

## Overview (Schools)

Welcome to the Administration Utilities on FFT Live. The utilities allow up to TWO users in a school to become FFT Live Administrators. Being an FFT Live Administrator means that not only can you view reports on FFT Live but you can also undertake a variety of background tasks relating to other FFT Live user accounts in your school.

FFT have set up a single Administration Account for every school in the country (e.g. 9992000admin), details of which have been passed to your LA. Your Local Authority FFT Live contact should then send on these details SECURELY to the Headteacher. Please contact your LA FFT Live contact if you require your account details.

## Logging-in to FFT Live as an Administrator

Login to [www.fftlive.org](http://www.fftlive.org) using your new username and password (e.g. 9992000admin where 999 is your LA number and 2000 is your DCSF number).

**Change Password**

Please enter your current password followed by a new password.

Your new password must be a minimum of 8 characters in length and must contain at least 2 non-alphanumeric characters (eg \$, \*, + etc).

Current Password

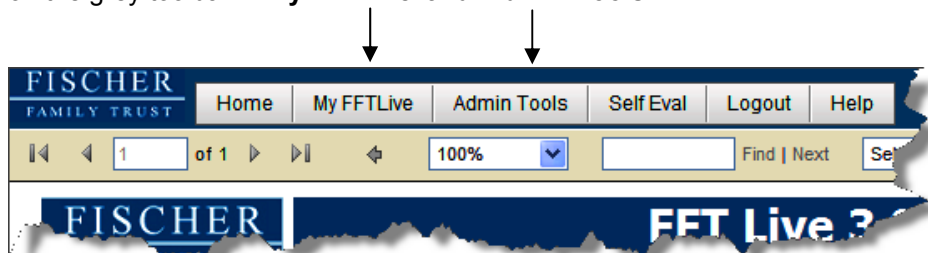
New Password

Confirm New Password

The first time you login you will be asked to change your password. Enter your current password again and then a new password – the password you choose must be a minimum of 8 characters in length and must contain at least 2 non-alphanumeric characters (e.g. \$, \*, + etc.). Confirm your new password and then click the **Change Password** button. If you've entered your details correctly press OK to continue and you will then be taken to the main FFT Live front screen as usual. If you type in any of the details incorrectly (e.g. your new passwords do not match) then you won't be able to continue.

## The FFT Live Main Menu

If you have used FFT Live before you may not notice any significant changes. Essentially, there are only two differences and both of these can be seen in the toolbar at the top of the screen. Two new items should now appear on the grey toolbar – **'My FFTLive'** and **'Admin Tools'**.



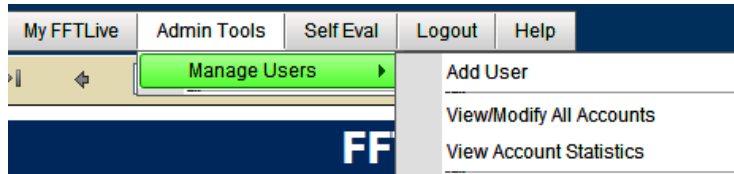
**'My FFTLive'** allows users to view their own basic account details and also to change their password. It is a facility which is available to ALL USERS, not just FFT Live Administrators.

The **Admin Tools** facility is **ONLY** available to FFT Live Administrators. Therefore, if you can't see this option at the top of the window then you are not an FFT Live Administrator.

**WE STRONGLY RECOMMEND THAT YOU ALWAYS HAVE TWO FFTLIVE ADMINISTRATORS SET UP IN YOUR SCHOOL AT ANY ONE TIME**

## What additional facilities are available to FFT Live Administrators?

All Administration tools are available from the **Admin Tools** menu. If you hover your cursor over the Admin Tools button you'll see a single option: **Manage Users**.



By holding your mouse over the Manage Users option you'll find THREE new admin modules. These include:

### Manage Users

- Add User
- View/Modify All Accounts
- View Account Statistics

### Add User

 A screenshot of the 'Enter User Details' form. It is divided into two sections: 'Personal Information' and 'Security Information'. The 'Personal Information' section includes fields for First Name, Surname, Job Type (a dropdown menu), Email, Verify Email, and Organisation (pre-filled with 'Your school'). The 'Security Information' section includes fields for Username and Password, a 'Generate username/password' button, and a 'User Role' section with radio buttons for 'User' and 'Administrator'. At the bottom, there are 'Cancel', '<< Back', 'Next >>', and 'Finish' buttons.

The **Add User** module allows School FFT Live Administrators to create new School user accounts or an additional Administration account (maximum 1 additional administration account per school). The process is carried out using a simple 2 step wizard. Once you've created a new account, FFT Live also gives you the ability to modify it using the **View/Modify All Accounts** module.

### View/Modify All Accounts

 A screenshot of the 'View/Modify All Accounts' table. The table has columns for School/FA, Number, First Name, Surname, Username, and Password. There are filter buttons for each column. The table contains several rows of user accounts, each with a green checkmark in the first column and a red 'X' in the last column.
 

School/FA	Number	First Name	Surname	Username	Password
Oakfield	9994002	Generic (School)	User	9994002	D250E0353S
Oakfield	9994002	Mary	Tyler	9994002Admin	dra4rag219!
Oakfield	9994002	Generic (Pupil)	User	9994002P	E251N049q
Oakfield	9994002	Gail	Emington	GEmin1027	*****
Oakfield	9994002	Steven	Down	SDown5199	sRtk->fW
Oakfield	9994002	Terry	Empton	TEmpton	*****

The **View/Modify All Accounts** module allows School FFT Live Administrators to view details for all accounts on a single screen. Administrators can also change account settings, modify accounts and export account details – useful when securely providing usernames and passwords for new users. This screen is essentially the main starting point for FFT Live Administrators.

## View Account Statistics

School/LA	Number	First Name	Surname	Username	Z	✓	✗	Last Login
Oakfield	9994002	Generic (School)	User	9994002	0	0	0	29/08/2008 15:04:35
Oakfield	9994002	Mary	Tyler	9994002Admin	0	0	0	31/03/2009 09:33:52
Oakfield	9994002	Generic (Pupil)	User	9994002P	124	105	19	17/03/2009 12:28:37
Oakfield	9994002	Gail	Emington	GEmin1027	0	0	0	31/03/2009 08:04:03

The **View Account Statistics** module allows School FFT Live Administrators to view login statistics for all available accounts. This can be useful for finding users having problems logging in (due to incorrect passwords) or to check security (where a user is concerned that someone else may be using their account for example).

Detailed guidance on how to use each of the three modules outlined above is included in the FFT Live help section. This is accessed directly when using a specific module (under **'Help using this Module'**).

School/LA	Number	First Name	Surname	Username	Password	Icons
✓ Oakfield	9994002	Generic (School)	User	9994002	D250€0353S	
Oakfield	9994002	Mary	Tyler	9994002Admin	dratdrag21S!	👤
✓ Oakfield	9994002	Generic (Pupil)	User	9994002P	E251%!34aq	
✓ Oakfield	9994002	Gail	Emington	GEmin1027	*****	👤 🗑️ ✖️
✓ Oakfield	9994002	Steven	Down	SDown5199	sRtk>[IW	👤 🗑️ ✖️
✓ Oakfield	9994002	Terry	Tomkins	STomkins	h1h3B76	👤 🗑️ ✖️

## Getting started – what should I do first...?



I've successfully logged into FFT Live as a School Administrator and can see the new tools available to me. Like Spiderman, however, I recognise that 'with great power comes great responsibility' so can you suggest what I should do next?

Obviously there is no 'one size fits all' solution but here's a few things you may wish to consider as possible 'next steps'.

- 1) **Start by reading the 'Getting Started Guidance'** - Print out a copy of this help file to guide you through the first couple of weeks. It can be used as your initial reference guide for any problems you may encounter.
- 2) **Should I be an FFT Live Administrator?** - First, having read the 'Getting Started' guidance, you'll need to decide whether you should be the FFT Live Administrator for your school
  - a. If you think you should be then you'll need to consider whether you should create a second School Administrator (See Getting Started FAQ – ['How many Administration accounts can a Local Authority or school have at any one time?'](#))
  - b. If you don't think you should be an Administrator then you'll need to identify another person in the school to take over this responsibility.

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- 3) **Familiarise** yourself with the basic layout of each of the three modules. Don't try to create or amend anything at this point. Simply move around the screens to get a feel for how they work.
- 4) **Read the Help Files** - As you move around each module, check out the guidance notes available for each of the three modules. They will offer you a 'step-by-step' guide to using the Admin tools as well as pointing out some of the dangers! The guides can be accessed by hanging your cursor over the Help toolbar at the top right of each module. You may find it useful to print out a copy of each guidance note for reference.
- 5) **Create a new TEST account** – use the **Add User** module to create a couple of test user accounts and then use the **View/Modify All Accounts** module to edit your new accounts. **At the same time you can also take this opportunity to update your own School Administration Account details** (using the **Modify** icon in the View/Modify All accounts screen). The details you'll need to update are your **first name, surname, email address and job type**.
- 6) **Stop and take time out to think!** – Once you're confident using the new Admin Tools you'll need to stop and think about what you're going to do next. Some questions you may wish to consider are:
  - a. Are staff in your school currently using the existing generic FFT Live logins (e.g. the 9992000 and 9992000P type logins where 999 is your LA number and 2000 is your DCSF number)? If possible, we suggest that you phase out the use of these accounts, particularly the account ending in P which gives access to pupil data. This is because FFT intend to phase out the use of these accounts, possibly as early as the end of July 2009.
  - b. Which school colleagues will need access to FFT Live? Once you've established who will require access to FFT Live you can then start creating new accounts for them using the **Add User** module.
  - c. When creating new accounts it is critical to establish what type of reports a user should have access to (school level and/or pupil level) . **The most important question here is 'should the user have access to PUPIL LEVEL data?'**.

- 7) **Passing on account details securely** - Once you've created a set of new accounts and groups for school colleagues, you'll need to think about how to **SECURELY** provide the username and password to each user. Further advice on security is provided in the **View/Modify All Accounts module help file**. Also, remember to let users know that they'll be asked to change their password when they first login to FFT Live and that if they lose their password it will need to be reset by the School Administrator (i.e. you!).
  
- 8) **Finally**, make sure that all staff in school are aware of who the FFT Live Administrators are in your school and what they should do if they lose the username or password (i.e. they should ask the FFT Live Administrator to either confirm their username or issue them with a new password)

## Frequently asked questions?

- [How will Schools receive their new FFT Live Administration Account?](#)
- [I'm an FFT Live Administrator. What happens if I leave or want to pass on my Administration rights to someone else?](#)
- [How many Administration accounts can a school have at any one time?](#)
- [What should an FFT Live User do if they lock their account or lose/forget their password?](#)
- [What should an FFT Live User do if they forget their username?](#)
- [Last year, FFT mentioned that the existing school logins \(e.g. 9992000 and 9992000p\) would be phased out. When will this happen?](#)
- [Why do some passwords appear as \\*\\*\\*\\*\\* in the View/Modify All Accounts screen?](#)
- [I've looked through the 'Getting Started' and the individual FFT Admin Utilities help files but I still can't find the answer I'm looking for. What should I do?](#)



### How will Schools receive their new FFT Live Administration Account?

FFT have set up a single Administration Account for every school in the country (e.g. 9992000admin), details of which have been passed to your LA. Your Local Authority FFT Live contact should then send on these details SECURELY to the Headteacher. Please contact your LA FFT Live contact if you require your account details.

Once you login to your new admin account you will be able to view your details using the **View/modify All Accounts** module. At this point you will also be able to modify your Admin account and add details such as your name, email address and job type.



### I'm an FFT Live Administrator. What happens if I leave or want to pass on my Administration rights to someone else?

- **If you only have a single Administration account in your school**

You should create a second Administration account for another person (by using the **Add User facility and ticking the Admin role box on page 1 of the wizard**) and give the username and password for the new Admin account securely to that person. If you're leaving and you don't know who will be replacing you then you will need to consider which existing member of staff you can temporarily give Admin rights to.

When the new Admin person uses their account, they should delete the first Admin account (if the user has left) or downgrade them to a regular user to ensure that security is maintained.

- **If you have two Administration account holders in your school**

Simply ask the other Administration user to delete your account when you leave and to set up a new Admin account for another member of staff if required.



### How many Administration accounts can a school have at any one time?

Schools can have a maximum of TWO Administration users at any one time.

Initially, you will have a single Administration Account (e.g. 9992000admin) which will be sent to you securely via your Local Authority FFT Live contact (see FAQ - '[How will Schools receive their new FFT Live Administration Account?](#)' for further details).

Each school Administration user will also be able to setup a second Administration User with identical Admin rights to themselves (using the Add User facility and clicking the Admin role tick box on page 1). Once two Admin accounts have been created, the option to create additional Admin users will no longer be available (as the Admin role tick box will be 'greyed out'). They will, of course, be able to 'untick' an existing Admin User in order to create a new one.



### What should an FFT Live User do if they lock their account or lose/forget their password?

**(IMPORTANT - please note that at present, accounts will not be locked out if a user logs-in incorrectly - this issue is currently being reviewed and we will let LAs know of any changes to this procedure)**

If a user loses or forgets their password:

- If they have a School User Account (e.g. teachers)

They should contact the **FFT Live School Administrator** who will be able to reset their password (using the 'regenerate password' option in the View/Modify All Accounts module) and securely provide them with a new password (details on how to do this, including important information about security, are available in the **Reset a password** section of the **View/Modify All Accounts** help file).

- If YOU ARE the FFT Live School Administration Account holder and you have lost your password

If you are the School Administrator and you have locked your account or lost your password then you can either:

- Ask the 2nd FFT Live School Administrator to reset your password (this assumes that you have two Administration accounts setup in your school)
- If you are the sole FFT Live School Administrator in your school then you will need to contact your **LA FFT Live contact** in order to reset your password.



### What should an FFT Live User do if they forget their username?

- If they have a School User Account (e.g. teachers)

They should contact the **FFT Live School Administrator** who will be able to tell them what their username is from the list of accounts available in the View/Modify All Accounts Module (see **Viewing Account Details** on page 2 of the **View/Modify All Accounts** help file for more details)

- If YOU ARE the FFT Live School Administration Account holder and you have lost your username

If you are the School Administrator and you have forgotten your username then you can either:

Ask the 2nd FFT Live School Administrator to confirm your username from the list of accounts available in the View/Modify All Accounts Module (see **Viewing Account Details** on page 2 of the **View/Modify All Accounts** help file for more details). This assumes that you have two Administration accounts setup in your school.

If you are the sole FFT Live School Administrator in your school then you will need to contact your **LA FFT Live contact** in order to find your username.



**Last year, FFT mentioned that the existing school logins (e.g. 9992000 and 9992000p) would be phased out. When will this happen?**

We are still planning to phase out all school 'P' logins (e.g. 9992000p) but have not yet set a date. We intend to discuss this issue with LAs and will feedback details when any decision is made.

The other school login type (e.g. 9992000) only allows access to school level data and therefore is less of a security issue. We intend to obtain further feedback from schools and LAs about the long term viability of this type of account.



**Why do some passwords appear as \*\*\*\*\* in the View/Modify All Accounts screen?**

- **When a new user first logs in** - when a user first logs in to their new FFT Live account, they are automatically required to change their password. Once they successfully change the password, it will no longer appear as a full password in the View/Modify All Accounts overview screen and instead will be shown as \*\*\*\*\*. This is a security feature to ensure that Administrators do not have access to the details of every FFT Live account.
- **When an existing FFT Live user logs-in following a 'password reset' by the School administrator** – if an FFT Live School User forgets or loses their password they will need to contact their School Administrator (in order to have their password reset). When the user logs in again following a password reset they will automatically be required to change their password. As above, once they successfully change the password, it will no longer appear in the School Administrator's overview screen and instead will be shown as \*\*\*\*\*.



**I've looked through the 'Getting Started' and the individual FFT Admin Utilities help files but I still can't find the answer I'm looking for. What should I do?**

If you've checked the available online help and can't find what you're looking for then you should contact your Local Authority for further advice and support.