# CYPHER

## CYPHER for academia
# Guide for administrators

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# Introduction

CYPHER Learning is leading the necessary disruption of learning platforms to unleash human potential with modern learning.

CYPHER exists to ignite lifelong passions through personalized, engaging, and limitless learning experiences for all. We give teachers and professors more time to teach, build human connection into everything we do, and deliver tailored learning experiences that are meaningful and measurable.

Just the way modern learners expect.

The CYPHER platform is easy-to-use, beautifully designed, and infused with AI-powered technology. Every aspect beams thoughtful innovation and engineering that puts people first. Millions of users experience their "just in time, just for me, just the way I want it" approach in 50+ languages with the CYPHER award-winning platform.

We want you to get the best results when using our site, especially when you are just starting out. That is why we created seven getting started guides for the main types of CYPHER users:

**Getting started guide for Teachers** (this guide) explains topics such as: creating a class, using competencies and grading assignments.

**Getting started guide for Administrators** explains topics such as: navigating in CYPHER, configuring features, customizing the platform and managing users.

**Getting started guide for Students** explains topics such as: enrolling in classes, submitting assignments and communicating with teachers.

**Getting started guide for Parents** explains topics such as: accessing the parent account, accessing children's information, and how to navigate the platform.

**Getting started guide for Teaching Assistants** explains topics such as: managing classes, grading assignments and viewing attendance.

**Getting started guide for Monitors** explains topics such as: creating your monitor account, enrolling into classes and creating groups.

**Getting started guide for Mentors** explains topics such as: creating your mentor account, enrolling into classes, creating groups, and how to navigate the platform.

This guide covers the most common steps Administrators go through when they start using CYPHER. Please consult the table of contents if you want to find a specific topic. If you have any additional questions or want to explore more of the platform's features, please browse the Help Center or visit our support forum.

# Navigating the platform

The administrator dashboard is the first page you see when you log in to your account. Here you can see a set of widgets with the most important site data. There is also information related to your account such as your calendar, to-do list, notifications, and more.
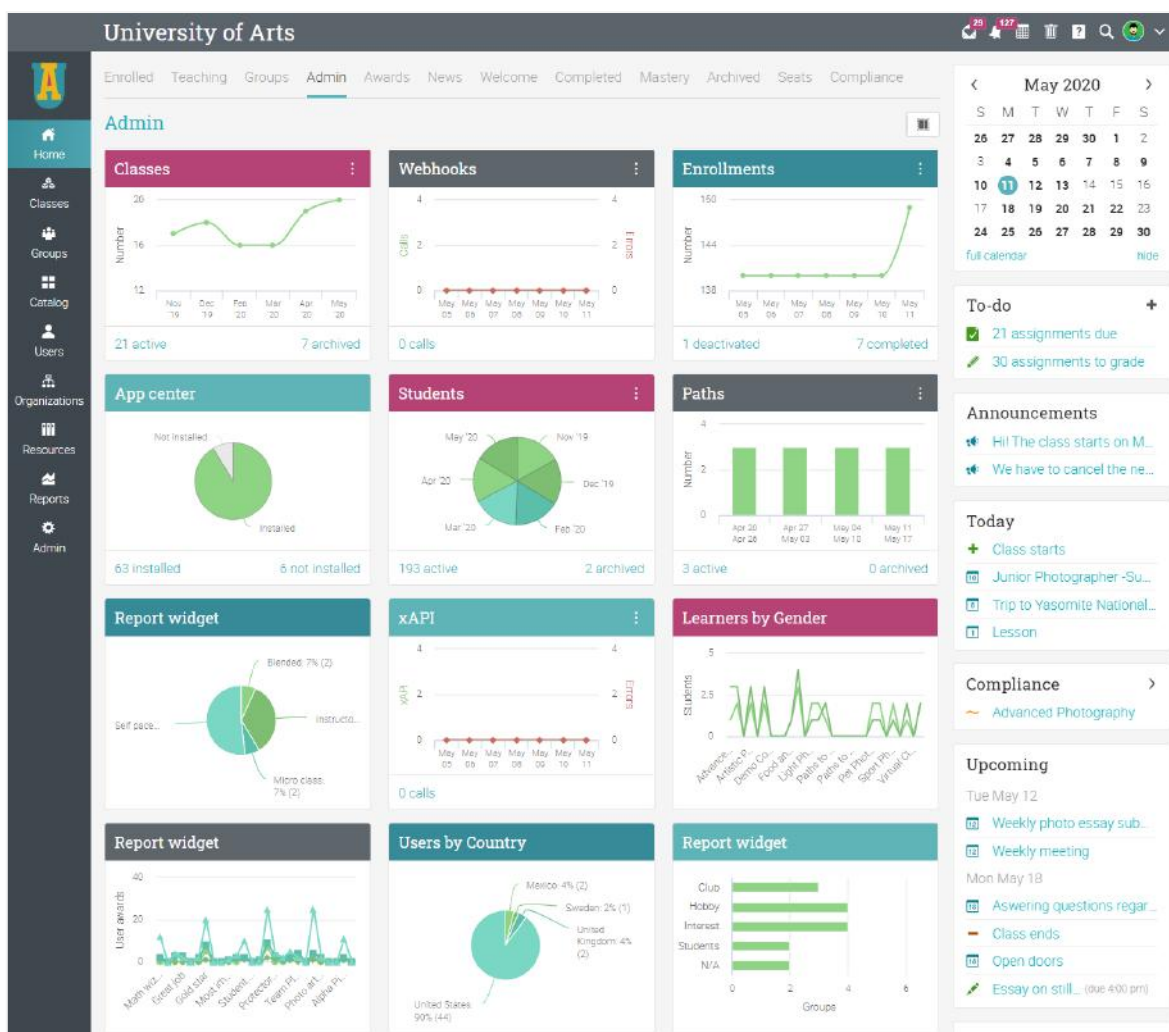
# Icons and navigation

You will see various icons in the platform that are used for adding, editing, deleting, and other actions. Here is an overview of the most important icons:

| | |
|---|---|
| + | Add content such as courses, rules, or portal pages. |
| − | Remove items from your platform. |
| ✎ | Edit a page or an item. |
| ⚙ | Configure different areas of the platform. |
| 🗑 | Delete items. |
| ✉ | Access your messages through the message's icon in the top right bar. |
| 🔔 | Notifications allow you to keep up with different changes in the system. |
| 🗑 | The trash icon opens a popup with all your deleted content. |
| 🛒 | Your shopping cart contains your ordered items. |
| ? | This icon provides access to the CYPHER Help Center. |
| 🔍 | Use the search icon to find specific content on your site. |

# Left bar

The left bar displays tabs that allow you to quickly navigate to the main areas of the site, such as Home, Classes, Groups, Catalog, Users, Resources, Reports, Organizations, and Admin.
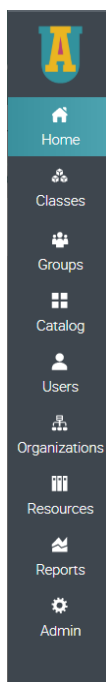


The left bar gives you access to these tabs no matter where you are in the site. If you hover over a tab, a pop-up window will appear with the most important options for that area.
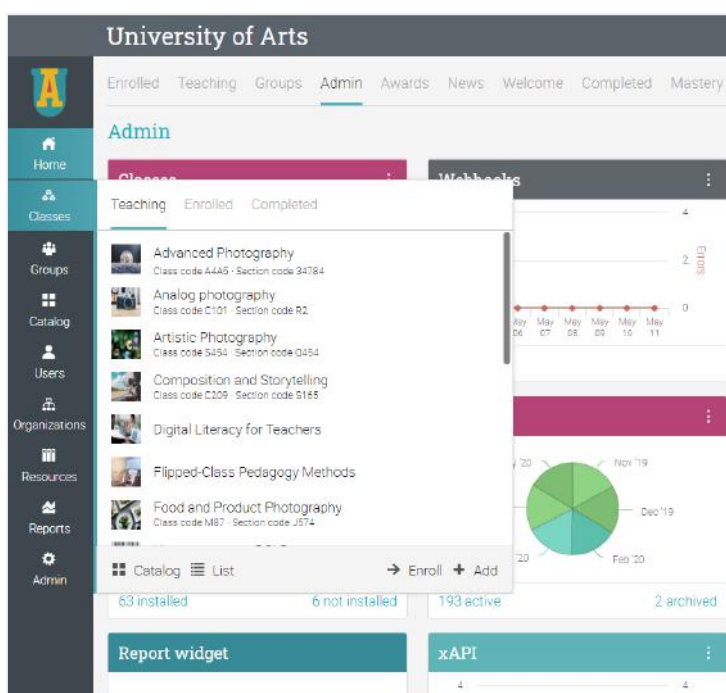
For example, when you visit a class, the main left bar is minimized, allowing you to navigate within any area of the site by simply hovering over the main menu in the top left side of the page. The class left bar shows tabs that lead you to class areas such as: start, admin, calendar, assignments, students, and the gradebook.
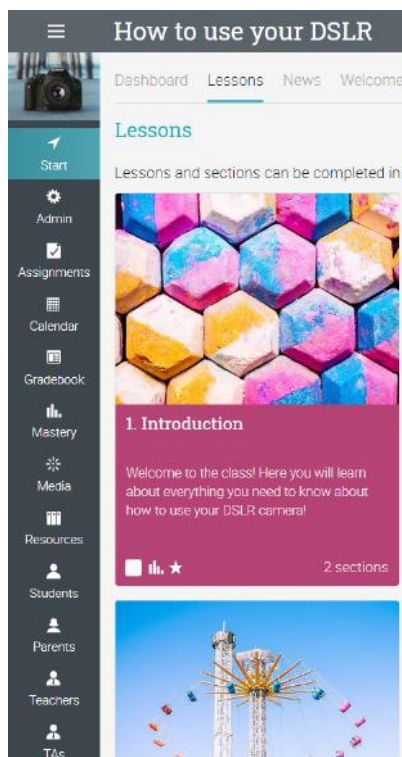


## Top right bar

The top right bar displays icons with access to your messages, notifications, calendar, trash can, help center, search and profile.

## Right bar

In the right bar, you can find your to-do list, announcements, upcoming events, and a list of minimized windows. To see more details, just click on an item.

## News feed

The news feed aggregates news items from users, classes, groups, and your school. Product News announcements usually contain updates from the CYPHER team. By default, a news feed only shows the latest news, and you can scroll down the page for more items.

# Help Center

We provide extensive support at every step of our collaboration. To access the Help Center, click the icon in the top right bar.

A pop-up box will open with different options. Use the searchable online help to browse different help topics. If you are on a certain page and need guidance, a help for the current page option will also appear. Here you can also find access to our Support forum and Product news, where we frequently post updates on new features.
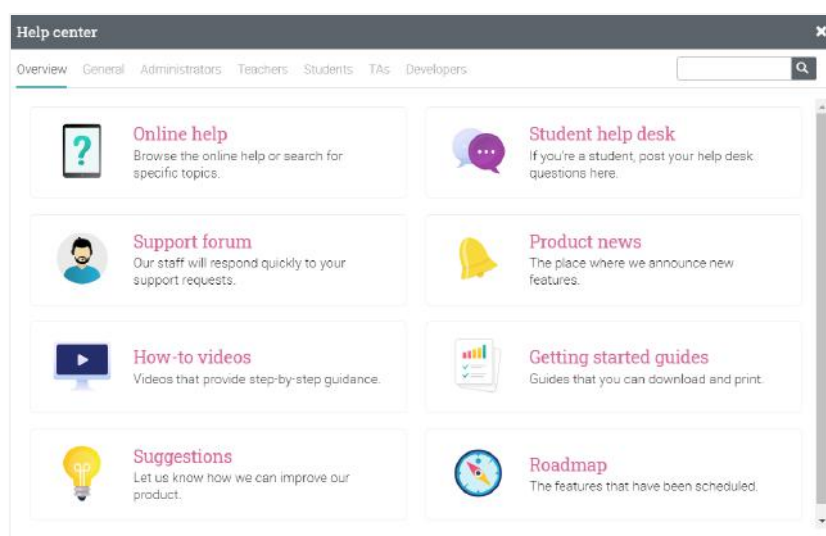


Users can find help topics organized by account type in the searchable online help. Most topics have detailed instructions with screenshots. The Help Center is a pop-up so you can browse through the topics without leaving your current page.
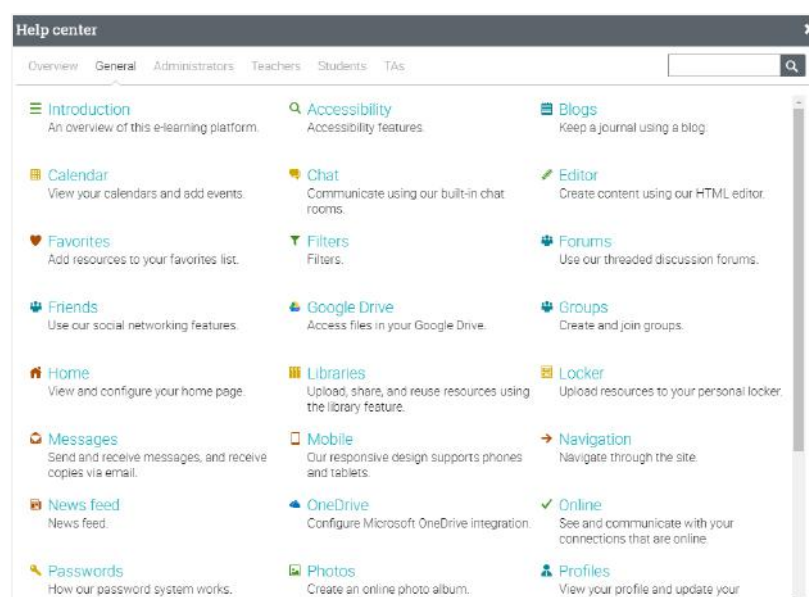
# Profile

Your profile page shows your basic information, account details, photos, and more. The information that is visible depends on your account type and the portal's security settings.

To start setting up your profile, go to the top right bar and click on the profile button. Then, click on the Edit button.

Go to the Settings tab in the left bar to choose different options related to your profile, such displaying your online status for students or allowing users to request to chat with you.



Change your language in the Miscellaneous section:

# Configuring features

As an administrator, you are responsible for configuring the site, including enabling or disabling features. It's easy to do so by using the Admin menu in the left bar.
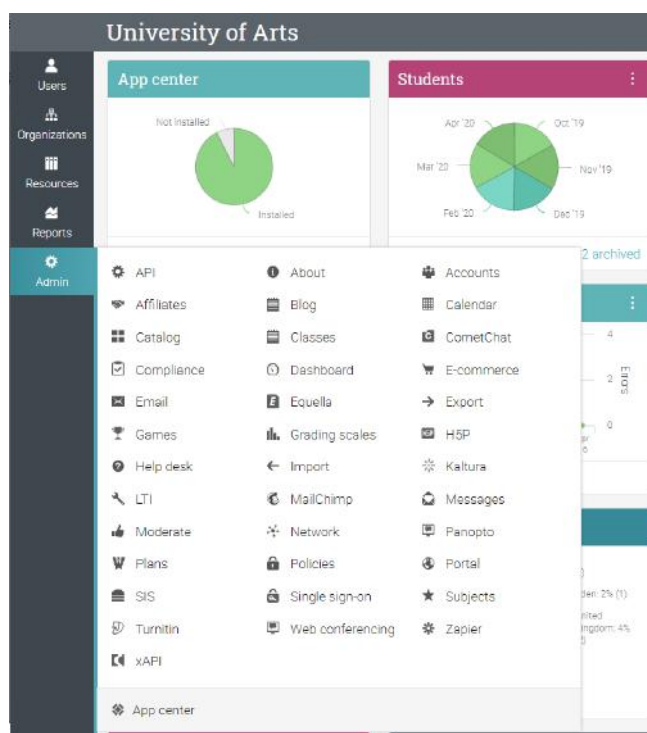


Features can be configured through our App center, which can be found under Admin/App center.
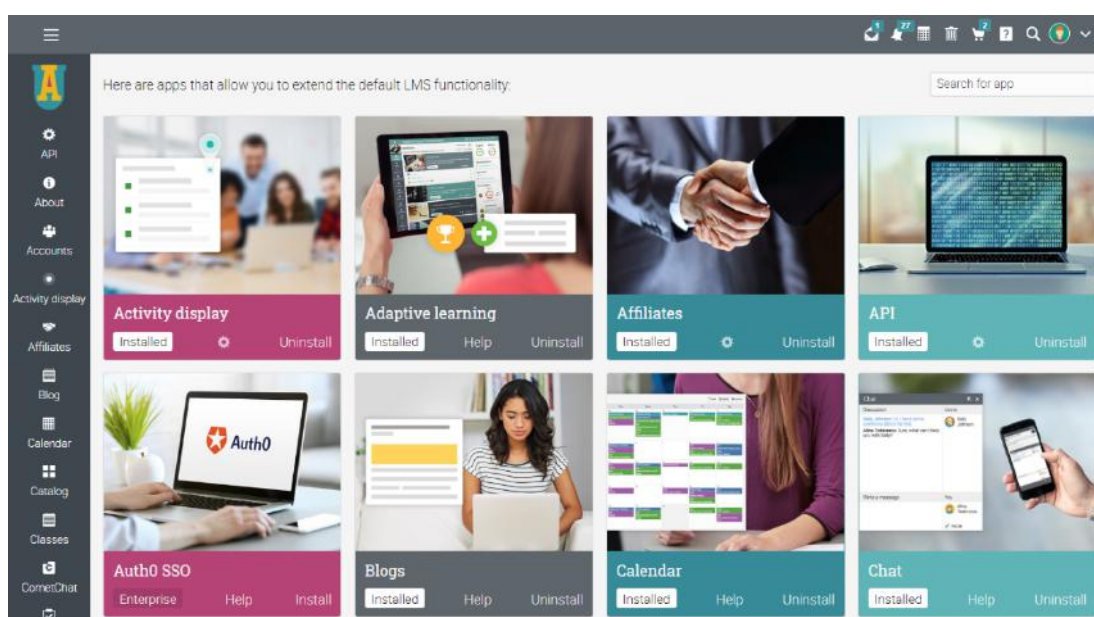
First, you must install the app:
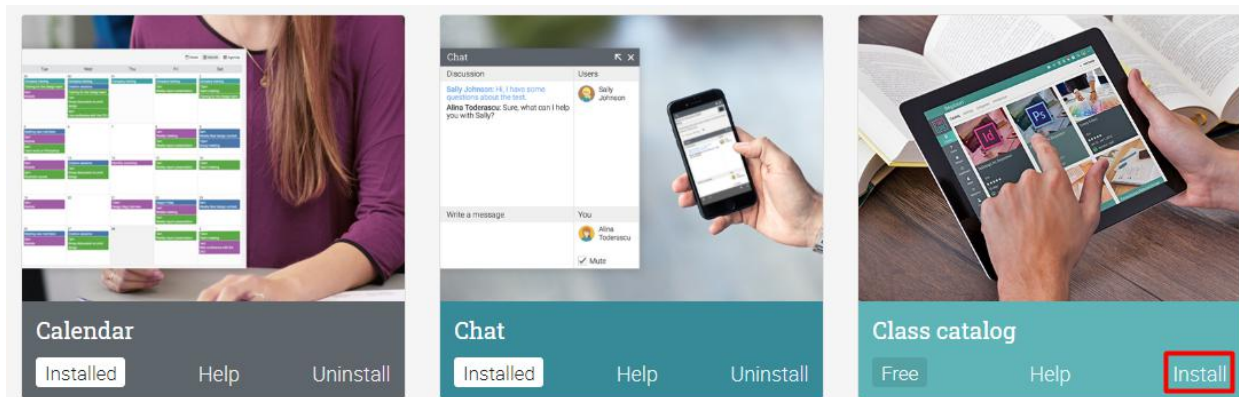


Then click on the configure button to start setting it up:
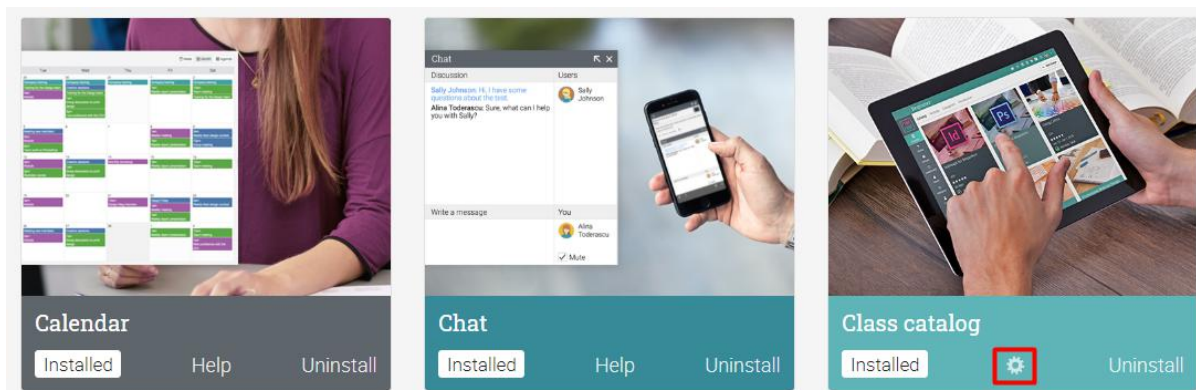


Here you can find features such as Gamification, Adaptive learning or Groups. You can also find the available integrations, including Google Drive, OneDrive or Turnitin.

# Customizing the school portal

You can customize many aspects of your school's portal, including the color scheme, adding your organization's logo and changing the terminology. In CYPHER, it's easy to configure what visitors and users see and you also have more advanced options such as adding Custom CSS.

## Portal name, description and details

To set up details about your organization, visit the Admin/About section. Here you can edit your organization's name, add a description and website, add a contact email, select your language, and more. To make changes, click the Edit icon.
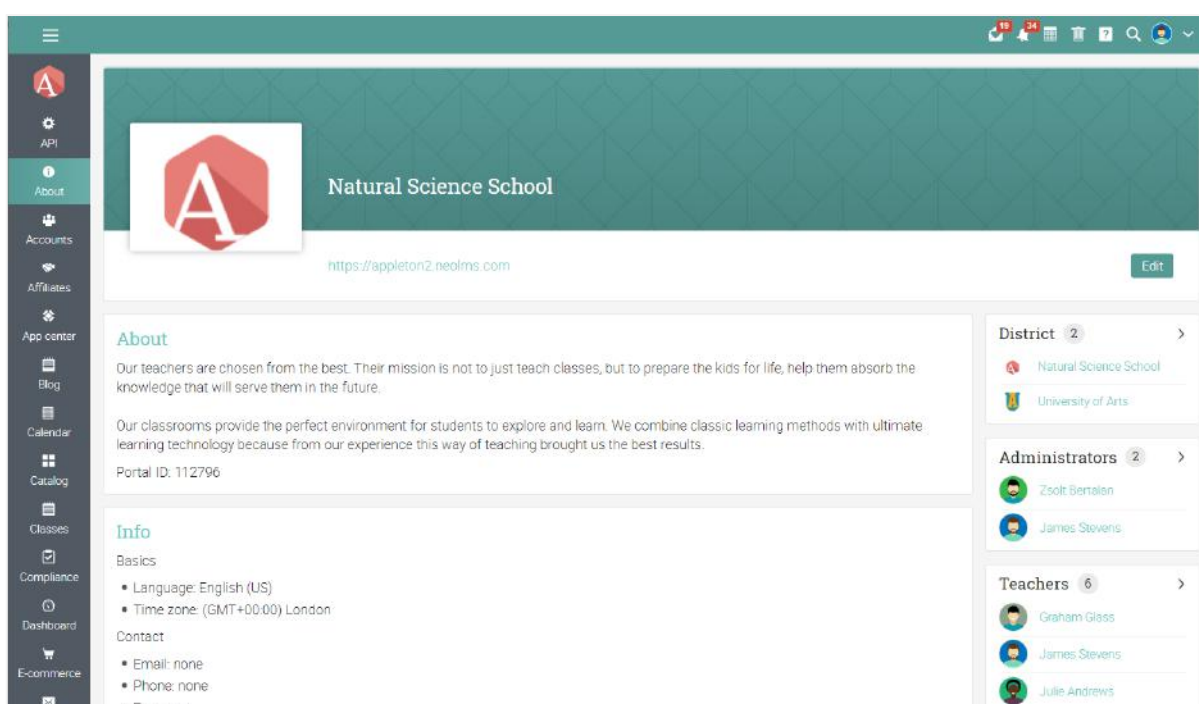
# Portal customization

Click on Admin/Portal in order to start setting up your options.
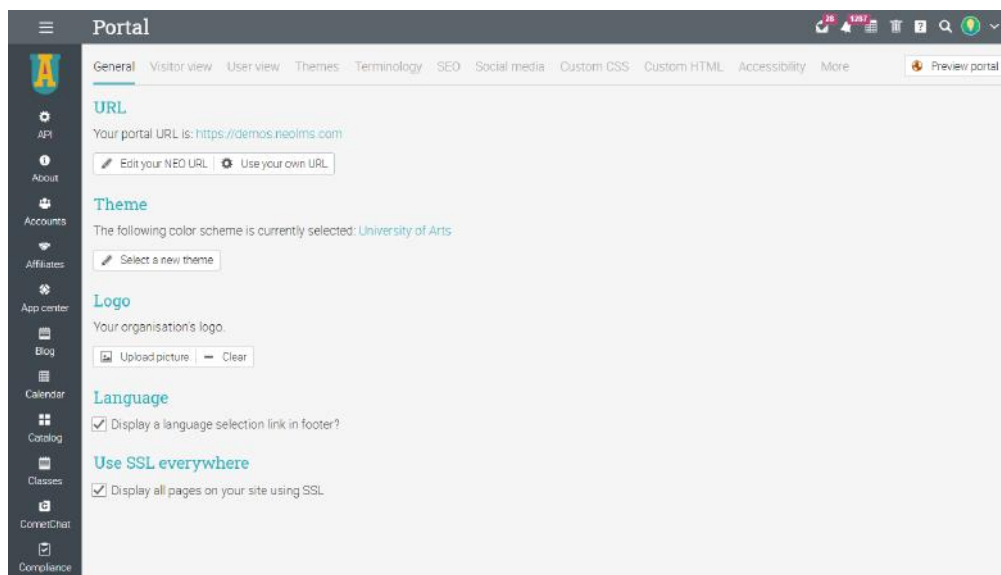


The portal administrator page is split into separate categories:

- **Visitor view** - configure how your portal will look for your site's visitors, with options for portal type, title, logo, pages, pictures, menu, panels and footers;
- **User view** - configure how your portal will look for logged-in users, with options for avatar display, menu bar decoration, home left bar picture, home tabs, left bar, welcome pop-up, shortcuts, and footers;
- **Themes** - customize the color scheme of the site by selecting or creating a new one;
- **Terminology** - customize the terminology of your site by adding one or more substitutions;
- **SEO** - choose if you want your site to be indexed or not, set up a meta-description, catalog URLs and keywords;
- **Social media** - set up which social media icons you want to show up on your portal, in both the visitor and user view;
- **Custom CSS** - you can use custom CSS to personalize the site;
  **Custom HTML** - you can use custom HTML to personalize the site;
  **Accessibility** - enable portal accessibility options for users with disabilities;
- **More** - configure options session timeout, default video dimensions, Google analytics, URL redirection, bottom HTM and Whitelisted IP addresses.

Next, we will go over the most important options you need to know in the first phase of customizing the portal.

## URL

This section displays the current URL of your portal. To change it, click "Edit your CYPHER URL", and select a new subdomain. We also provide a way to use your own URL, for which you can find instructions under the Portal topic in the Help Center.
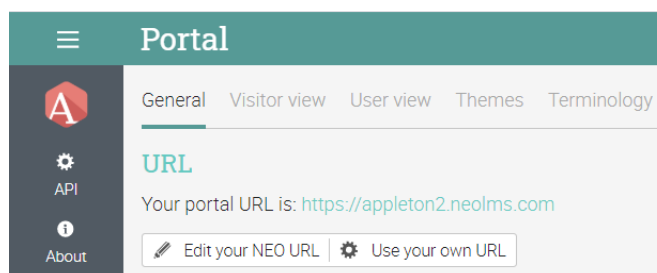


## Themes

Choose between our built-in color schemes or you can create/edit your own custom scheme using the "Add custom theme" button:
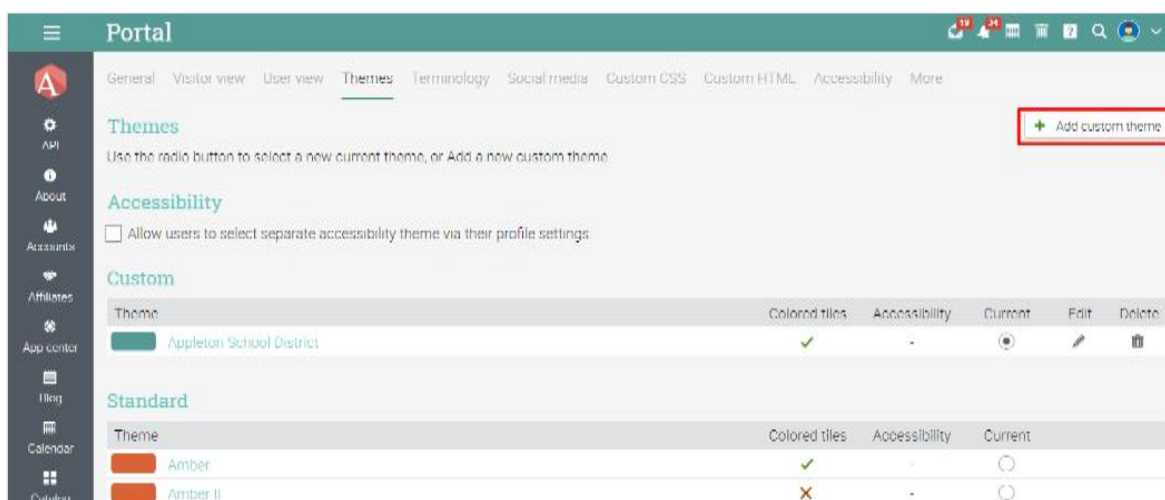
Then select the color values for each graphic element using either the color picker or by directly entering the hex values into the input boxes.
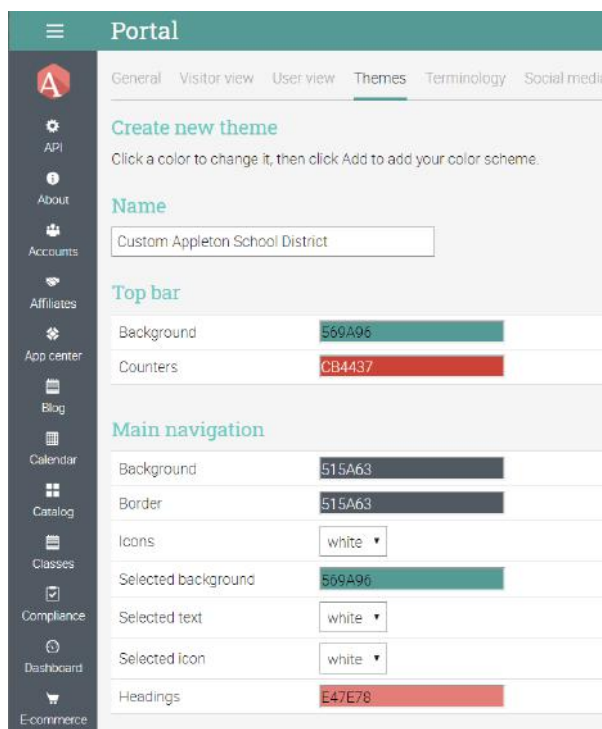


## Logo

To upload a logo, select it from your computer, then click Save.
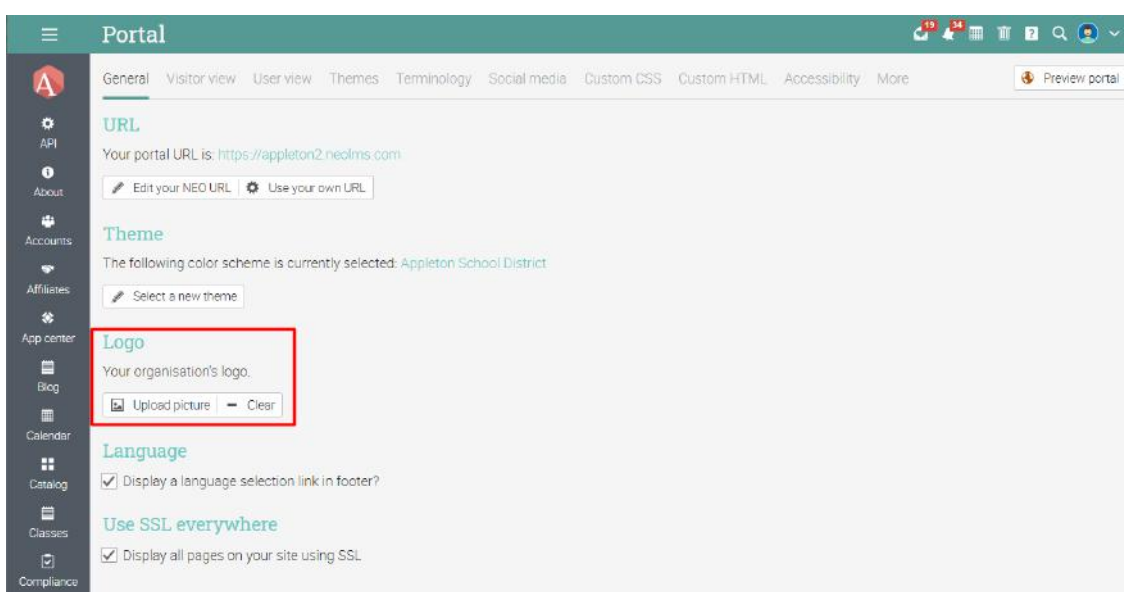
You can choose if the logo is shown in the home page left bar by clicking the appropriate checkbox in the User view tab.
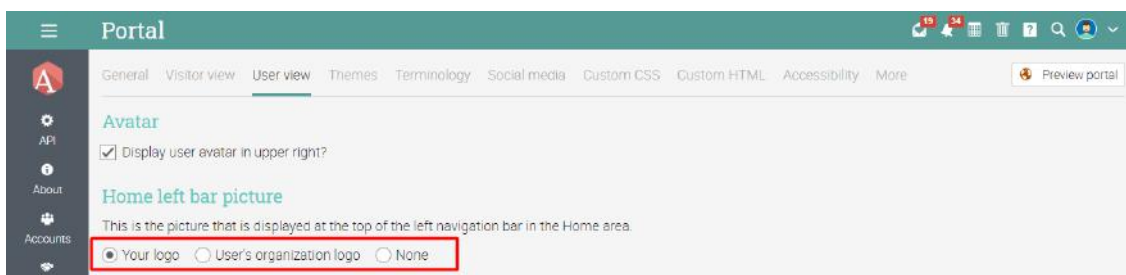


## Portal pages

You can configure Portal pages under Visitor view. Portals have default pages such as Calendar, Catalog, News or Contact. Only those that are enabled show up in the carousel and each page can be edited separately. You can also click on Add to create a custom page.

# Portal visual editor

The visitor portal can also be customized using panels, changing the header and adding a custom footer. To customize your portal, click Edit under "Portal visual editor".
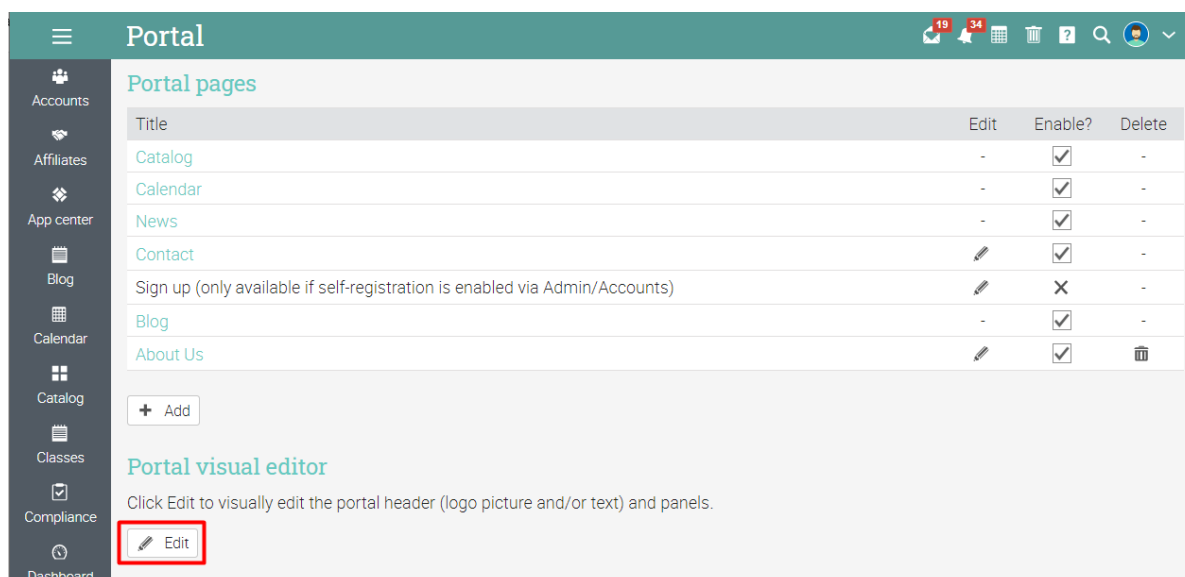


# Portal panels

Currently, we have support for the following types of panels:
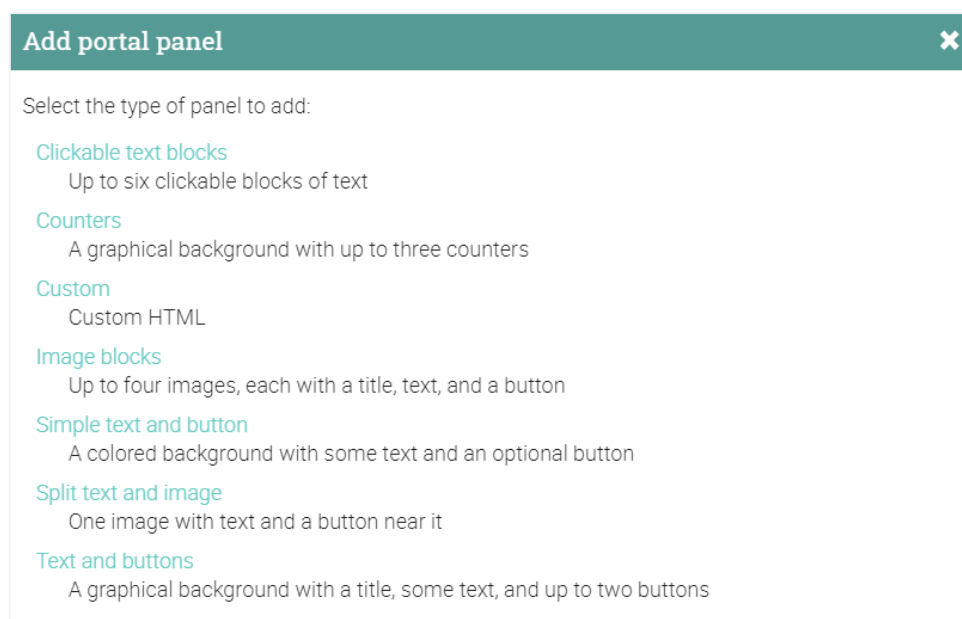
# Carousel

The carousel option allows you to add custom pictures, text, HTML and action buttons. To add a new slide, click Add slide.
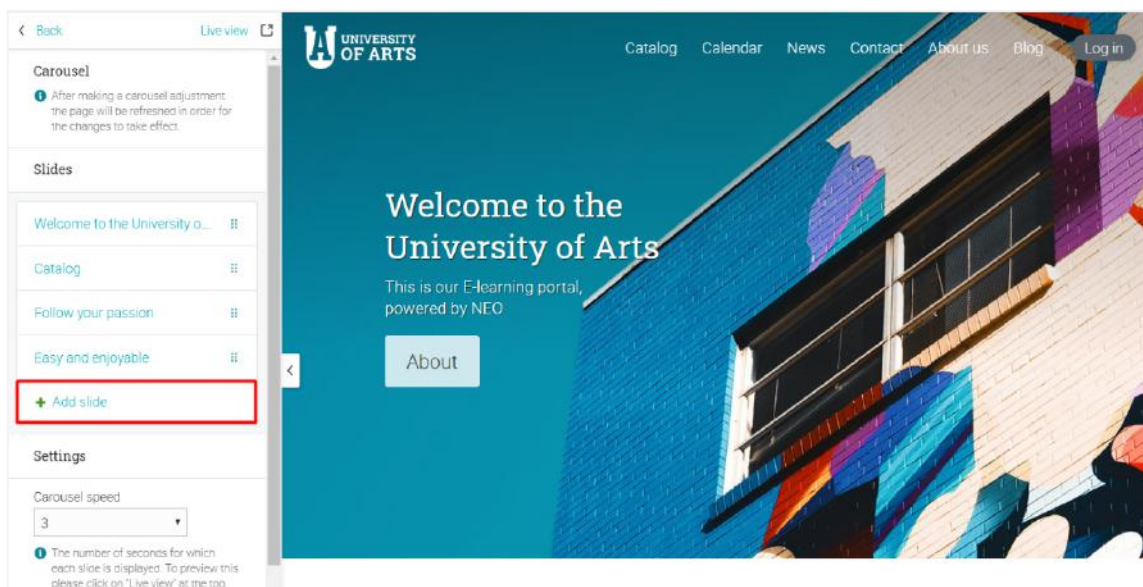


# Counters

This option allows you to add a graphical background with up to three counters with relevant information for your school. Enter the text and numbers for each counter, choose a picture and click Save.
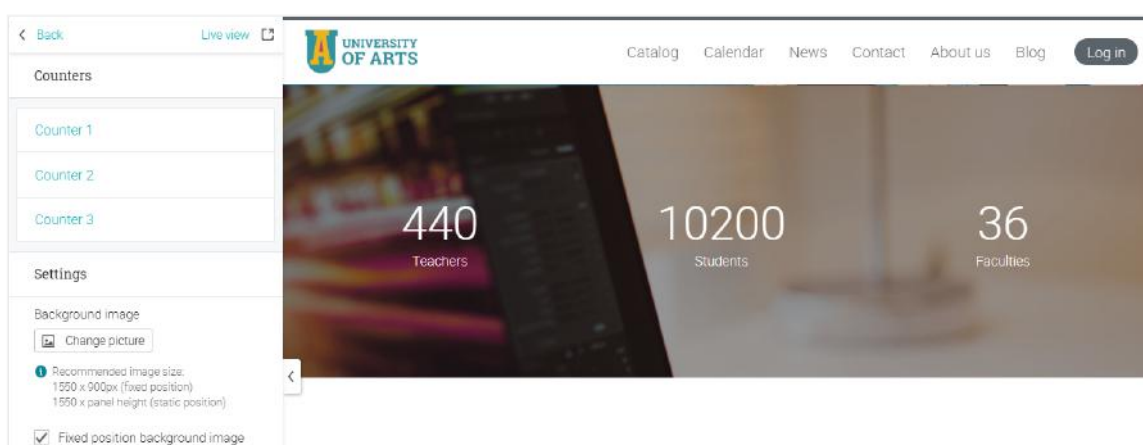
# Simple text and button

If you want to separate two panel types that are very graphical, you can add a colored background with text and an optional button.
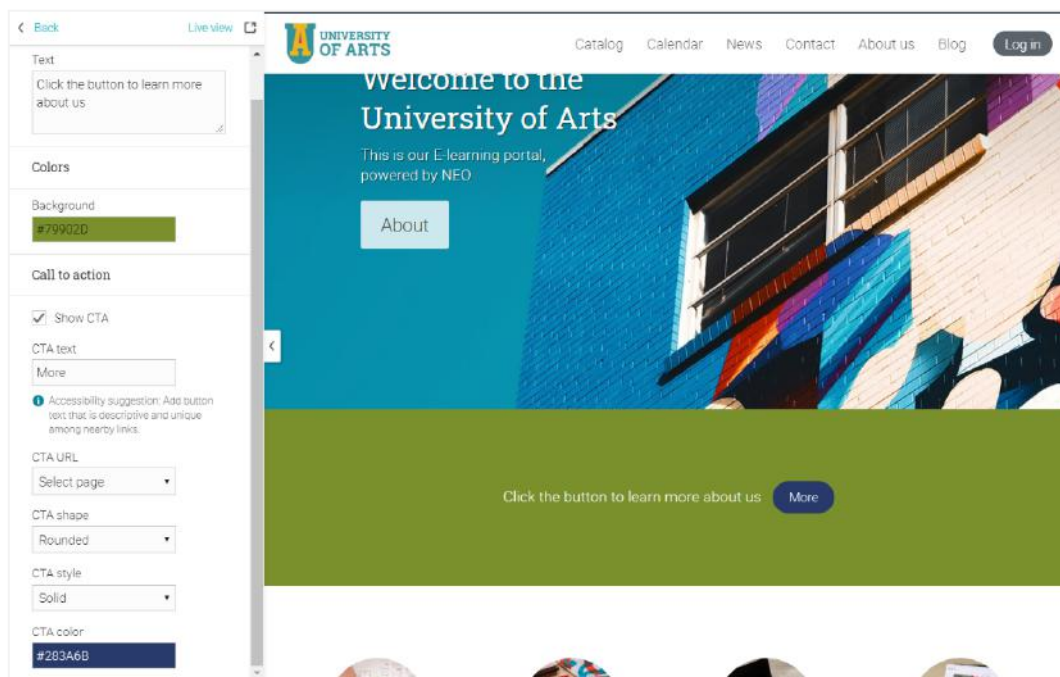


# Image blocks

You can add a panel that contains image blocks with text and call-to-action buttons. You can upload your images, add the text, and you can select the destination page of the buttons.
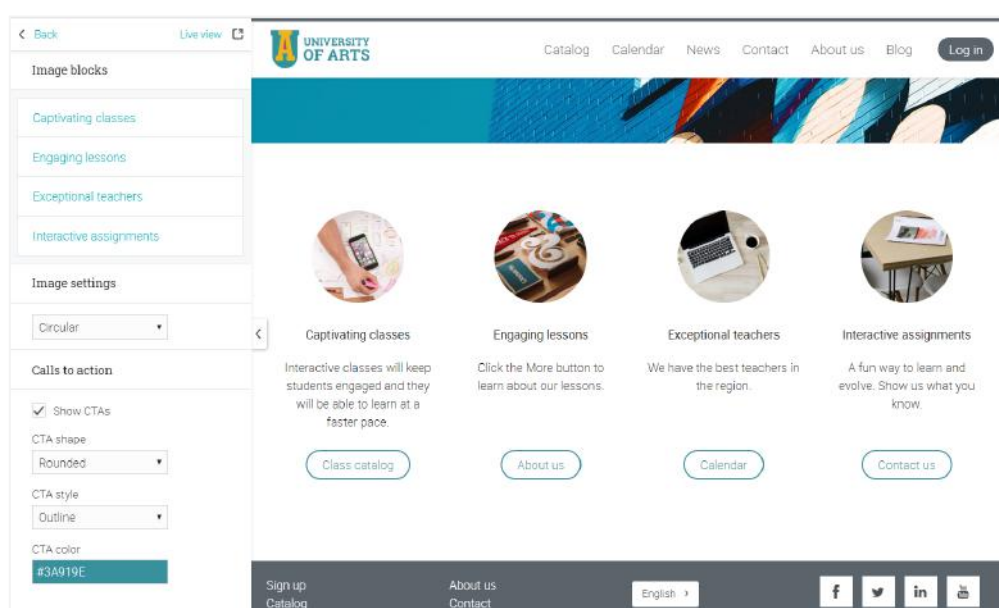
# Footers

You can customize the footer area of your portal. To add a new footer, click on Add, enter its name, URL, and choose whether or not a new window is displayed when the footer is clicked, then click Save.
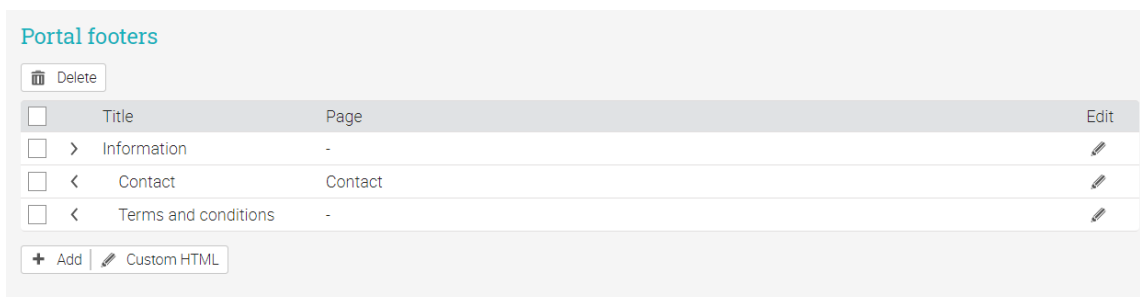


# Terminology

You can customize the terminology of the platform adding one or more substitutions. These substitutions apply to all built-in text which appears on tabs, buttons, headings, instructions and tips. Click on Add, then enter the original text and its replacement.
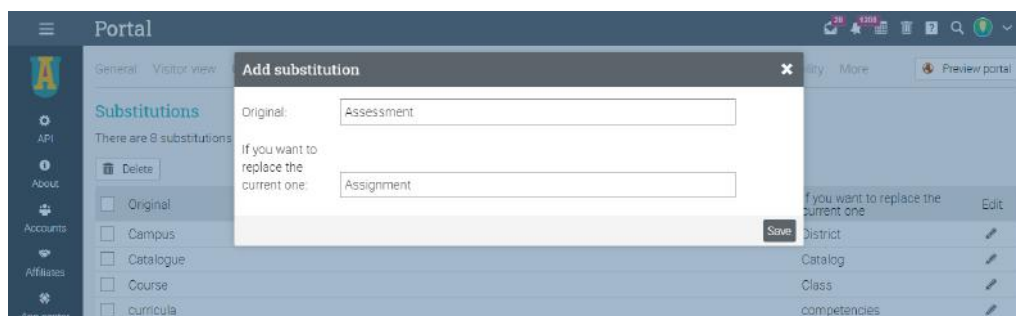


Here is how a school portal can look for visitors:
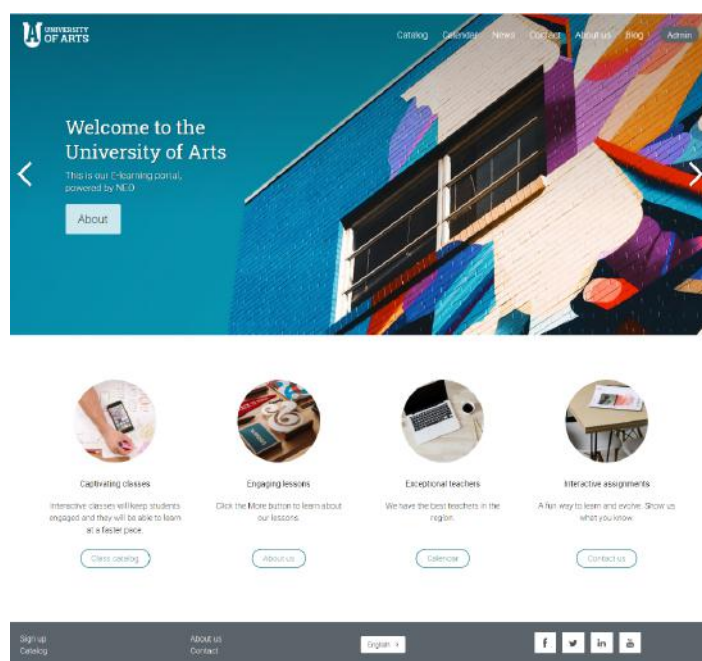
# Setting up policies

There are many policies that you can set for your site, such as the features that students, teachers, administrators and parents can access. It is one of the most important things for an administrator to do. Go to Admin/Policies to start setting up your options.
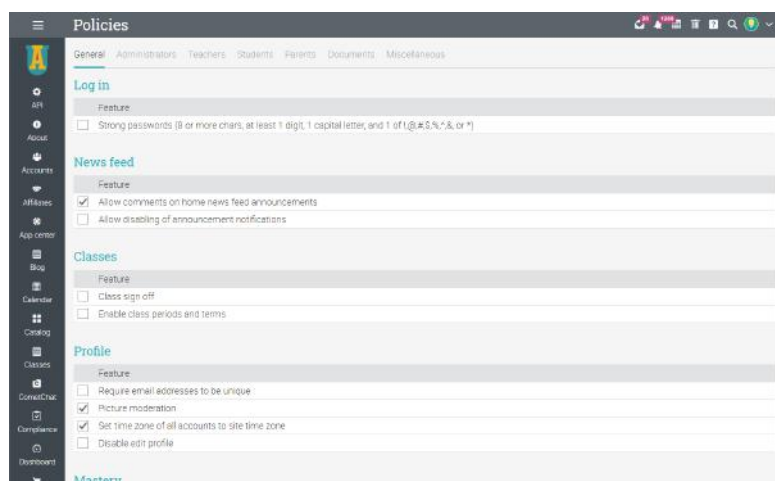


Here are more details on some of the options:

## Monitoring

If enabled, you can create monitor accounts. Monitors are read-only administrators that can access most pages of a site but cannot change anything. If you enable monitoring, you can also enable it for use by teachers, in which case they can monitor the communications of students in their classes.

## Prevent simultaneous logins

If this feature is enabled, a student can only be logged on via a single session. When they start a new session, any of their previous sessions are automatically terminated.

## Let members know that communications are monitored

If you check this option, it lets members know their communications are monitored. They will see a small notification: "your school monitors communications for offensive language", when composing messages or using chat rooms.

## Set time zone of all accounts to site time zone

If enabled, set all user time zones to the time zone of your school.

## Allow comments on home news feed announcements

If enabled, users can add comments on home news feed announcements.

# Configuring the class catalog

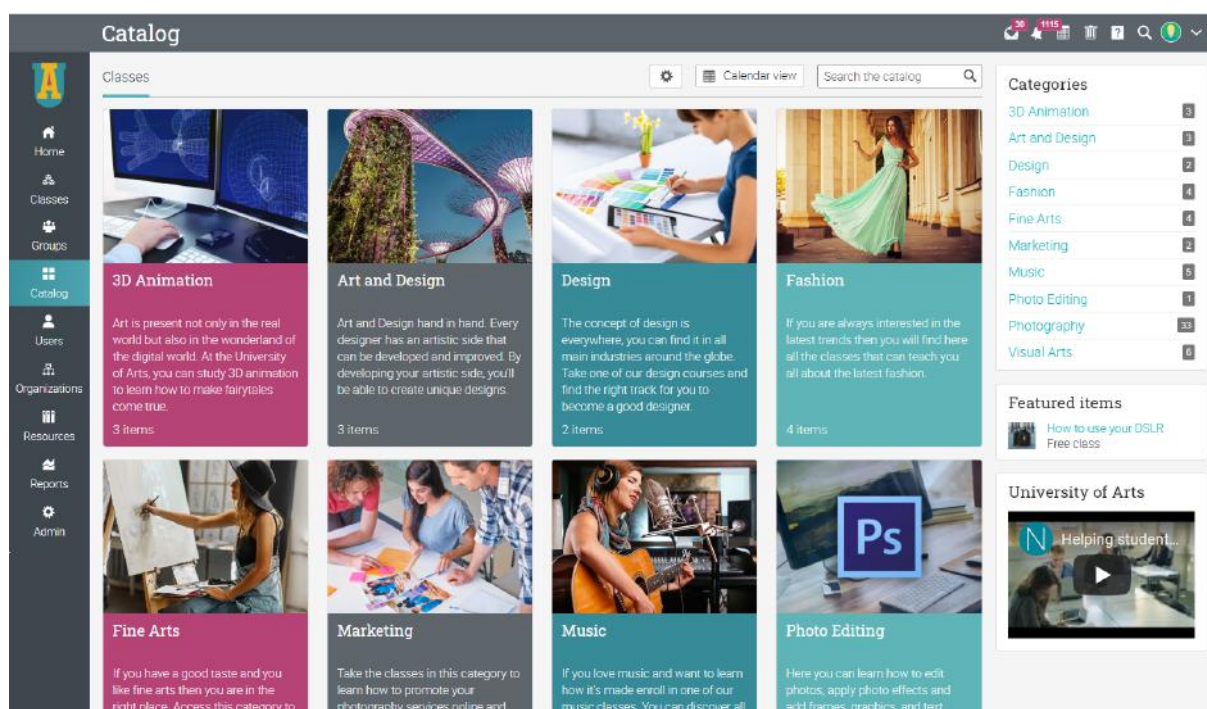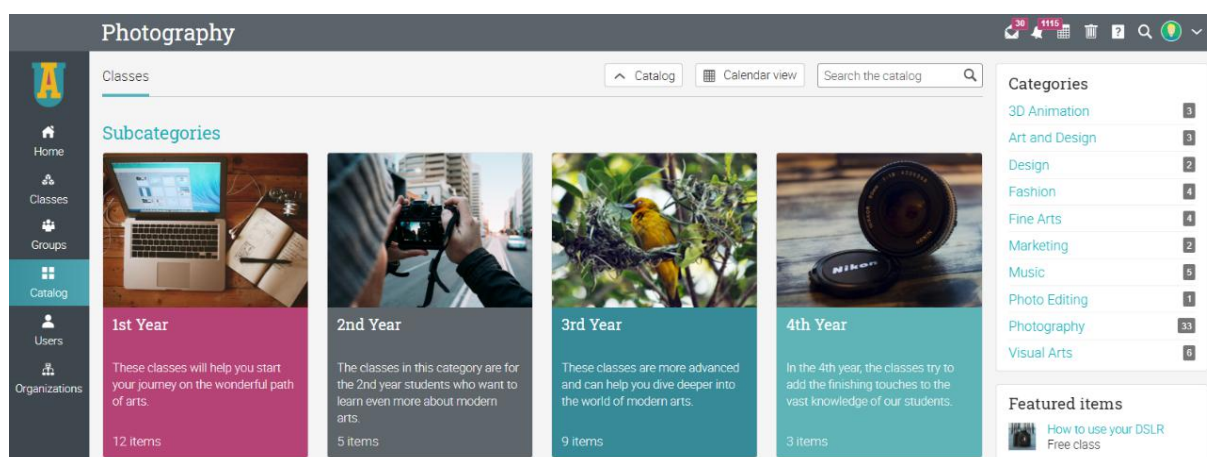The class catalog showcases the classes that are available for students. You can find it under Classes/Catalog.



Items are organized by categories and subcategories to make it easier for students to find them.

To configure the class catalog, visit the Settings area. Your options are as follows:

- **Options** - you can enable catalog search, the catalog calendar, and location filtering;
- **Format** - choose between Flat, Hierarchical, or Graphic;
- **Category ordering** - choose between Alphabetical or Custom. If you choose Custom, you can reorder the categories using drag and drop.
- **Class ordering** - choose between Alphabetical or Custom. If you choose Custom, you can reorder the classes using drag and drop.
- **Displaying short descriptions** - you can choose to display the short description of categories and items on their tiles.
- **Show sections in each lesson** - if enabled, the list of sections will be displayed on the catalog page of the class.
- **Only show open enrollment classes in visitor catalog** - you can set classes to have an open enrollment for visitors of your site. With this option they can only see what is available to them.
- **Hide old classes** - hide classes that have started over a week ago.
- **Show time zone** - include the class time zone in the listings;
- **Display classes for default organization in all catalogs** - if you have enabled multiple organizations for your platform, the default organization's classes will appear in all catalogs;
- **Right column** - you can enable the right column in the catalog to show the list of categories, featured items, and boxes.

## Categories

All currently used categories and subcategories are listed in the Categories section of the local catalog. You can change the descriptions and the picture associated with a category.  You can even add a metadata description and keywords for a category, under SEO Metadata.
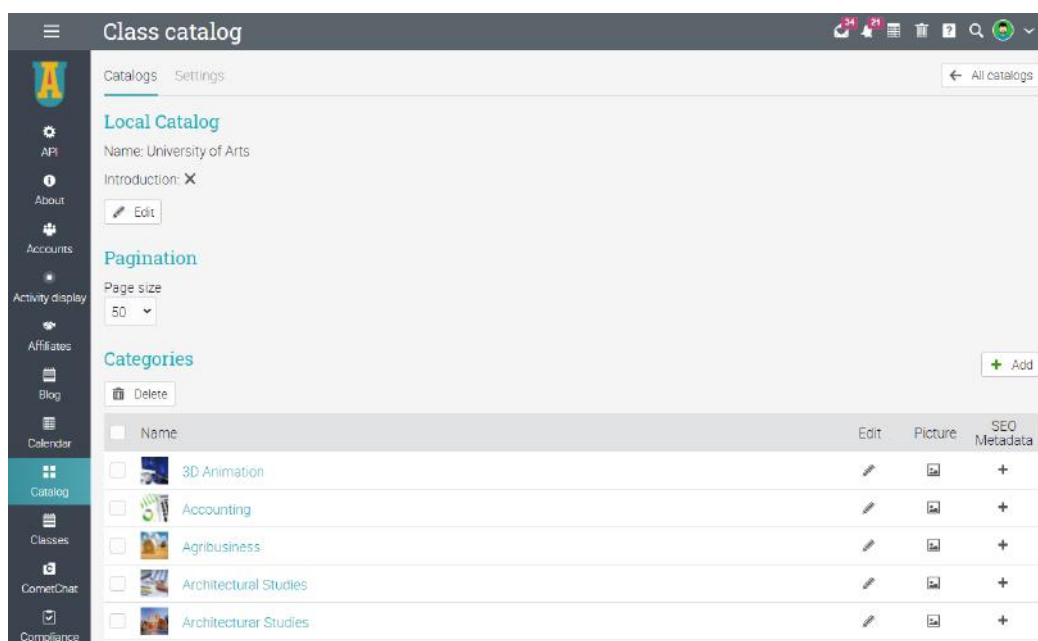


## Configure visitor access to the catalog

To allow portal visitors to browse the catalog, go to Admin Portal and find the Visitor view tab. Enable Catalog from the Portal pages section.
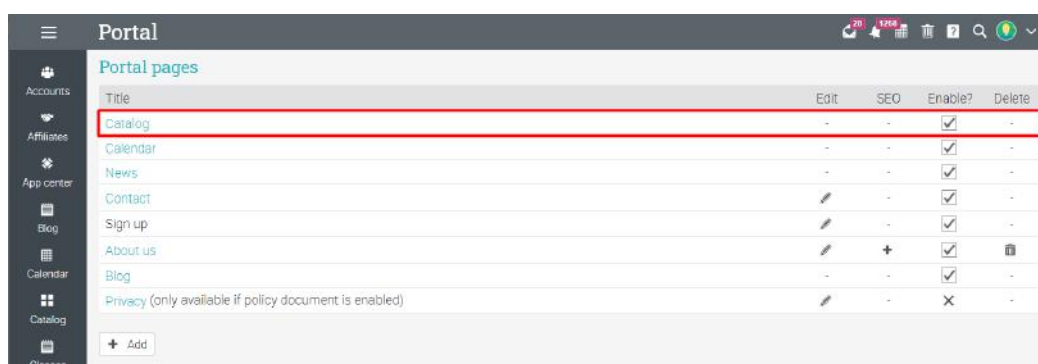
# Configuring grading scales

Grading scales can be configured via Admin/Grading scales. You can set the default grading scale that every class is initialized with. You can edit the default grading scale and add your own.
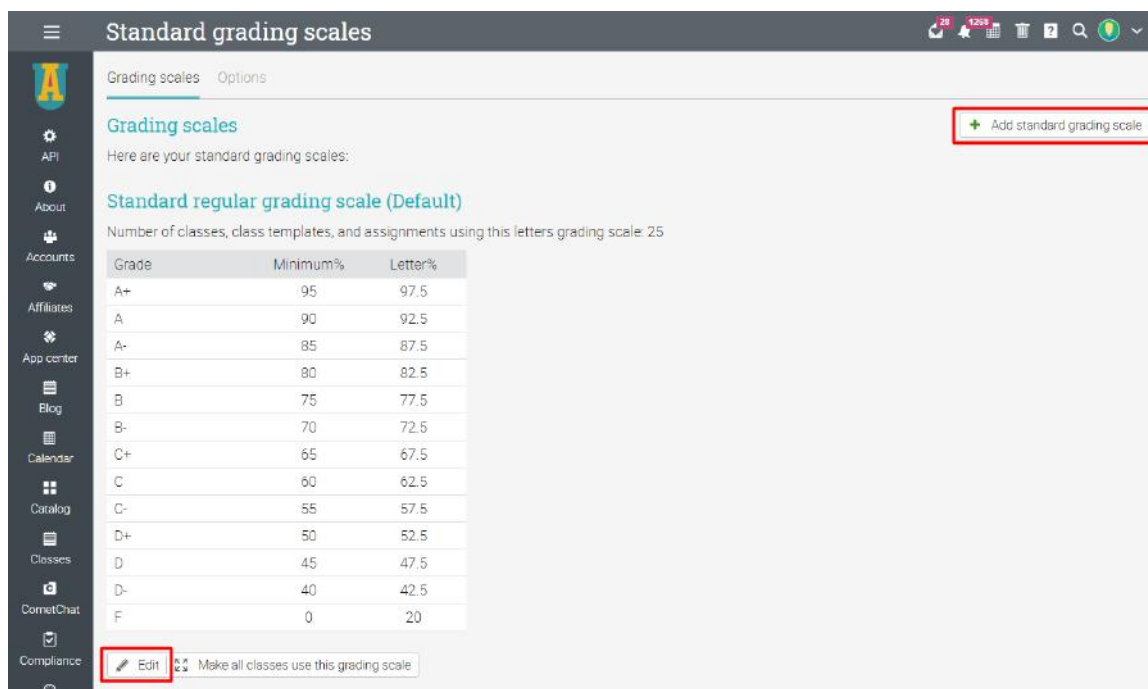


If you have multiple grading scales, when you create a class, you can select the grading scale for that specific class. See the Options tab in the Add class pop-up. You can also add a different grading scale for each assignment.
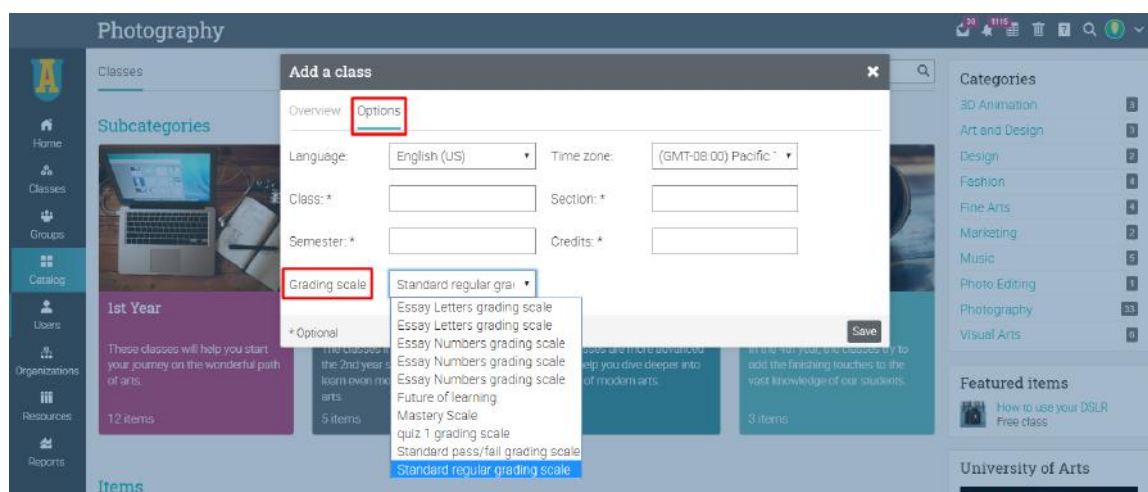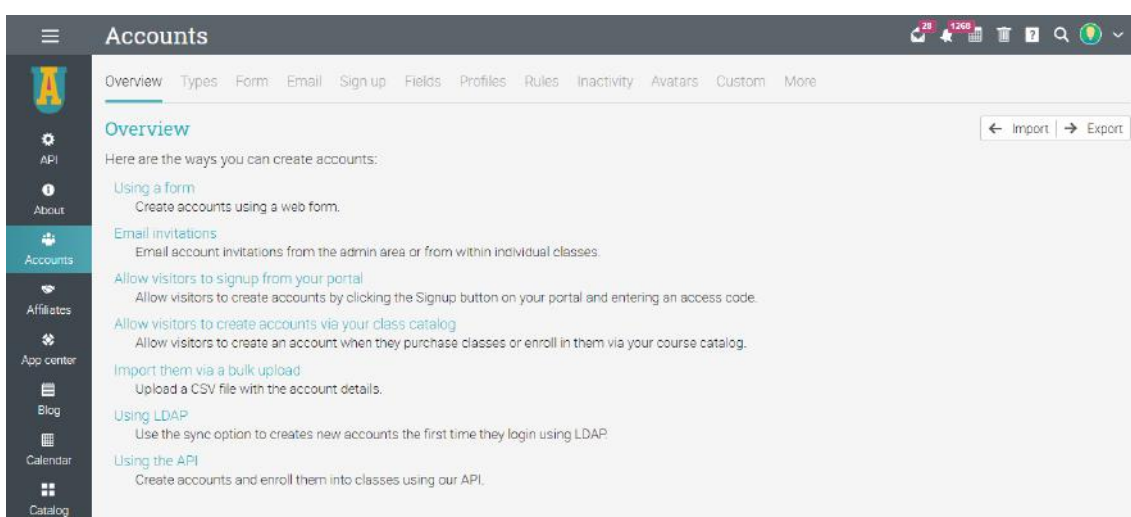
# Creating accounts

Everyone who wants to use the site must have an account. The types of accounts that can be created in CYPHER are:

- **Students** - can enroll in classes, submit assignments, communicate with teachers and friends, use collaboration tools;
- **Teacher** - can create and teach classes, create and grade assignments, communicate with students;
- **Administrator** - has full privileges on the site, can customize the site, set policies, create accounts;
- **Teaching assistant** - can help teachers run classes but cannot change class content or delete a class;
- **Parent** - can access the site as well as track their children's progress;
- **Partial administrator** - can administer only certain aspects of the site;
- **Monitor** - read-only administrator that can access most pages of a site but cannot change anything;
- **Mentor** - are users that primarily provide personal assistance to other users, called mentees.

## Adding accounts

Go to Admin/Accounts to find your options for adding accounts:

# Add accounts using a form

This option allows you to quickly add accounts using a form. To start adding accounts visit the Form tab. Select the initial type of account you want to create, whether you want to send login instructions, whether you require the users to change their passwords when they first log in, and the approximate number of accounts you want to add.



# Email invitations

To invite users via email, visit the Email tab. Select the initial type and approximate number of invitations that you want to send, then click Continue.

The email invitation is sent but the account is not created until the user accepts the invitation and then goes through the normal sign up process. You can see a list of invited people by going to the Users catalog in the left bar, under the Invited tab. Resend the invitations if needed.
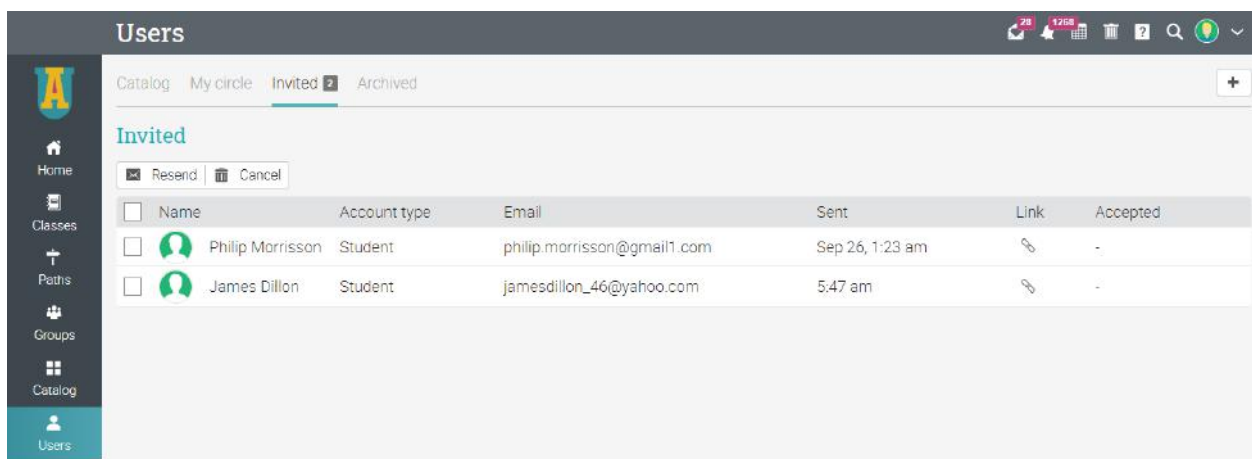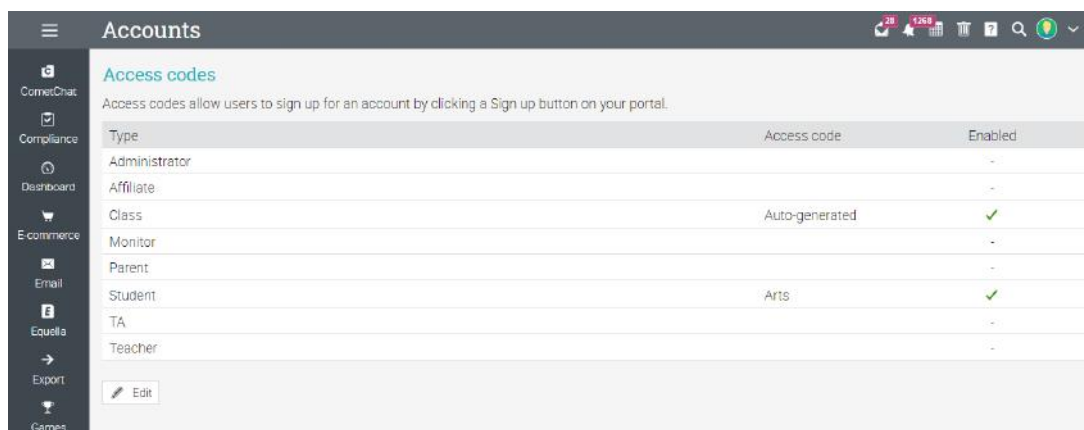


## Configure sign up

Generate access codes that allow users to create accounts. To start configuring sign up, visit the Sign up tab.
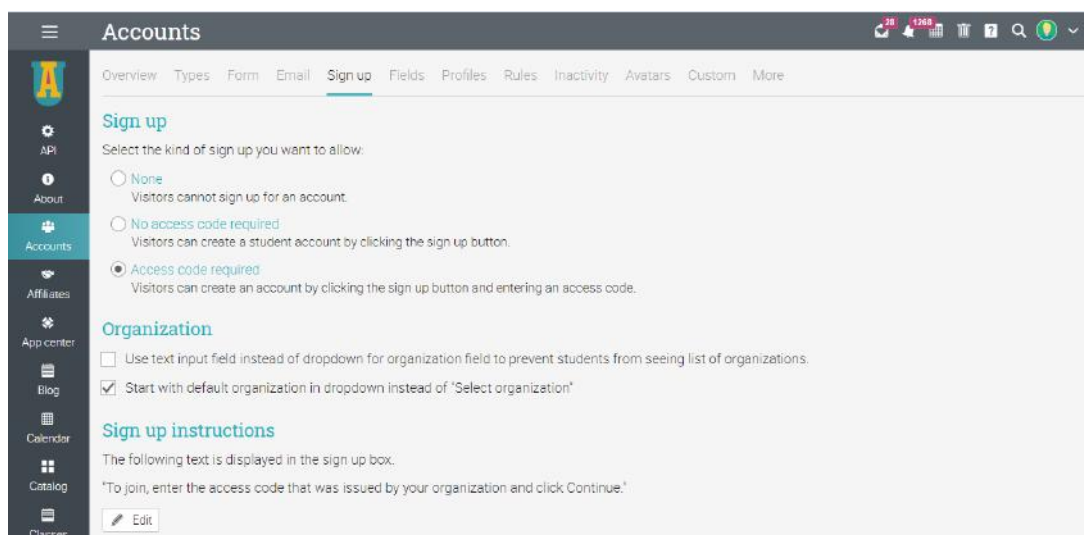
If you choose the sign up option without an access code, users can create accounts just by clicking the Sign up button, then entering their account details. If you want to use access codes, you can set them up in the Access codes area.



Each user type can have its own access code. Codes can be either active all the time or for a limited period.

Students can then join the site by clicking the Sign up with an access code option, entering the code and the required account information.
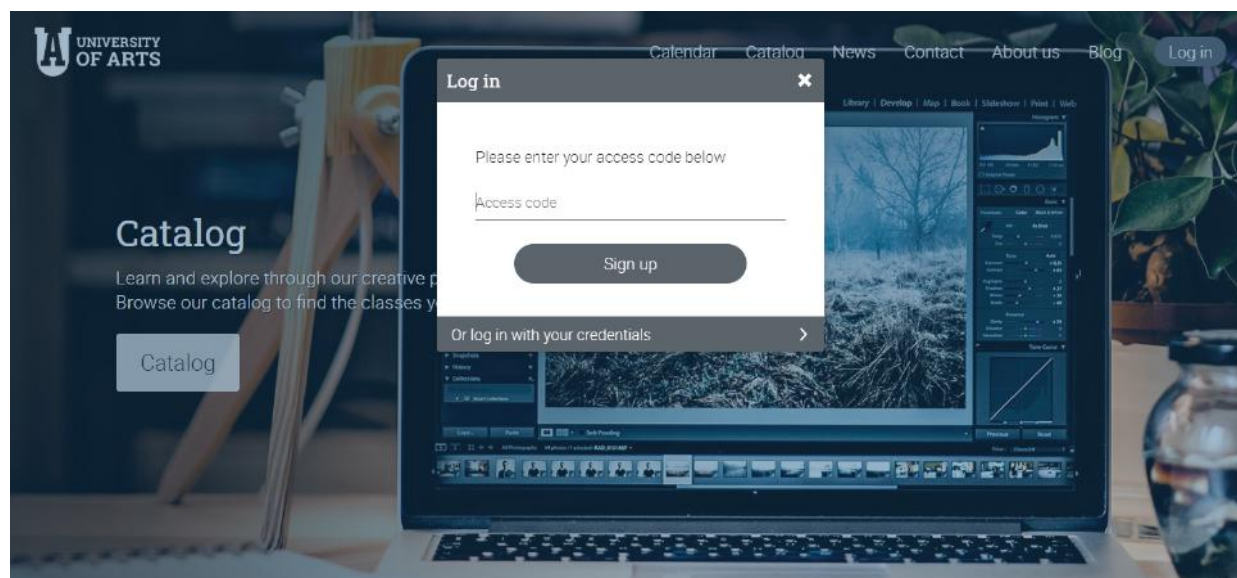
# Import accounts from a file

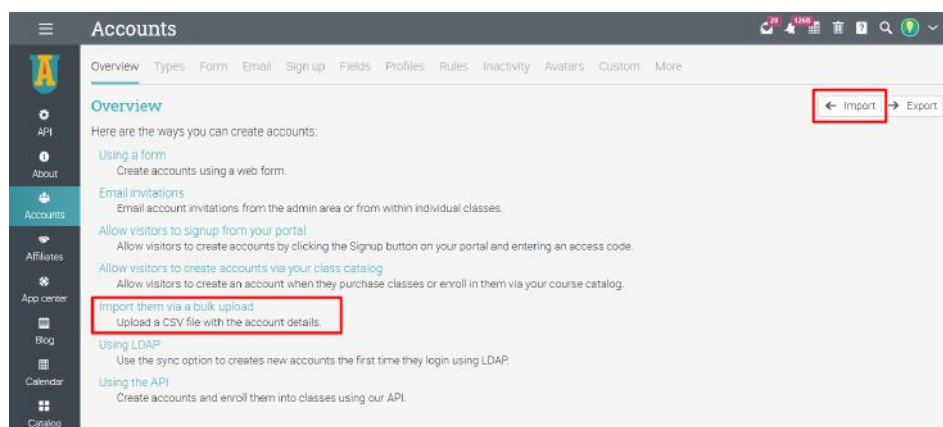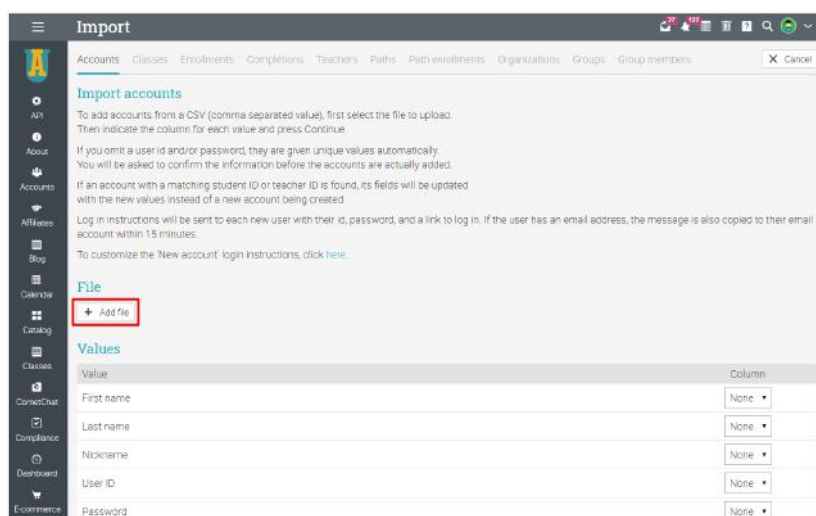This option allows you to quickly create or update accounts by importing the information from a comma-separated value (CSV) file.



Select the initial type of account you want to create, then choose the file from your computer that contains the CSV rows and indicate which value is in which column.



Every field except for the first and last name is optional. If you omit a user ID and/or password, they are given unique values automatically. You have a few more options such as requiring users to change password on their first login, then click Continue.
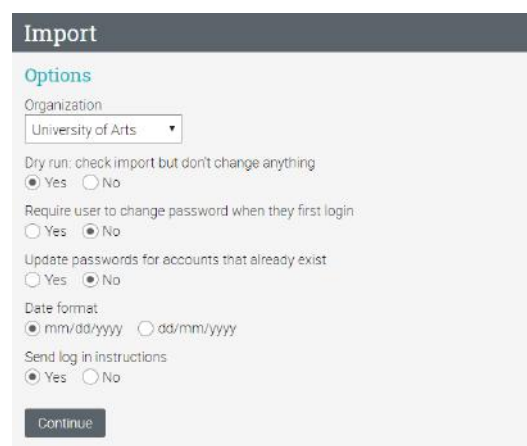
# Managing users

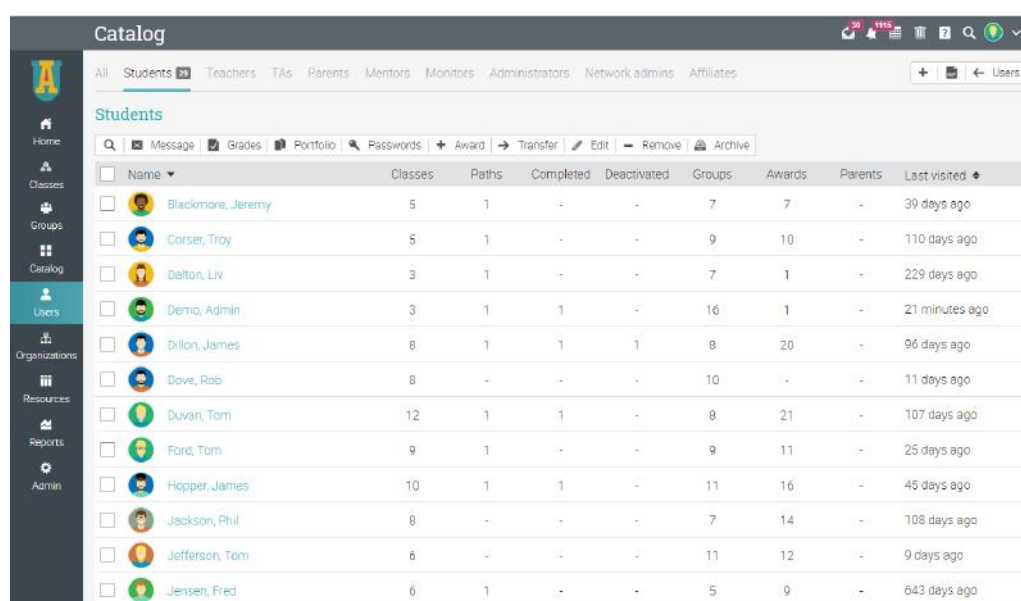You can see an overview of all users in the school by visiting the Users Catalog. Click on a category to see more details about a user group.



For example, if you click on Students, you can perform several actions such as: sending messages, viewing their grades, awarding badges and certificates, archiving students or even removal from the platform.

# Using automation

Automation allows you to set up rules that should be performed when students enroll in groups, complete classes and learning paths and even when they fall behind on their mastery levels. For example, you can define rules that trigger actions such as sending a custom message when students enroll in a class or sending a notification when an account becomes inactive. Administrators are usually responsible for setting rules for accounts, while teachers add rules for classes and learning paths. Here is a list of rules that you can add:
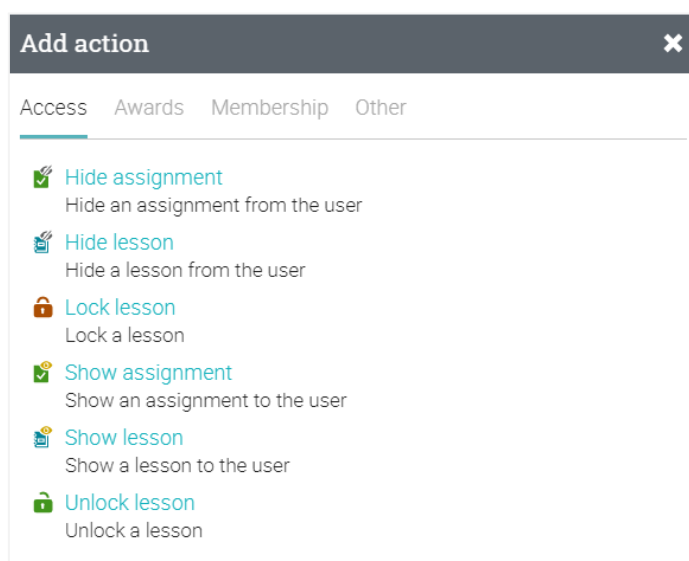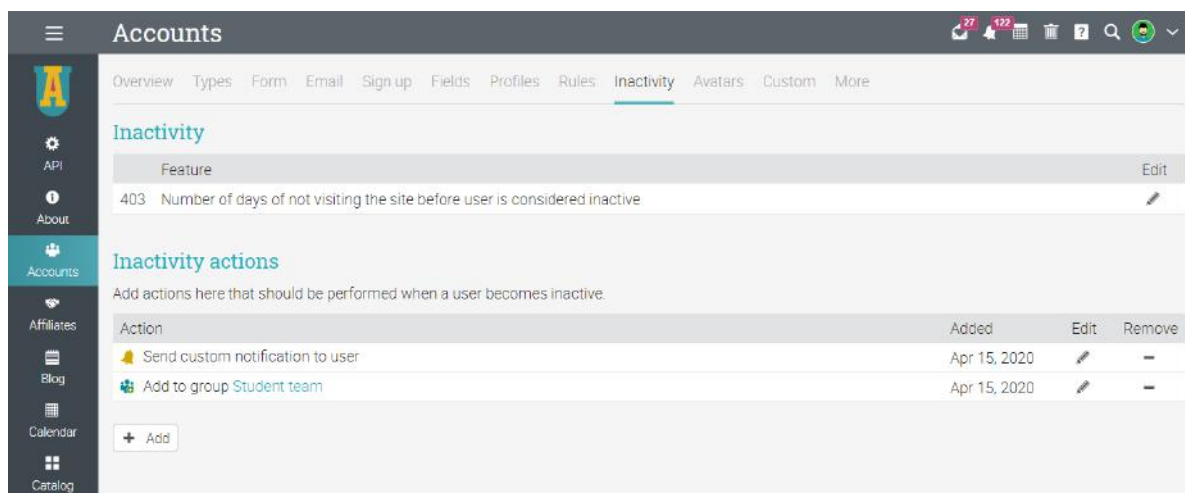


## Adding rules for accounts

You can define actions that occur when accounts are created. Accounts rules include actions that are triggered when users are added and when users are inactive. To add rules, visit the Accounts/Rules section. Here you can also add Login actions.
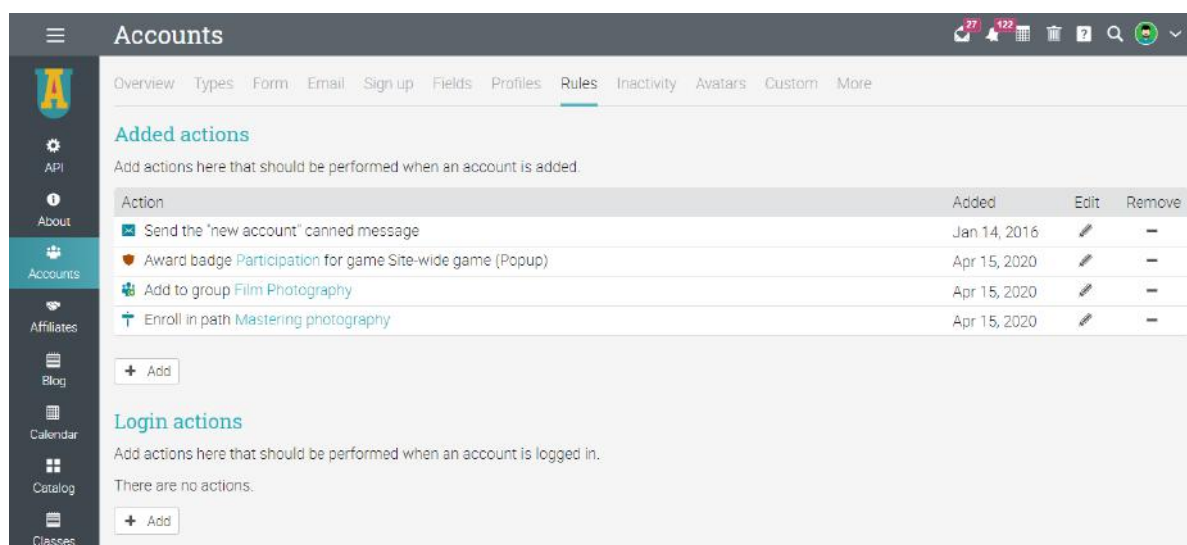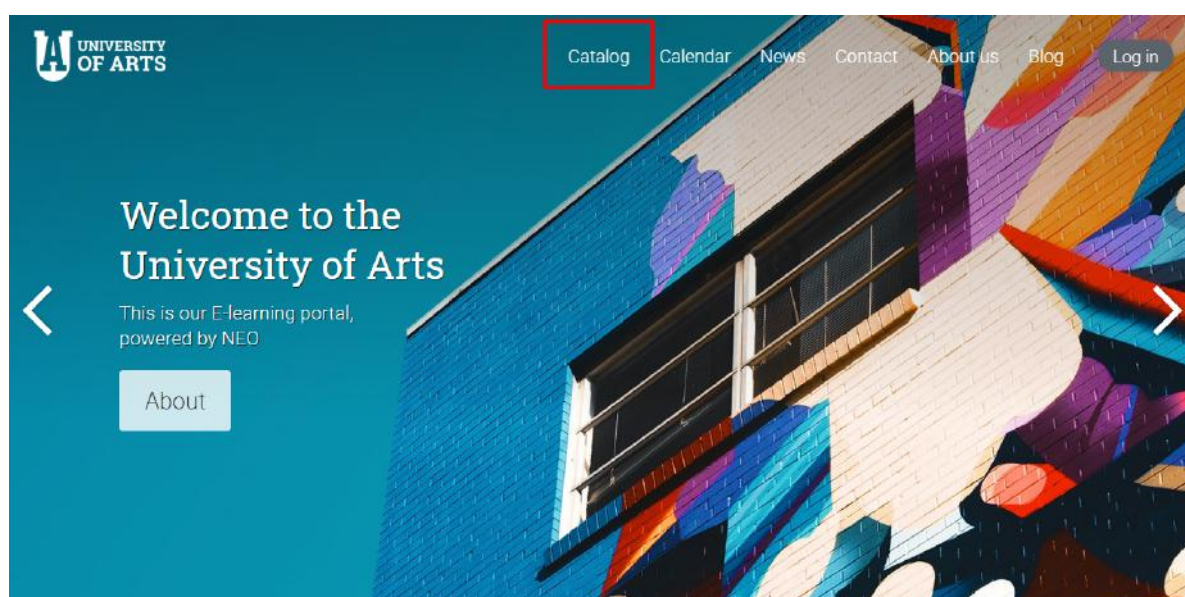
To add inactivity actions, visit the Inactivity tab:



# How students can enroll in classes

The class catalog displays all the classes and learning paths available in your school. Students can access the Class Catalog via the visitor portal, or from their account by clicking on the Catalog button.

The catalog is organized in categories and subcategories. Each category has its own description and displays the number of items in the category.
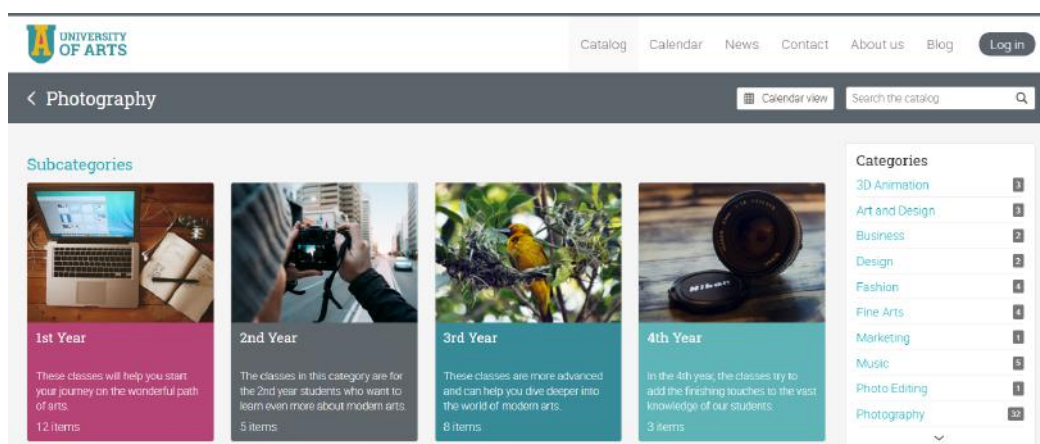


A category can have classes, learning paths, and items such as bundles, subscriptions, and digital media if e-commerce is enabled. Each item has its own image and displays the teacher, a description, class and section code, a price if e-commerce is being used, and reviews.
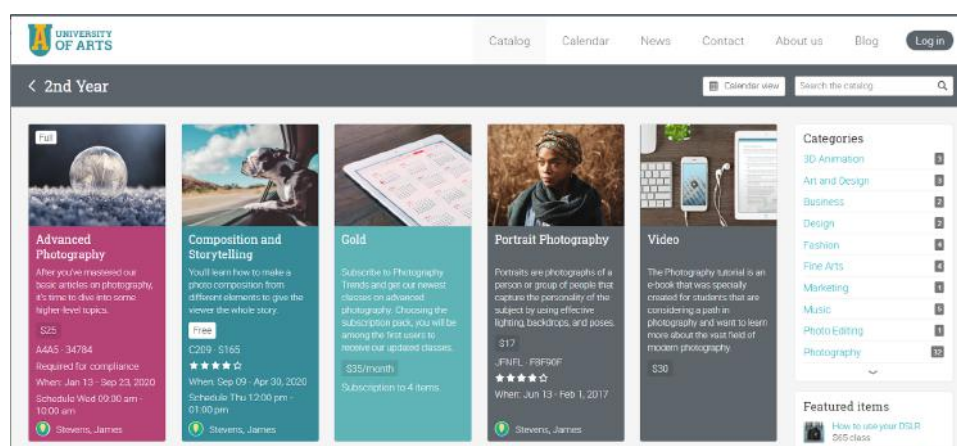


Catalog items have their own overview page with details such as a description, the content outline of the class or learning path, the certificates that it awards, and reviews.

Enrolling in a class via the class catalog is very simple. If the class has open enrollment, students can enroll by clicking the Enroll button.
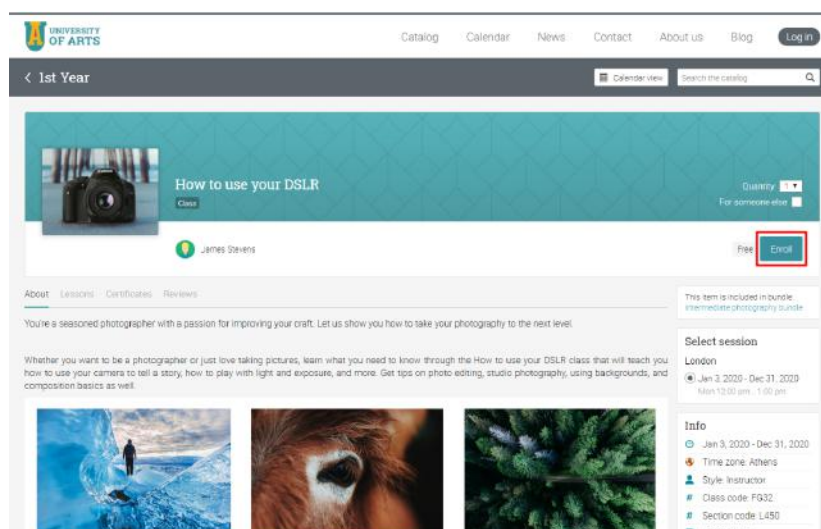
If the class requires an access code upon enrollment, then students have to enter the access code provided by the administrator and click Enroll.
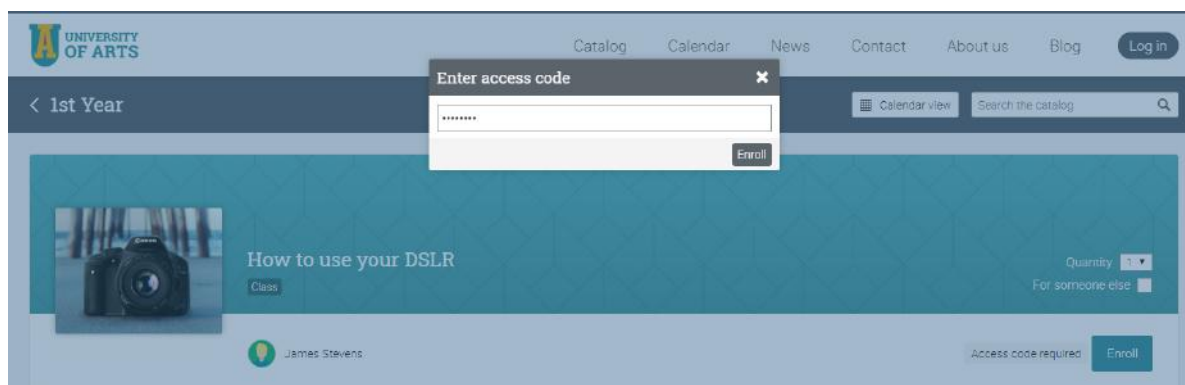


# Setting up canned messages

Many actions that users take in the platform such as enrollment, unenrollment and deactivation have associated messages that are sent to them. The content of these messages can be customized by going to Admin/Messages.
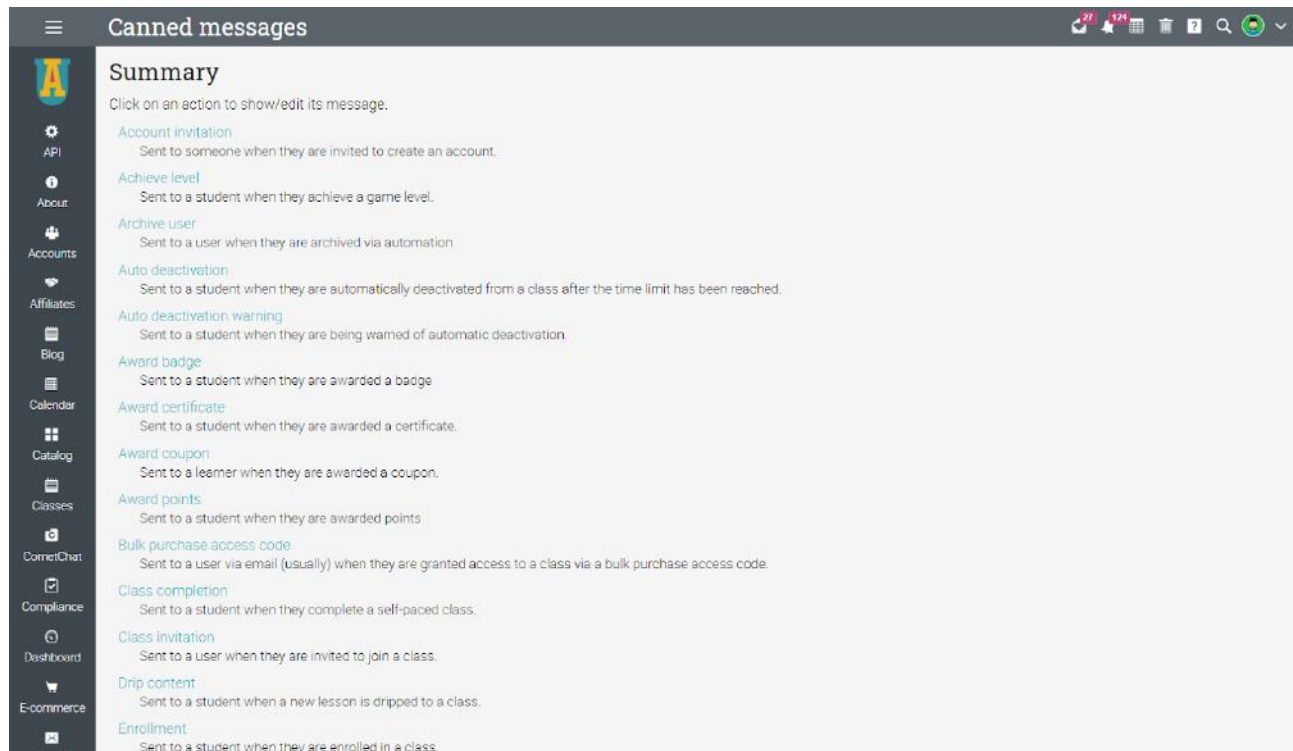
To change the canned message associated with an action, click on its Edit option, then enter the new subject and content.
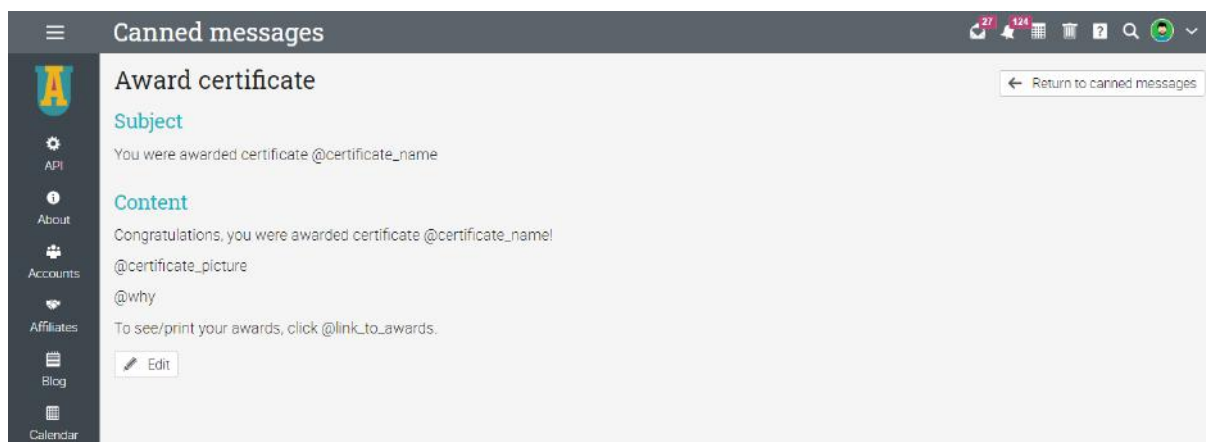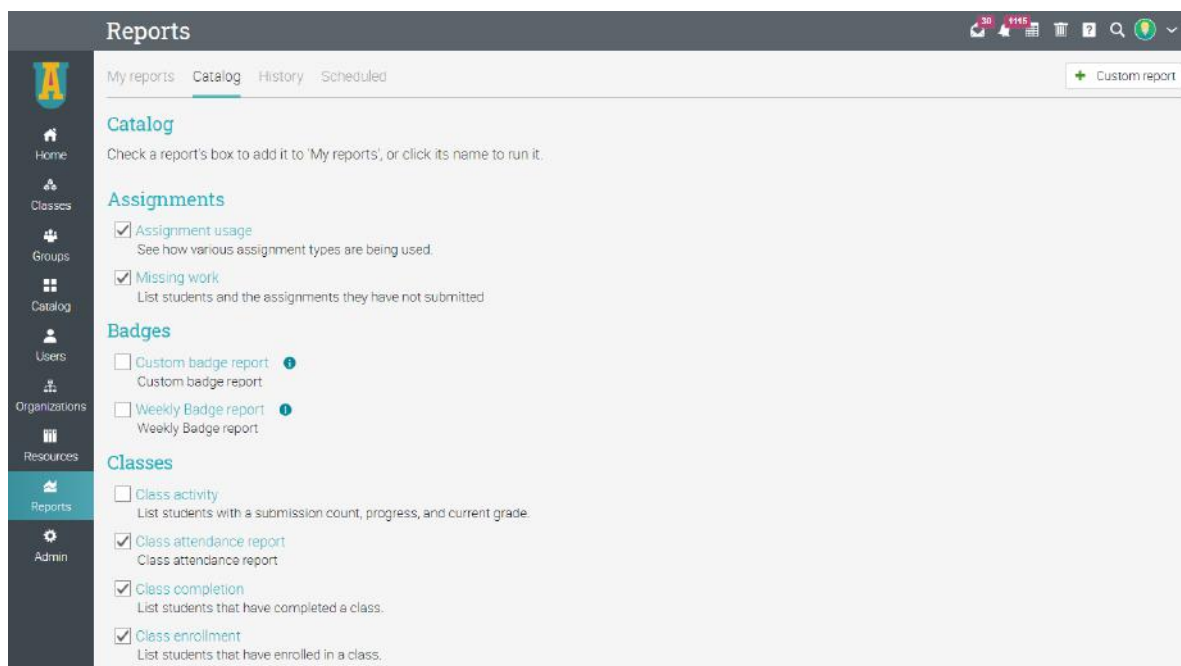


Each action has variables associated with it that can be inserted into the canned message using the "@" syntax.
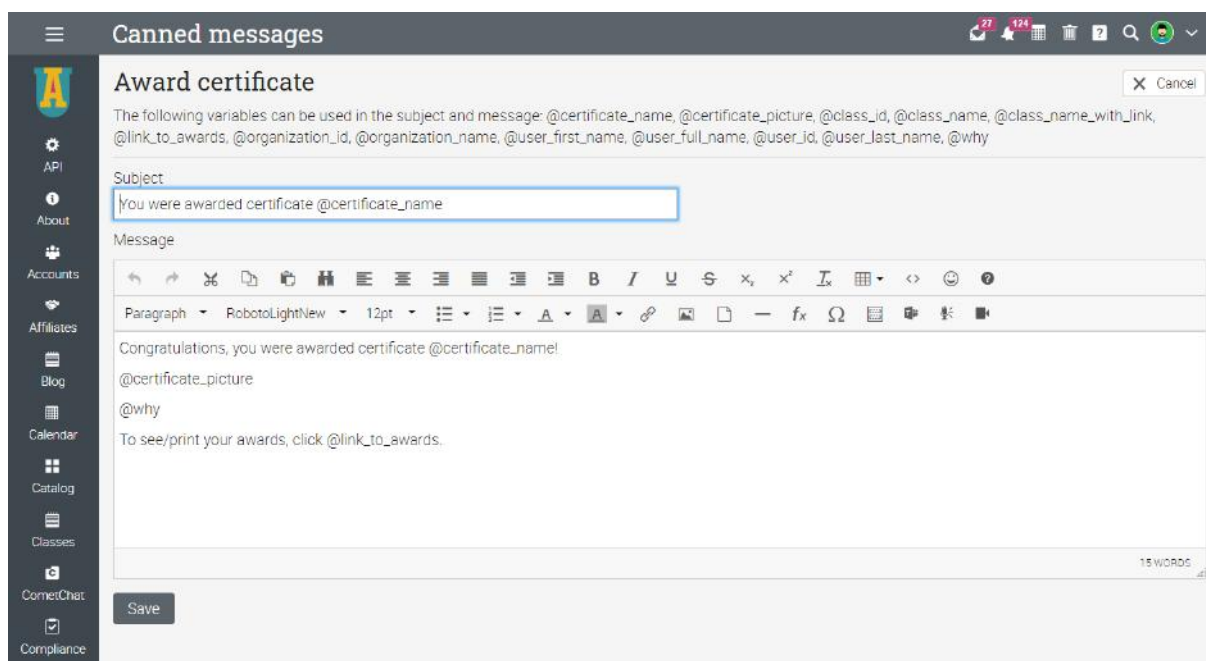
# Creating reports

You can create reports about many aspects of the platform such as system statistics, class completion, and class enrollments. CYPHER also provides custom reports, which you can configure yourself.



Please note that this feature must be installed first via the App Center. Then go to the Reports menu in the left bar and click Catalog.

Here are some reports to get you started:

## Site statistics

In this report, you will see statistics about the number of users, classes, enrollments, assignments, storage, and more. To generate the report, enter a name and click Run. When the report is done, you will get a notification. In the notification, you will have a link to the details of the report.

# Class enrollment

In the Class enrollments report you can see the enrollments for a class within a timeframe of your choice.



# Class status

In the Class status report, you can see the enrollment status for the students of a class and the number of assignments that they have to do.

# Class completion

In the Class completion report you can see the number of completions for a class in the period that you choose.

# Assignment usage

In the Assignment usage report, you can see how teachers are using each type of assignment. Administrators can run the report on all teachers or on a specific teacher, and the totals for each assignment type are displayed at the bottom of the report.

# Missing work

In the Missing work report you can see the missing work of students from a class in the period that you choose.

# Terms and conditions

This report generates a list of users who have accepted the Terms and conditions of your portal.

# Organization statistics

In the Organization statistics report you can see statistics about each organization you administer.

# Custom reports

Custom reports allow you to select the data that they want to report on such as users, classes, paths, organizations, and more.
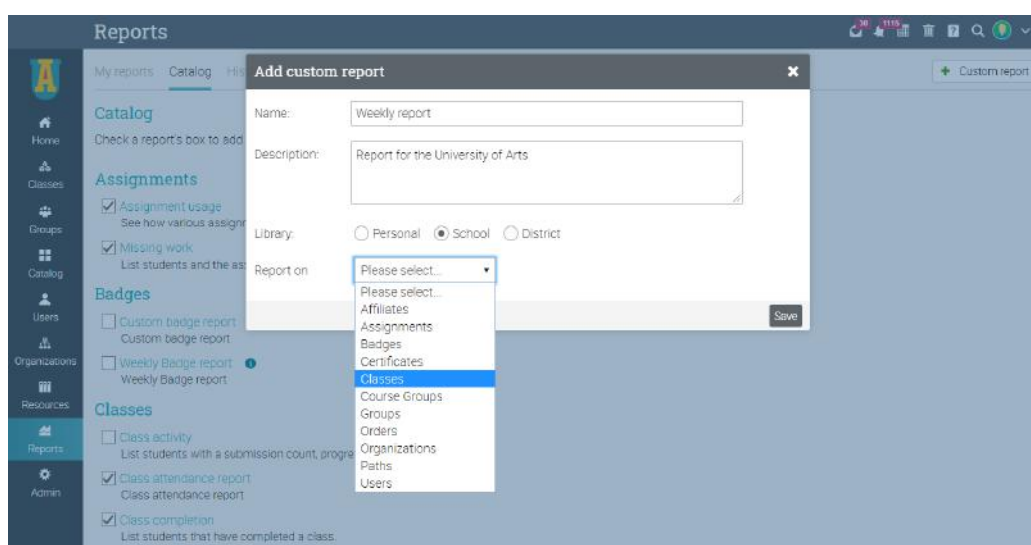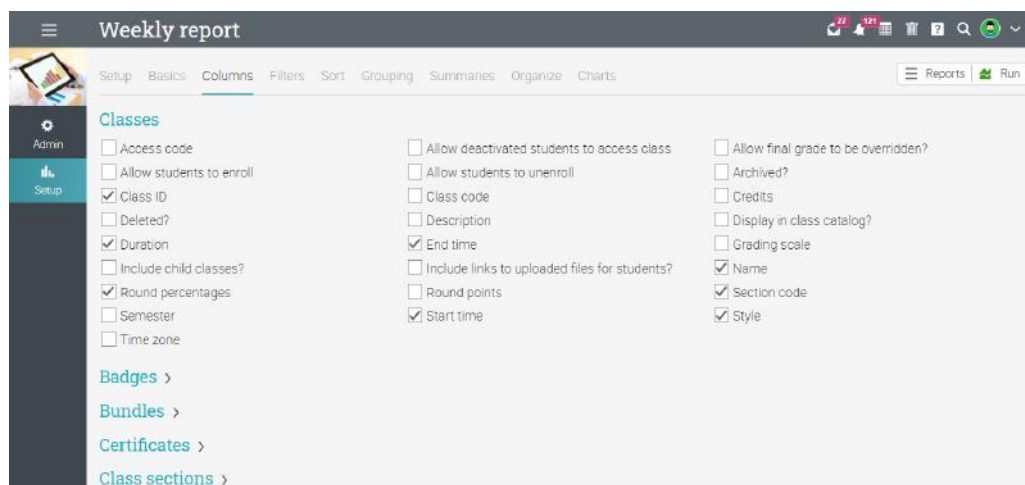


You can also select a variety of fields, use filtering options, sort and group data by different parameters, and choose the chart output.
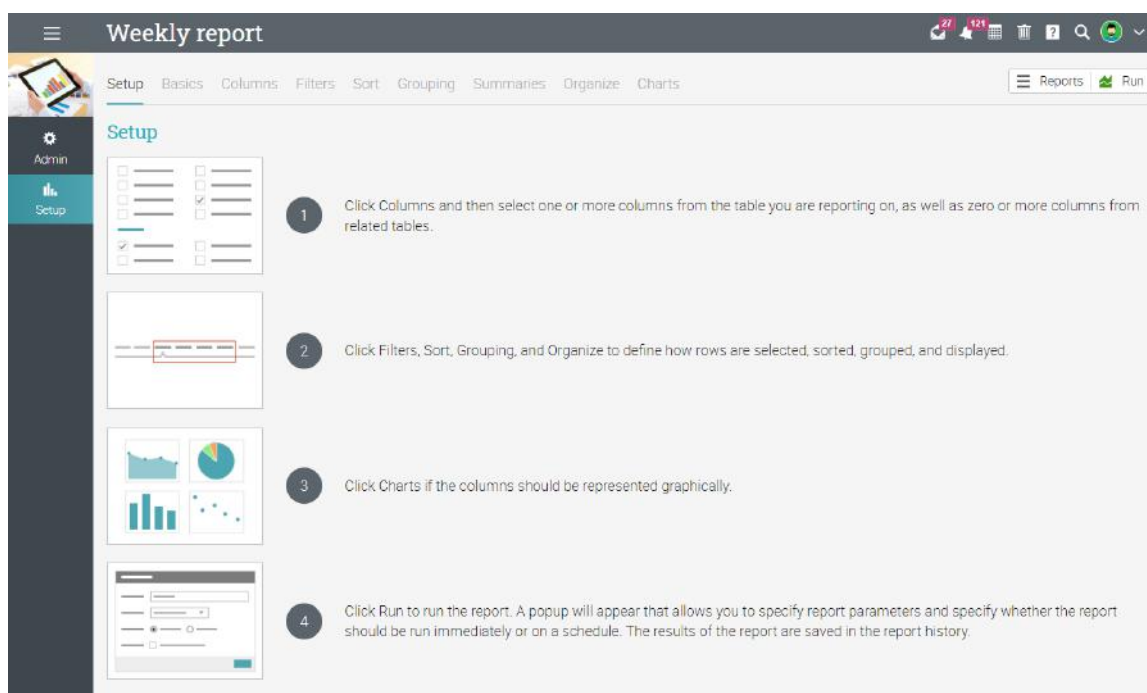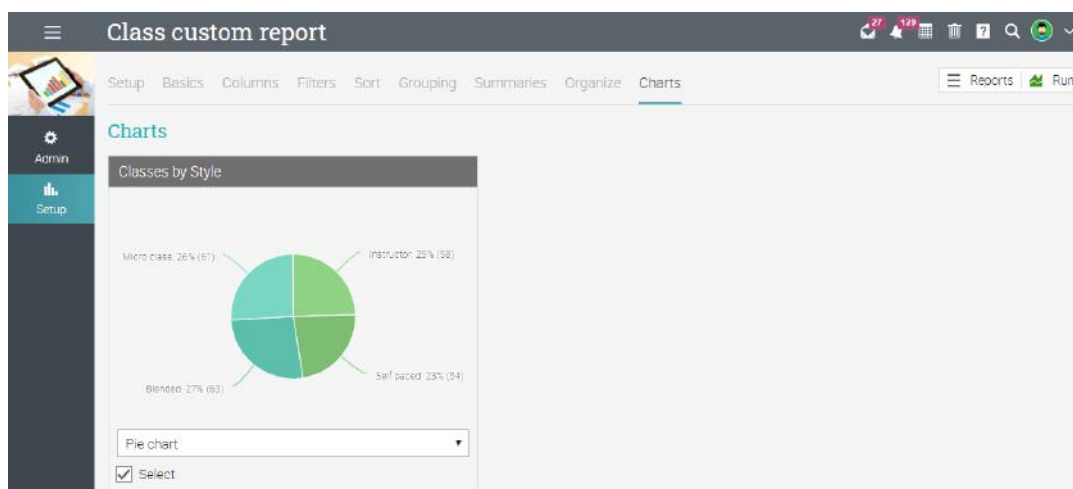
In the Columns tab, you can select which columns you want to report on, including your own custom account fields.



In the Chart tab, you can choose the charts you want to use as output for the custom report. The available chart styles include area, bar, column, line, pie, and scatter charts.



After running the report, you will get a notification with a link to access it. When you click the link, the report is displayed.
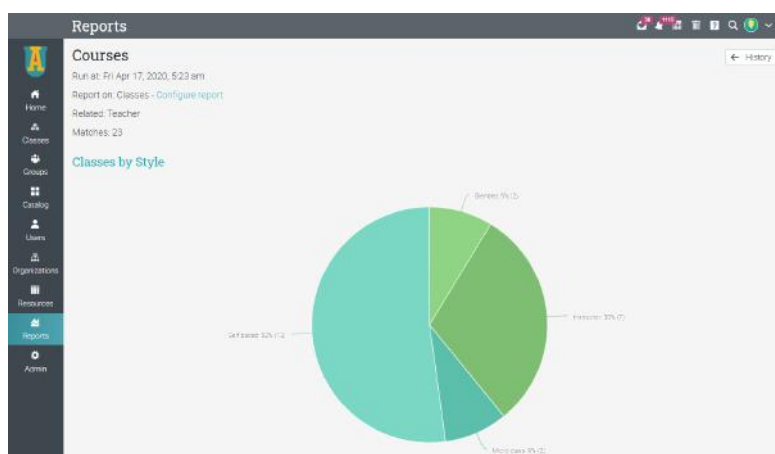
# Summary

The Getting started guide for Administrators provides the basic information that administrators need when they first start using CYPHER. Some of the topics we covered are: navigating in CYPHER, using the Help Center, customizing your site, creating accounts, setting up policies, and configuring the class catalog.

If you have any additional questions, please browse the Help Center or visit our support forum.

[www.cypherlearning.com](www.cypherlearning.com)