



# AUP Cloud Services FAQ

## 1. What is AUP Cloud Services?

**AUP Cloud Services** is a LockerLane enterprise solution that eliminates paper from the AUP distribution, acceptance, and collection process. The first-of-its-kind customizable Cloud-based AUP management platform features exclusive age-appropriate video tutorials for students and their parents and requires policy acceptance through a verifiable e-signature. At-a-glance and detailed on-demand tracking reports reveal all completed and outstanding AUP documents.

## 2. Why do I need AUP Cloud Services?

The process by which an AUP is signed and collected is significantly cumbersome and now obsolete. Most schools opt to send the AUP document home with their students and hope it will be signed and returned. A staff member is assigned to keep track of which student brought back the signed AUP, which students lost it, or even falsified a parent's signature. Who knows whether anyone actually read the document? In the Cloud, these processes are automated, tracked and verified. Cloud technology also eliminates the costs associated with physical infrastructure like file and e-mail servers and storage systems.

## 3. What tasks are required to operate and maintain AUP Cloud Services?

**AUP Cloud Services** requires just three tasks for administrators to perform:

- Upload an AUP document (*"HOW DO I" section #1*)
- Upload a directory of students and parents who will read/sign document in the Cloud (*"HOW DO ." section #4*)  
*The order in which these tasks are accomplished DOES NOT matter.*
- Alert parents there's an AUP document awaiting for them to read/sign by directing them to the **ParentPermit** portal. (*"HOW DO I" section #1*)

Help with these tasks is provided in the How Do I section of this guide.

## 4. What information is collected, how is it used and where does it go?

A school/district administrator populates **AUP Cloud Services** with directory information associated with the school/district, verified student and parent identity and parent-child relationship data that was collected and stored in the school/district **SIS** database during annual registration/enrollment. To ensure privacy and security, the **AUP Cloud Services** system will NOT accept student and parent information other than the following directory information:

Parent/Guardian Directory Information	Data
E-Mail Address	stored
Mobile Phone Number (optional)	stored
Parent/Guardian Relationship (father, mother, etc.)	stored

Child/Student Directory Information	Data
First Name	stored
Last Name	stored/encrypted*
DOB (date of birth)	stored
Grade level	stored;
Student Identification Number (SID)	stored/encrypted*

School/District Information	Data
School Name	stored
School Level	stored
Phone	stored
Street Address	stored
City	stored
State	stored
Zip	stored
Country	stored
County	stored
District	stored

Personal and non-personal information imported to **AUP Cloud Services** may be used (i.e., passively only) to verify personal identity as well as verify parent-child relationship by matching and comparing it with personal and non-personal information provided directly by parents/guardians and students during registration on the companion **ParentPermit** portal. **ParentPermit** is their portal to access the Cloud-based documents. Please refer to the **AUP Cloud Services** [privacy policy](#) for more.

*\*Encrypted data is coded so it can NOT be read or understood.*

## 5. Are schools allowed to disclose this information under FERPA?

Yes. The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Schools may disclose, without consent, "directory" information such as (but not limited to) a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance.

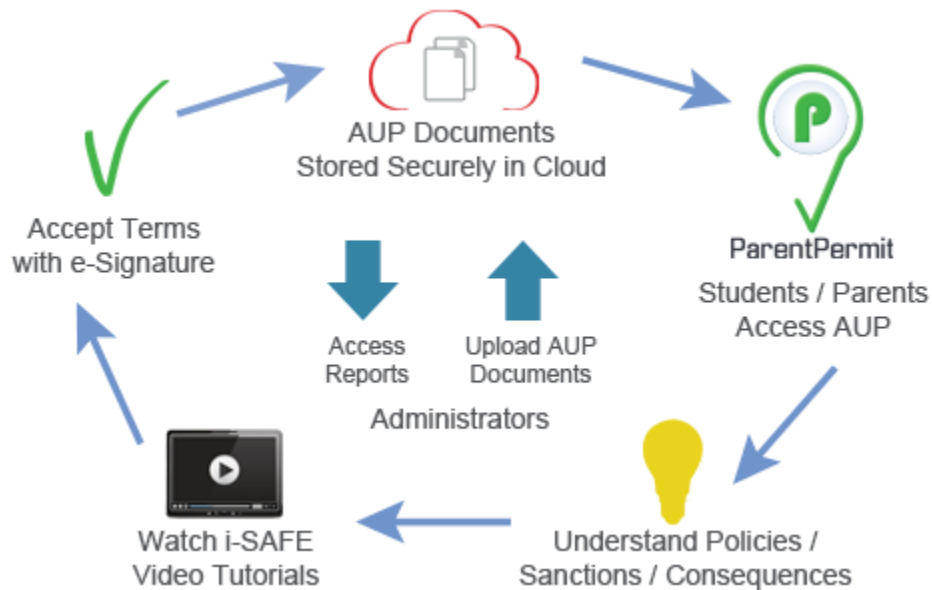
FERPA REQUIRES EACH INSTITUTION TO DESIGNATE ITS “DIRECTORY” INFORMATION ITEMS.

IF THE USER’S SCHOOL OR DISTRICT HAS NOT ALREADY DESIGNATED EACH ONE OF THE ABOVE LISTED DATA ITEMS AS “DIRECTORY” INFORMATION AND AFFIRMATIVELY DISCLOSED SUCH DESIGNATION TO PARENTS/GUARDIANS, THE USER AGREES THE SCHOOL OR DISTRICT SHALL DO SO PROMPTLY.

## 6. Why is AUP Cloud Services a better system?

To be most beneficial, an AUP always must be current; but most are not. The average AUP lasts at least 3 years. In an ever-changing world in which digital technologies and online behavioral trends come and go at the speed of technology upgrades, **AUP Cloud Services** enables districts/schools to make any updates quickly – even during the academic year – and ensures students and parents will see and acknowledge the changes, further minimizing risk to your students and to mitigate your exposure to risk and liability.

## 7. What is the process for getting an AUP document signed and returned?



This flow chart illustrates the general **AUP Cloud Services** user process (there is step-by-step “How do I” information throughout this guide): District/school administrators upload AUP documents to the Cloud and contact parents. Parents and their children who attend any of the district’s schools access the documents from the companion **ParentPermit** portal. They each review the AUP documents and watch any video(s) assigned to them. They are then directed to agree to the terms of the AUP with an e-Signature. The signed/not signed status of each document is tracked and can be monitored in detail through the Reports feature. (More in the “How Do I” section)

## 8. How can I be certain that the student and his/her parent were the individuals who signed the AUP documents?

**AUP Cloud Services** compares the verified information about the student ID, parent ID and the parent-child relationship that was submitted by the district/school administrator (i.e., from the SIS) with the information submitted by the parent (or legal guardian) at the time he/she registers on the **ParentPermit** portal. If the data match, the ID of the parent is verified and a unique Parent Code is generated and issued to the parent for each verified parent-child relationship, which the verified parent gives to their child to use when that child

accesses **ParentPermit**. Therefore, every child who successfully logs onto the **ParentPermit** portal to sign an AUP document has been authorized to do so by their verified parent (or guardian).

## **9. Do you have a suggestion for administrators to best accommodate parents who do not have the technology at home to receive e-mail, who cannot access the Cloud or who may not speak English?**

There are several possibilities you may explore: First, it might be a good idea to explain that an unsigned AUP means the parent's child will not be allowed to use the network/technology at school. Then, direct these parents to sign up for a free e-mail account at the nearest library or through their employer's network to enable them to participate online. Second, each school in the district may want to set up a computer in the lobby of the school office to accommodate those parents. Third, don't forget that parents can access **ParentPermit** through their mobile device; that is, they can access **ParentPermit** via their cell phone if they do not have a home computer. Fourth, if technology is absolutely not an option for some parents, consider allowing an administrator to sign for these parents/students by proxy.

## **10. How does the proxy option work?**

Print a copy of the AUP document you've uploaded to the Cloud and send it home with the student (or you may even send it through the U.S. Mail). Require the parent to personally bring back the signed copy. Now, with a parent's hand-delivered signed acknowledgement, a proxy – an administrator – may then click the AUP agreement. The report displays the proxy's name as signing for that parent/student. What's more, you don't need to save and store the paper copy.

## **11. Please help me navigate the AUP Cloud Services portal.**

Sure. The navigation icons – AUPs, Directory, Settings, Reports, Admin Central – are arranged at the top of the page. Clicking on an icon takes you to a page to perform a specific task:

**AUPs** – Navigate to this page to create an AUP document, update an existing AUP document already uploaded to the Cloud, or select one of the grade-specific best practices AUP documents to distribute online to parents and students (Step-by-step instructions are in the “How do I” section.)

**Directory** – Navigate to this page to create and upload the master directory data file of users and parents; or to update your existing data file that exists in the Cloud. (Step-by-step instructions are in the “How do I” section.)

**Settings** – Navigate to this page in the event you need to change the district/school contact information used by parents and students. (Step-by-step instructions are in the “How do I” section.)

**Reports** – Navigate to this page to monitor or download AUP Tracker, tracking information about the status of all your AUP documents. (Step-by-step instructions are in the “How do I” section.)

**Admin Central** – Navigate back to your i-SAFE curriculum subscription administration dashboard (i-SAFE curriculum subscribers only).

## **12. Explain the expertise behind the development of the standard AUP documents available**

LockerLane commissioned i-SAFE to create these best practices AUP documents because i-SAFE has been such a valuable service to the education community for more than a decade, providing e-Safety curriculum and CIPA/E-Rate compliance programming. Through this experience, i-SAFE learned the specific needs of districts/schools in order to successfully launch Acceptable Use Policies. The solution is a set of age-appropriate AUP documents for students and parents that clearly and concisely integrate the presentation of best practices concerning ICT use on campus with the definition of inappropriate content, conduct and contact.

## **13. Who produced the videos?**

LockerLane also commissioned i-SAFE's in-house video production team to create the videos. The content is based on extensive research and i-SAFE staff's e-Safety expertise.

## **14. Is it a requirement for students and parents to watch the videos?**

Only if you (i.e., district/school administrators) make it a requirement. The age-appropriate video tutorials are helpful for students and parents to better understand important e-Safety concepts before accessing the Internet through the school equipment and network. However, the decision to require students to watch the videos is left up to district/school administrators.

## **15. How else is i-SAFE's expertise involved with AUP Cloud Services?**

i-SAFE's curriculum and education resources are offered in an AUP subscription bundle for a cost effective and efficient compliance enterprise solution. **AUP Cloud Services** bundled with either i-SAFE's GOLD Plus or E-Rate Plus package provide districts/schools a comprehensive program to implement and manage their e-Safety education policy, reduce risk on campus and satisfy CIPA/E-Rate compliance requirements.

## **16. What is the advantage of the bundle?**

**AUP Cloud Services** with GOLD Plus/E-Rate Plus is a Cloud-based, easy-to-use package that gives all of your district's schools access to hands-free AUP document creation and paper-free distribution, an impressive textbook-free library of CIPA/E-Rate related curriculum, and precise worry-free reporting and analytic technologies to assure productive implementation of a district-wide Internet safety policy that enables real-time monitoring of progress and documentation of compliance. And, there's more for these premium subscribers – Blue Ribbon Customer Service.

## **17. What is Blue Ribbon Customer Service?**

Blue Ribbon Customer Service is our promise of personal assistance to district administrators, if they need guidance implementing any aspect of this comprehensive program. Administrators can rest assured they can contact us with questions about anything from implementation strategy to an error message while uploading directory information, and they will get a timely and helpful response.

**Blue Ribbon Customer Service includes:**

- **Student Information Management** – Assistance formatting and uploading student data to **AUP Cloud Services**.

- **Teacher Information Management** – Assistance onboarding educators to access and teach curriculum – formatting and uploading educator data; updating teacher list.
- **Webinar** – Informative introduction to the educational and technological features available at your subscription level and how to best utilize them.
- **Implementation Strategy** – Help to customize a strategy to successfully accomplish district goals/compliance.
- **Campaign Management** – Interpretation of tracking reports and analytics to help districts accomplish their goals/compliance.
- **Customer Service Requests** – Customer service ready to reply to administrator and educator requests (technology management, passwords, etc.)

## **18. Can I upload other videos?**

You cannot upload other videos at this time.

## **19. Can I use sections of text from the AUP documents provided to build a customized AUP that fits our district's needs exactly?**

Yes, as an **AUP Cloud Services** subscriber you have permission to transcribe portions of the i-SAFE-authored AUP that you want to include as part of the district/school's AUP. Be advised, once the text is outside the context of the existing AUP document, LockerLane cannot warrant its accuracy. Remember, the final version uploaded on **AUP Cloud Services** must be a PDF file.

## **20. Can I circulate different AUP documents for each of the schools in the district?**

No. An AUP document is distributed by grade level. Therefore, every student in the designated grade who appears in your directory is enabled to access the AUP document through the **ParentPermit** portal.

**NOTE:** Your signed/not signed AUP Tracker reports can be viewed individually by school. See more in the HOW DO I section.

## **21. Who may serve as an AUP Cloud Services administrator?**

THE **AUP CLOUD SERVICES** SUBSCRIPTION POINT OF CONTACT DESIGNATES ADMINISTRATORS AND ONLY THOSE ADMINISTRATORS DESIGNATED BY THE POINT OF CONTACT MAY USE THE FEATURES OF **AUP CLOUD SERVICES**. Each subscription can accommodate up to six (6) administrators, as follows: Three (3) Main Administrators (including the Point of Contact) who can access **AUP Cloud Services** and three (3) Accounting Administrators who are authorized to view account information and renew a subscription.

A Main Administrator must have school/district clearance to access the School Information System (SIS) for the purpose of uploading the information to the **AUP Cloud Services** Directory and affirm or certify the following:

**“I/We affirm or certify our school/district verifies parent/guardian identities and parent-child relationships at the time parents/guardians register their children as students in our school/district; and, furthermore, the parent and student data provided in this submission is designated and limited to Directory Information derived from our database of information.”**

To designate an administrator, click the Admin Central icon (or navigate to: [www.isafe.org/admin](http://www.isafe.org/admin)). Now, at the Admin Central dashboard, select the ADMINS tab. Then, click “Add” from the Actions menu. A running count of available administrators is displayed. You also will see a listing of current administrators assigned to your subscription, their contact information and their administrative role.

To cancel an existing administrator’s duties, select the administrator from the list and click Revoke.

**Attention: AUP Cloud Services AND i-SAFE Curriculum Subscribers**

DISTRICTS/SCHOOLS WITH BOTH i-SAFE CURRICULUM AND **AUP CLOUD SERVICES** SUBSCRIPTIONS ARE LIMITED TO A TOTAL OF SIX (6) ADMINISTRATORS TO MANAGE BOTH SUBSCRIPTIONS: THREE (3) MAIN AND THREE (3) ACCOUNTING.

**Main Administrator(s) and Point of Contact (POC).** The POC assigns/designates individuals as Main Administrators. The POC should assign/designate only those persons with whom they are comfortable delegating the same responsibility for implementing, monitoring and managing the subscription their district/school purchased. The POC can add/delete administrators (Main and Accounting) and also assign/designate a new/replacement Point of Contact for the subscription. Most importantly, all Main Administrators are responsible for guaranteeing the accuracy and integrity of the information submitted to **AUP Cloud Services** regarding the district schools that are implementing **AUP Cloud Services** and/or i-SAFE curriculum as well as the accurate onboarding of teachers authorized to access i-SAFE lessons and curriculum materials and view detailed compliance reporting.

**Accounting Administrator(s).** Managing the financial aspects of your **AUP Cloud Services** and/or i-SAFE subscription may be a task the POC wants to delegate to person the POC designates as an Accounting Administrator. The designated Accounting Administrator is empowered to view invoice information for the district’s schools and to renew your subscription. As with Main Administrators, it is your (the POC’s) option to designate up to three (3) Accounting Administrators.