The Users Application

Probably the area admins will use most will be the Users app. This Frog application allows you to create and edit users individually or en-masse via CSV import.

Frog3 / FrogLearn schools will continue to use Frog3 to manage their users, so this area may seem a little restrictive. That's not the case for FrogLearn only schools.

To edit an individual:

- Use the **Search** to narrow down the list of users. The Search function looks at forenames, surnames and usernames. If you search for a general term, one which appears in lots of accounts, the list will appear incomplete. That's because the Users app uses an infinite scroll, which speeds up most searches. Scrolling to the bottom of the list triggers a second wave of searching.

  If you use the Select function, the **Select All** option will select all possible results, without you having to scroll to the bottom of the list.

- Returning to our search for an individual, once you have located the user, click on their row. The app switches to a profile section containing their details. From here, clicking on the **Edit** button, you can update:

  o Their name, profile, photo and user drive in **Basic Information**

  o How they log into Frog in the **Authentication** section. If the user is not using Frog for authentication, you can use this section to temporarily log in as that user by switching the Authentication method to Frog and changing the password. If you do do this, it's often best to login as the user using Incognito or Inprivate browsing mode as this allows you to be logged into Frog in two windows with difference accounts. As soon as you are logged in, you can reset the authentication method.

  o **Additional information** contains the information such as the MIS ID and student UPN or pupil number. If you are using Google with Frog, this section should also contain the student's Google ID, so that Frog's assignment system can share documents.

  o **Group Membership** contains all the groups a student is in. Groups in Frog can be classes, year groups, clubs. Classes and Year Groups are set by the MIS import, but classes can be created in the Groups & Policies app. Students can be added here or in the Groups app.

The Users Application (cont.)

Editing an individual continued:

- o **Relationships** are also set by the MIS but can be added to here. The MIS Import does reset this data. The Parental Responsibility checkbox links the parent account to the child account for Frog. If this is unticked, parents cannot see information about their child.

- o **Student Contextual Data** is designed mainly with FrogProgress in mind, as that system can report on specific groups, such as Pupil Premium or Service Children.

- When you're happy with the changes you've made, click Save.

You can clear a search by clicking the **X** in the search box.

Groups of users

While all of the above data can be altered on an individual basis, it's much more likely that you will want to make changes to large groups or profiles. The Users app can **export all users** or **all users in a profile as a CSV**.

This allows to you edit results in a spreadsheet and then reimport them.

You can alter pretty much any element, although you do **need to keep the first column, the UUID field**, so that Frog can match up the new data to an existing user.

The **Import Wizard** talks you through importing users and allows you to map fields from the spreadsheet to specific fields in Frog.

The **Validation** section of the wizard prevents import if the fields do not match the criteria.

As stated previously, the only field which must remain unaltered when editing via a spreadsheet is Frog's UUID field. For new users, you would leave this blank.

You can **set passwords** if Frog is the authentication both individually and for groups, however we recommend using the **Forgot password?** Link on the login page as a method of distributing login details to parents. There is a letter template on the Community to help you let parents know how to get their details:

https://www.frogeducation.com/community/tutorials/parent-accounts

The Users Application (cont.)

One column I've not yet mentioned in the Users app is the **MIS column**. This highlights which accounts have been created and linked to your MIS system. You cannot edit some fields in Frog, such as names and classes for these accounts. This is because these fields are controlled by the MIS import.

New Teachers

When new staff join the school, you will most likely have a request to grant them access to Frog before they officially start. This means that when they do start, the MIS will create a separate account for them. You can transfer the MIS link from their automatically created account to their pre-start account using the Action Cog when viewing the details of the MIS tagged account.

Leavers

When someone leaves the school and your MIS , their Frog account will remain active, but the MIS link will disappear. This will mean you need to do some end-of-year housekeeping to clear off leavers, but we have a guide on the Community for this.

https://www.frogeducation.com/community/tutorials/housekeeping

To remove users, there are three options:

- Setting **Account Status** to **Off**. This is useful for temporarily removing users from being able to log in and showing up in searches in assignments, groups & policies and timelines etc… If users are likely to return to your school, Account Status is the best method to use.

- **Archive** – effectively deletes the User from being visible in Frog. Their details are retained, but they are hidden. This can be undone by Frog's service desk.

- Anonymise and Forget – to comply with the **General Data Protection Regulatio**n or **GDPR**, this setting deletes any connection in Frog's databases between a specific individual and anything connected to their user account. Sites created, homeworks set etc… will remain, but there will be no record of the connection to the named person. Use with caution, as it cannot be undone for obvious reasons.