

Stage 5 – Super Admin tasks for SAFETYNET schools

Important principle for SafetyNet schools:

Your school's Active Directory (AD) governs how user accounts are determined in RM Unify.

Your AD is a list of your current staff in school (and pupils) and is managed (usually) by IT Technicians who provide your IT services.

Your school's AD should be kept up-to-date to reflect your current staff members (and pupils) and is used primarily to create ('provision') user accounts for your school's network (and potentially other services/software).

RM Unify uses your AD's user accounts (usernames and passwords) so that your users can access RM Unify using the same user account. Your AD will notify RM Unify through a 'synchronisation' process (switched on by the school's IT service) about any changes to the staff (or pupil) list and/or any changes made to user accounts (including passwords) in the AD **immediately after a change is made to the AD.**

If no changes are made to the AD (after the first initial synchronisation with RM Unify), then the sync process will not be activated.

For RM Unify Super Admin users, the task of checking for RM Unify accounts will focus on ensuring the AD list is correct, the AD/RM Unify synchronisation has taken place, and a further step involving matching an AD/RM Unify account with an RM Integris staff record if the user also needs access to RM Integris.

Administrator access levels in Unify (see [RM Unify Administrator Access levels information sheet for more details](#))

There are three types of admin rights available:

- **Super Admin** - can perform **all** administrative tasks.
- **Password Admin** – **this is not relevant for SafetyNet users** as passwords can only be changed in your school's AD (which is then sync'd across to RM Unify)
- **Launch Pad Admin** - can set up and reorganise Launch Pads.

The Super User admin (only) can assign these rights to any user with a role of Teaching Staff or Non-Teaching Staff. This is done through the Management Console.

Management Console dashboard

Many of the Unify admin tasks are actioned through the Unify **Management Console** dashboard.

Access the Management Console dashboard

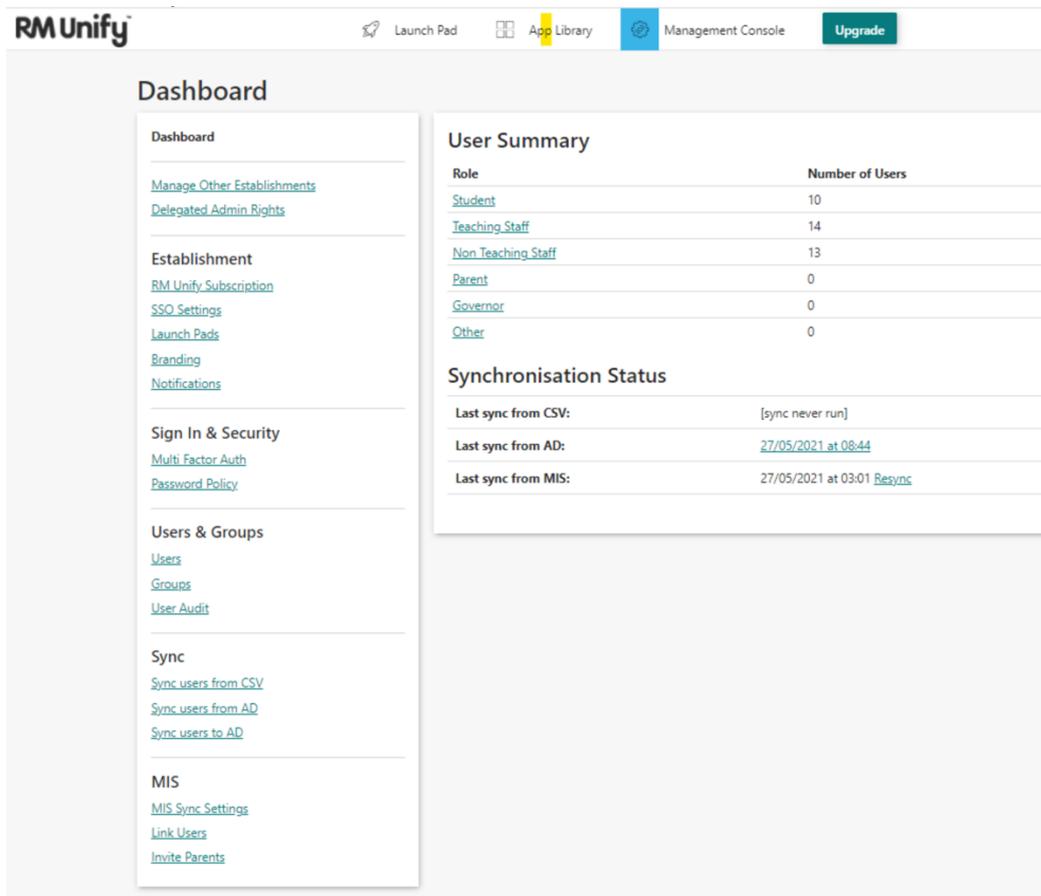
1. Click on **Management Console** (top menu bar).

 Launch Pad App Library Management Console

The Management Console enables management of user accounts and access as well as ensuring that any changes in RM Integris can be transferred across to RM Unify through a synchronisation process.

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You don't need to use all of these functions for now.
The areas covered are the likely functions needed to manage user accounts.



Dashboard

User Summary

Role	Number of Users
Student	10
Teaching Staff	14
Non Teaching Staff	13
Parent	0
Governor	0
Other	0

Synchronisation Status

Last sync from CSV:	[sync never run]
Last sync from AD:	27/05/2021 at 08:44
Last sync from MIS:	27/05/2021 at 03:01 Resync

Grant Admin access rights to a user

In RM Unify, access the **Management Console** dashboard

1. Select **Users** option (*in left hand menu*) – this will display a list of user accounts according to the type appearing in the **View** box
2. Change the **View** drop-down to either **Teaching Staff** or **Non-Teaching Staff** to find the user.
3. Click on **Actions** box next to the user
4. Select either **Grant Super Admin** rights, **Grant Password Admin** rights or **Grant Launch Pad** Admin rights. You can see a description of each Admin right in the section below.

Unlock a RM Unify user account / Change User Password (*note: there is no unlock facility – simply change the password in the AD*)

IMPORTANT: As a RM Safetynet school, passwords should only be changed in your Active Directory (AD).

The only time the school should consider changing a password directly in RM Unify is when an error message occurs relating to a locked account (*see error message below*). **However, the password also needs to be assigned to the same user in your school's Active Directory (AD), which controls access to your network.** You will need to contact your IT support team to arrange for the password to be changed within the Active Directory.

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Sign in



You can't sign in because your account has been temporarily locked due to several incorrect sign in attempts.

When any change has been made in the AD, there should be an automatic sync with RM Unify immediately after the change has been made so that RM Unify is updated with the change made in the AD user account.

To change the password in RM Unify (to immediately unlock the account)

1. In RM Unify, access the **Management Console** dashboard
2. Select **Users** option (in left hand menu) – this will display a list of user accounts according to the type appearing in the **View** box
3. Change the **View** drop-down to either **Teaching Staff** or **Non-Teaching Staff** to find the user.
4. Click on **Actions** box next to the user
5. Select **Change password** option
6. Enter a new password in the **New password** and **Confirm password** fields.
The User must change their password box is ticked by default. If you don't want the user to change the password, then untick the box.
7. Click **Save**

You now need to ensure the password is changed for the user in the Active Directory (AD), so that RM Unify and the AD network account come back into sync. (Remember that the Active Directory (AD) is generally on your school's network and maybe managed by someone outside the school, e.g. your IT support team.)

Create a new Unify user account

1. Add the new user to the Active Directory (AD)

You need to arrange for the staff user to be added to your school's Active Directory (AD), generally on your school's network. This may be controlled by someone outside the school, e.g. your IT support team who you normally use for when a new staff member requires an account for the school network/computer.

Then in RM Integris+

If a new RM Unify user account is required for **RM Unify only**, then:

- a record has been added into **Staff Details** in **RM Integris+** – check that the correct **Staff Type** has been assigned. If the staff member is a teacher, go to the **UDI** tab and set the **Provision as a Teacher UDI to Yes**

If a new RM Unify user account is required for **RM Unify access AND for RM Integris+ access**, then:

- a record has been added into **Staff Details** in **RM Integris+** – check that the correct **Staff Type** has been assigned. If the staff member is a teacher, go to the **UDI** tab and set the **Provision as a Teacher UDI to Yes**.

AND a **user account** has been created in RM Integris **with the required roles** assigned (Modules > System Management > User Management)

Now check that both the **AD Sync** (bringing across new staff from the AD to RM Unify) and **MIS Sync** (bringing across user account details from RM Integris to RM Unify) have run recently with the next steps.

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2. Check AD Sync date

The AD Sync checks the Active Directory for any changes every 15 minutes. If there are any changes, it sends the data up to RM Unify and the 'Last Sync from AD' date and time is updated.

1. In RM Unify, access the **Management Console** dashboard
2. Under the **Synchronisation Status** area check the date when the **Last Sync from AD** took place (as per example below):

Synchronisation Status	
Last sync from CSV:	[sync never run]
Last sync from AD:	10/05/2021 at 12:33
Last sync from MIS:	26/05/2021 at 03:01 Resync

Note: If the Sync date is after the date the staff member was added to the AD (or the account details were changed e.g. new password) then the new (or changed) account will transfer across into RM Unify and should appear in the **Link Users** area (for when we reach step 4. below)

If the Sync date is before the date the staff member was added to the AD then the AD Sync Service may not be running correctly, or the user may not have been created in the right area of the AD to be picked up by the AD Sync Service. Please contact your local IT Team to get this resolved.

3. Check MIS Sync (if new user also requires access to RM Integris)

If the new RM Unify user also needs access to RM Integris (and you have given them user roles as above in step 1), you will then need to check whether RM Integris has synchronised with RM Unify & the AD.

Under the **Synchronisation Status** area check the date when the **Last sync from MIS** took place.

Do this by clicking on **Resync** link for the **Last sync from MIS**

You should now see a cream box pop up detailing the last date/time when the last synch took place and a new Resync button appear.

Synchronisation Status

Last sync from CSV:	[sync never run]
Last sync from AD:	LAN sync not installed. Setup sync from AD
Last sync from MIS:	[sync never run] Resync

You can use the button to resynchronise from MIS to RM Unify.

Note: You cannot request multiple resyncs within 5 minutes.

[Resync](#)

RM Integris synchronises with RM Unify overnight as a general routine.

If however, access for RM Integris is required urgently, then you can enforce the linking of the RM Unify account with the RM Integris user account to occur immediately (within the next 30 minutes) through the use of the sync button as follows:

- Click **Resync**
Once this button is clicked, synchronisation will take place and should be complete within a few minutes to a maximum of 30 minutes

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Note: This Resync option also syncs any changes to pupil/parents and staff data that have occurred in Integris since the last automatic or manual sync took place.

After a few minutes, follow from step 4 below

4. Confirm Username

Now you need to take note of the new users RM Unify username.

You can find/check the staff members username by following the steps below:

1. In RM Unify, access the **Management Console** dashboard
2. Select either **Teaching Staff** or **Non-Teaching Staff**
3. Find the staff member and click on the username. The full username will be displayed

5. Confirm the link between the RM Integris record with the new RM Unify account

You now need to link the user record that comes from RM Integris with the RM Unify account that is being sourced from the Active Directory

RM unify will try to automatically link records based on the user's role, their first name and last name but you always need an RM Unify Super Admin user to confirm the links.

To confirm the link between the RM Integris record and the RM unify account:

1. In RM unify access the Management Console dashboard
2. Click on **Link users** (in MIS section bottom left)
3. In the new chart page displayed, click on the **Display as Table** link (bottom left) to convert chart to a table
4. Change the **View** box to **Staff**

You will now see a **User Category** table showing number of users against each.

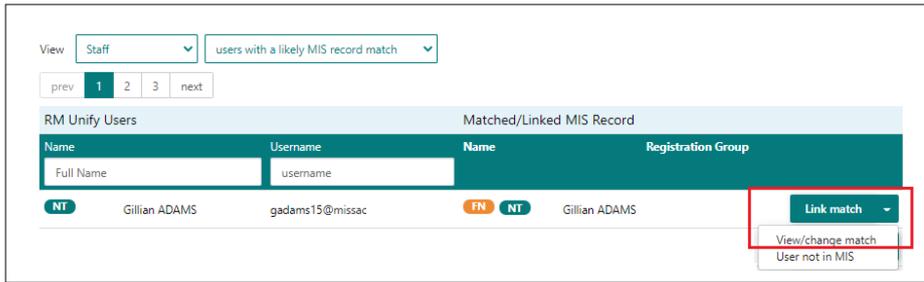
'Users linked to their MIS record' are those where the RM Unify account is definitely matched against their RM Integris record.

'Users with likely (full name match) ...' or 'Users with a possible (last name match) ...' matches need to be checked to see if your new user is listed within them

User Category	Number of Users	
Users linked to their MIS record	1193	View users
Users not in MIS	18	View users
Users with a likely MIS record match	29	View users
Users with a possible MIS record match	1	View users
Users not matched to an MIS record	47	View users

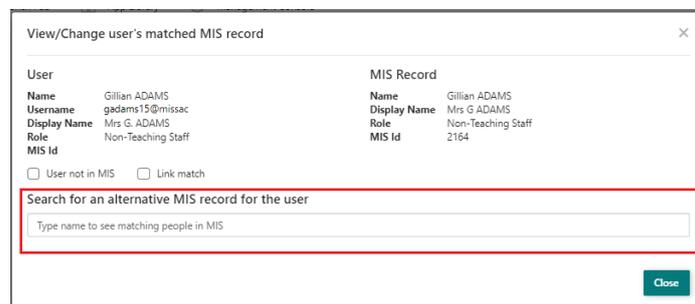
5. Click on the **View users** option next to the appropriate category for your new user
6. If the user is not displayed, then change the category from the second drop-down menu. Once the new user is located:
7. Click **Link Match** to link the user if the suggestion match is correct and click **Save**

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If you would like to match to a different MIS (Integris) record to the one suggested, select **View/Change Match** from the drop-down arrow beside Link Match.

A **Search** window appears to allow you to search for an alternative RM Integris record. Once you have successfully linked the record, click Save to save the changes.



 Note: if creating/matching multiple accounts and you agree with all suggested matches, click **Link all displayed matches** (bottom of the page) to link them in bulk.

Creating a new RM Unify account (linked to RM Integris record) is now complete.

Change Username in RM Unify *(AD Sync schools)*

The Super Admin cannot change usernames within RM Unify. The username needs to be changed within the Active Directory.