

The background of the top section is a colorful, abstract geometric pattern composed of many triangles. The colors transition from dark blue on the left, through light blue, green, yellow, and orange, to a deep red on the right.

Prometheus[®]

Panel Management

User Guide

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Overview

Promethean Panel Management saves time, money, and effort for school technology administrators by providing them with the ability to centrally and remotely manage all ActivPanel Elements series within their organization. Administrators can ensure that ActivPanel Elements series panels are secure, and teachers have access to the latest Promethean firmware, software, and Classroom Essential apps. This guide outlines the steps needed to set up and use the myPromethean portal, Panel Management, and User Management.

Signing up for a myPromethean account

In order to use Promethean Panel Management, an account must first be created in the myPromethean portal. The account should be created using your school's email domain if possible (e.g. Seattle School District with domain @seattleschools.org):

1. Navigate to <https://portal.mypromethean.com>.
2. Account Creation Option 1 - Select Sign in with Google
 - a. Input credentials and connect your Google account. Upon next sign in, select the **Sign in with Google**.
3. Account Creation Option 2 - Select Sign in with Microsoft
 - a. Input credentials and connect your Microsoft account. Upon next sign in, select **Sign in with Microsoft**.
Note: This option will only work for enterprise O365 accounts.
4. Account Creation Option 3 - Select Sign in with Email
 - a. Click **Sign in with email** and type in all the fields. The email inputted will be your username.
 - b. On next sign in, use your username (email) and password.

Setting up an organization in the myPromethean portal

The next step is requesting for an organization to be created. Your security is extremely important to us. As such, we need to ensure that the request for the organization is coming directly from the owner of the organization. This can happen in one of two ways: 1) the Promethean Partner provides the customer with the Organization Request form or 2) the customer contacts Promethean Support and is given the request form directly.


Accessing multiple organizations

If you belong to multiple organizations, you can select which organization to access:

- a. Click on the button with the organization name in the top right corner.
- b. Use the drop-down to select which organization you would like to access.

Note: If you do not see this drop-down, you only belong to one organization.

If you belong to multiple organizations, you can also switch between organizations in the myPromethean app:

1. Under *Profile* in the myPromethean app, use the drop-down option to select which organization you would like to access.
2. Click **Edit Profile**  to choose which organization is your default organization. This will set your default view to a specific organization on log in.

User Management

Assigning roles and suspending/activating users

Once the organization is set up, new users who create myPromethean accounts using the same email domain will automatically be sorted into the organization. All new users will be assigned a Teacher role by default.

The Organization Administrator will have the ability to assign a user as an Organization Administrator, Panel Administrator, or Site Manager. An Organization Administrator will have access to both Panel and User Management, while a Panel Administrator will only have access to Panel Management. A Site Manager is a Panel Administrator for a specific subset of panels or "Sites".

Information required to set up Organization Administrator:

- Organization name (District or School)
- Email domain for school or district (e.g.@seattleschools.org)
- First and Last name of the Organization Administrator
- Email address for Organization Administrator.











See below for a breakdown of the permissions for each role:

Permissions	Organization Administrator	Panel Administrator	Site Manager	Teacher
Create and edit their account	X	X	X	X
Access training materials	X	X	X	X
Assign and unassign roles for users	X			
Suspend and re-activate roles for users	X			
Adding unique users	X			
View user details and activities	X			
Enroll and unenroll panels in their organization	X	X		
Trigger over-the-air updates for enrolled panels	X	X	X (for their site)	
Set and apply panel configurations	X	X	X (for their site)	



There is no limit to the number of users that can be assigned to each role.

Additionally, suspending a user restricts that user from signing into your myPromethean organization account. This is only recommended for organizations NOT using Google or Microsoft O365 for sign in. Those accounts should be managed from within the Google or Microsoft O365 user management portal.

In order to assign roles to other users within a given organization, or suspend/activate user accounts, follow these steps:




1. Sign in to <https://portal.mypromethean.com>
2. Click  in the top right to navigate to User Management .
3. Find the user you would like to edit, either by searching the name or email address, or by using filters and sorting to help narrow results.
4. Click the checkbox  next to a username to select that user.
5. Click  in the top right corner and select **Manage Roles**  or **Suspend Account** .
 - a. For managing roles, select **Manage Roles**  then use the drop-down to select the role, or multiple roles, you want to assign to the user. Click **Save**.
 - b. Click  to remove a role from the user. Please note that you cannot remove the Teacher role.
Note: Roles can also be managed in the *User Details* page by clicking into a user's row and clicking the *Roles* card.
 - c. Click **Suspend Account**  to suspend an account and then click **Save**.
 - d. Click the **Activate Account**  to active an account and then click **Save**.
Note: Accounts can also be suspended or activated in the *User Details* page by clicking into a user's row and selecting either the orange **Suspend** or **Activate** button next to the *User Status*.

Suspending/activating users in bulk



To suspend/activate multiple accounts, check the boxes next to the accounts you want to suspend or activate and click **Suspend Accounts**  or **Activate Accounts** .

Adding a user without a matching email domain

Users without a matching email domain can be added to an organization:

1. Sign in to <https://portal.mypromethean.com>
2. Click  in the top right to navigate to User Management .
3. Click **Add User**  in the top right corner.
Note: Make sure you do not have a user selected.
4. Input the email address of the user that you would like to add to your organization.
Note: The user you are trying to add must first register for a myPromethean account before being added to your organization.

Viewing the organization activity log

To view a log of user activities throughout the organization, click on **Activity Log**  in the navigation bar on the left. The Activity Log is a date-ordered list of User Management activities including user added, user account suspended, user account activated, role assigned, and role removed. For a more focused view, filters can be applied to view activities by type, user, or date range. When multiple users are affected, click  to see the list of users.




Viewing user details

The User Details page is a summary view for each user which shows additional information for a specific user including name, status, email address, date registered, and current roles assigned. The log of activities for a specific user also shows up in the *User Details* page.

Panel Management




Enrolling a panel in the myPromethean Portal – type it in manually

To manually enroll panels directly through Panel Management  in the myPromethean portal:

1. Sign-in to <https://portal.mypromethean.com>
2. Click  in the top right to navigate to Panel Management .
3. Click **Enroll**  in the top right corner.
4. From the window select **Type it in manually**.
5. Enter the panel name and serial number for the panel you wish to enroll and click **Next**. You can enroll multiple panels by clicking **+ ADD ANOTHER PANEL**.
6. A window will appear indicating whether the enrollment was successful or not. If any panels were not enrolled successfully, click **DOWNLOAD ERROR TO CSV** for a description of the issue preventing the enrollment.



Enrolling panels in the myPromethean Portal – import from CSV file

To enroll multiple panels at once using a CSV file:

1. Sign-in to <https://portal.mypromethean.com>
2. Click  in the top right to navigate to Panel Management .
3. Click **Enroll**  in the top right corner.
4. From the window select **Import from CSV file**.
5. Drag and drop a CSV file with the first two columns labeled *Panel Name* and *Panel Serial Number* and click **Next**. Please make sure that *Panel Name* and *Panel Serial Number* are listed in the CSV file exactly as shown in the image below. A CSV template is also available to download and use.
6. A window will appear indicating whether the enrollment was successful or not. If any panels were not enrolled successfully, click **DOWNLOAD ERROR TO CSV** for a description of the issue preventing the enrollment.
7. Correct the information based on the error message and upload the correct CSV file.

Enrolling a panel in the myPromethean iOS or Android app

Once an organization is set up and has the myPromethean iOS or Android app installed on their device, follow these steps to enroll ActivPanel Elements Series panels in Promethean Panel Management:

1. Power on the panel you wish to enroll for management and ensure it is connected to the internet.
2. On the ActivPanel, tap the Locker app . Tap the Panel Management app  to open it (may need to swipe left to locate the app).
3. The opened app will display a QR code. This represents the panel's serial number which will be passed through the myPromethean mobile app to Panel Management during enrollment.
4. Sign in to the myPromethean mobile app and tap the blue button that reads *I'm an IT Admin*.






This will only show if your account has been given the Panel or Organization Administrator role by your Organization Administrator.

Note: You may need to scroll the screen vertically to see the button.

5. Sign in to your Promethean account the same way you created your myPromethean portal account, i.e. Sign in with Google OR Sign in with Microsoft OR other email and password if your organization does not use Google or Microsoft.
6. While on the *ActivPanels* tab, tap the orange **ADD PANEL** button to switch to the panel enrollment function. **Note:** Your mobile device may ask you to allow camera access to the myPromethean app. You will need to allow the access in order to scan the QR code.
7. The *Enroll ActivPanel* screen will now show an active camera viewfinder. Centre the viewfinder over the QR code being displayed on the panel app. This will capture the ActivPanel details and start to enroll the panel into your organization.
8. Input a panel name in the box provided to better identify the panel in the myPromethean portal. We suggest that you use a pre-determined naming format to better organise your panels.
9. You can also apply any existing tags that are listed to apply to the panel. These are set up in Panel Management in the myPromethean portal and can be applied at any time - either during enrollment, or post-enrollment.
10. The enrollment should complete in a matter of seconds. When enrollment is successful, you will see a confirmation in both the mobile app AND on the panel, indicating that the panel has been enrolled in your district or organization.
11. You can now tap to close the app on the panel and move on to additional panels to enroll if you have them.

Unenrolling a panel

A Panel Administrator or Organization Administrator can unenroll a panel from their organization through Panel Management in the myPromethean portal. To unenroll a panel follow these steps:


1. Sign in to <https://portal.mypromethean.com>
2. Click  in the top right to navigate to User Management .
3. Find the panel you wish to unenroll and click the checkbox  to the left of the panel name. You can only select one panel to unenroll at a time.
4. Click  in the top right corner and from the drop-down click **unenroll** .
5. Click **UNENROLL** in the open window to confirm unenrollment of the panel.

Viewing enrolled panels


To view all panels that have been enrolled in your organization, go to <https://portal.mypromethean.com> and sign in with your account. To view Panel Management, your account will need to have been assigned either the Organization Admin or Panel Administrator role for your organization. Upon sign in, you will be taken to the list of enrolled panels.


The list of panels includes the following columns:

- The **Device Name** of the panel: A panel may have been given a name during Enrollment but can be modified from the *Device Details* card.
- The **Serial Number** of the panel.
- The **Model** of the panel.
- The current **Software** version. This is the software made available for panels on the Promethean Update server. It contains both the panel software and the software required for the bezel in a single, updatable package.
- The **Status** will indicate which state of the enrollment process the panel is in, including:
 - *Pending* - the panel is enrolled in the organization but is not manageable.
 - *Online* - the panel is enrolled and manageable.
 - *Offline* - the panel is enrolled and previously connected, but is now offline (and therefore not manageable).
 - *Updating* - the panel is actively being updated via panel management or scheduled for an update later that day.
- **Update Available** will indicate with a *Yes* or *No* whether a software update is available for the panel on the Promethean Update server.
- **Assigned Tags** is a count of Tags that have been applied to the panel. Tags and tag Groups can be created to help filter to a specific set of panels in a large deployment.

Clicking on  at the far right of lets you control which of these columns are visible in the table view. By default, the Panel List will show 25 panels in view at a time with navigation buttons at the center bottom of the list. To see more than 25 panels at a time, use the control at the bottom right to see 50 or 100 panels at a time.

Filtering the panel list

Once you have created Tags and assigned those to panels, they can be used to filter panels down to those you wish to examine or act upon. Tags will show up under the Filter list  immediately to the left of the list of panels.

When you click on the click on a checkbox  next to a Tag in the Filter list, the panel list will refresh to show just the panels with that Tag.

Viewing device details

The *Device Details* page is a summary view for each panel which shows additional information for a specific panel including Bezel Firmware, MAC Address, and IP Address for a given panel. Tags can be assigned here, and the Activity Log can be viewed. Also, a panel can be renamed by clicking the *Device Details* card.


Using tags and tag groups

Tags are text labels you create and apply to panels to help filter a large list of panels by attributes you choose.

Here are two examples:



- A Tag Group called *School Name* that includes individual Tags for each school in your district or group.
- Tag Group called *Connection Type* that includes Tags for *Wired* and *Wireless*.

To create Tags and Tag Groups, click **Tags**  in the navigation bar on the left.

You can also create a new Tag to add to a new Tag group by selecting **Add New Group** , inputting a Tag Group name and then inputting the new Tag.



Renaming a tag

To rename an existing tag:

1. Select a checkbox  next to the tag in the list.
2. Click  in the upper right of the panel list view.
3. Click **Rename**.
4. Input the new tag in the window and click **Save**.

Deleting a tag



To delete an existing tag:

1. Select a checkbox  next to the tag in the list.
2. Click  in the upper right of the panel list view.
3. Click **Delete**.

If the tag being deleted is assigned to one or more panels, a confirmation window will be shown indicating the panels that will lose the assignment of the deleted tag.



Moving a tag

To move an existing tag from one tag group to another:


1. Select a checkbox  next to the tag in the list.
2. Click  in the upper right of the panel list view.
3. Click **Move**.

In the Move Tag window, select an existing tag group to move the tag to or create a new group and click **Save**.

Creating and managing sites


1. Select **Sites**  in the navigation bar on the left and click **Create Site** .
2. Enter in the details of the site - name, description and any notes. Click **Save**.
3. Once the site has been created, assign a Site Manager to manage the panels in this site by clicking the *Site Manager* card.
4. Click **+ Add a Site Manager** and select a user from the drop-down. There can be multiple Site Managers assigned to each site.
5. Click **Save**. **Note:** The Site Manager role must be assigned to the selected user prior to assigning them to the site. This can be done via User Management.

Creating and managing sites - *continued*

6. Add panels to this site by clicking the *Devices* card.
7. Select the panels that should be part of this site and add them by selecting the checkbox  next to a panel. The Tags and search bar can be used to find a panel.
8. Click **Next** to review your selection of panels.
9. Click **Next** to bring up a window confirming the number of panels that will be assigned to a site.
10. Click **Save**.

The Site Manager(s) assigned can now manage the panels that have been assigned to the Site. Site Managers can be edited, added and removed at any time.

Viewing the Panel Management activity log

To view a log of Panel Management activities executed against all enrolled panels in the organization, click **Activity Log**  in the navigation bar on the left.




The Activity Log is a date-ordered list of Panel Management activities executed against any enrolled panels. For a more focused view, filters can be applied to view activities by user.

Applying a software update to an Elements series ActivPanel

When there is a software update available from Promethean for ActivPanels enrolled under management in your organization, you can prompt that update to occur from Panel Management in the myPromethean portal remotely.

For a panel to execute the software update, it must be powered on AND in either active mode (display on) or standby mode (display off but otherwise powered). A panel enters standby mode after two hours of inactivity and remains in standby for a period of two hours at which point it will power off to reduce energy usage. When powered off, the panel will not be reachable by Panel Management until it is powered on again with an internet connection.

To apply an ActivPanel Elements Series firmware update to one or many panels:

1. Select one or more panels that you wish to update from within Panel Management in the myPromethean portal.
2. Click  in the upper right corner and click  to apply an available update to a single panel. You can also apply an update an individual panel by clicking into an individual panel and clicking Update .
3. The software update window offers two options for execution of the update:
 - a. **Update Now:** This option will send a command to the panel when it is next powered on with an internet connection to contact the Promethean Update server for the available software update.
Note: In the event the panel is in use, there will not be an opportunity for the panel user to postpone the update. Following the update, the panel will also reboot.


To apply an ActivPanel Elements Series firmware update to one or many panels - *continued*

b. Update Later: This option provides more sensitivity to a panel that might be in use in a classroom.

It will update the panel only when two conditions have been met:

- i. The panel's local time is between the hours of 7:00pm (19:00) and 6:00am (06:00)
- ii. The panel is in standby mode, which is entered after two hours of panel inactivity. In standby mode, the display is off but the panel's ethernet and/or Wi-Fi connection remains active, allowing it to contact the Promethean update server and apply the update.

To apply a software update to more than one panel, select multiple panels in the panel list:



1. Click on the action button in the upper right corner and click Bulk Updates .
2. The same window offering the same Update Now and Update Later options described above will appear. Choose the option appropriate for the selected panels.

Creating and managing configurations for panels

Panel configurations can be set up and applied to a panel or group of panels. This is an easy and efficient way to remotely set up panels to match your organization's needs.

Creating a configuration

To set up a configuration that can then be applied to a panel or group of panels:


1. Click Configurations  in the navigation bar on the left.
2. Click  in the top right to create a new configuration.
3. Click on the Details card and input a configuration name and description.

Note: The configuration name must be unique for your organization.

4. Click on a specific card to adjust settings within a configuration.
5. Once you have created the desired configuration, the configuration can be applied to a panel or a group of panels.

Power management settings

1. Click the *Power Management* card to edit those settings.

Note: This card can be found by selecting a specific configuration in **Configurations**  or by selecting a specific panel in **Panels** .


2. Click **Enable power-off** to turn on this setting.
3. Once selected, choose how often you would like the panel to power off.
4. Select the time of day to have the panel power off - *Hour increments*, for example 7:00 pm or 8:00 pm.
5. Click **Save** to apply the settings.

Note: Clicking Cancel will close the window without saving the changes.

Network settings

Wi-Fi settings

1. Click the *Network Settings* card to edit the Wi-Fi settings.

Note: This card can be found by selecting a specific configuration in **Configurations**  or by selecting a specific panel in **Panels** .


2. Click **Enable Wi-Fi**:
 - a. Choose which security type you would like to use from the drop-down (WPA/WPA2 or WEP)
 - b. Input the SSID and the password
 - c. Click **Save** to apply the network settings.

If incorrect network settings are provided, the panel will automatically return to the previous network settings to ensure that the panel can still be remotely managed.

Integrations

Google Play

To enable Google Play on the panel:

1. Click the Integrations card to edit the integrations.
2. Click the slider  to enable or disable access to the Google Play Store in the next the pop-up window.

IMPORTANT NOTIFICATION: Enabling access to the Google Play Store also enables Google Mobile Services (GMS or Google Services) for your Promethean ActivPanel. Promethean ActivPanels are not Google Play Protect certified devices. The decision to enable GMS is 100% your choice and should be made by an authorized and informed decision maker.



By clicking *Enable* you acknowledge that you are authorized to make this decision on behalf of your organization or institution.

3. Click **Save**.


Panel settings

1. Click the Panel Settings card to edit panel settings.
2. Click the slider next to the panel setting(s) to enable or disable those specific settings at the panel:



Software

- *Allow the Android factory reset* – if enabled , the option to factory reset the panel is available in Settings.
- *Allow OTA (over-the-air) updates* – if enabled , the Update app is available in the Locker and a user can trigger an over-the-air update on the panel.

Network and Internet

- *Show network and internet settings on panel* – if enabled , the network & internet settings are visible in Settings.



Applications

- *Show apps settings on panel* – if enabled , apps on the panel are visible in Settings.
- *Allow apps to be installed locally ("side-loading")* – if enabled , apps can be installed on the panel via side-loading.





3. Click **Save**.

Once the configuration is applied to the panel or group of panels, the selected settings will be enabled or disabled.



Applying a configuration

You can apply a configuration to a panel or a group of panels from **Configurations**  or **Panels**  in the navigation bar on the left.

Applying a configuration from **Configurations** :

1. Click the checkbox  next to the configuration name to select the configuration that you want to apply.
2. Click  in the top right corner and click **Apply to Panels** .
3. Use the search bar and/or filters to find the panels that you would like to apply the configuration to and then
4. Review the panel or panels that you will be applying the configuration to:
 - a. Click  next to the panel name to remove a panel.
 - b. Click **Back** to return to the panel selection page.
5. Once confirmed, click **Next** and select when you would like to apply the configuration:
 - a. Click **Apply Now** to immediately apply the configuration.
 - b. Click **Apply Later** to have the configuration be applied the next time the panel or panels enter standby mode after 7:00pm (19:00) local time.

Applying a configuration from **Panels** :

1. Select the panel or panels that you want to apply a configuration to.
2. Click  in the top right corner and click **Apply to Configuration** .
3. Use the search bar to find the configuration that you would like to apply and then click Next.
4. Click **Apply Now** to immediately apply the configuration.
5. Click **Apply Later** to have the configuration be applied to the panels the next time they enter standby mode after 7:00pm (19:00) local time.

Troubleshooting

In the event a QR code cannot be generated for enrollment on the panel, the Panel Management app on the panel will generate an error code and an error message describing the reason for the error.

Error code	Error message	Description of error	Recommended solutions
H76C	No internet connection detected	Panel has no internet connection	Check to make sure panel has a Wi-Fi or ethernet connection
2A32	Serial number could not be found	Panel serial number could not be found in the Promethean database	Contact your Promethean Support team
3G4R	Could not validate serial number	Panel has internet connection BUT serial number could not be validated in the Promethean database	Contact your Promethean Support team
33DF	Could not retrieve device certificate	Panel has internet connection BUT could not retrieve device certificate	Refer to the Network Considerations Guide for network guidelines. If still experiencing issues, contact your Promethean support team.