SCHOOLEYE LIVE

SchoolEye Admin — Getting Started Guide

Set up your school on SchoolEye Live: sign in, add rooms, connect cameras, add parents and go live.

Document version 1.0 · 19 September 2026

For: school principals, administrators and office staff

Time needed: about 2 hours, usually over two visits (before and during the camera installation)

Contents

About this guide 3

Before you begin 3

The set-up at a glance 4

Part 1 — Sign in and secure your account 5

- Step 1.1 — Sign in 5
- Step 1.2 — Set up two-step verification (first sign-in only) 5
- Step 1.3 — Find your way around the dashboard 7
- Step 1.4 — Signing in next time 8
- Step 1.5 — If you lose your phone: use a recovery code 8
- Step 1.6 — If you forget your password 9

Part 2 — Set up your school 14

- Step 2.1 — Check your school profile 14
- Step 2.2 — Add other administrators (optional) 15
- Step 2.3 — Add rooms 17

Part 3 — Connect the cameras 19

- Step 3.1 — Get a pairing code 19
- Step 3.2 — Check that the agent is online 20
- Step 3.3 — See the cameras that were found 21
- Step 3.4 — Link a camera to a room 22
- Step 3.5 — Record teacher consent 23

Part 4 — Add the parents 25

- Step 4.1 — Prepare the class list 25
- Step 4.2 — Import and check the list 26
- Step 4.3 — Approve near matches 27

Part 5 — Set viewing hours and go live 29

- Step 5.1 — Set the viewing hours 29
- Step 5.2 — Turn a room on 30
- Step 5.3 — Turn a room off at any time 33
- Step 5.4 — Tell the parents 33

Part 6 — Getting help 34

- Contact SchoolEye Support from inside the app 34
- Troubleshooting 35
- Glossary 36
- Go-live checklist 37

About this guide

This guide walks you through everything a school administrator does to get SchoolEye Live running, one screen at a time. Follow the steps in order and compare each screen with the picture in the guide.

- **Red numbered circles** in the pictures (1 2 3 …) match the numbered instructions next to them.
- The sample school in the pictures, **Greenfield Public School**, and every name, email address and phone number shown are **fictional**. Your screens will show your own school's details.
- Putting the cameras online needs a small program on a school computer. That part has its own guide: **SchoolEye Agent for Windows — Installation Guide**. This guide tells you exactly when to switch to it.

> **Note:** What you can see and change depends on your role (Super Admin, Admin, Staff or Viewer). If a menu item or button described here is missing on your screen, see "Step 2.2" for what each role can do.

Before you begin

Have these ready. You do not need anything technical.

You need	Why
The **sign-in link**, your **email address** and a **temporary password**	SchoolEye sends these to the person named as the school's Super Admin when your school is created.
A **smartphone** with an authenticator app (Microsoft Authenticator or Google Authenticator — both free)	SchoolEye asks for a 6-digit code from your phone every time you sign in.
A **computer** with an up-to-date web browser (Chrome, Edge, Firefox or Safari)	To use the admin website.
Pen and paper, or a password manager	To keep your ten recovery codes safe.
Your **class list** in a spreadsheet (student names, class, parent email or phone)	To let parents in (Part 4).
One Windows computer at school that stays on during school hours, and the **CCTV recorder details**	For the cameras (Part 3 and the Agent installation guide).
Consent from each class teacher whose classroom will be visible to parents	SchoolEye will not turn a room on without it (Step 3.5).

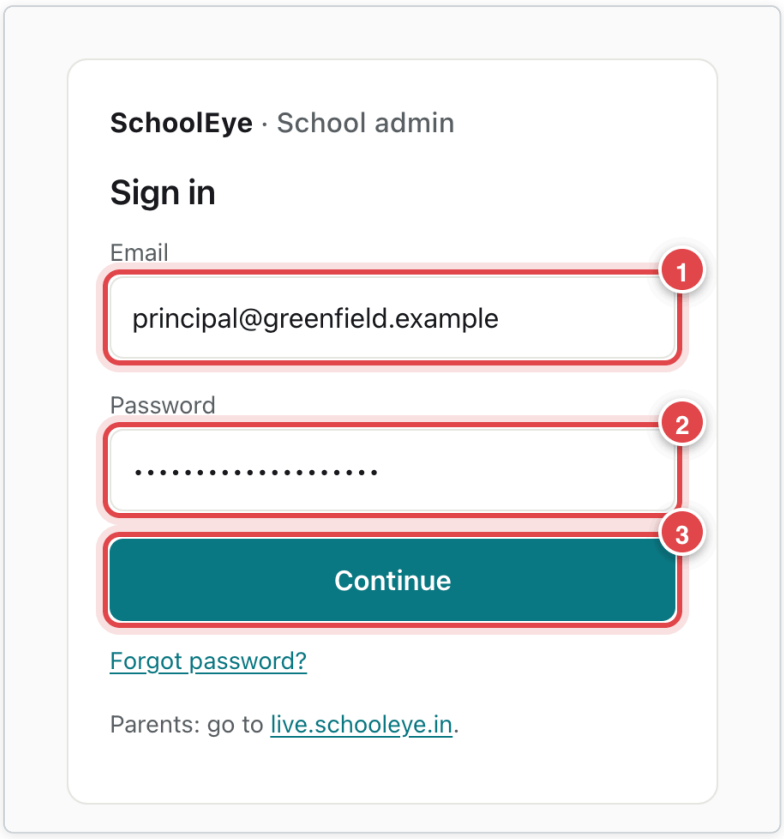
The set-up at a glance

Part	What you do	Time
1	Sign in and secure your account	10 min
2	Set up your school: profile, other administrators, rooms	15 min
3	Connect the cameras and link them to rooms	45 min
4	Add the parents (import the class list)	20 min
5	Set viewing hours and turn rooms on	10 min
6	Getting help, troubleshooting, checklist	—

Part 1 — Sign in and secure your account

Step 1.1 — Sign in

1. Open the **sign-in link** that SchoolEye sent you. You will see the page below.
2. Type your **email address** 1 and your **temporary password** 2 exactly as you were given them.
3. Click **Continue** 3.

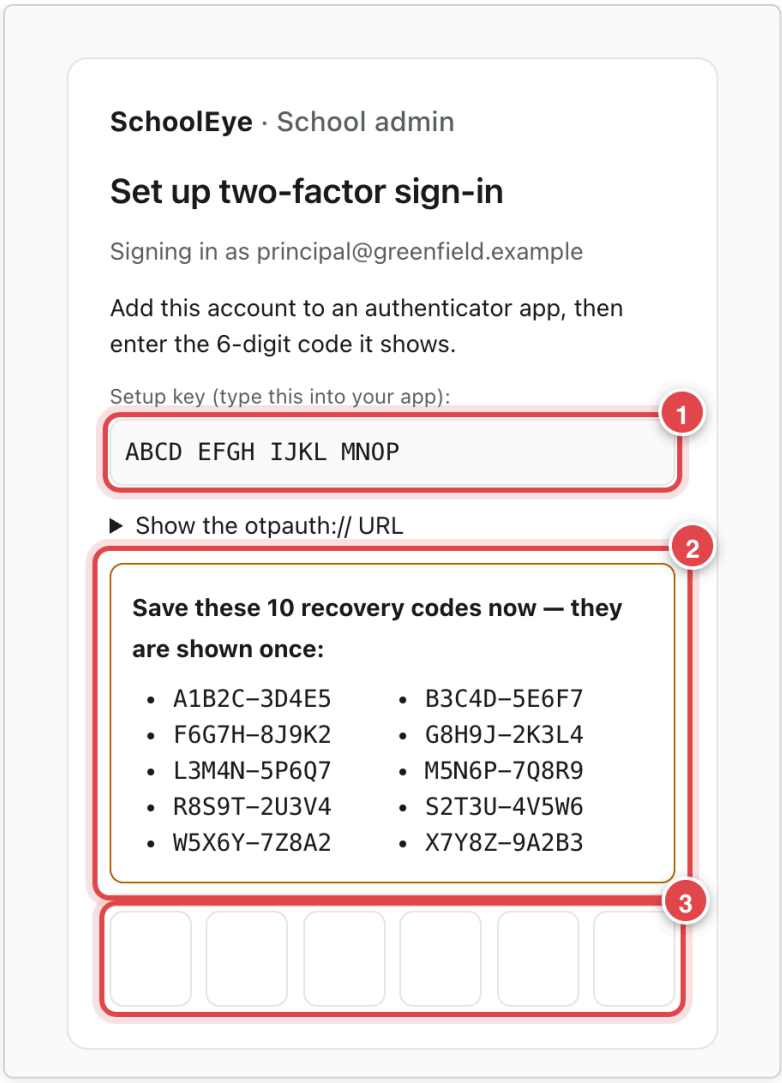


The admin sign-in page

> **Note:** This page is for school staff. Parents use a different website (see Step 5.4). If you cannot remember your password, use **Forgot password?** — see Step 1.6.

Step 1.2 — Set up two-step verification (first sign-in only)

To keep children's data safe, SchoolEye asks every administrator for a second check: a 6-digit code from an app on your phone. You set this up once, on your first sign-in. After you click **Continue**, this page appears:



Set up two-factor sign-in, showing the setup key, the recovery codes and the six code boxes

On your phone

1. Open your authenticator app and add a new account:
   - **Microsoft Authenticator:** tap **+**, choose **Other account (Google, Facebook, etc.)**, then choose **Or enter code manually**.
   - **Google Authenticator:** tap **+**, then **Enter a setup key**.
2. **Account name:** type your email address. **Your key:** type the **Setup key** shown at 1 on the screen. Spaces do not matter. If asked, the key type is **Time-based**.
3. The app now shows a **6-digit code** that changes every 30 seconds.

> **Important:** In Microsoft Authenticator, do **not** choose "Personal account" or "Work or school account". Those ask for a Microsoft password and will fail with "*Your account or password is incorrect*". Always choose **Other account**.

On the computer

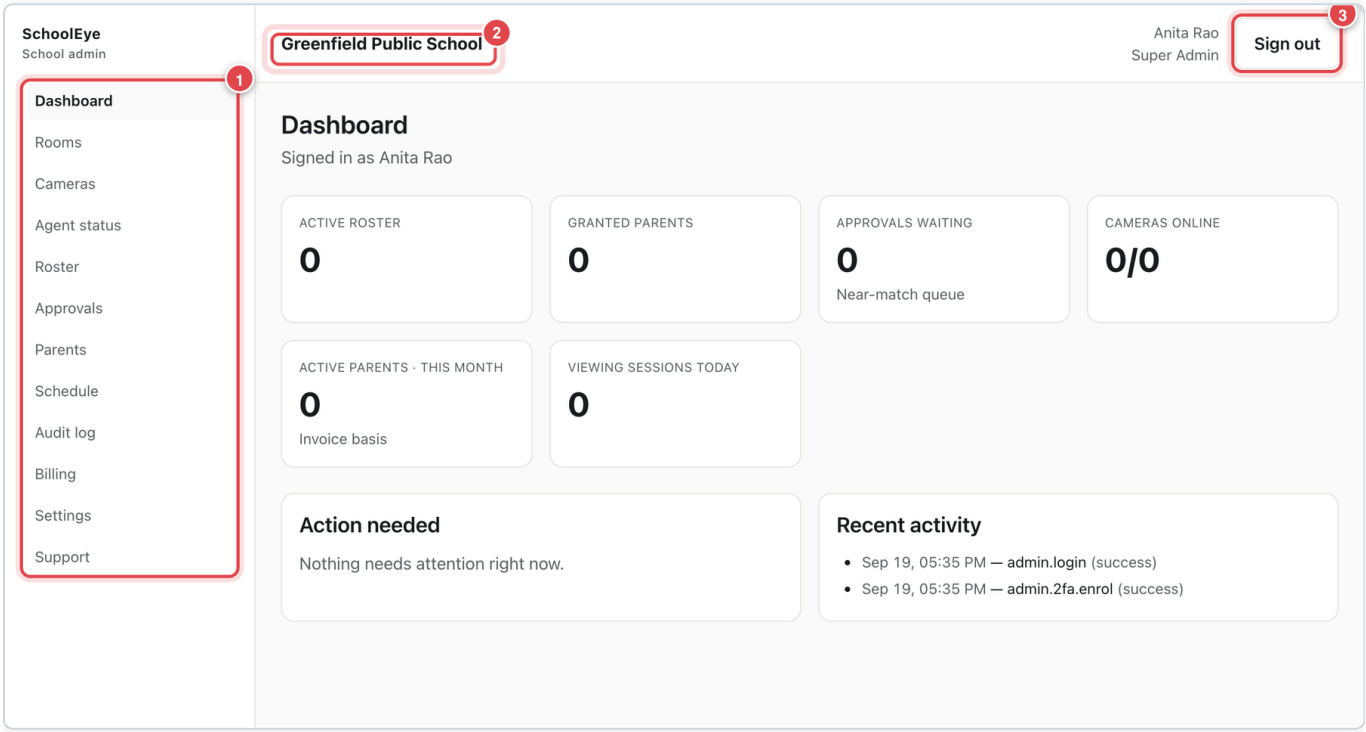
4. Copy the **ten recovery codes** shown at 2 onto paper or into a password manager. **They are shown only once.**
5. Type the current 6-digit code from your phone into the six boxes at 3. The page moves on by itself.

> **Important:** Recovery codes are your way back in if you lose your phone. Each one works **once**. Keep them somewhere private and safe — not in an email, a WhatsApp message or a photo on a shared phone.

> **Tip:** There is no QR code on this page — use the setup key. If the code is rejected, wait for the next code and try again. Also check that your phone's date and time are set to **automatic**.

Step 1.3 — Find your way around the dashboard

When the code is accepted you arrive at the **Dashboard**.



The dashboard: 1 menu, 2 school name, 3 Sign out

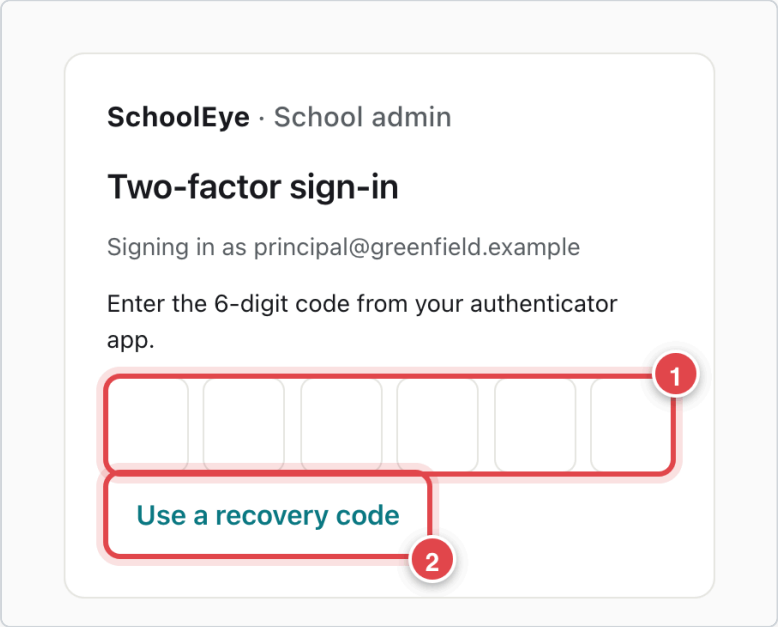
- 1 The menu on the left takes you to every area of SchoolEye.
- 2 The name of your school. Your own name and role are at the top right.
- 3 **Sign out** — always use this when you finish on a shared computer.

Menu item	What it is for
Dashboard	Summary numbers: class list size, parents with access, approvals waiting, cameras online.
Rooms	Add rooms, link a camera, record teacher consent, turn a room on or off.

Menu item	What it is for
Cameras	The cameras found at your CCTV recorder.
Agent status	The school computer that connects your cameras. Get the pairing code here.
Roster	Your class list. Parents are matched against it.
Approvals	Parent requests that need your decision.
Parents	The parents who currently have access.
Schedule	The hours when parents may watch.
Audit log	A record of who did what, and when.
Billing	Monthly usage.
Settings	School profile, class names, other administrators.
Support	Contact SchoolEye.

Step 1.4 — Signing in next time

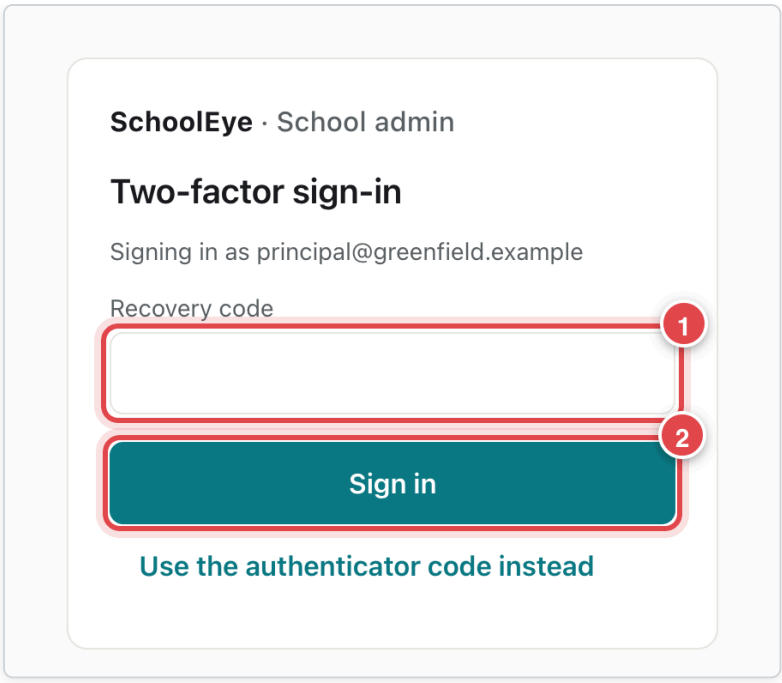
1. Enter your email and password, then click **Continue** (as in Step 1.1).
2. Open your authenticator app and type the current **6-digit code** into the six boxes.



The sign-in code page: 1 the six boxes, 2 Use a recovery code

Step 1.5 — If you lose your phone: use a recovery code

1. On the code page, click **Use a recovery code** (2 in the picture above).
2. Type **one** of the recovery codes you saved 1 and click **Sign in** 2.



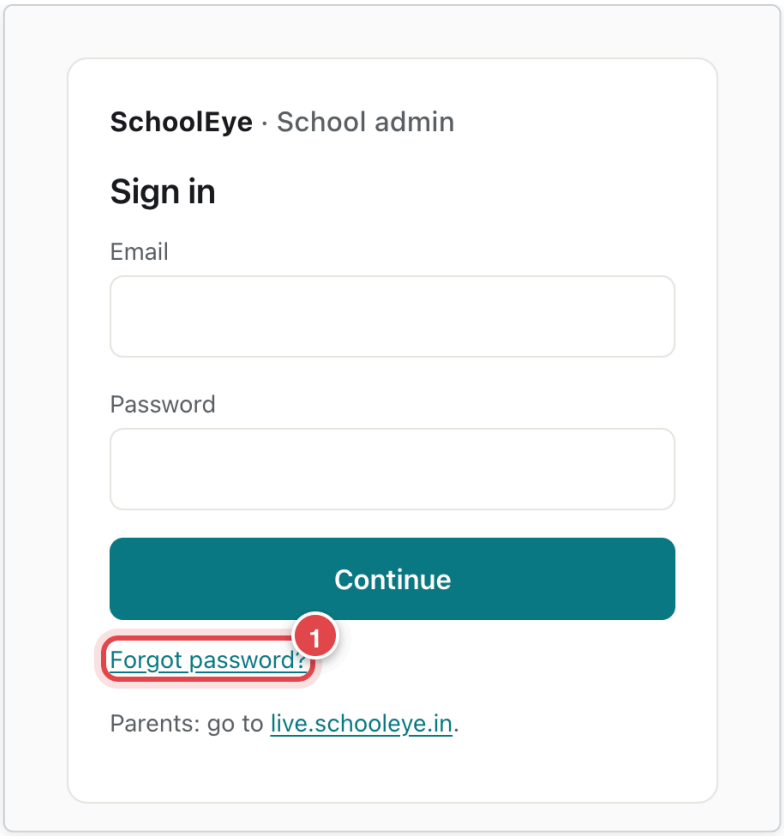
The recovery-code page

Each recovery code works only once, so cross it off your list. To go back to the normal code page, click **Use the authenticator code instead**.

> **Important:** If your phone is lost for good, tell SchoolEye Support as soon as you are signed in. They will reset your two-step verification so you can add your new phone (repeat Step 1.2).

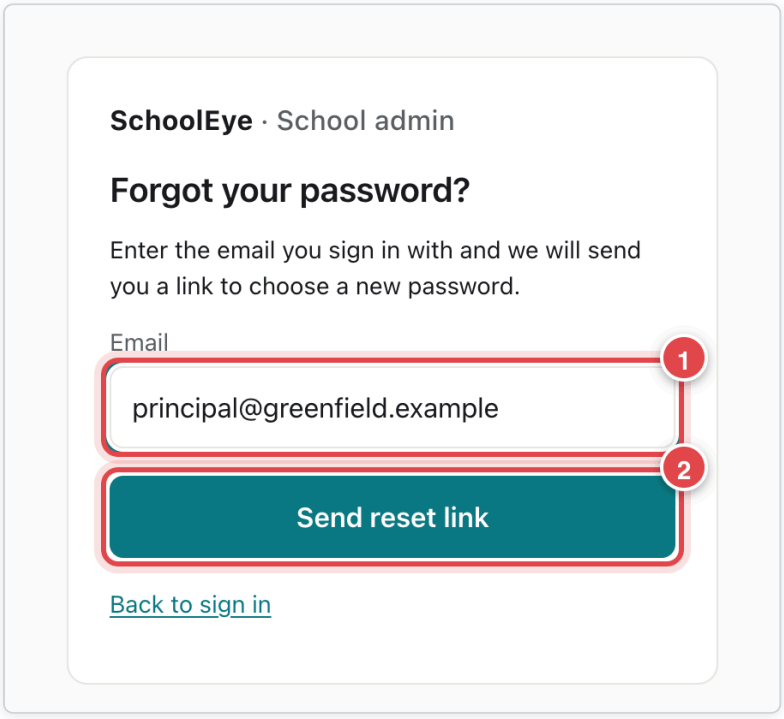
Step 1.6 — If you forget your password

1. On the sign-in page, click **Forgot password?** 1.



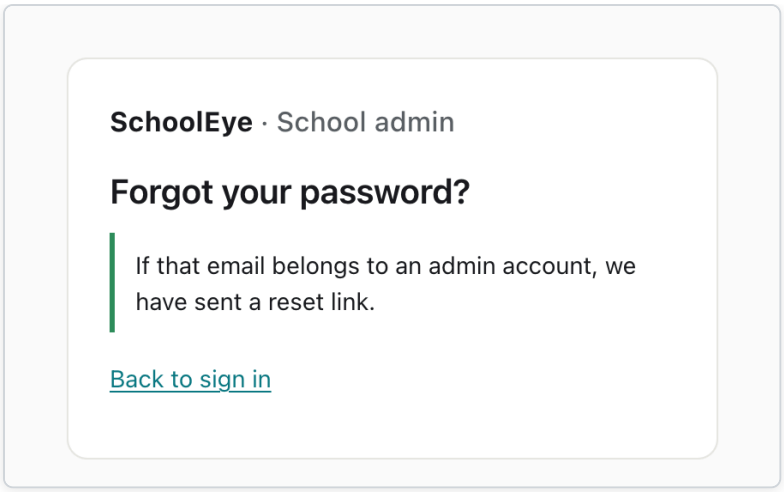
Forgot password? link on the sign-in page

2. Type your email address 1 and click **Send reset link** 2.



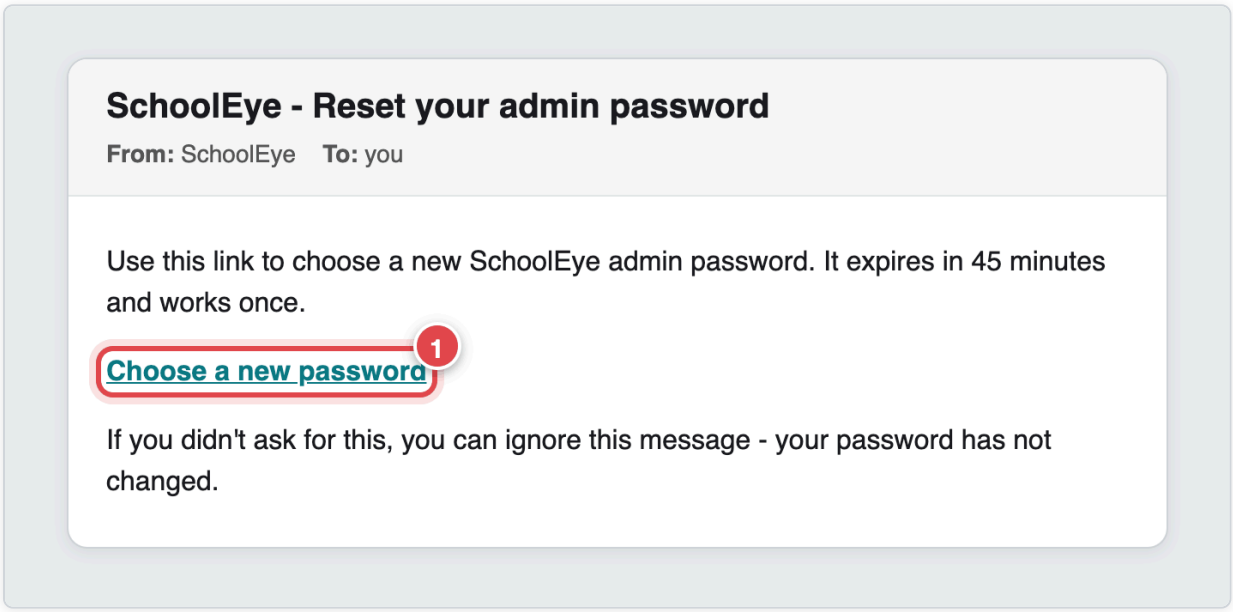
The Forgot your password page

3. The page always shows the same message, whether or not the address is on file. This protects everyone's privacy.



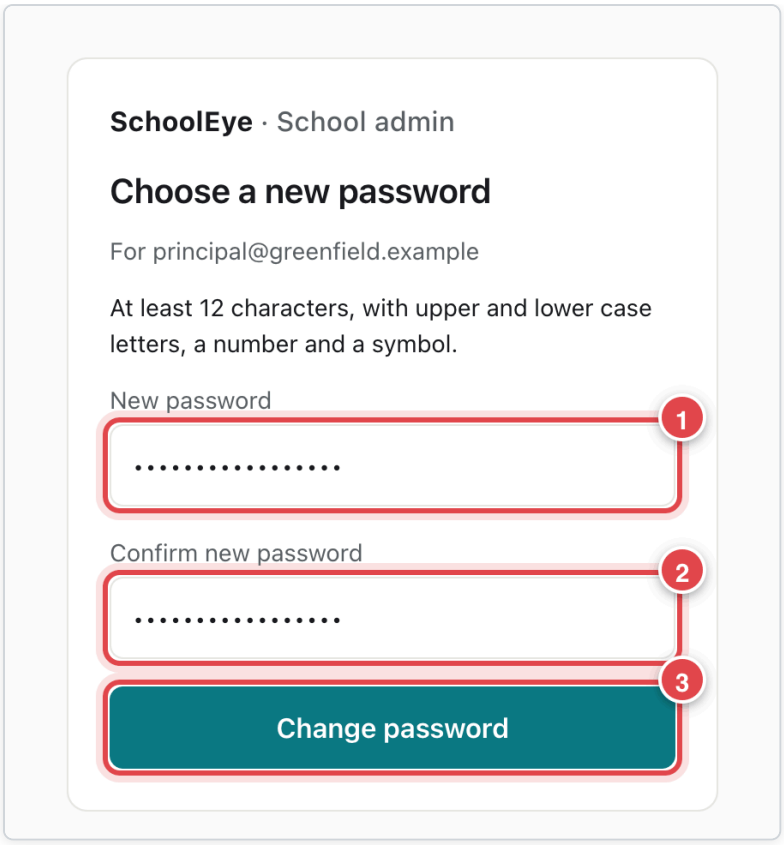
Confirmation that a reset link has been sent

4. Open the email **"SchoolEye - Reset your admin password"** and click **Choose a new password** 1. The link works **once** and stops working after **45 minutes**.



The reset email (styling may differ in your email program)

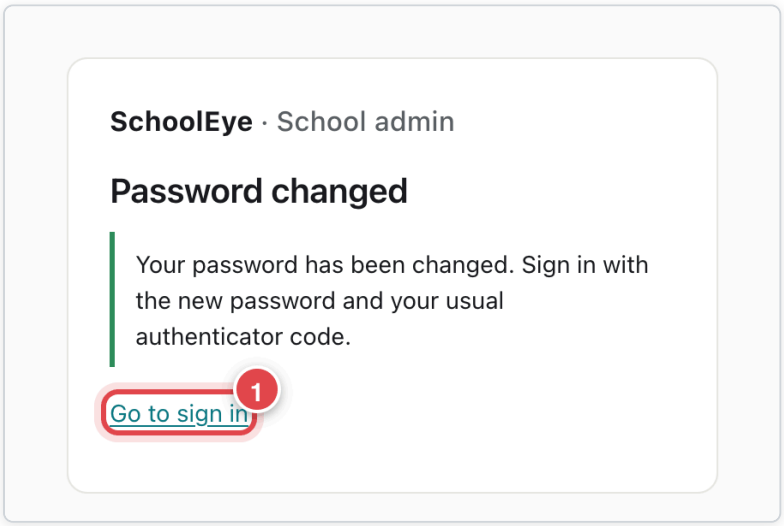
5. Type your new password twice 1 2 and click **Change password** 3.



The Choose a new password page

A good password has **at least 12 characters**, with capital and small letters, a number and a symbol, and does not contain your name or the first part of your email address.

6. You will see **Password changed**. Click **Go to sign in** 1 and sign in with the new password and your usual authenticator code.



Password changed

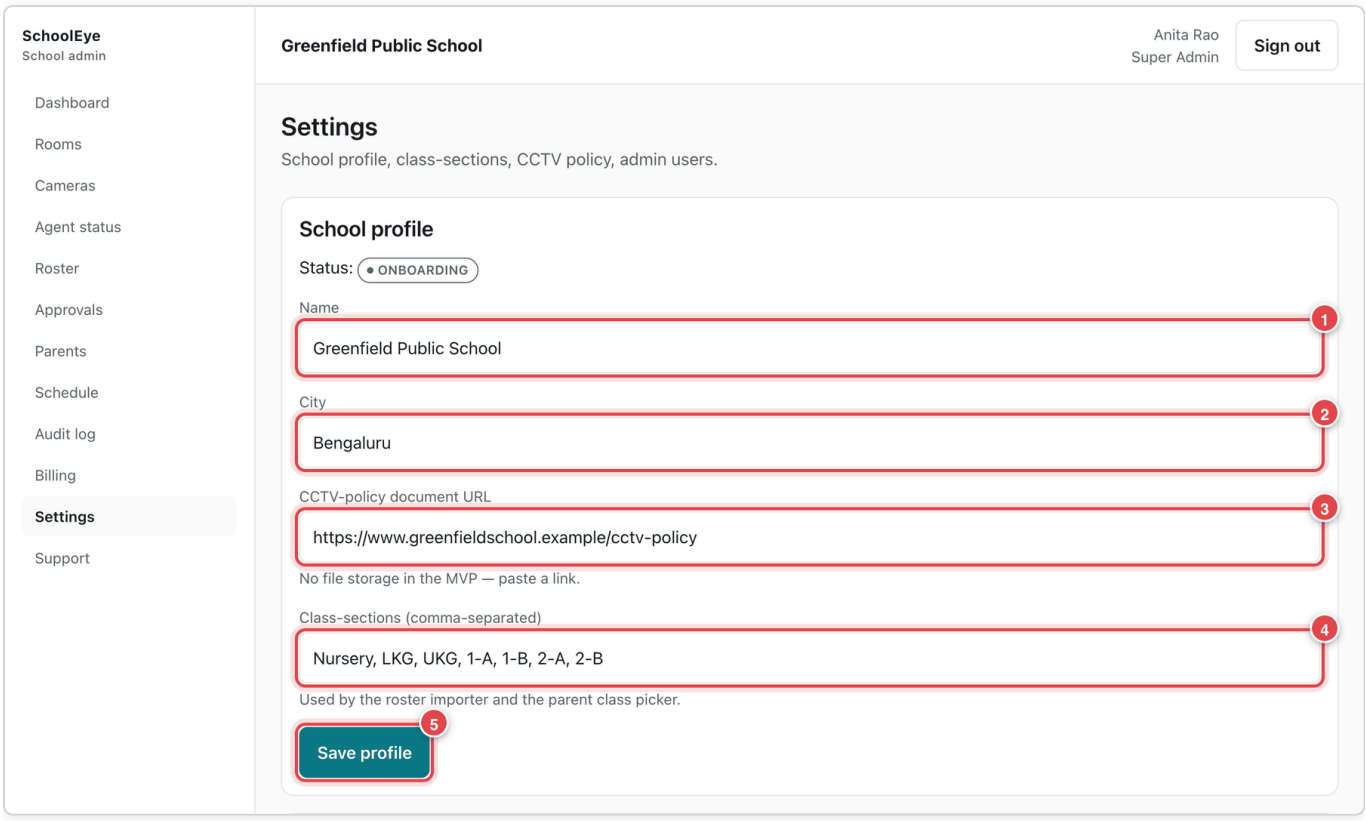
> **Note:** Changing your password does **not** change your authenticator. You still use the same phone.

> **Tip:** No email? Wait a few minutes and check your **Spam** or **Junk** folder. Make sure you typed the address you sign in with. If it still does not arrive, ask your Super Admin or contact SchoolEye Support.

Part 2 — Set up your school

Step 2.1 — Check your school profile

1. In the menu, click **Settings**. The **School profile** card is at the top.
2. Check or fill in each field, then click **Save profile** 5.

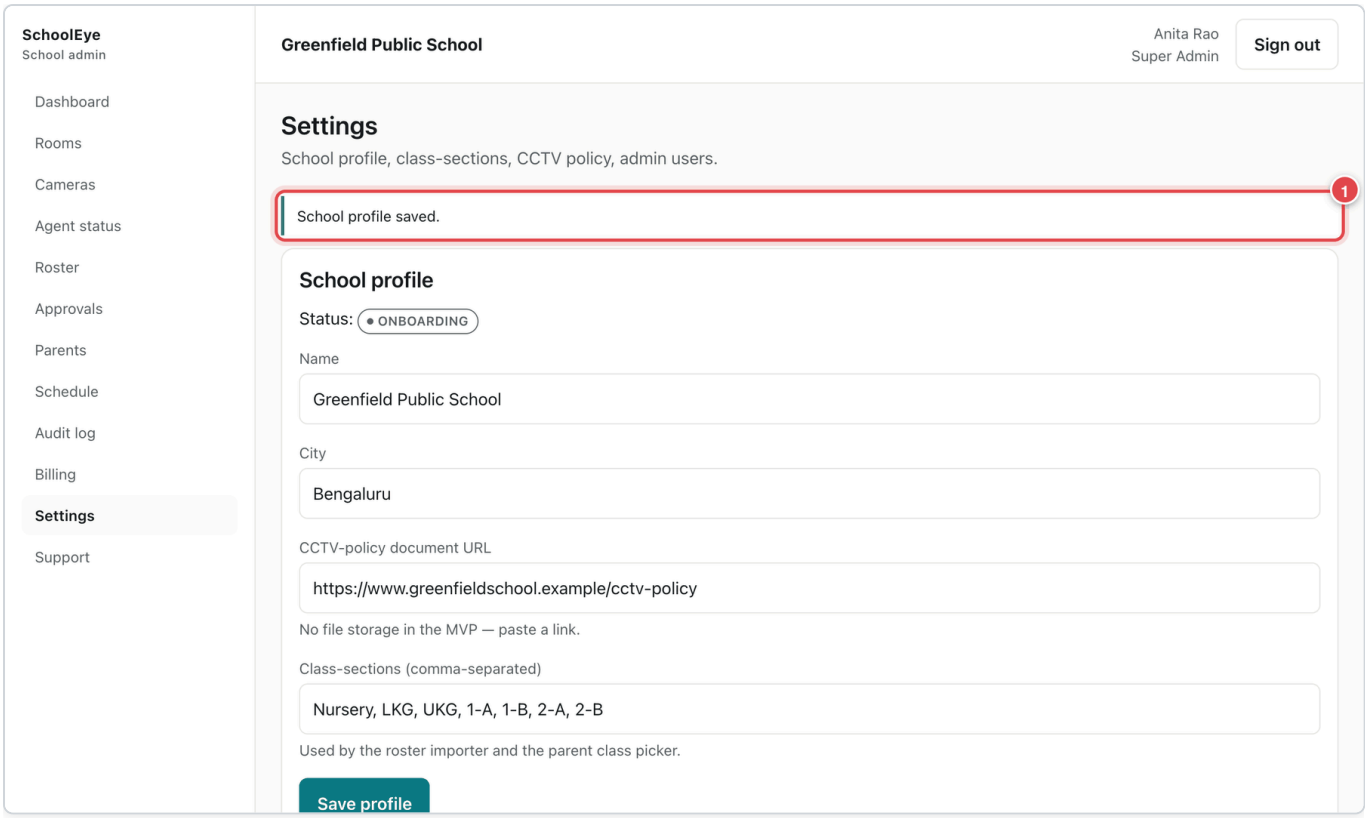


The School profile card

	Field	What to enter
1	**Name**	Your school's full name, as parents know it.
2	**City**	Your city or town. It is shown next to the name when parents choose a school.
3	**CCTV-policy document URL**	A web link to your school's CCTV or privacy policy (for example a page on your website or a shared document). There is no file upload — paste a link.
4	**Class-sections**	Every class name, separated by commas, for example `Nursery, LKG, UKG, 1-A, 1-B, 2-A, 2-B`.

> **Important:** Get the class-sections right **before** Part 4. Every class name in your class list must match one of these **exactly** (capital letters, spaces and hyphens included).

3. You will see **School profile saved.**



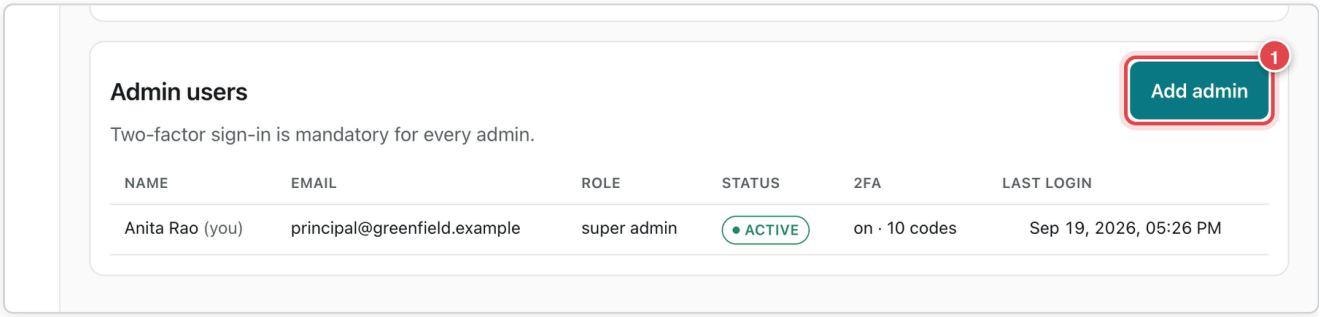
School profile saved

> **Note:** Only a **Super Admin** can change the school profile. Other roles see it read-only.

Step 2.2 — Add other administrators (optional)

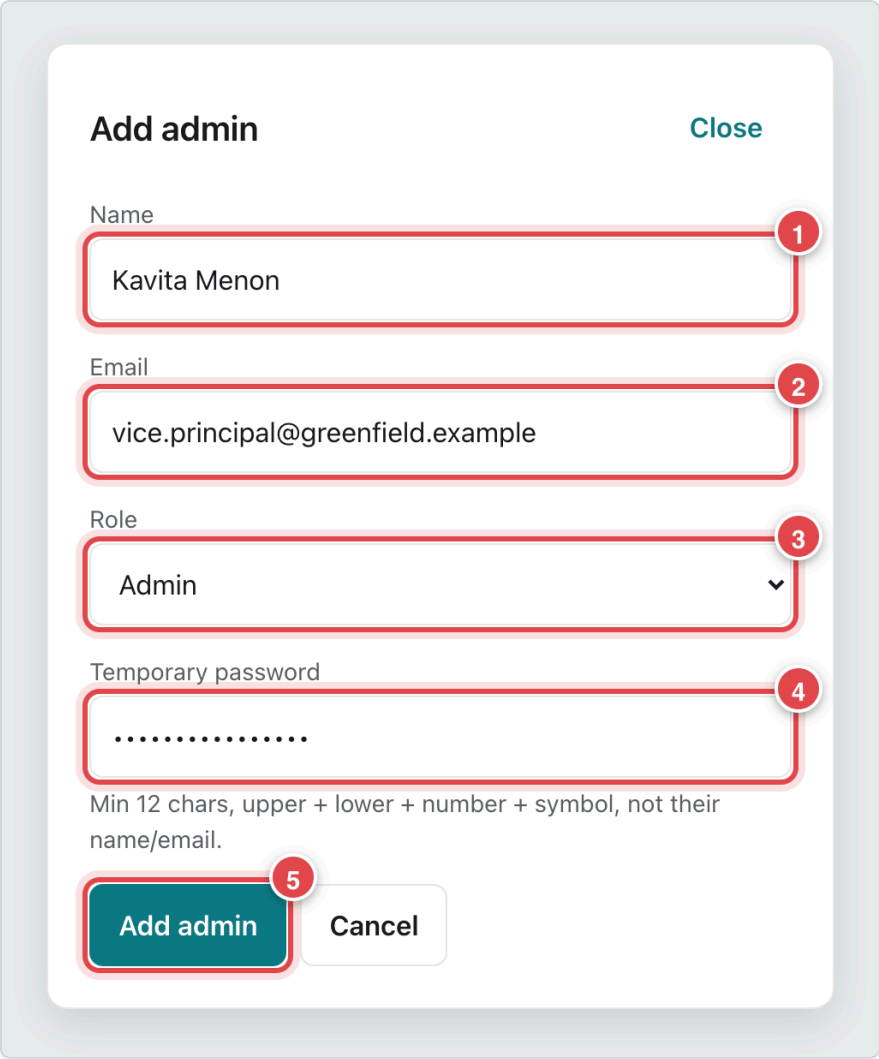
Give each person who helps run SchoolEye their own sign-in. Do not share one login between people.

1. In **Settings**, scroll to **Admin users** and click **Add admin** 1.



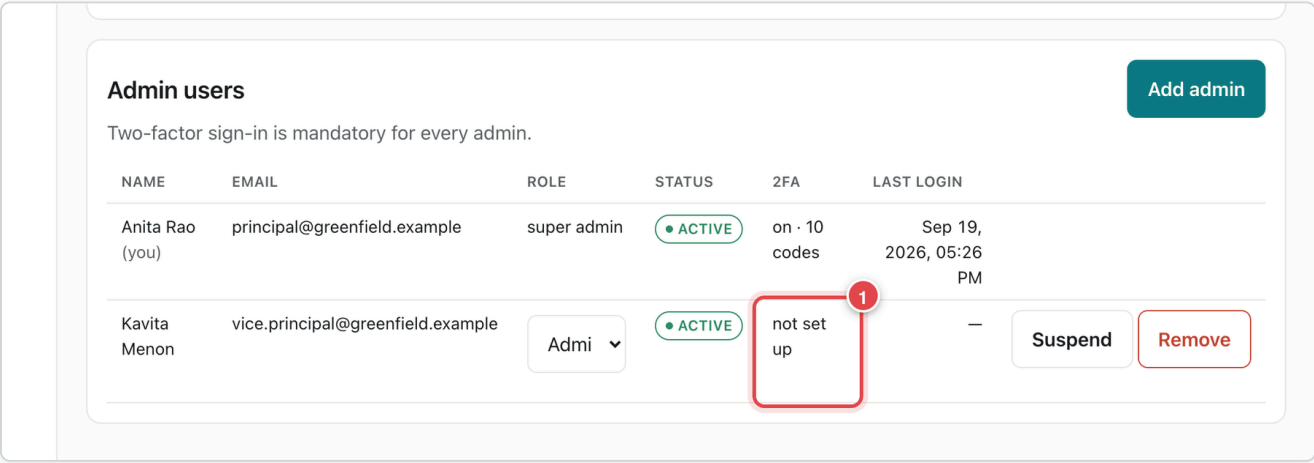
The Admin users card

2. Fill in **Name** 1, **Email** 2 (this becomes their sign-in), **Role** 3 and a **Temporary password** 4. Then click **Add admin** 5.



The Add admin window

3. The new person appears in the list. The **2FA** column says **not set up** 1 until they sign in and finish Step 1.2.



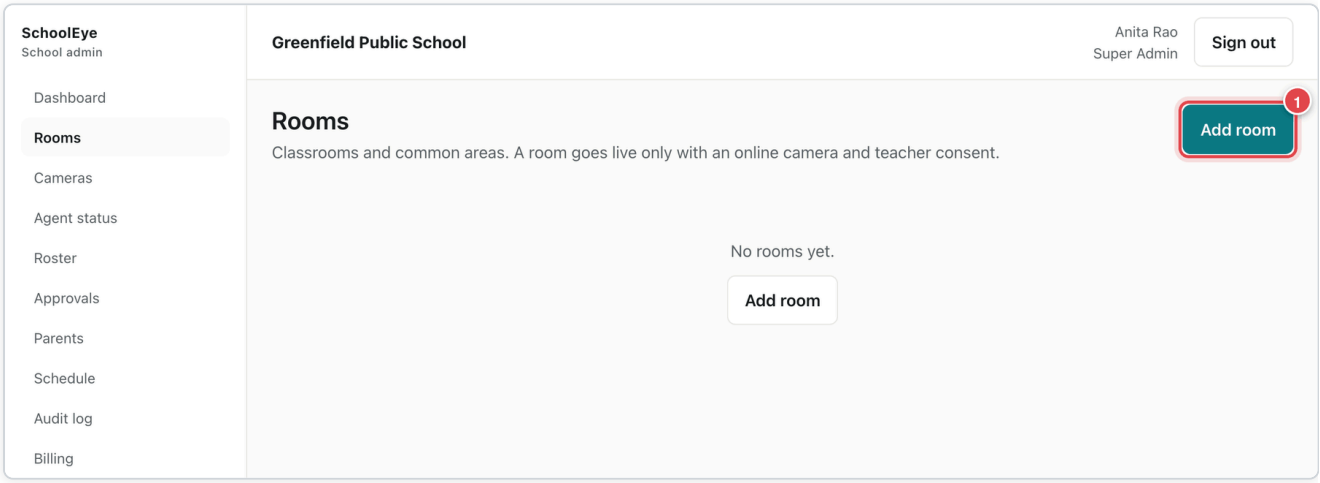
The new administrator in the list

Role	Usually given to	Can do	Cannot do
Super Admin	Principal	Everything, including adding administrators and editing the school profile	—
Admin	Vice-principal	Rooms, cameras, roster, approvals, schedule, audit log, billing	Manage administrators; edit the school profile
Staff	Office or IT coordinator	Roster, approvals, parents, support tickets	Rooms, cameras, schedule (audit log is read-only)
Viewer	Class teacher	Read-only screens	Any change. Parent email and phone are hidden.

> **Tip:** Give the temporary password in person or by phone, not in the same message as their email address. Ask them to follow Steps 1.1 to 1.3. Use **Suspend** to switch someone off for a while and **Remove** when they leave.

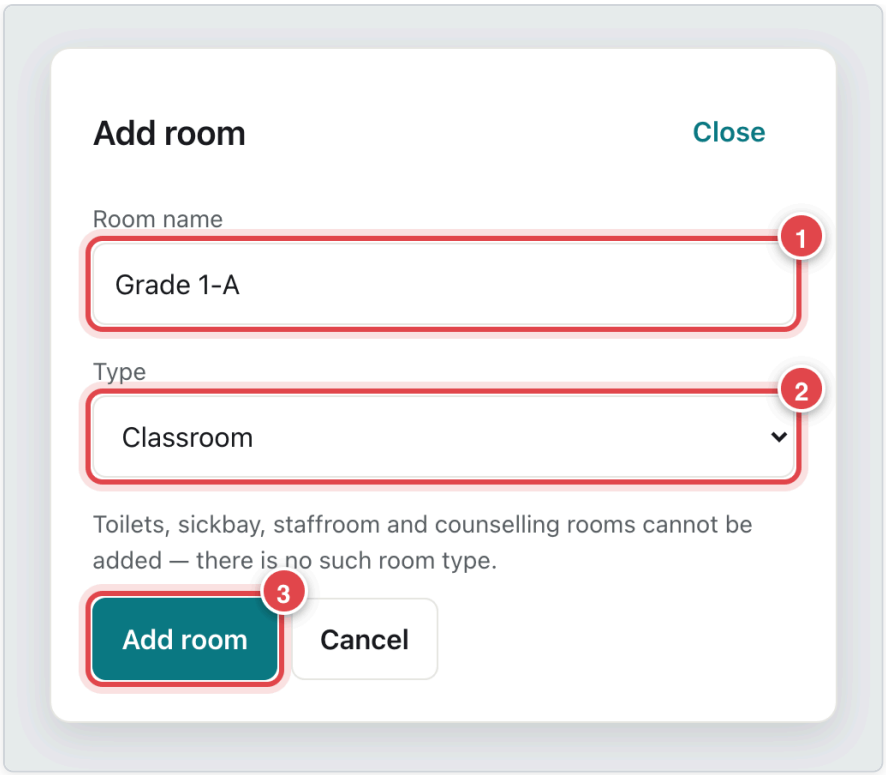
Step 2.3 — Add rooms

1. In the menu, click **Rooms**, then **Add room** 1.



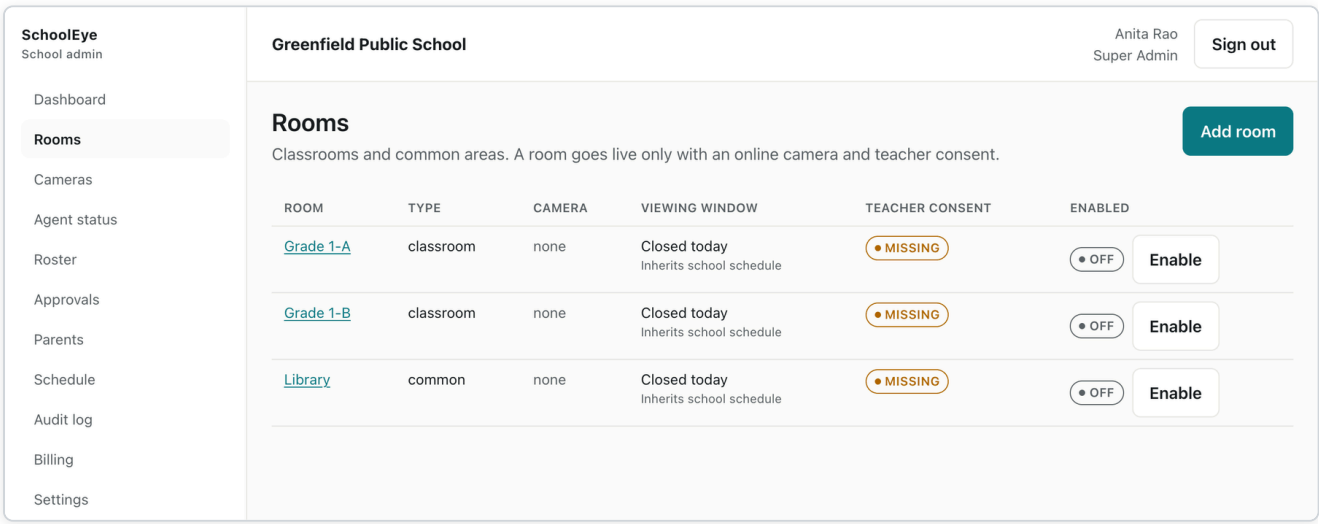
The Rooms page before any room is added

2. Type the **Room name** 1 as staff and parents know it, for example *Grade 1-A*. Choose the **Type** 2: **Classroom** or **Common area**. Click **Add room** 3.



The Add room window

3. Repeat for each room. The new rooms appear in the list. Each one shows camera **none**, teacher consent **missing** and **OFF** until you finish Parts 3 and 5.



The Rooms list after adding three rooms

> **Note:** Toilets, sick bay, staff room and counselling rooms cannot be added. SchoolEye has no such room type, by design.

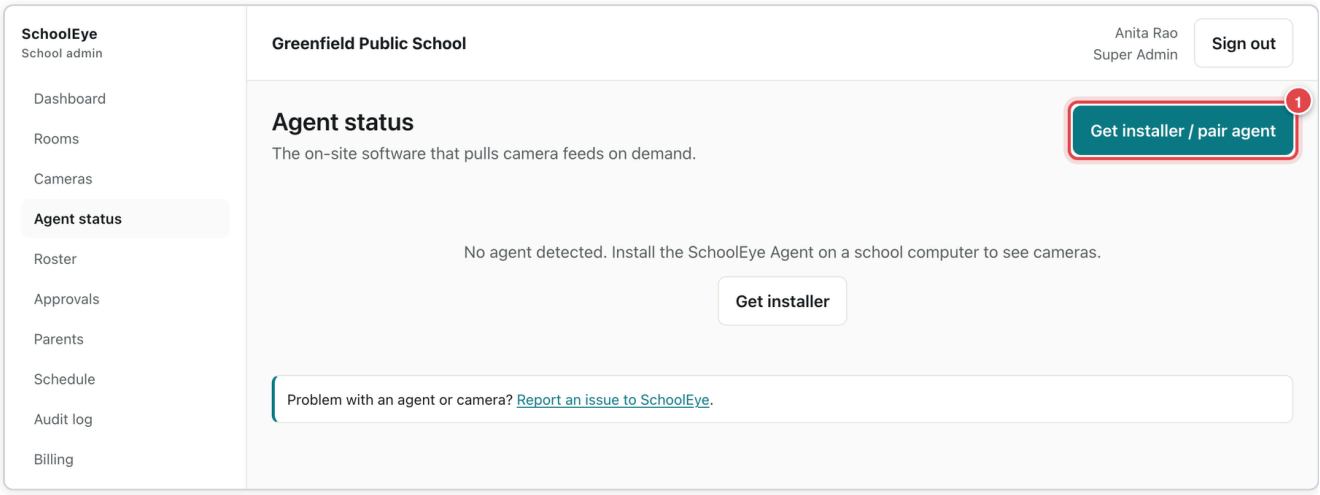
Part 3 — Connect the cameras

SchoolEye reaches your CCTV through the **SchoolEye Agent**, a small program installed once on a school computer. It only makes outgoing connections and stores no video. In this part you get a one-time code for the agent, check that the agent is online, and link each camera to a room.

Step 3.1 — Get a pairing code

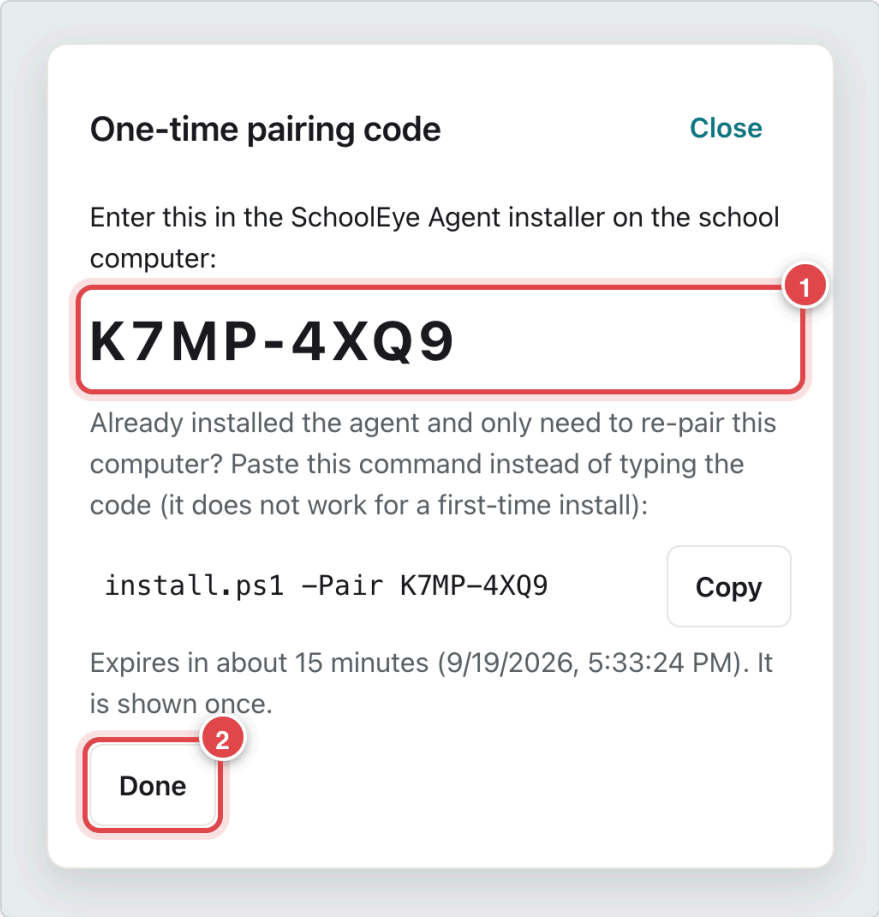
Do this when the person installing is at the school computer, ready to type the code in.

1. In the menu, click **Agent status**. If no agent is installed yet, the page looks like this. Click **Get installer / pair agent** 1.



Agent status before an agent is installed

2. A window shows your **one-time pairing code** 1. Give it to the person installing (read it out or write it down). Click **Done** 2 when you have passed it on.



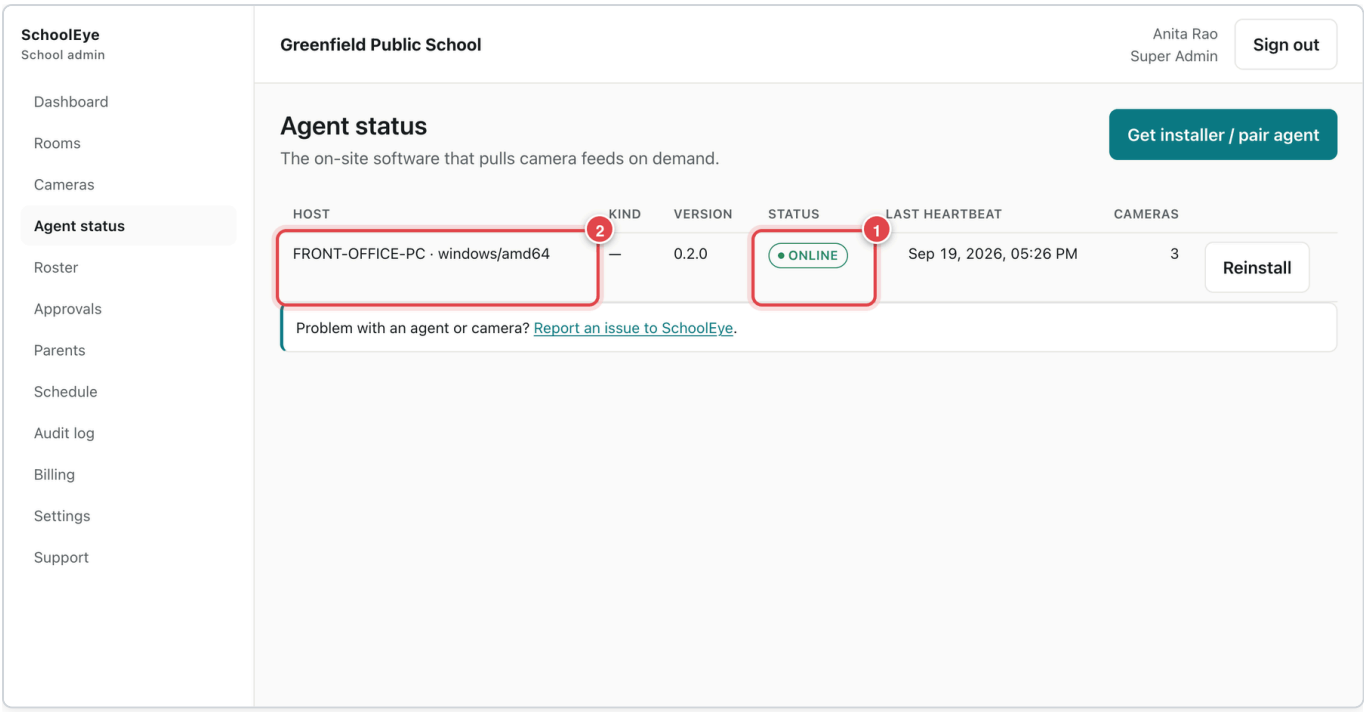
The one-time pairing code (a sample code is shown)

> **Important:** The code works **once**, is shown **once** and expires after about **15 minutes**. If it expires or you close the window, repeat step 1 to get a new code. Treat it like a password — do not post it in a group chat.

3. Now install the agent on the school computer by following the **SchoolEye Agent for Windows — Installation Guide**. Come back to this guide when the installer says it is done.

Step 3.2 — Check that the agent is online

A minute or two after the installer finishes, open **Agent status** again (refresh the page if needed). The school computer is listed with the status **ONLINE** 1 and the number of cameras it found 2.

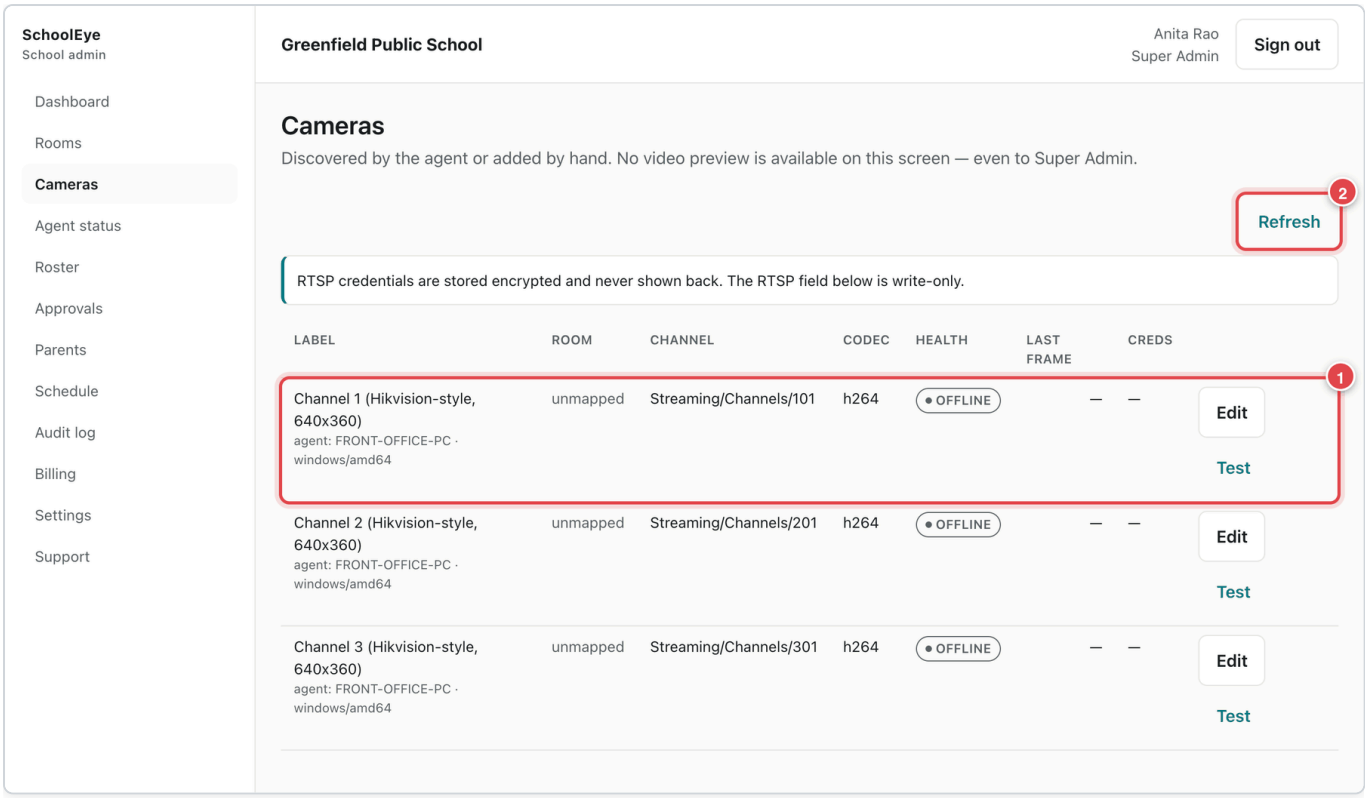


Agent status showing the school computer online

> **Tip:** If the agent does not appear, or shows **offline**, make sure the school computer is switched on and connected to the internet. See "Troubleshooting" in Part 6 and in the Agent installation guide.

Step 3.3 — See the cameras that were found

In the menu, click **Cameras**. Each camera (channel) at your CCTV recorder appears as a row, named **Channel 1**, **Channel 2** and so on (1). Its **Room** says *unmapped* until you link it in Step 3.4. Click **Refresh** (2) to update the list.



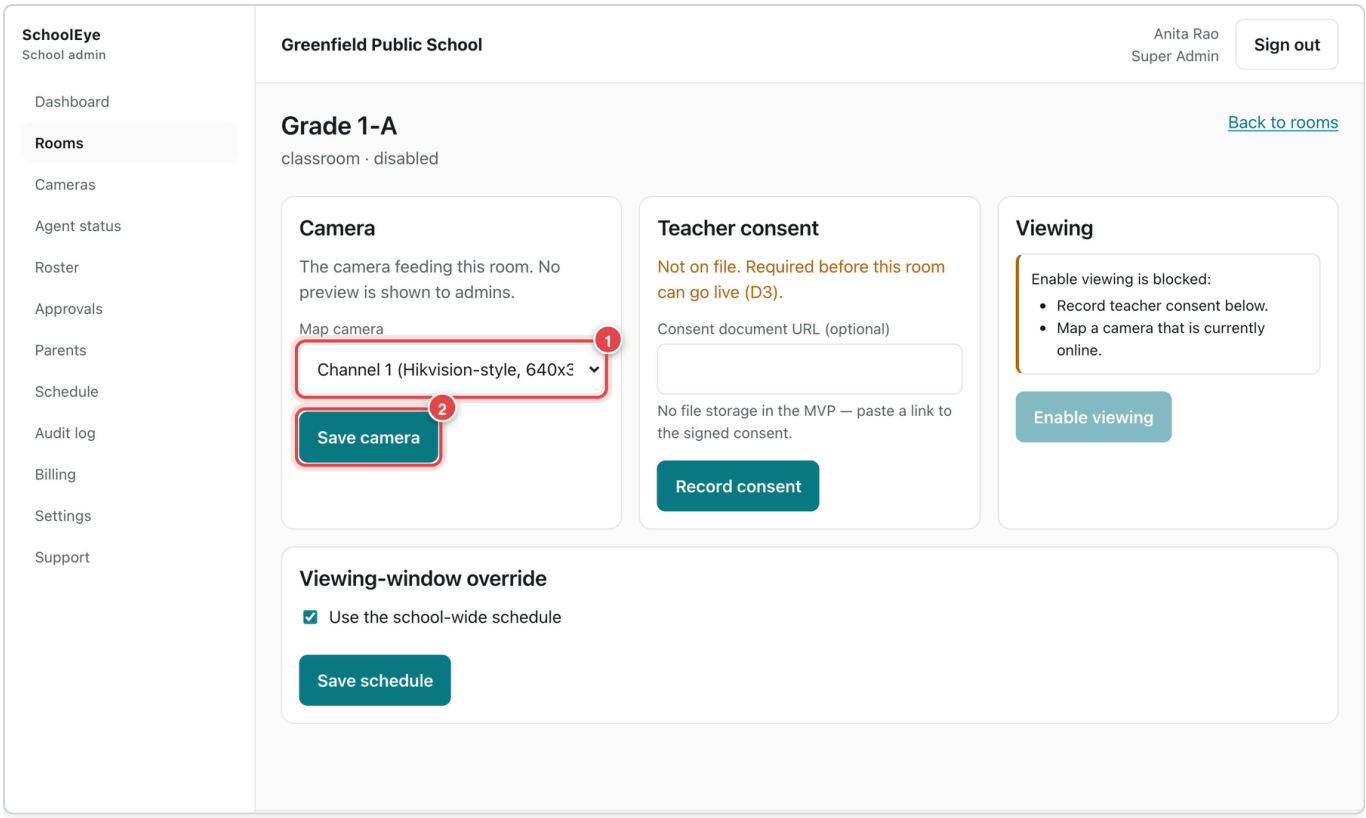
The Cameras page

> **Note:** Finding cameras can take a few minutes after installation. SchoolEye never shows live video on this screen — not even to administrators.

> **Tip:** Not sure which channel is which classroom? Ask the CCTV installer, or look at the recorder's own screen.

Step 3.4 — Link a camera to a room

1. In the menu, click **Rooms**, then click the room's name (for example **Grade 1-A**).
2. In the **Camera** box, choose the camera from **Map camera** 1, then click **Save camera** 2.

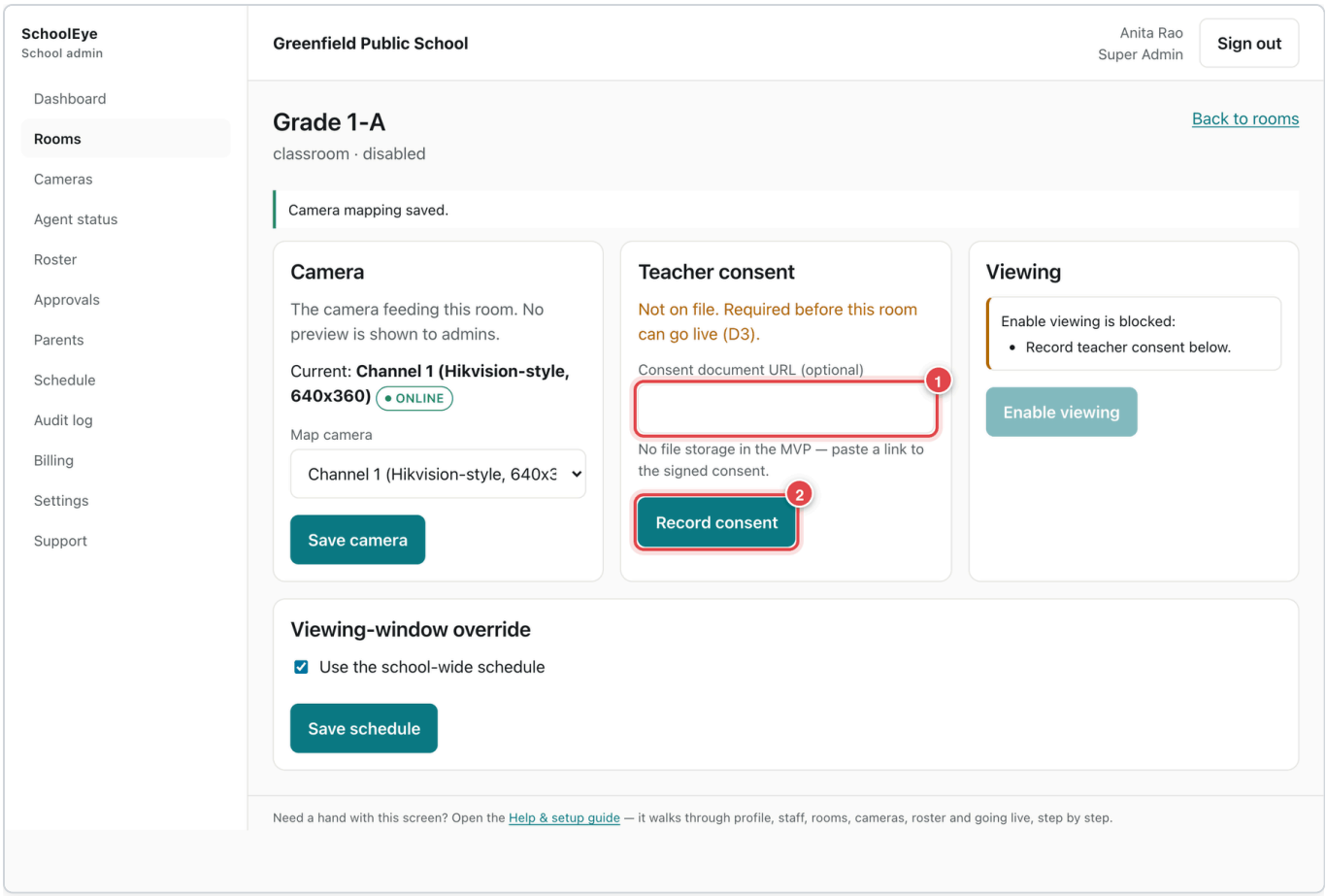


Linking a camera to a room

You will see **Camera mapping saved.** and the camera's current status. A room can only be turned on when its camera shows **ONLINE**.

Step 3.5 — Record teacher consent

Still on the room's page, look at the **Teacher consent** box. If you have a signed consent form online, paste its link at 1 (optional). Then click **Record consent** 2.



Recording teacher consent

You will see **Teacher consent recorded.** and the box changes to **ON FILE** with today's date.

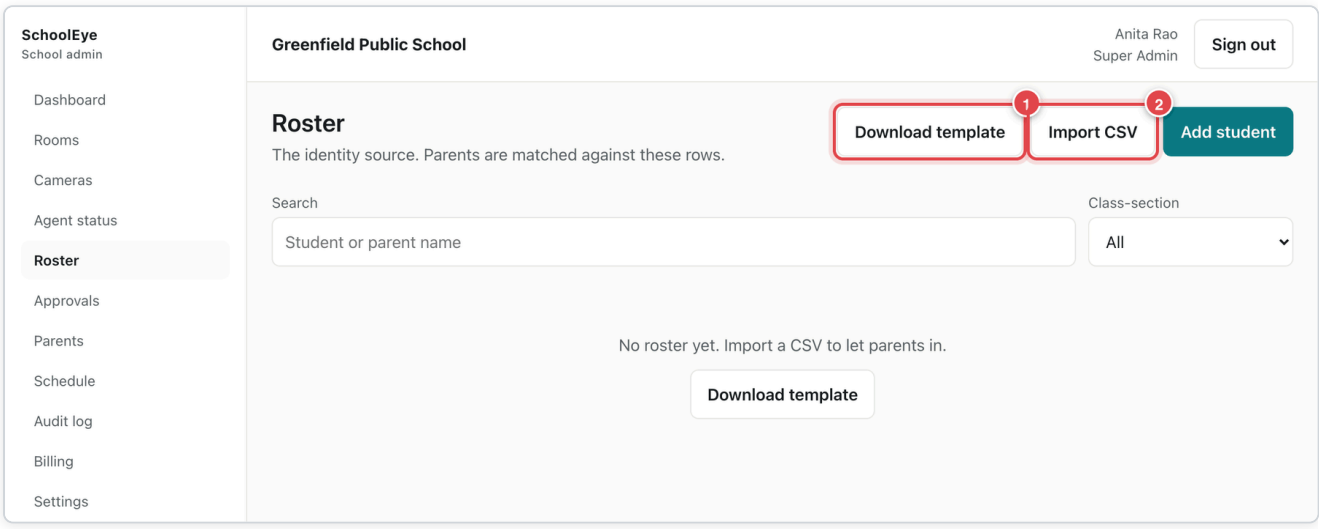
> **Important:** Only record consent after the class teacher has actually agreed. SchoolEye will not turn a room on without it.

Part 4 — Add the parents

Parents are let in by matching them against your class list (the **roster**). This part imports that list.

Step 4.1 — Prepare the class list

1. In the menu, click **Roster**. Click **Download template** 1. A small spreadsheet (CSV file) is saved to your computer.



The Roster page before any import

2. Open it in Excel, Google Sheets or similar and fill in **one row per student**. Keep the top row exactly as it is.

Column	What to enter
`class_section`	Must match one of your class-sections from Step 2.1 **exactly**.
`student_full_name`	The child's full name, as parents will write it.
`parent1_name`, `parent1_email`, `parent1_phone`	The first parent. Give an email **or** a phone number (with country code, for example `+919000000000`).
`parent2_name`, `parent2_email`, `parent2_phone`	The second parent (optional).

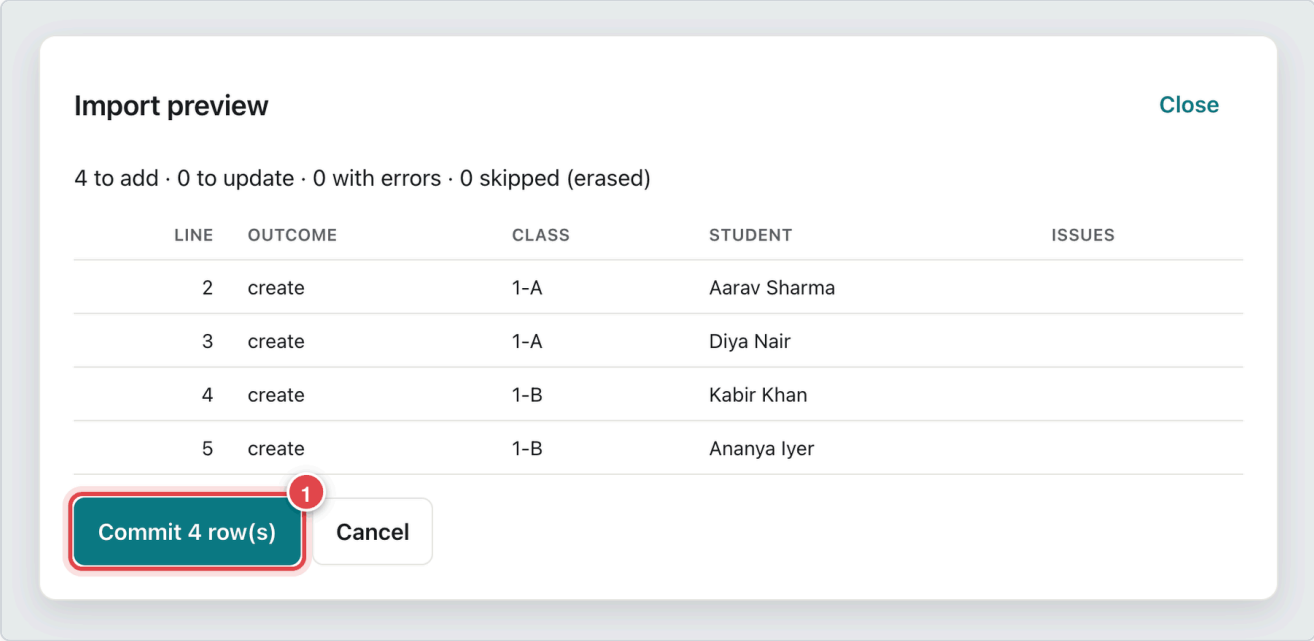
In the spreadsheet, two example rows (fictional) look like this:

class_section	student_full_name	parent1_name	parent1_email	parent1_phone	parent2_name	parent2_email	parent2_phone
1-A	Aarav Sharma	Neha Sharma	neha@example.org	+919000000001	Rohit Sharma	rohit@example.org	+919000000002
1-A	Diya Nair	Meera Nair	meera@example.org	+919000000003			

3. Save the file as **CSV (UTF-8)**.

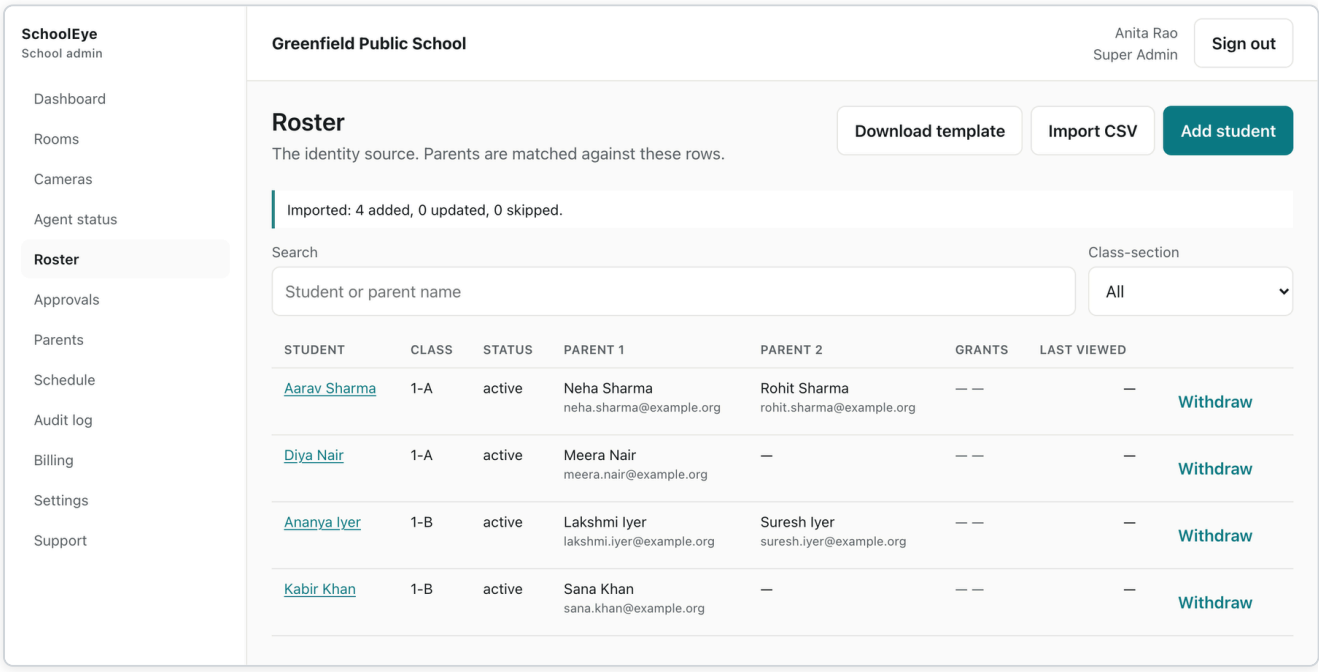
Step 4.2 — Import and check the list

1. On the **Roster** page, click **Import CSV** 2 and choose your file.
2. A **preview** appears. It shows how many students will be added or updated, how many rows have errors, and any problem on each line.



The import preview

3. If there are errors, fix them in the spreadsheet and import again. When the preview shows **0 with errors**, click **Commit** 1. You will see **Imported: 4 added, 0 updated, 0 skipped.**



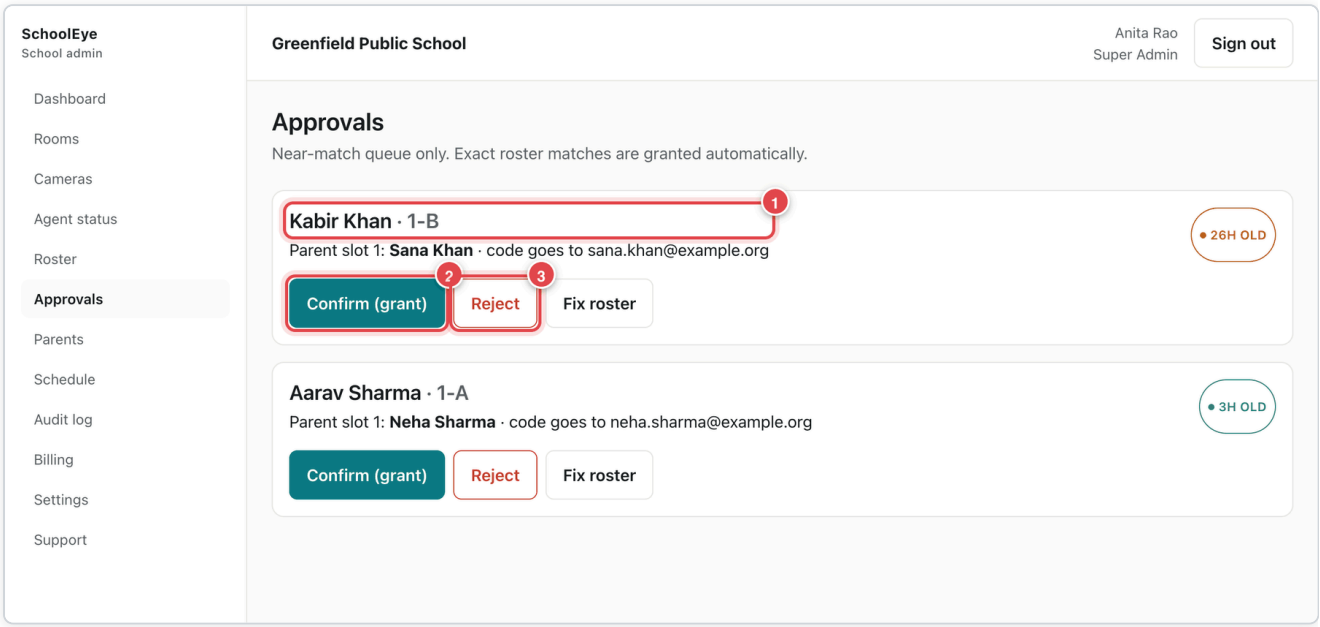
The roster after a successful import

> **Note:** Importing again is safe. Students who are already on the list are updated, not duplicated.

Step 4.3 — Approve near matches

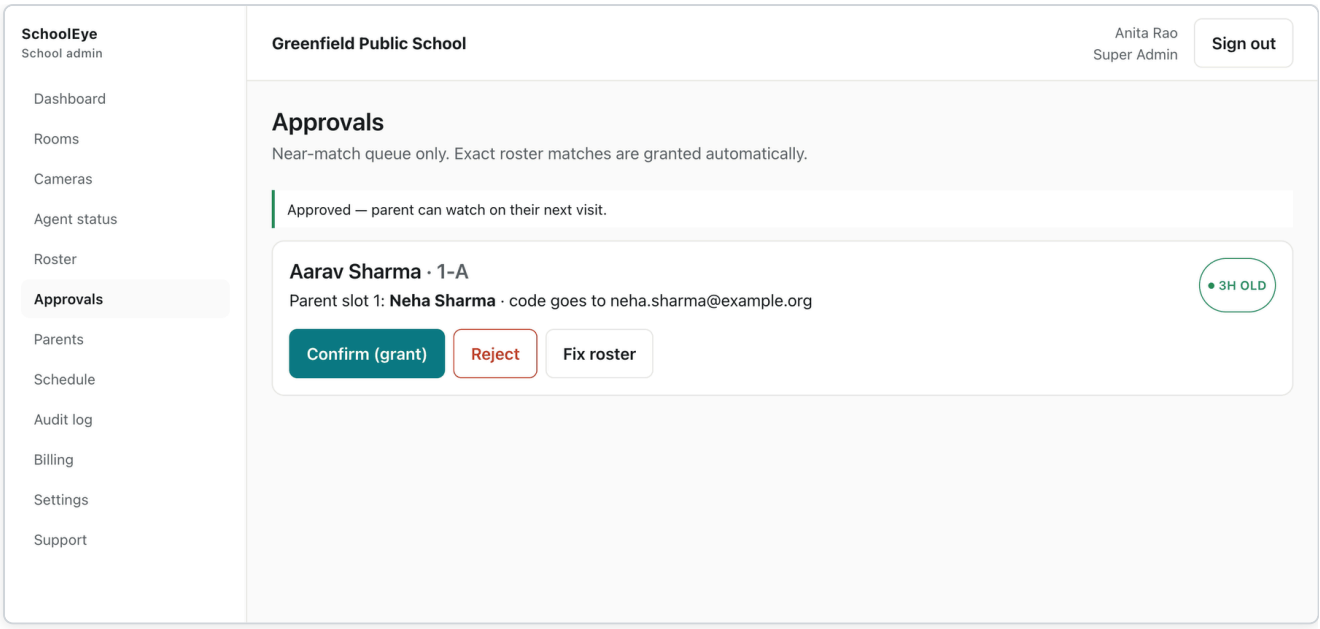
When a parent identifies themselves, SchoolEye compares what they type with your list. An **exact** match is approved automatically. A **near match** (for example a spelling difference) waits for you.

1. In the menu, click **Approvals**. Each card shows the student, class, parent, where their code would be sent, and how old the request is.



The Approvals page

2. For each card, choose:
   - **Confirm (grant)** 2 — the parent gets access.
   - **Reject** 3 — you will be asked for a short reason.
   - **Fix roster** — correct the spelling on the list instead.
3. After **Confirm** you see "*Approved — parent can watch on their next visit.*"



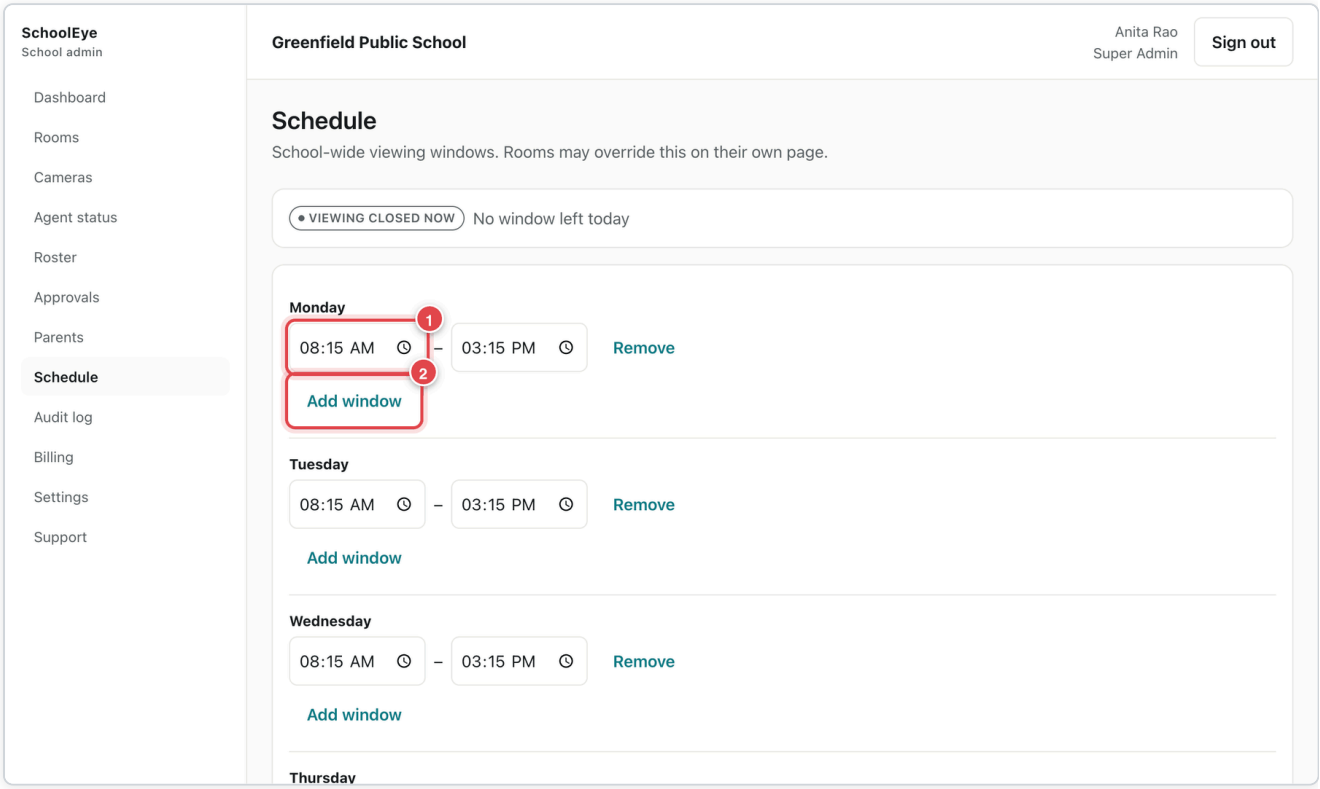
After confirming an approval

> **Note:** Old requests change colour: green under 24 hours, amber under 48 hours, red when overdue. If a card shows a **family flag**, confirming does not override it.

Part 5 — Set viewing hours and go live

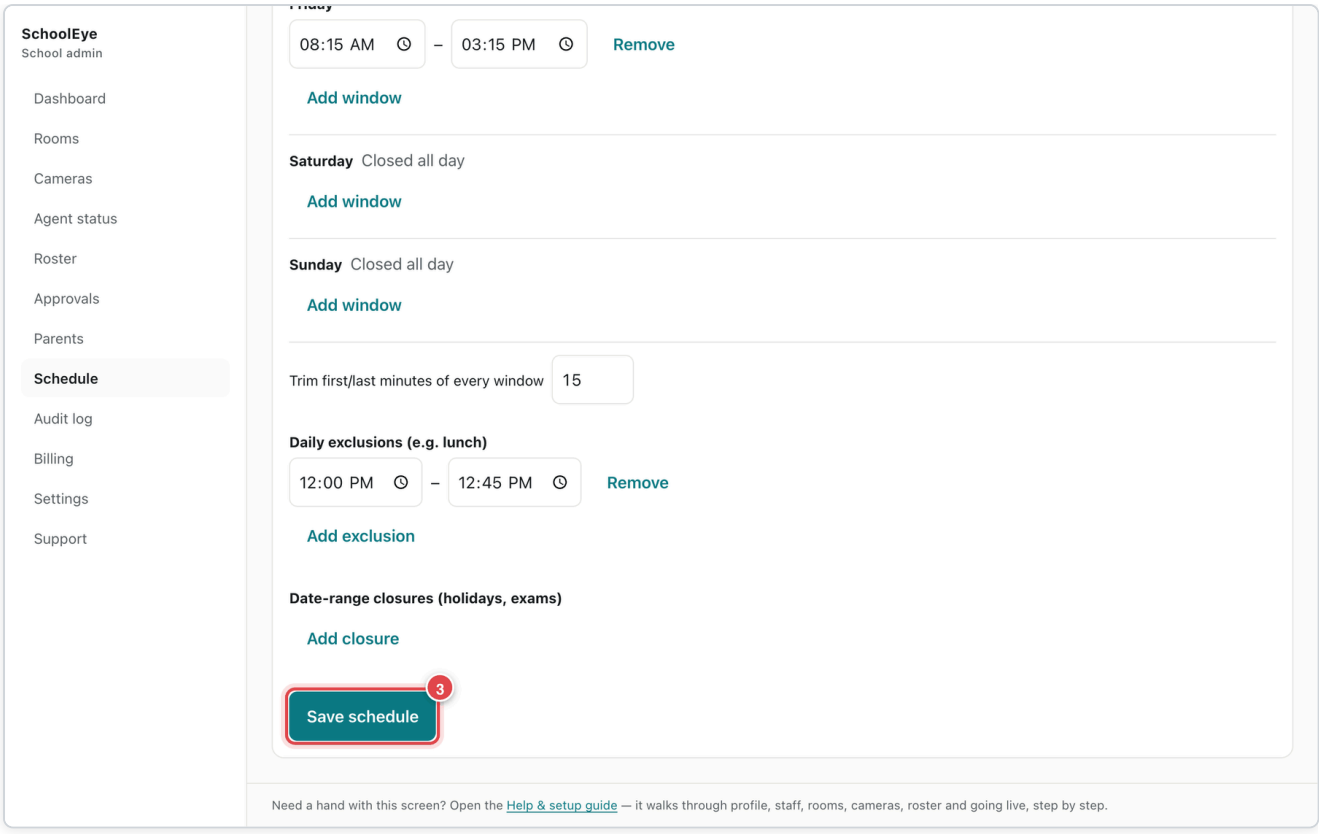
Step 5.1 — Set the viewing hours

1. In the menu, click **Schedule**. Each weekday has a row with a start time and an end time 1. Change them to the hours when parents may watch. Click **Add window** 2 to add another period on the same day (for example after lunch). Saturday and Sunday are closed unless you add a window.



The weekly schedule

2. Scroll down for more options: trim the first and last minutes of every window, add **daily exclusions** (such as lunch) and **date-range closures** (holidays, exams). Click **Save schedule** 3.



The lower part of the schedule page

The banner at the top always shows whether viewing is open or closed right now.

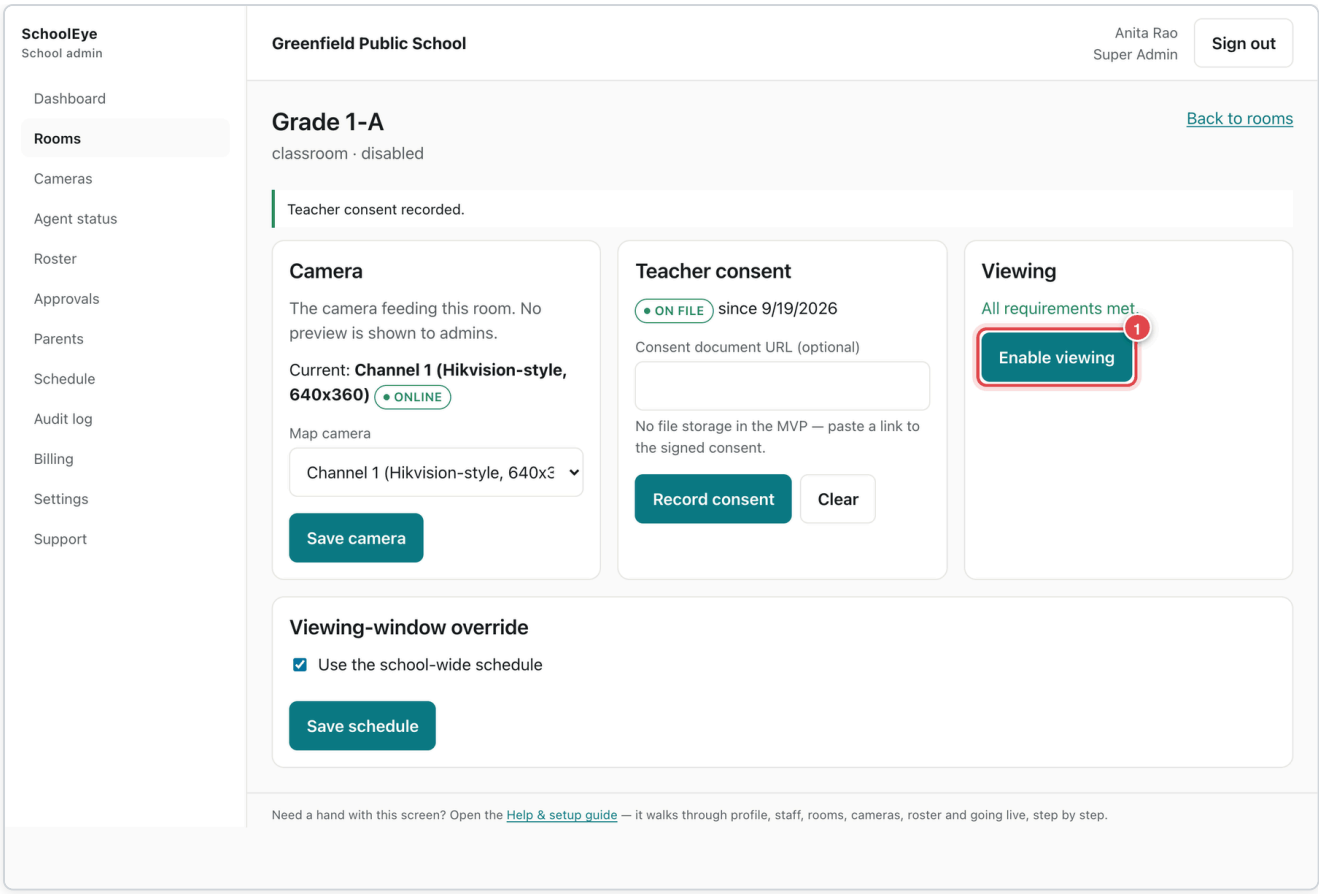
> **Tip:** A single room can have its own hours. On the room's page, untick **Use the school-wide schedule**, set the hours and click **Save schedule**.

Step 5.2 — Turn a room on

A room can go live only when **all three** are true:

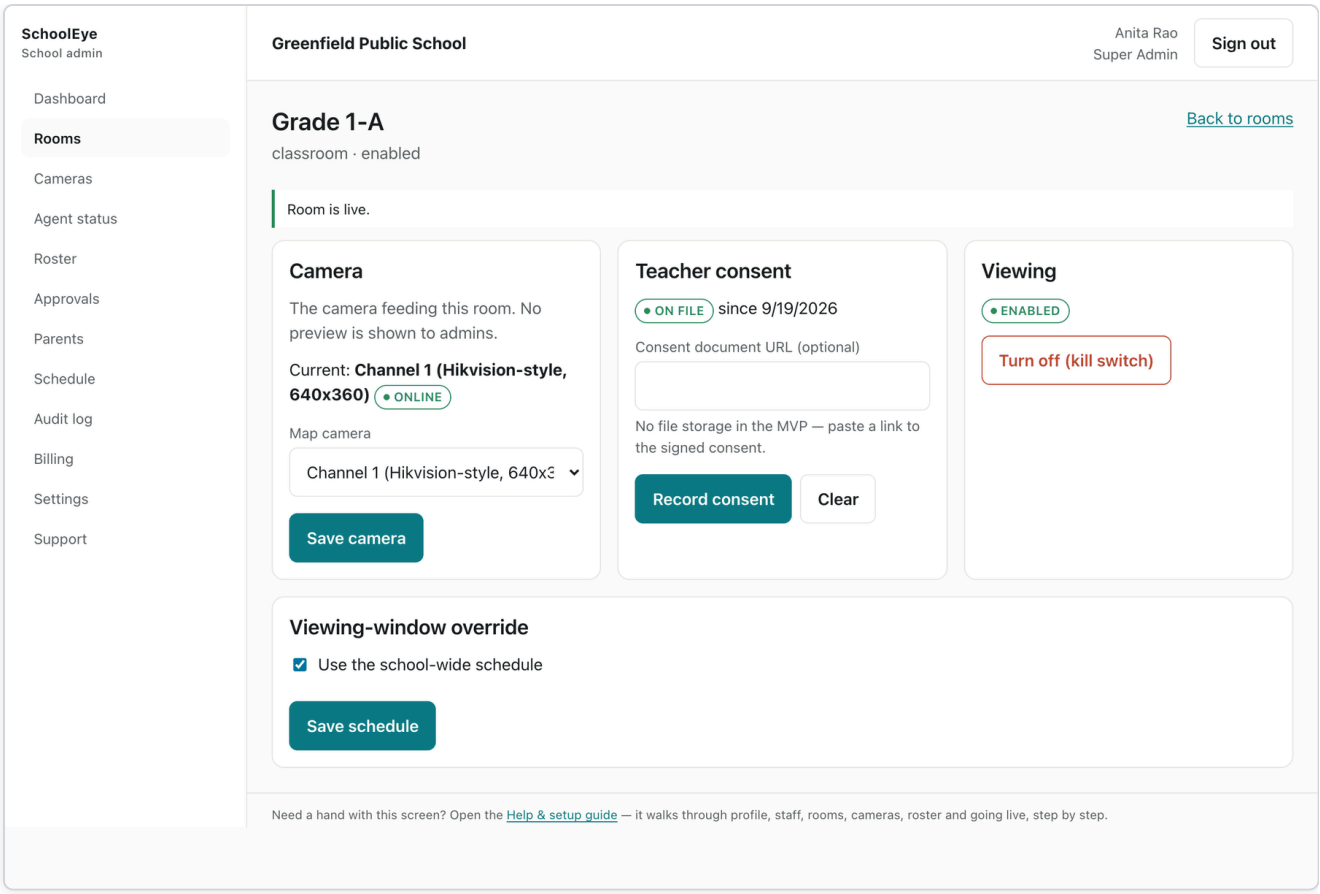
- its type is **Classroom** or **Common area**,
- it has a linked camera that is **ONLINE** (Step 3.4),
- **teacher consent** is recorded (Step 3.5).

1. Open the room's page. When everything is in place the **Viewing** box says **All requirements met.** Click **Enable viewing** 1.



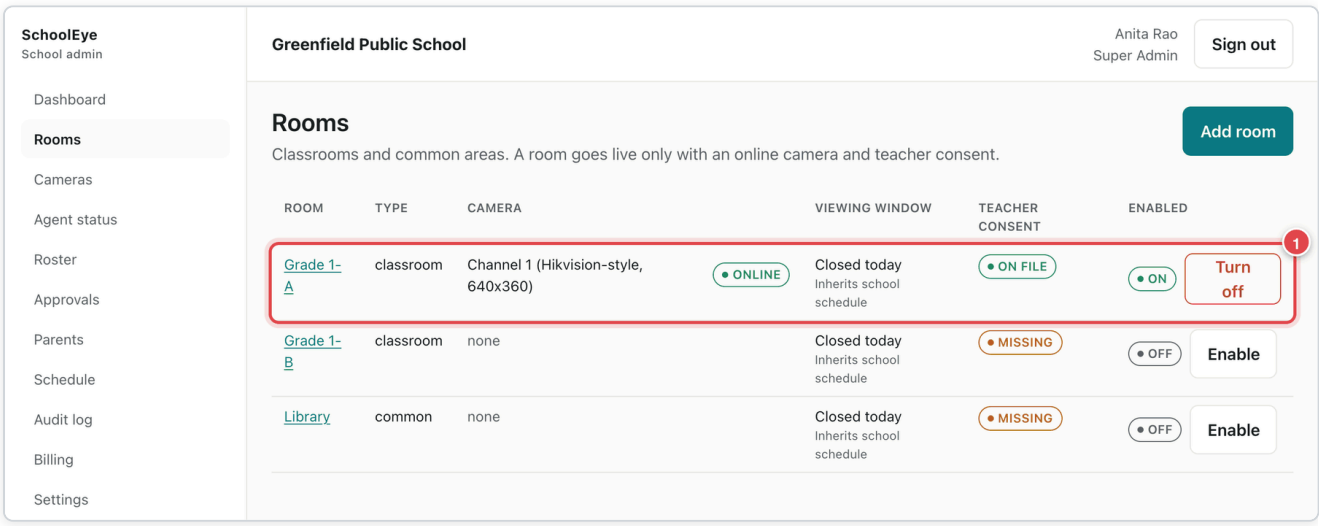
The room is ready to be enabled

2. You will see **Room is live.** and the Viewing box shows **ENABLED**.



The room is live

3. In **Rooms**, the room now shows **ON**.



The Rooms list with one room live

> **Tip:** If **Enable viewing** is greyed out, the Viewing box lists exactly what is still missing.

Step 5.3 — Turn a room off at any time

Open the room and click **Turn off (kill switch)**. You will be asked for a short reason. Parents then see that viewing has been turned off by the school, and anyone watching is disconnected within a few seconds. Turn the room back on with **Enable viewing**.

Step 5.4 — Tell the parents

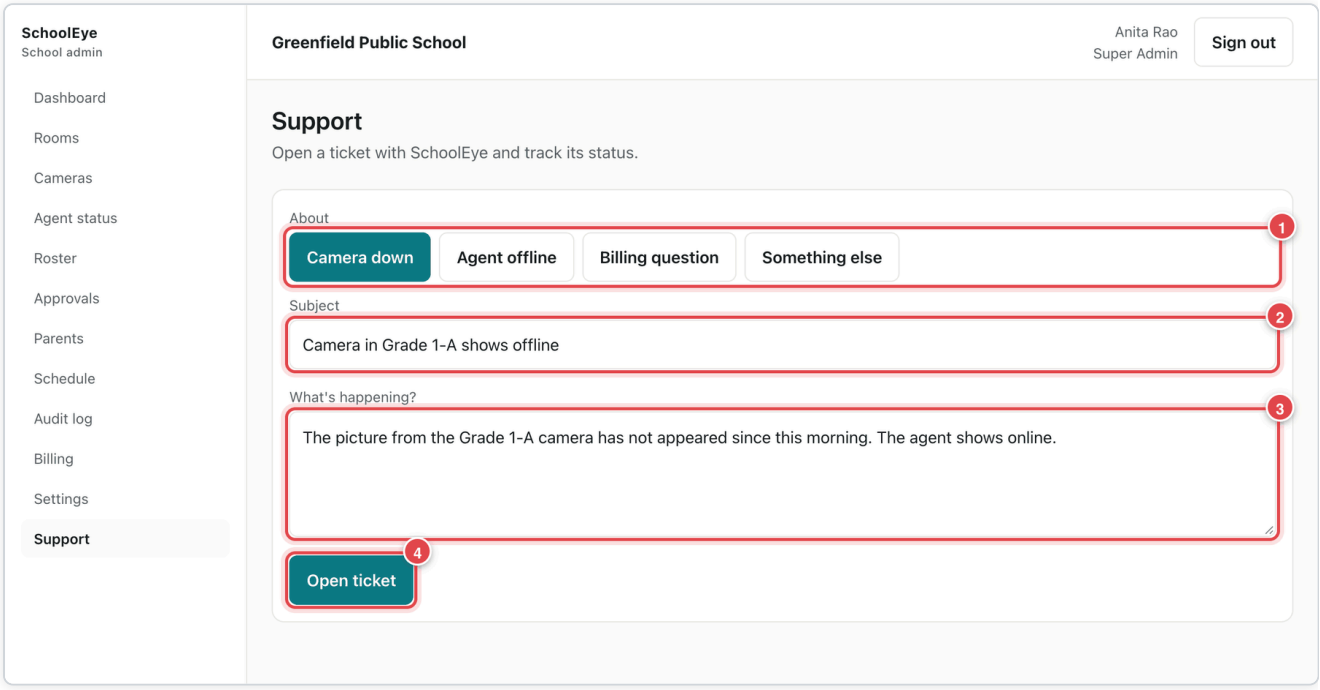
Parents do not install anything. Give them these steps (for example in a school circular):

1. Open the **SchoolEye parent website**. SchoolEye will give you the address, and it is also shown at the bottom of the admin sign-in page.
2. Choose **your school** and click **Continue**.
3. Choose your child's **class**, then type **your name** and **your child's full name** exactly as the school has them.
4. Click **Send me a code**. A 6-digit code is sent to the email address or phone number the school has on file. It expires after 10 minutes.
5. Type the code. During the school's viewing hours, the live view appears.

Part 6 — Getting help

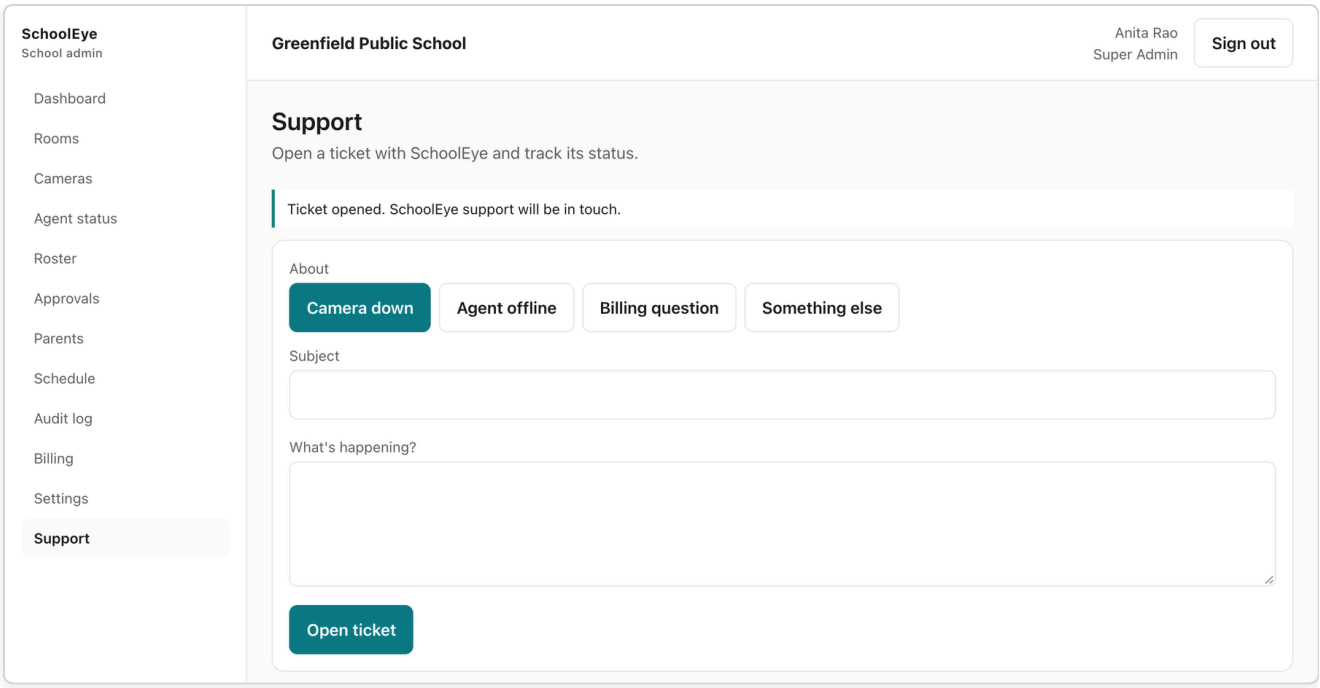
Contact SchoolEye Support from inside the app

1. In the menu, click **Support**.
2. Choose what your question is about 1 (**Camera down**, **Agent offline**, **Billing question** or **Something else**), type a **Subject** 2 and describe the problem 3. Click **Open ticket** 4.



The Support page

3. You will see **Ticket opened. SchoolEye support will be in touch.** Your tickets and their status are listed on the same page.



Ticket opened

> **Tip:** Say which room or camera it is, what you expected, and what happened instead. A screenshot helps.

Troubleshooting

Problem	What to do
"*That email or password is not right.*"	Check for typing mistakes and extra spaces. Passwords are case-sensitive. If unsure, use **Forgot password?** (Step 1.6).
The 6-digit code is always rejected	Wait for the next code. Set your phone's date and time to **automatic**. Make sure you added the account with the **setup key** and chose **Other account** in Microsoft Authenticator (Step 1.2).
I lost my phone	Use a recovery code (Step 1.5), then ask SchoolEye Support to reset your two-step verification.
The password reset email does not arrive	Wait a few minutes, check Spam or Junk, confirm the address, then ask your Super Admin or SchoolEye Support.
Settings are greyed out	Only a **Super Admin** can change the school profile and administrators.
Rooms, **Cameras** or **Schedule** are missing from the menu	Your role is Staff or Viewer. Ask a Super Admin to change your role.
The agent does not appear in **Agent status**, or shows **offline**	Check the school computer is switched on, awake and online. If the installation never finished, get a new pairing code (Step 3.1) and follow the Agent installation guide again.

Problem	What to do
No cameras are listed	Wait a few minutes after installation. If still empty, contact SchoolEye Support with the recorder details you gave the installer.
Enable viewing is not available	Read the list in the Viewing box. Usually the camera is not **ONLINE** yet, or teacher consent is not recorded.
CSV import says "*… is not a class-section at this school*"	The class name in the spreadsheet does not match Settings exactly. Fix the spreadsheet or the class-sections list (Step 2.1).
CSV import says "*needs an email address or a phone number*"	Add an email or a phone number (with country code) for that parent.
A parent says they never got a code	Check their contact details on the roster. Look in **Approvals** — their name may be a near match waiting for you.
A parent sees "*Your school is finishing setup for this classroom*"	That room is not enabled yet (Step 5.2).
A parent sees "*viewing is closed*" during school hours	Check **Schedule** for the right hours and for a closure covering today.

Glossary

Word	Meaning
Agent	The small program installed on a school computer that connects your cameras to SchoolEye.
Authenticator app	A phone app that shows a new 6-digit code every 30 seconds.
Pairing code	A one-time code that connects the agent to your school.
Recovery code	One of ten single-use codes that let you in if you lose your phone.
Roster	Your class list: students and their parents' contact details.
Room	A classroom or common area that can be shown to parents.
Viewing window	The hours when parents may watch.
Near match	A parent whose typed name is almost, but not exactly, on your roster.
Kill switch	The **Turn off** button that stops a room at once.

Go-live checklist

- [ ] Signed in, two-step verification set up, recovery codes stored safely
- [ ] School profile and class-sections saved
- [ ] Rooms added
- [ ] Agent online
- [ ] Cameras linked to rooms and showing **ONLINE**
- [ ] Teacher consent recorded for every room
- [ ] Class list imported with no errors
- [ ] Approvals queue checked
- [ ] Viewing hours saved
- [ ] Rooms turned on
- [ ] Parents told how to sign in

SchoolEye Admin — Getting Started Guide · version 1.0 · 19 September 2026. Pictures show a fictional school.