabilities of ordinary users, but in addition they can:
  - use the "my stuff" area to view the contents of the upload and download areas, and download files prepared for their use (e.g. zipped versions of achievement analyses or flighpaths intended for placing on school networks);
  - use the "upload" area to upload data to the JTB Education website for processing using the uploads page (using 128bit encryption);
  - use the "contact" area to send a direct email to customerservice@jtb-education.co.uk ;
  - use the "users" area to manage the users who may log in to their school's secure section of the website.

- Administrators can only add ordinary users to their school's secure area. If it is necessary for a school to have an additional administrator contact JTB Education.

- Administrators can add, delete or update the details for users. They can also reset passwords for users who have forgotten them.

- New users receive an email from the JTB Education website when their account is created, with their username. Administrators should provide the new user with the password face-to-face or over the telephone and ensure the new user keeps it secure.

Personal information of users

JTB Education will keep the email addresses of users only for three purposes:
1. account administration
2. vital messages about the JTB Education service
3. general information about the service such as tutorials or news items

For example, we will email new usernames, or inform users when their password has been reset.
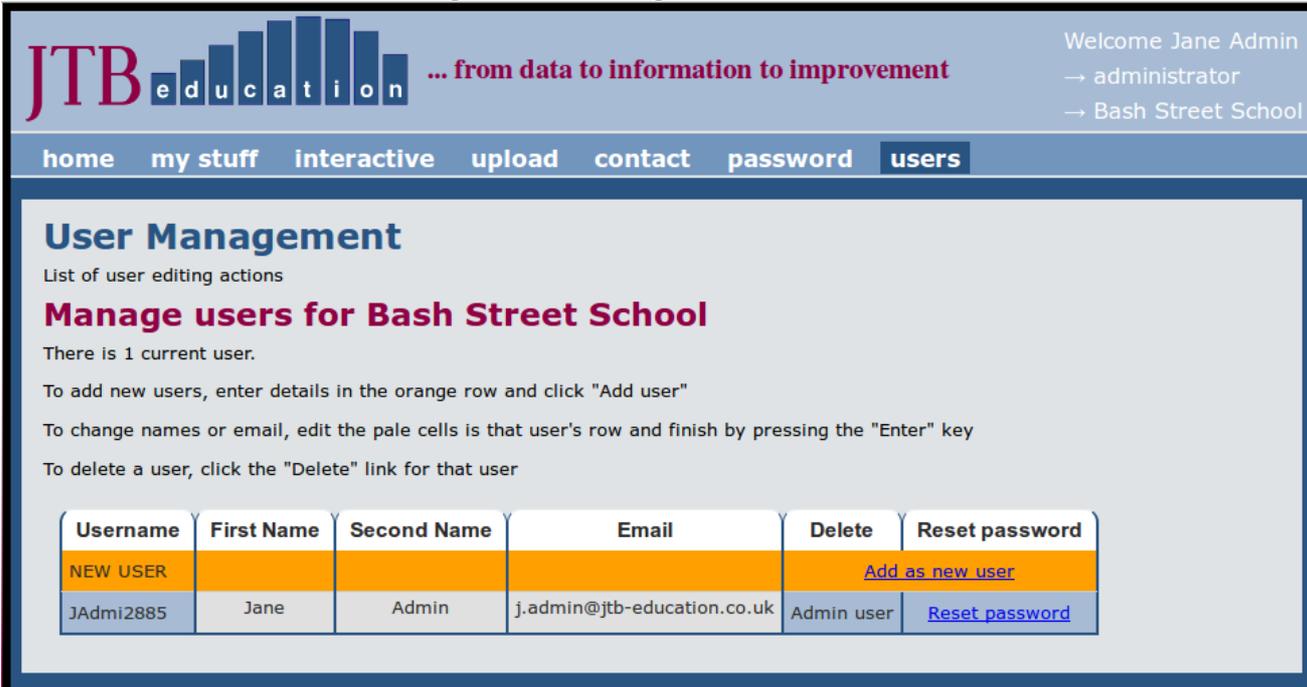We will also issue emails about any planned downtime of the service.
Emails about general issues will come with opt-outs from the service.

We will never pass your emails on to any third party for any purpose.
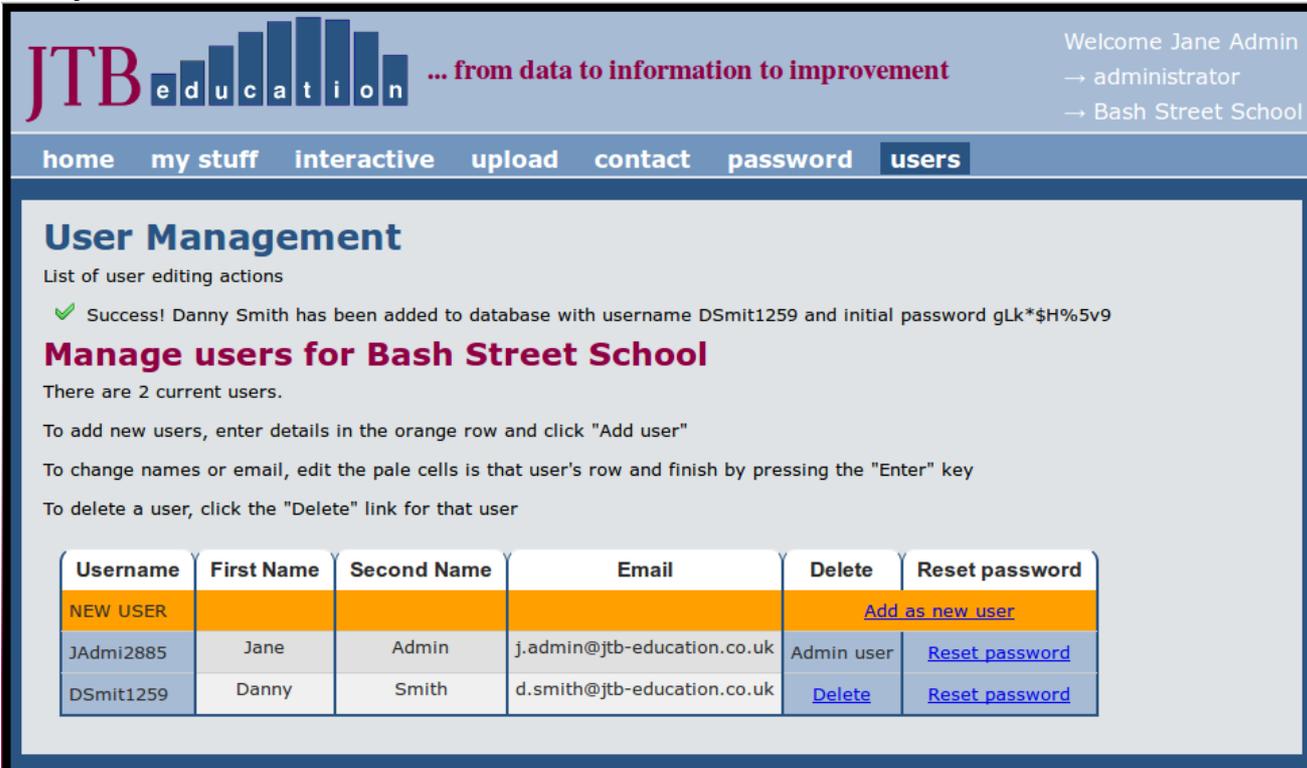**We will always provide you with a facility to opt-out of any emails.**

Adding a new user

1. Click on the menu item "users" to get the following screen

2. Enter the first and second name of your new users along with their email in the yellow row. **Take care with the email address – JTB education will send them their username to this email.** In this example the new user is Danny Smith, with email address d.smith@jtb-education.co.uk

3. Then just click "Add as new user" and the addition will be confirmed as in the screen shot below.

4. Write down the temporary password – in the screen shot above it is gLk*\$H%5v9
   Tell the new user their pass word in a secure way e.g. face-to-face or by telephone.
   The first time the new user logs in, they will be asked to change this password.

What happens when the new user logs in

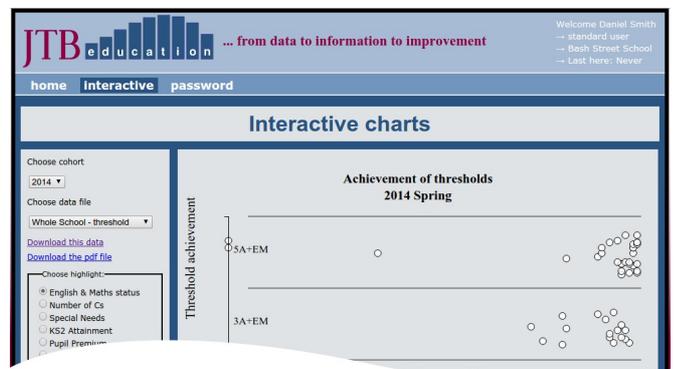1. On first login, the user is forced to change their password

2. Then they are asked to authenticate themselves by logging in again before continuing to the conditions of use.

3. The Conditions of Use page helps users to understand their responsibilities under the Data Protection Act.

   At the bottom of the page is the part where they must indicate their agreement.

4. Once they have done that, they will be guided to the secure area

5. On subsequent logins, they will go straight there.

Deleting a user

1. Click on the menu item "users" to get the following screen

2. Notice that in the Delete column, your own name has the words "Admin User" which isn't a blue link. You can't delete your own account or that of any other administrator. To delete the account of Danny Smith, just click the link "Delete" in his row. The account will be deleted and the screen shows it as below.

Resetting a user's password

1. Click on the menu item "users" to get the following screen

2. To reset the password for Danny Smith's account, just click the link "Reset Password" in his row. The password will be reset and an email informing the user of the reset password is sent to their email address. The new password is displayed to you as shown below.

3. Write down the temporary password – in the screen shot above it is bPKXIdzye6
   Tell the user by in a secure way (face to face or telephone).
   The next time the user logs in, they will be asked to change this password.

Updating details of a user

1. Click on the menu item "users" to get the following screen

2. To update the details for any user (including yourself), just click into the table cell containing that detail and edit it. You may not change the username, only the personal names and the email of the user.
When you have finished editing, just press the "Enter" key on your keyboard, and the updating will be shown on the screen as below.

Users can change their own password

1. Click on the menu item "password" to get the following screen

2. To change a users's password, they just enter their current password in the first box, then two copies of their new password before clicking the "Send" button.

3. Passwords must:
   Be at least 8 characters long
   Have at least one upper case letter A-Z
   Have at least one lower case letter a-z
   Have at least one digit 0-9
   They may also contain (but don't have to) one of the 6 punctuation marks: $ % & * # ?

4. When all of the 6 items at the lower right are green ticks the user has a valid new password

5. After the user clicks send, their password is reset, they are sent an email informing them of the reset (but not the new password) and they see the following screen:

When they click the blue link "secure area" they will be asked to enter their new password to enter the area.
Note: the user's new password is NOT mailed to them, so if they forget it they will have to come to the Administrator to get it reset.

The school user agreement

All new users will be asked to confirm their agreement to certain conditions on their first log in to the website. These are set out below.

Short and Sweet

1. A lot of this data is personal to individuals, particularly to students: protect this data and keep it private. This is your statutory duty by law.

2. Avoid these things – they increase the risk of disclosing personal data:
   - copying data to any personal device such as a home computer, hand-held device or pen-drive;
   - leaving printed data visible in unlocked rooms;
   - writing down your username & password where somebody else can copy them;
   - leaving a computer logged in to the JTB site so someone unauthorised can access personal data.

3. Make sure you:
   - change your password if you suspect someone has discovered it (you can do this yourself or ask your administrator to reset it).
   - keep any downloads from the JTB website on a secure school computer, or on an authorised and appropriately secured school device.
   - view the website only with other similarly authorised people.

The long version

General principles

1. The JTB Education website processes performance data of pupils. The processed data may relate only to the school, or it may contain personal data as defined by the Data Protection Act 1998.

2. JTB processed data should only be used for educational purposes and in the interests of pupils.

3. When dealing with personal data (data which identifies individual pupils), you must ensure that you comply with the Data Protection Act 1998. In particular, you must:
   - make sure your data is always held securely
   - make sure the data is not disclosed to any unauthorised person
   - make sure the data is not used for any unauthorised purpose

4. These responsibilities apply just as much to any files printed from the JTB website containing individual data as well as electronic copies. Printed data should be used, held and disposed of in an appropriate way to protect the privacy of it.

5. The transfer of data presents the greatest risk of unintended disclosure. The overwhelming majority of email systems are not secure. Never send personal data (data which could identify an individual such as name, UPN, date of birth) via email unless you use a secure email system or a container which is secured with high level encryption. Similarly, never put personal data onto a storage medium which is not encrypted and secure, and authorised by your school. If you are unsure, do not transfer the data – use the website directly.

6. You must not retain any data about a pupil when they have left the school except data pertinent to the time they were on roll at the school.

Responsibilities of all users

1. You may only access the JTB website if you are authorised to do so by the relevant school. In almost all cases, this means you would be employed by the school. Authorisation is deemed to

cease when you leave the employment of the school and you must not access the JTB website after ceasing employment.

2. You must keep your username and password secure. Never share your account details with anyone. If you believe that another person can has access to your JTB Education account, immediately inform your administrator (normally your data manager) who will reset your password for you.

3. Keep secure any data from the JTB Education website and ensure it is only held in a secure way on secure devices authorised by your school.

Additional responsibilities of administrator users

1. You must ensure that only authorised persons are given a JTB Education account. When a person leaves your school's employment, you must delete their account. Do not "recycle" accounts from one user to another.

2. You are responsible for setting up accounts for individual users. Only set up accounts for members of staff who need access to the data for a statutory educational purpose such as monitoring pupil progress. These would typically be teachers, but there are many support staff who would fit this category too.

3. When you set up an account, the username is emailed to the email you specify in account set-up. Never email their password, but provide it in a secure way e.g. face to face or using a secured email system (most email systems are NOT secure).

4. Never share your own JTB Education username & password with another person.   If you believe that another person can has access to your JTB Education administrator account, immediately inform JTB Education by telephone or email for your password to be reset.

5. It is your responsibility to regularly check all JTB Education accounts to make sure they are up-to-date and delete any accounts which no longer fulfil your authorisation requirements.