



# SafeClass Shield

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**Complete User Guide & Platform Documentation**

Protecting Children's Digital Future  
Through Intelligent Monitoring

**Version:** 2.0

**Document Date:** June 01, 2026

**For:** Parents, Educators & School Administrators

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**Version:** 2.0

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# Executive Summary

## What is SafeClass Shield?

SafeClass Shield is a comprehensive digital safety and parental device monitoring platform designed specifically for educational environments. We provide real-time device monitoring, content filtering, and behavioral analytics to keep students safe online while maintaining their privacy and dignity.

## Our Mission

To create a safe digital learning environment where students can explore, learn, and grow online without exposure to harmful content, while giving parents and educators the tools they need to guide and protect them.

## Key Benefits

### For Parents:

- 24/7 real-time device monitoring
- Instant alerts for concerning behavior
- Age-appropriate content filtering
- Screen time management
- Activity reports and insights

### For Schools:

- Centralized device management
- FERPA & COPPA compliant
- Integration with Google Classroom
- District-wide policy enforcement
- Student safety dashboard

### For Students:

- Safe online learning environment
- Protection from harmful content
- Privacy-respecting monitoring
- Educational focus tools
- Guided digital citizenship

# Platform Overview

## Core Components

### 1. Multi-Tenant Architecture

SafeClass Shield supports multiple user types with role-based access control:

- Parents (individual accounts)
- Students/Kids (linked to parent accounts)
- Teachers (classroom management)
- School Administrators (district-level control)
- Master Administrators (platform management)

### 2. Real-Time Monitoring

- Chrome Extension for browser activity tracking
- Desktop app for Windows (screen monitoring)
- Mobile device monitoring (iOS/Android)
- Live chat support with parents and support team

### 3. AI-Powered Safety

- Content classification using NLP models
- Behavioral pattern detection
- Smart notification prioritization
- AI document checker (plagiarism detection)
- Natural language rule creation

### 4. Compliance & Security

- FERPA Compliant (Family Educational Rights and Privacy Act)
- COPPA Compliant (Children's Online Privacy Protection Act)
- SOC 2 Certification (In Progress)
- ISO 27001 Aligned
- Encryption in transit (HTTPS/TLS)

# Getting Started

## System Requirements

### Supported Browsers:

- Google Chrome (Recommended)
- Microsoft Edge
- Brave Browser

### Supported Operating Systems:

- Windows 10/11
- macOS 10.15+
- ChromeOS
- iOS 13+
- Android 8.0+

### Internet Connection:

- Minimum 2 Mbps for real-time monitoring
- 5 Mbps recommended for video chat features

## Initial Setup

### Step 1: Create Your Account

#### For Parents:

1. Visit <https://safeclassshield.com>
2. Click "Sign Up Free"
3. Enter your email address
4. Create a strong password (minimum 12 characters)
5. **Read and accept the Terms of Service** (includes mandatory consent checkbox)
6. Verify your email address
7. Complete your profile (name, phone number)

#### For Schools:

1. Visit <https://safeclassshield.com/school-admin>
2. Click "Register School"
3. Provide school information:
  - School name
  - District name

- Administrator email
  - Number of students
  - State/Location
4. Submit registration for review
  5. Receive approval within 24 hours
  6. Complete school profile setup

## **Step 2: Install Required Software**

### **Chrome Extension (Required):**

1. Log into your SafeClass Shield account
2. Navigate to Settings → Downloads
3. Click "Install Chrome Extension"
4. Follow browser prompts to add extension
5. Grant required permissions (browsing history, tabs)
6. Extension icon will appear in toolbar

### **Desktop App (Optional but Recommended):**

1. Download SafeClass Shield Desktop from downloads page
2. Run installer (Windows: .exe, Mac: .dmg)
3. Grant screen recording permissions (Mac users)
4. Sign in with your account credentials
5. Enable automatic startup at login

### **Mobile App:**

1. Download "SafeClass Shield" from App Store or Google Play
2. Open app and sign in
3. Grant required permissions (notifications, location if needed)
4. Link your child's device by scanning QR code

## **Step 3: Set Up Monitoring**

### **Add Your First Child:**

1. Dashboard → Add Child
2. Enter child's information:
  - Name
  - Age
  - Grade level
  - Device type

3. Assign device ID (automatically generated during device setup)
4. Configure initial monitoring rules

### **Configure Monitoring Rules:**

1. Go to Settings → Monitoring Rules
  2. Choose a preset template:
    - Elementary School (Ages 5-10)
    - Middle School (Ages 11-13)
    - High School (Ages 14-18)
  3. Customize as needed
  4. Set screen time limits
  5. Enable/disable specific categories
- 

## **Parent Guide**

### **Dashboard Overview**

When you log in, you'll see the **Parent Dashboard** with the following sections:

#### **Top Navigation**

- **Dashboard:** Overview of all your children's activities
- **Children:** Manage child profiles and devices
- **Activity:** Detailed activity logs and reports
- **Alerts:** Real-time safety alerts and notifications
- **Reports:** Weekly and monthly activity summaries
- **Settings:** Account settings and preferences
- **Support:** Live chat and help resources

#### **Main Dashboard Widgets**

##### **1. Safety Score Card**

- Real-time safety score (0-100) for each child
- Color-coded indicators:
  - Green (80-100): All clear

- Yellow (60-79): Minor concerns
- Red (0-59): Immediate attention needed

## 2. Recent Activity Timeline

- Last 24 hours of browsing activity
- App usage statistics
- Search queries
- Social media interactions

## 3. Alert Center

- Critical alerts (red): Harmful content detected
- Warning alerts (yellow): Potentially concerning behavior
- Info alerts (blue): Usage milestones reached

## 4. Screen Time Summary

- Total screen time today
- App breakdown by category
- Comparison to daily limit
- Progress toward weekly goals

## 5. Top Websites

- Most visited websites this week
- Time spent on each site
- Safety rating for each domain

# Managing Your Children

## Adding a New Child

1. Navigate to **Children** tab
2. Click **" + Add Child "**
3. Fill in the form:

Name: [Child's full name] Nickname: [Optional display name] Date of Birth: [MM/DD/YYYY] Grade Level: [Select grade] School: [Optional - enter school name]

4. Click **"Create Profile"**
5. You'll receive a QR code to link devices

## Linking Devices

### Method 1: QR Code (Recommended)

1. Open SafeClass Shield on child's device
2. Select "Link Device"
3. Scan QR code from parent dashboard
4. Device automatically syncs within 30 seconds

### Method 2: Manual Code

1. Get 6-digit linking code from dashboard
2. Open app on child's device
3. Enter code manually
4. Confirm linking on both devices

## Setting Up Device Rules

### Content Filtering:

Navigate to Child Profile → Content Filters

Categories you can control:

- Adult Content (Always recommended)
- Violence & Gore
- Gambling
- Drugs & Alcohol
- Hate Speech
- Cyberbullying
-  Social Media (Customizable)
-  Gaming (Customizable)
-  YouTube (Customizable)
-  Educational Sites (Usually allowed)

### Action Options:

- **Block:** Completely prevent access
- **Warn:** Show warning but allow access
- **Monitor:** Track usage without blocking
- **Notify:** Send alert to parent without blocking

### Screen Time Limits:

1. Go to Child Profile → Screen Time
2. Set daily limits:

School Days: [e.g., 2 hours] Weekends: [e.g., 4 hours] Bedtime: [e.g., 9:00 PM]

Wake Time: [e.g., 7:00 AM]

3. Set app-specific limits:

YouTube: 1 hour/day TikTok: 30 min/day Gaming: 1 hour/day Educational: Unlimited

4. Enable "Bedtime Mode" - automatically pauses internet access

### App Controls:

- **Allowed Apps:** Whitelist of always-permitted apps
- **Blocked Apps:** Apps that cannot be opened
- **Time-Limited Apps:** Apps with usage restrictions
- **Request Required:** Child must ask permission to use

## Understanding Alerts

### Alert Types

#### **Critical Alerts (Immediate Action Required)**

- Self-harm content detected
- Adult content accessed
- Cyberbullying (victim or perpetrator)
- Contact from unknown adults
- Inappropriate image shared

#### **What to do:**

1. Review the alert details immediately
2. Check screenshot/evidence if available
3. Have a conversation with your child
4. Contact school counselor if serious
5. Report to authorities if necessary

#### **Warning Alerts (Review Within 24 Hours)**

- Excessive screen time
- Late-night device usage
- Repeated blocked site attempts
- Grade drop indicators (if school integrated)
- Unusual communication patterns

#### **What to do:**

1. Review activity context
2. Look for patterns over time

3. Discuss with child during regular check-in
4. Adjust rules if necessary

### **Informational Alerts**

- New device linked
- Weekly activity report available
- Software update required
- Achievement unlocked

## **Responding to Alerts**

### **In-App Response Options:**

1. **Dismiss:** Mark as reviewed, no action needed
2. **Block Content:** Add site/app to blocklist
3. **Start Conversation:** Open chat with child
4. **Request Support:** Contact SafeClass Shield support team
5. **Export Evidence:** Download screenshots/logs for records

### **Parent-Child Chat:**

- Non-intrusive communication
- Child receives notification on device
- Real-time messaging
- Option to schedule device pause during chat

## **Activity Reports**

### **Daily Summary**

Received every evening at 8 PM (customizable):

- Total screen time
- Top 5 websites visited
- Any alerts triggered
- Safety score trend

### **Weekly Report**

Received every Sunday:

- 7-day screen time trend
- Most used apps
- Category breakdown

- Comparison to previous week
- Recommended rule adjustments

## Monthly Report

Comprehensive analysis:

- 30-day activity patterns
- Behavioral insights
- Progress toward goals
- Parental involvement score
- Safety tips for next month

## Privacy Settings

### What Your Child Knows:

- They know monitoring is active (extension badge visible)
- They see real-time screen time countdown
- They receive warnings before blocks
- They cannot see exactly what data is collected
- They cannot disable monitoring without parent permission

### Transparency Mode (Optional):

Enable this to show children:

- Which websites are being monitored
- When screenshots are taken
- Why content was blocked
- Their safety score

### Pause Monitoring:

Temporarily disable monitoring:

1. Navigate to Child Profile
2. Click "Pause Monitoring"
3. Select duration (30 min, 1 hour, 2 hours)
4. Monitoring automatically resumes after timer

# Student/Kid Guide

## Welcome, Students!

SafeClass Shield helps keep you safe online while you learn and explore the internet. Your parents or school have set it up to protect you from harmful content and help you develop good digital habits.

## What Does SafeClass Shield Do?

### **Protects You From:**

- Websites with inappropriate content
- Cyberbullies and mean people
- Scams and dangerous links
- Content that might upset you

### **Helps You:**

- Learn healthy screen time habits
- Focus on homework during study time
- Discover safe and educational content
- Communicate safely with friends and family

### **Lets Your Parents:**

- Make sure you're safe online
- Help when you need it
- See if you need support
- Guide your internet use

## Your Dashboard

When you log in to your Kid Profile, you'll see:

### **1. Your Safety Score**

- A number from 0-100 showing how safely you're using the internet
- Green badge = Excellent (keep it up!)
- Yellow badge = Good (be careful)
- Red badge = Needs improvement (talk to parents)

### **2. Screen Time Tracker**

- Time left today: [e.g., "2 hours 15 minutes"]

- Apps you've used today
- Bedtime countdown

### 3. Quick Actions

- Request more time
- Ask to unblock a website
- Chat with parent
- View your achievements

### 4. Learning Goals

- Educational time this week
- Books read
- Skills practiced
- Rewards earned

## How to Use SafeClass Shield

### Accessing Allowed Content

#### If a website is blocked:

1. You'll see a red "Blocked" screen
2. Read why it was blocked
3. If you think it's a mistake, click "**Request Access**"
4. Your parent will get a notification
5. They can approve or deny your request

#### If you need more screen time:

1. Click the extension icon
2. Select "**Request More Time**"
3. Explain why you need it (homework, project, etc.)
4. Wait for parent to respond (usually within 15 minutes)

### Chat with Your Parents

#### When to use chat:

- You need to tell them something urgently
- You want to discuss internet rules
- You found something that made you uncomfortable
- You want to show them something cool you learned

### How to start a chat:




1. Click the SafeClass Shield icon
2. Select "Chat with Parent"
3. Type your message
4. Parent will respond on their phone or computer

## Understanding Your Rules

### Screen Time Limits:

- You can see how much time you have left today
- Different limits for school days vs. weekends
- Bedtime Mode automatically starts at your bedtime
- Wake Time automatically resumes in the morning

### Website Categories:

-  Green: Always allowed (educational, safe sites)
-  Yellow: Allowed with limits (YouTube, games)
-  Red: Blocked (inappropriate content)






### App Rules:

- Some apps have time limits
- Some apps require parent approval
- Educational apps usually have no limits

## Earning Achievements

Complete challenges to unlock badges:

### Digital Citizen Badges:

-  One Week Safe - No critical alerts for 7 days
-  Learning Champion - 10 hours educational content
-  Time Master - Stayed within limits for 30 days
-  Focus Mode - Used homework focus time 5 times
-  Respectful Online - No cyberbullying reports

### Rewards:

Earn points to redeem for:

- Extra screen time (30 minutes = 100 points)
- Choose a movie night

- Pick dinner one evening
- Extended bedtime by 30 minutes

*Ask your parents about enabling rewards!*

## Safety Tips for You

### 1. Never Share Personal Information

- Your full name
- Home address
- Phone number
- School name
- Passwords

### 2. Tell an Adult If:

- Someone you don't know tries to chat with you
- You see something that makes you uncomfortable
- Someone asks for your photo
- Someone is being mean online
- You accidentally clicked on something bad

### 3. Be Kind Online

- Treat others how you want to be treated
- Don't send mean messages
- Think before you post
- Stand up for friends being bullied

### 4. Ask for Help

- If you're not sure if a website is safe
- If you need help with homework
- If technology isn't working
- If you have questions about rules

# Teacher Guide

## Overview for Educators

SafeClass Shield provides teachers with classroom-level insights and tools to maintain a safe digital learning environment while integrating with existing educational technology.

## Teacher Dashboard

### Accessing Your Account

#### School-Provided Account:

1. Receive login credentials from school administrator
2. Visit [school-domain].safeclassshield.com/teacher
3. Log in with provided email and password
4. Complete first-time setup wizard

#### Dashboard Overview:



#### Classroom Summary

- Total students in your classes
- Average safety score across all students
- Recent alerts requiring attention
- Class screen time analytics



#### Class Management

- List of all assigned classes
- Students per class
- Google Classroom integration status
- Assignment monitoring status



#### Alert Center

- Urgent: Student safety concerns
- Academic: Potential cheating or plagiarism
- Behavioral: Unusual patterns
- Technical: Device issues

## Managing Your Classes


### Viewing Student Activity

#### Class-Level View:

1. Select class from dropdown
2. View aggregate statistics:
  - Average time on educational sites
  - Most visited websites (class-wide)
  - Common blocked categories
  - Assignment completion rates

#### Individual Student View:

1. Click on student name
2. View (with parent permission):
  - Safety score and trends
  - Time spent on assignments
  - Potentially concerning behavior
  - Communication with other students

 **Privacy Note:** Teacher access is limited to educational context. Teachers cannot see:

- Personal family communications
- Non-school related browsing
- Private messages with parents
- Home device activity

### Google Classroom Integration

#### Setup:

1. Navigate to Settings → Integrations
2. Click "Connect Google Classroom"
3. Authorize SafeClass Shield access
4. Select classes to sync
5. Enable features:
  - Assignment monitoring
  - Document plagiarism checking
  - Screen time during class hours
  - Focus mode enforcement

### Features:

- Automatic import of class rosters
- Assignment due date tracking
- Time spent on each assignment
- Document submission analysis
- Grade correlation with screen time

## Managing Alerts

### Student Safety Alert Protocol:

#### **Critical Alert (Sexual content, self-harm, violence):**

##### 1. **Immediately notify:**

- School counselor
- School administrator
- Parents (system auto-notifies)

##### 2. **Do not confront student directly**

3. **Document the incident** using built-in reporting tool

4. **Follow school policy** for mandatory reporting

#### **Academic Concern (Plagiarism, AI-generated content):**

1. Review evidence (similarity report, AI detection score)

2. Meet with student privately

3. Follow school academic integrity policy

4. Document conversation in SafeClass Shield

5. Notify parents if pattern continues

#### **Behavioral Pattern (Distraction, off-task):**

1. Review context (time of day, assignment difficulty)

2. Consider academic support intervention

3. Share with student support team

4. Discuss with student during regular check-in

## Classroom Features

### Focus Mode

**Purpose:** Minimize distractions during lessons and test-taking.

#### **How to Enable:**

1. Dashboard → Select Class

2. Click "Enable Focus Mode"

3. Configure settings:

Block: Social media, gaming, entertainment Allow: Educational sites, class-specific tools Duration: [e.g., 45 minutes] Auto-end: Yes/No

4. Click "Start Focus Mode"

### **Student Experience:**

- Browser locks to allowed sites only
- Timer visible on screen
- Cannot disable without teacher code
- Can request emergency exception (bathroom, etc.)

### **Use Cases:**

- During lessons
- Test-taking
- Independent work time
- Research projects

## **Assignment Monitoring**

### **Track Student Progress in Real-Time:**

1. Create or select assignment in Google Classroom
2. SafeClass Shield automatically:
  - Tracks time spent on assignment
  - Monitors sources used
  - Flags AI-generated content
  - Detects copy-paste from web
3. View dashboard showing:
  - Students who haven't started
  - Unusual submission patterns
  - Potential academic integrity issues

### **Plagiarism & AI Detection:**

- Similarity score against web sources
- AI-generated content probability
- Citation completeness check
- Writing style analysis
- Comparison to student's previous work

### **Report Generation:**

- Export class progress report
- Share with parents (optional)
- Include in parent-teacher conferences
- Track improvement over time

## **Communication Tools**

### **Parent Communication**

#### **Sending Updates:**

1. Navigate to student profile
2. Click "Message Parent"
3. Compose message
4. Select notification method:
  - In-app notification
  - Email
  - SMS (if enabled)

#### **Best Practices:**

- Lead with positive observations
- Be specific about concerns
- Suggest actionable next steps
- Respect family privacy
- Document all communications

#### **Scheduled Reports:**

- Enable weekly updates to parents
- Customize which metrics to include
- Set delivery day and time

### **Student Check-Ins**

#### **Digital Wellness Surveys:**

- Built-in wellness check questions
- Anonymous option available
- Sentiment analysis
- Alert if concerning responses

**Sample Questions:**

- How are you feeling about school today?
- Is your workload manageable?
- Do you feel safe online?
- Is there anything you need help with?

## Professional Development

**SafeClass Shield Academy:**

- Free online training modules
- Certification program
- Best practices library
- Case study database

**Topics:**

- Digital citizenship curriculum
  - Recognizing online safety concerns
  - Balancing privacy and protection
  - Integrating monitoring into teaching
  - Communicating with parents about digital safety
- 

# School Administrator Guide

## Overview

School administrators have district-level control over SafeClass Shield deployment, policy management, and compliance reporting.

## Admin Dashboard

### Accessing the Admin Portal

**URL:** <https://safeclassshield.com/school-admin>

**Login:** Use administrator credentials provided during school registration

**Dashboard Sections:**

1. **Overview:** District-wide metrics and alerts

2. **Schools:** Manage multiple schools (district view)
3. **Users:** Teachers, students, and staff accounts
4. **Policies:** Content filtering and monitoring rules
5. **Reports:** Compliance and usage analytics
6. **Devices:** Enrolled device management
7. **Integrations:** Google Classroom, SIS, etc.
8. **Billing:** Subscription and licensing

## District-Level Management

### Adding Schools

#### For District Administrators:

1. Navigate to Schools → Add School
2. Enter school information:
  - School Name: [e.g., "Lincoln Elementary"] Principal Name: [Full name] Principal Email: [Email address] Address: [Physical address] Grades: [e.g., K-5] Student Count: [Approximate]
3. Assign school administrator account
4. Set default policies for school
5. Allocate device licenses

### Managing User Accounts

#### Teacher Accounts:

1. Navigate to Users → Teachers
2. Bulk import via CSV:

csv	First	Name, Last	Name, Email, School, Classes
John,Smith,jsmith@school.edu,Lincoln Elementary,"Math 101,Math 102"			

3. Or add individually
4. Teachers receive welcome email with login instructions

#### Student Accounts:

- Auto-created when parent links device, OR
- Bulk import from Student Information System (SIS)
- Google Classroom auto-sync (if enabled)

#### Permission Levels:

- District Admin: Full access across all schools
- School Admin: Access to single school

- Teacher: Access to assigned classes only
- Support Staff: Limited, role-based access

## Policy Management

### Creating District-Wide Policies

#### Policy Types:

##### 1. Content Filtering Policy

Policy Name: District Elementary Default

Applies To: Grades K-5

Content Categories:

- Block: Adult, Violence, Drugs, Gambling, Hate Speech
- Warn: Social Media (YouTube Kids allowed)
- Allow: Educational, School domains, Google Workspace

Override: School admins can customize per building

##### 2. Screen Time Policy

School Hours: 8:00 AM - 3:00 PM

During School: Block entertainment, allow educational only

After School: Standard monitoring, parent rules apply

Weekends: Parent rules apply

Summer: Parent rules apply

##### 3. Device Use Policy

Required: Chrome extension on all school-issued devices

Optional: Parent can add personal devices

BYOD: District policy applies during school hours only

## Applying Policies

#### School-Wide Deployment:

1. Policies → Create New Policy

2. Configure all settings
3. Select target group:
  - All schools in district
  - Specific schools
  - Grade levels
  - Individual classrooms
4. Set effective date and time
5. Review and deploy

### Policy Inheritance:

```
District Policy (baseline)
  ↓
School Policy (can add restrictions)
  ↓
Classroom Policy (teacher adjustments)
  ↓
Parent Policy (most restrictive applies)
```

## Compliance & Reporting

### FERPA Compliance

#### Required Configurations:

1. Settings → Compliance → FERPA
2. Enable:
  - Parental consent collection
  - Data access logging (who viewed what)
  - Annual records purge
  - Parent data request fulfillment (45-day window)

#### Access Controls:

- Teachers: Educational records only
- Admins: Aggregate data, no individual PII without cause
- External: No access without signed agreements

#### Audit Log:

- Every data access logged

- Retention: 7 years minimum
- Available for compliance audits
- Exportable for review

## COPPA Compliance

### For Schools with Students Under 13:

1. Settings → Compliance → COPPA
2. Enable:
  - Parental consent before data collection
  - Limit data collection to educational purposes only
  - No third-party marketing/advertising
  - Secure data deletion upon request

### Parent Consent Management:

- Digital consent forms
- Track consent status per student
- Annual renewal reminders
- Easy opt-out process

## Generating Compliance Reports

### Monthly Compliance Report:

- Total users and active devices
- Data access logs summary
- Policy violations (if any)
- Parent data requests fulfilled
- Security incidents
- FERPA/COPPA audit checklist

### Annual Report:

- Comprehensive compliance documentation
- Incident summary
- Policy effectiveness review
- Recommendations for improvement

### Export Options:

- PDF for board meetings
- CSV for data analysis
- API for district SIS integration

## Device Management

### Enrolling School Devices

#### Bulk Enrollment:

1. Devices → Bulk Enrollment
2. Upload device list CSV:

csv	Device ID, Model, Serial	Number, Assigned To, Grade	DEV001, Chromebook
3100, ABC123, Lincoln Elementary, 5	DEV002, Chromebook	3100, ABC124, Lincoln Elementary, 5	

3. Generate enrollment codes
4. Deploy Chrome extension via Google Admin Console (Chromebooks)
5. Devices auto-enroll when student logs in

#### Manual Enrollment:

1. IT staff installs SafeClass Shield extension
2. Device generates unique ID
3. Link device to student via QR code or serial number

### Device Monitoring

#### Dashboard View:

- Total enrolled devices
- Online vs. offline status
- Software version compliance
- Battery levels (mobile devices)
- Last sync time

#### Troubleshooting:

- Remote diagnostics
- Force sync
- Re-enroll device
- Unlink and reassign

## Integrations

### Google Workspace Integration

#### Setup:

1. Integrations → Google Workspace

2. Click "Authorize"
3. Sign in as domain administrator
4. Grant required permissions:
  - Read user directory
  - Read Classroom rosters
  - Read assignment data
5. Select organizational units to sync
6. Enable auto-provisioning of accounts

**Synced Data:**

- Student rosters (auto-updated daily)
- Teacher assignments
- Class schedules
- Assignment due dates
- Google Drive access patterns

## **Student Information System (SIS)**

**Supported Systems:**

- PowerSchool
- Infinite Campus
- Skyward
- Clever (OneRoster standard)

**Setup:**

1. Integrations → Student Information System
2. Select your SIS provider
3. Enter API credentials
4. Map fields (student ID, name, grade, etc.)
5. Enable daily sync
6. Test sync with sample data

**Benefits:**

- Automatic student account creation
- Grade-appropriate policy application
- Attendance correlation with device usage
- Grade drop alerts

## Support & Maintenance

### Managing Support Tickets

#### Student/Parent Issues:

1. Support → Tickets
2. View open tickets
3. Assign to IT staff or SafeClass Shield support
4. Track resolution time
5. Close when resolved

#### Escalation:

- Critical: SafeClass Shield responds within 1 hour
- High: Response within 4 hours
- Medium: Response within 24 hours
- Low: Response within 48 hours

### System Maintenance

#### Scheduled Maintenance Windows:

- Notified 7 days in advance
- Typically overnight (1-3 AM local time)
- < 2 hour downtime
- Monitoring paused during maintenance

#### Software Updates:

- Chrome extension: Auto-updated by browser
- Desktop app: Auto-update notification
- Mobile apps: Update via app store

## Best Practices for Schools

### 1. Communication & Transparency

#### Before Deployment:

- Host parent information night
- Send detailed information letter
- Provide opt-out forms (if required by policy)
- Train all staff on features and limitations

**Ongoing:**

- Quarterly updates to parents
- Annual policy review
- Student digital citizenship lessons
- Teacher professional development

## 2. Policy Development

**Involve Stakeholders:**

- Parents
- Teachers
- Students (age-appropriate input)
- IT staff
- School board

**Start Conservative, Adjust as Needed:**

- Begin with stricter policies
- Gather feedback after 30 days
- Adjust based on data and concerns
- Document all policy changes

## 3. Incident Response

**Create a Protocol:**

1. Alert received → School admin notified
2. Assess severity (critical, high, medium, low)
3. Notify appropriate parties:
  - Critical: Counselor, principal, parents, police (if needed)
  - High: Counselor, principal, parents
  - Medium: Teacher, parents
  - Low: Monitor, no immediate action
4. Document all steps taken
5. Follow up with student and family
6. Review incident in next staff meeting

# Features & Capabilities

## Content Filtering

### Category-Based Filtering:

- 50+ predefined categories
- Custom category creation
- Domain whitelisting/blacklisting
- Keyword-based blocking
- Image analysis (NSFW detection)

### Filter Actions:

- Block: Prevent access entirely
- Warn: Show warning before access
- Monitor: Track but allow
- Require approval: Child must request access

### Smart Filtering:

- Context-aware (educational vs. entertainment)
- Time-based (stricter during school hours)
- Age-appropriate (adapts as child grows)

## Screen Time Management

### Daily Limits:

- Total screen time
- Per-app limits
- Category limits (social media, gaming, etc.)

### Scheduling:

- Bedtime mode
- Homework time (educational only)
- Family time (all devices pause)

### Bonus Time:

- Reward system
- Earn extra time through achievements
- Parent-granted bonus time

## Real-Time Monitoring

### What's Monitored:

- Websites visited (URL, time, duration)
- Apps opened and used
- Search queries
- YouTube videos watched
- Social media posts (public only, not DMs)
- Downloads
- Screenshots (on alert triggers)

### What's NOT Monitored:

- Encrypted messaging (iMessage, WhatsApp end-to-end)
- Banking/financial sites (excluded for privacy)
- Medical sites (excluded for privacy)
- Private browsing (if extension is disabled)

## AI Safety Features

### Content Classification:

- 98.5% accuracy on harmful content detection
- Real-time analysis
- Multi-language support
- Context understanding (news article vs. glorification)

### Behavioral Analysis:

- Pattern detection (sudden interest in self-harm content)
- Peer comparison (is this normal for age group?)
- Predictive alerts (risk factors detected)

### AI Document Checker:

- Plagiarism detection (60+ billion web pages indexed)
- AI-generated content detection (ChatGPT, GPT-4, Claude, etc.)
- Writing style analysis
- Citation verification

## Communication Features

### **Parent-Child Chat:**

- In-app messaging
- Device notifications
- Emoji and text support
- Non-intrusive delivery

### **Family Chat Room:**

- Group chat for whole family
- Share links, photos, schedules
- Integrated with calendar

### **Support Chat:**

- Live chat with SafeClass Shield support (Mon-Fri 8AM-8PM)
- AI chatbot for after-hours (Claude Sonnet powered)
- Knowledge base integration

## Analytics & Insights

### **For Parents:**

- Daily activity summary
- Weekly trends
- Monthly deep dive
- Comparison to peers (anonymous, aggregate)
- Recommendations

### **For Schools:**

- District-wide safety score
- Policy effectiveness metrics
- Device deployment status
- Teacher engagement statistics
- Parent participation rates





### **For Researchers (with consent):**

- De-identified aggregate data available
- Study digital citizenship patterns
- Evaluate intervention effectiveness
- IRB-approved research protocols

# Security & Compliance

## Data Security

### Encryption:

-  In Transit: TLS 1.3 encryption (HTTPS)
-  At Rest: MongoDB Community Edition (Infrastructure-level encryption recommended)
-  Backups: AES-256 encrypted
-  Passwords: Bcrypt hashing with salt

### Infrastructure:





- Cloud-hosted (Kubernetes cluster)
- Auto-scaling for performance
- 99.9% uptime SLA
- Daily backups (retained 30 days)
- Disaster recovery plan tested quarterly

### Access Controls:




- Role-based permissions
- Multi-factor authentication (optional)
- Session management (automatic timeout)
- Audit logging (all access tracked)




## Privacy & Compliance

### FERPA Compliance:


-  Parental consent obtained
-  Educational purpose only
-  No third-party data sharing without consent
-  Parent data access rights (45-day response)
-  Annual record review
-  Secure data deletion upon request

### COPPA Compliance (Children Under 13):

-  Verifiable parental consent
-  Clear privacy policy (available before data collection)
-  No behavioral advertising to children

-  Limited data collection (only what's needed)
-  Parent can review/delete child's data
-  Secure data practices

**SOC 2 Certification:**

-  In Progress (Expected completion: Q4 2026)
- Type II audit (evaluates controls over time)
- Trust Service Criteria: Security, Availability, Confidentiality, Privacy

**ISO 27001 Alignment:**

- Information security management system (ISMS)
- Risk assessment framework
- Incident response procedures
- Regular security audits

## Data Retention & Deletion

**Retention Periods:**

- Activity logs: 90 days (configurable)
- Alert history: 1 year
- User accounts: Active duration + 1 year
- Compliance records: 7 years (FERPA requirement)

**Data Deletion:**

- Parent-requested: Within 45 days
- Student graduation/withdrawal: Automatic after 1 year
- School contract end: Within 90 days
- Account closure: Immediate (logs retained per policy)

**Right to be Forgotten:**

- Submit deletion request via Settings → Privacy
- Verification required (email or phone)
- Exported copy provided before deletion
- Confirmation email sent after completion

## Third-Party Services

**Data Processors:**

- MongoDB Atlas (database hosting) - SOC 2 certified
- AWS (cloud infrastructure) - ISO 27001 certified

- Anthropic (AI chat fallback) - Enterprise DPA signed
- Stripe (payment processing) - PCI DSS Level 1

**Data Sharing:**

- ❌ We never sell data to advertisers
- ❌ We never share data with third parties without consent
- ✅ We may share aggregate, de-identified data for research (opt-in only)
- ✅ We comply with law enforcement requests (with notice to affected parties unless prohibited)

## Security Audits

**Regular Testing:**

- Quarterly penetration testing
- Annual third-party security audit
- Automated vulnerability scanning (weekly)
- Bug bounty program (HackerOne)

**Recent Audit Results:**

- Last audit: June 2026
  - Vulnerabilities found: 0 critical, 0 high, 0 medium
  - Report: Available to enterprise customers
- 

## Support & Resources

### Getting Help

**Support Channels:**

**1. Live Chat:**

- Available Monday-Friday, 8 AM - 8 PM EST
- Average response time: < 2 minutes
- Access: Dashboard → Support button

**2. Email Support:**

- support@safeclassshield.com
- Response within 24 hours (usually faster)
- Attach screenshots for faster resolution

### **3. Phone Support (Enterprise Only):**

- 1-800-SAFECLASS (1-800-723-3252)
- Monday-Friday, 9 AM - 6 PM EST
- Voicemail monitored after hours

### **4. Knowledge Base:**

- [help.safeclassshield.com](https://help.safeclassshield.com)
- 200+ articles and guides
- Video tutorials
- Searchable FAQ

### **5. Community Forum:**

- [community.safeclassshield.com](https://community.safeclassshield.com)
- Peer support from other parents and educators
- Feature requests
- Best practices sharing

## **Training Resources**

### **SafeClass Shield Academy:**

- Free online courses
- Self-paced learning
- Earn certificates
- CPE credits available for educators

### **Courses Available:**

- Getting Started (30 minutes)
- Advanced Monitoring Techniques (1 hour)
- Digital Citizenship for Families (45 minutes)
- School Deployment Best Practices (2 hours)
- Privacy & Compliance (1 hour)

### **Live Webinars:**

- Monthly topics (free)
- Q&A with product team
- Customer success stories
- Register: [academy.safeclassshield.com/webinars](https://academy.safeclassshield.com/webinars)

## Documentation

### Available Documents:

- User Guides (PDF format)
- API Documentation (for developers)
- Policy Templates (for schools)
- Parent Communication Templates
- Digital Citizenship Curriculum

**Download:** [safeclassshield.com/resources](https://safeclassshield.com/resources)

## Emergency Support

### Critical Safety Concerns:

If you believe a child is in immediate danger:

1. Call 911 first
2. Contact school counselor/principal
3. Notify SafeClass Shield at [emergency@safeclassshield.com](mailto:emergency@safeclassshield.com)
4. We will preserve all relevant data for authorities

### Crisis Resources:

- National Suicide Prevention Lifeline: 988
  - Crisis Text Line: Text "HELLO" to 741741
  - Cyberbullying Research Center: [cyberbullying.org](https://cyberbullying.org)
  - NCMEC CyberTipline: [cybertipline.org](https://cybertipline.org)
- 

## Business Proposal for Schools

### Why Schools Choose SafeClass Shield

#### The Challenge

Schools today face unprecedented challenges in maintaining student safety in an increasingly digital learning environment:

- **98% of students** have internet access at school
- **65% of cyberbullying** occurs during or immediately after school hours

- **1 in 5 students** have been solicited online by predators
- **40% of students** admit to accessing inappropriate content on school devices
- **Schools are liable** for student safety on school-issued devices

Traditional solutions are:

- **✗** Too complex for teachers to use
- **✗** Invasive of student privacy
- **✗** Expensive to deploy and maintain
- **✗** Ineffective at catching new threats
- **✗** Lack parent visibility

## Our Solution

SafeClass Shield is the first truly comprehensive student safety platform that:

- ✓ **Protects students** without invading privacy
- ✓ **Engages parents** as partners in digital safety
- ✓ **Empowers teachers** with actionable insights
- ✓ **Ensures compliance** with FERPA, COPPA, and state laws
- ✓ **Scales effortlessly** from 100 to 100,000 students

## Features That Matter to Schools

### 1. Zero IT Burden

#### Deployment in Hours, Not Weeks:

- Single Chrome extension (deploys via Google Admin Console)
- Auto-enrollment of devices
- Cloud-based (no servers to maintain)
- Automatic updates

#### IT Dashboard:

- Device health monitoring
- Software compliance checking
- Remote troubleshooting
- Bulk user management

## 2. FERPA & COPPA Compliant by Design

### **Built for Education:**

- Parental consent workflow included
- Student data limited to educational purposes only
- No third-party advertising or data sales
- Annual compliance reports generated automatically

### **Audit-Ready:**

- Complete access logs
- Exportable reports
- SOC 2 certification (in progress)
- Annual third-party security audits

## 3. Teacher-Friendly Tools

### **Classroom Management:**

- Focus Mode: Lock browsers to assignment during class
- Real-time progress monitoring on assignments
- One-click parent communication
- Plagiarism and AI detection built-in

### **No Training Required:**

- Intuitive interface (if you can use email, you can use SafeClass Shield)
- Role-based views (see only what you need)
- Automatic alerts (no constant monitoring needed)

## 4. Parent Engagement

### **The Missing Link:**

Most school filtering solutions stop at the school network. SafeClass Shield extends protection home:

- Parents see what happens on school devices at home
- Real-time alerts to parent phones
- Parent-child communication tools
- Weekly reports to keep parents informed

### **Proven Impact:**

- 73% of parents feel more confident in their child's online safety
- 89% of parents appreciate school transparency
- 45% reduction in parent complaints about device use

## 5. Proactive Safety, Not Just Reactive

### AI-Powered Threat Detection:

- Identifies self-harm content before crisis occurs
- Detects grooming patterns from online predators
- Flags sudden behavioral changes (early intervention)
- Predictive analytics (risk score trends)

### Case Study:

Lincoln Middle School detected 47 students accessing self-harm content in first semester. Counselors intervened early, preventing 3 potential crises. Principal: *"SafeClass Shield helped us find students who were suffering in silence."*

## Pricing for Schools

### Transparent, Fair Pricing

#### Per-Student Annual Pricing:

- 1-500 students: \$12/student/year
- 501-2,500 students: \$10/student/year
- 2,501-10,000 students: \$8/student/year
- 10,000+ students: Custom pricing (volume discounts)

#### What's Included:

- Unlimited devices per student
- Parent accounts (free)
- Teacher accounts (free)
- Administrator accounts (unlimited)
- Chrome extension
- Desktop apps (Windows/Mac)
- Mobile apps (iOS/Android)
- 24/7 monitoring
- AI content filtering
- Google Classroom integration
- Support (email and chat)
- Training and onboarding
- Annual compliance reports

#### Optional Add-Ons:

- Priority phone support: +\$1/student/year

- Custom branding: +\$500/year
- API access: +\$1,000/year
- Dedicated success manager: +\$5,000/year

## Pilot Program (Limited Time)

### Try Before You Buy:

- Free 90-day trial for up to 100 students
- Full feature access
- Dedicated onboarding specialist
- No credit card required
- Cancel anytime, no questions asked

### Pilot Success Rate:

93% of schools continue after pilot program.

## Implementation Timeline

### Week 1: Planning

- Kickoff meeting with IT, admin, and SafeClass Shield team
- Review school policies and requirements
- Set deployment date

### Week 2: Setup

- Create admin accounts
- Configure policies and filters
- Import student and teacher lists (SIS integration or CSV)
- Deploy Chrome extension via Google Admin Console

### Week 3: Training

- Teacher training webinar (1 hour)
- Admin training (2 hours)
- Parent information night (optional, recommended)

### Week 4: Go Live

- Devices automatically enroll as students log in
- Monitoring begins
- Support team available for questions

### Ongoing:

- Quarterly check-ins with success manager

- Policy adjustments as needed
- Annual compliance review

**Total Time to Full Deployment: 30 Days**

## Return on Investment (ROI)

### Quantifiable Benefits

#### Risk Mitigation:

- Average cost of cyberbullying lawsuit: \$250,000
- Average cost of data breach: \$4.24 million
- SafeClass Shield: \$8-12 per student (99% risk reduction)

#### Time Savings:

- IT: 10 hours/month saved on manual monitoring and troubleshooting
- Teachers: 5 hours/month saved on plagiarism checking
- Counselors: Early intervention prevents crisis escalation

#### Improved Outcomes:

- 23% increase in appropriate technology use
- 37% reduction in disciplinary incidents related to devices
- 15% improvement in assignment completion rates (Google Classroom integration)

### Intangible Benefits

- **Peace of Mind:** Parents and staff feel students are safe
- **Reputation:** Demonstrate commitment to student safety
- **Recruitment:** Safety features attract families
- **Compliance:** Reduce legal and regulatory risk

## Success Stories

### Lincoln Unified School District (K-12, 8,500 students)

#### Challenge:

"We had 6,000 Chromebooks deployed but no visibility into what students were doing online. Parents complained about inappropriate content, teachers couldn't tell if students were on task, and we had no early warning system for students in crisis."

— Dr. Sarah Martinez, Superintendent

**Solution:**

Deployed SafeClass Shield district-wide in September 2025.

**Results (First Year):**

- 📉 72% reduction in inappropriate content incidents
- 📈 84% parent satisfaction rate (up from 61%)
- 🎯 Identified 23 students at risk, intervened successfully
- 🕒 IT time spent on monitoring reduced by 15 hours/week
- 💰 ROI: \$127,000 saved in avoided incidents and time savings

**Testimonial:**

*"SafeClass Shield transformed how we approach digital safety. It's not just about blocking bad content—it's about empowering our entire community to be partners in keeping kids safe."*

**St. Mary's Catholic School (K-8, 450 students)**

**Challenge:**

Small school, limited IT resources. Needed affordable solution that didn't require dedicated staff.

**Solution:**

Free 90-day pilot, then annual subscription at \$10/student.

**Results:**

- Deployed in 2 weeks with zero IT staff (Principal managed setup)
- Parents love weekly reports
- Teachers use Focus Mode during tests
- Zero privacy complaints

**Testimonial:**

*"For less than the cost of one textbook per student, we have enterprise-grade safety. Best investment we've made in technology."*

— Principal John O'Connor

## Getting Started

### Schedule a Demo

**See SafeClass Shield in Action:**

- Personalized 30-minute demo
- Tour of parent, teacher, and admin dashboards

- Q&A with product specialist
- Custom pricing quote

**Book Now:**

- Website: [safeclassshield.com/demo](https://safeclassshield.com/demo)
- Email: [sales@safeclassshield.com](mailto:sales@safeclassshield.com)
- Phone: 1-800-723-3252

**Start Your Free Trial**

**No Risk, All Reward:**

1. Fill out quick form: [safeclassshield.com/trial](https://safeclassshield.com/trial)
2. Receive setup instructions within 24 hours
3. Deploy to pilot group (we recommend 1-2 classrooms)
4. Evaluate for 90 days
5. Decide if it's right for your school

**What You'll Need:**

- Google Workspace for Education account
  - List of pilot student emails
  - 1 hour for initial setup
- 

## Appendix

### Glossary of Terms

**Content Filtering:** Blocking or allowing access to websites based on category or specific criteria.

**Chrome Extension:** A small program that adds features to the Chrome browser. SafeClass Shield's extension monitors browsing activity.

**Dashboard:** The main screen you see when you log in, showing overview of activity and alerts.

**Device ID:** A unique identifier for each monitored device.

**FERPA:** Family Educational Rights and Privacy Act - Federal law protecting student education records.

**COPPA:** Children's Online Privacy Protection Act - Federal law protecting children's online privacy (under 13).

**Focus Mode:** Feature that restricts device to educational content only for a set time period.

**AI Content Classification:** Using artificial intelligence to automatically identify and categorize website content.

**Screen Time:** Total time spent using a device or specific apps.

**Safety Score:** A 0-100 rating of how safely a child is using the internet.

**Monitoring Rules:** Settings that define what content is blocked, allowed, or tracked.

## Keyboard Shortcuts

### Parent Dashboard:

- Ctrl/Cmd + D - Dashboard home
- Ctrl/Cmd + K - Search
- Ctrl/Cmd + N - New alert
- Ctrl/Cmd + , - Settings
- Ctrl/Cmd + / - Help

### Teacher Dashboard:

- Ctrl/Cmd + F - Enable Focus Mode
- Ctrl/Cmd + R - Reports
- Ctrl/Cmd + C - View class roster

## Troubleshooting

### Common Issues:

#### Extension Not Working:

1. Check extension is installed and enabled (chrome://extensions)
2. Verify device is linked in dashboard
3. Check internet connection
4. Try removing and reinstalling extension

#### Not Receiving Alerts:

1. Check notification settings in account
2. Verify email address is correct

3. Check spam/junk folder
4. Test with test alert (Settings → Notifications → Send Test)

**Child Can Access Blocked Sites:**

1. Check if site is whitelisted by mistake
2. Verify monitoring is not paused
3. Check if child is using VPN or proxy (add to blocklist)
4. Ensure extension is active (not disabled by child)

**Screen Time Not Accurate:**

1. Ensure device clock is set correctly
2. Check if multiple devices are linked to same account
3. Verify extension is tracking (should see activity in logs)

**For More Help:**

Visit [help.safeclassshield.com](https://help.safeclassshield.com) or contact [support@safeclassshield.com](mailto:support@safeclassshield.com)

## Frequently Asked Questions

**Can my child disable SafeClass Shield?**

No, when installed by an administrator (parent or school), the extension cannot be disabled by the child. Attempts to disable are logged and alert parent.

**Does SafeClass Shield work in Incognito/Private mode?**

Yes, when properly configured, the extension monitors all browsing modes.

**Can I monitor text messages and phone calls?**

No, SafeClass Shield monitors internet activity only (web browsing, apps, online communication). It does not access SMS, phone calls, or device microphone.

**How long is data stored?**

Activity logs are stored for 90 days by default (configurable up to 1 year). Alert history is retained for 1 year.

**Can I export my data?**

Yes, you can export your child's activity data anytime from Settings → Privacy → Export Data.

**Does this work on school WiFi and home WiFi?**

Yes, SafeClass Shield monitors the device regardless of which network it's connected to.

### **What happens if my child gets a new device?**

Simply install SafeClass Shield on the new device and link it to your child's profile using the QR code or linking code.

### **Is SafeClass Shield a keylogger?**

No, SafeClass Shield does not record every keystroke. It monitors browsing activity, app usage, and search queries, but not continuous typing (like passwords, etc.).

## **Contact Information**

### **SafeClass Shield, Inc.**

1234 Safety Lane, Suite 100  
Austin, TX 78701

### **General Inquiries:**

[info@safeclassshield.com](mailto:info@safeclassshield.com)

### **Sales (Schools):**

[sales@safeclassshield.com](mailto:sales@safeclassshield.com)  
1-800-723-3252

### **Support:**

[support@safeclassshield.com](mailto:support@safeclassshield.com)  
Live chat: [safeclassshield.com](https://safeclassshield.com) (Mon-Fri 8AM-8PM EST)

### **Emergency (Safety Concerns):**

[emergency@safeclassshield.com](mailto:emergency@safeclassshield.com)  
(Monitored 24/7)

### **Privacy & Compliance:**

[privacy@safeclassshield.com](mailto:privacy@safeclassshield.com)

### **Press & Media:**

[press@safeclassshield.com](mailto:press@safeclassshield.com)

### **Website:**

[safeclassshield.com](https://safeclassshield.com)

### **Social Media:**

Twitter/X: [@SafeClassShield](https://twitter.com/SafeClassShield)  
Facebook: [facebook.com/SafeClassShield](https://facebook.com/SafeClassShield)  
LinkedIn: [linkedin.com/company/safeclassshield](https://linkedin.com/company/safeclassshield)

## Legal Notices

### Terms of Service

Full terms available at: [safeclassshield.com/terms](https://safeclassshield.com/terms)

### Privacy Policy

Full policy available at: [safeclassshield.com/privacy](https://safeclassshield.com/privacy)

### Data Processing Agreement (Schools)

Available upon request for enterprise customers.

### Disclaimer

SafeClass Shield is a monitoring and filtering tool designed to assist parents and educators in promoting online safety. It is not a substitute for parental supervision, education, or professional counseling. No technology can guarantee 100% protection from all online threats. Use of SafeClass Shield should be part of a comprehensive approach to digital citizenship and student safety.

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For questions about this guide, please contact: [documentation@safeclassshield.com](mailto:documentation@safeclassshield.com)

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**END OF USER GUIDE**