

## **Data Security & the LGfL Support Site**

### **Head teacher's guide to essential tasks**

The head teacher is ultimately responsible for the security of the data held by the school about their pupils and families. Data security breaches can result in hefty fines by the Information Commissioners Office. On the London Grid for Learning (LGfL), it is ONLY the head teacher (& sometimes Nominated Contact), that can perform specific tasks that control access to school data.

**This document is intended to give some general advice on Data Security and to guide head teachers through essential tasks on the LGfL Support site.**

<b>Section &amp; Contents</b>	<b>Page</b>
1) Data Security obligations	1
2) How LGfL systems use your school's exported data	2
3) Log in to the LGfL Support site - Basic / Full menus	3
4) Check / update your own school details and your personal details	5
5) Check who are your school's Nominated Contacts?	6
6) Check what data fields are exported from your Information Management System (IMS) to LGfL? (via Auto-Update)	7
7) Enable the export of additional data fields from your IMS.	7
8) Which outside organisations have access to your data?	8
9) "Remote Access" (RAv3)	9
10) Check who has remote access to what within your school network? (Eg: Files on school network drives / activate specific computers)	10
11) Check your USO Auto-Update is up to date	11
12) Share a file securely with another USO account holder (USO-FX)	12

### **1) Data Security obligations**

The loss, theft and inappropriate destruction of service users' personal data is now an offence and the **Information Commissioner's Office** has imposed significant fines and publish details for data loss. [www.ico.gov.uk](http://www.ico.gov.uk)

The Data Protection Act 1998 is designed to safeguard personal data and allow organisations such as the council (including schools), to collect and process this data for legitimate purposes. Complying with the Act is part of the employment contract.

All employees need to ensure that other people's information is protected and kept safe at all times. If personal, sensitive or confidential information is moved from one location to another we must do so in the safest possible way. We must ensure equipment is fully password protected and encrypted, and is kept secure at all times. Files, diaries, notepads or computer equipment must never be left unattended in vehicles or on public transport.

### **1a) Working at school**

- Only use fully encrypted and password protected laptops and USB storage devices for personal data.
- Lock your computer screen when not at your desk (Ctrl+Alt+Delete).
- Lock your print jobs / retrieve printed papers immediately.
- Ensure your password are "strong".  
eg: 1cw2g2F = "I can't wait to go to France"
- NEVER share your password with ANYONE. If someone knows, change it!!
- If you send personal information electronically, use fully encrypted email (EGRESS) or LGfL USO-FX (Secure File Exchange)
- Never leave laptops, notebooks, files, USB sticks, paper diaries, journals or anything else which contain personal information in a vehicle.
- Never take any personal information to an unrelated venue such as a pub, restaurant, friends house etc.

### **1b) Working at home**

- Ensure any paper files held at home are in a locked cabinet.
- Ensure you are authorised by your headteacher to take data off-site and that you have made suitable security provisions.
- Lock your computer screen when not at your desk (Ctrl+Alt+Delete).
- Never save any personal information to your own hard drive at home. Only save to password protected /school issued devices.
- Wherever possible use **LGfL Remote Access** (LGfL RAv3) to access the school network or to log in remotely to school computers. This avoids the need to carry data on laptops / storage devices. <https://rav3.lgfl.org.uk>
- Do not allow family members or friends to use your computer while logged in to RAv3. Do not leave unattended.
- Do not share passwords / leave on post-it notes.
- Always use LGfL staffmail for school business. Do not use non-secure accounts such as Yahoo / Hotmail / gmail etc.

## **2) How LGfL systems use your school's exported data**

Schools typically export data from the Information Management System (IMS) to the LGfL to automate the management of LGfL USO accounts. (USO = Unified Sign On = One username & password for all LGfL services etc) These USO accounts provide access (as appropriate to each user), to the following LGfL services:

- London Content (online learning & teaching materials procured from UK's top educational content providers)
- LGfL staffmail (including SkyDrive)
- LondonMail for students (including MS Live Apps & SkyDrive)
- LGfL VideoCentral (secure video hosting service)
- LGfL Podcasting (secure podcasting service)
- Learning Platform (LondonMLE-Fronter & DB Primary)
- LGfL USO-FX – (secure file exchange between USO account holders)

- LGfL OpenCheck ( London Wide system of registering your school as open / closed in the event of weather / emergency etc)
- Remote Access in to the school network (if enabled & configured)

***Head teachers should be aware:***

- The only other people that can see user data on the LGfL support site, for your school, are the school's ***Nominated Contacts*** and the ***LA Super User***.
- **During 2013 each school head teacher will be asked to sign a form to agree that the LA Super User maintain access to such data for their school.**

- Default data exported = firstname, lastname, dob, UPN(children)
- LGfL works in close partnership with other resource providers that have joined the ***"LGfL Federation"***.  
(eg: Fronter, DB Primary, 2Simple Purple Mash, Espresso, Just 2 Easy, Manga High, Language Nut, and several others)

It's because these third party resource providers have joined the LGfL "Federation" that your staff & pupils can seamlessly access many varied resources via their LGfL USO username & password.

Firstname, lastname, dob, & UPN are obviously vital in the process of managing accounts from over 2,500 London schools, and authenticating access to many resources within the LGfL Federation. Some of these third party resources work even ***more*** effectively if they also have access to data that lists the pupils in their class groups and identifies the class teacher. For example: In j2webby children publish to class-based blogs. In Manga High, the teacher can set their class specific challenges and later analyse performance stats.

For more details, see ***Contents*** sections on:

- 7) Enable the export of additional data fields from your IMS.
- 8) Which outside organizations have access to your data?

If you have queries about LGfL Data Security settings, call

***LGfL Helpdesk:***

**020 8255 5555**

Atomwide = **option 3**

**You will need your full DfE number: 307-????**

### 3) Log in to the LGfL Support Site – Basic / Full menus

If you (as head teacher) are unsure of your LGfL USO username & password, please contact: [mrobinson@ealing.gov.uk](mailto:mrobinson@ealing.gov.uk)

Go to: [www.support.lgfl.net](http://www.support.lgfl.net)

Click the **padlock** to log in

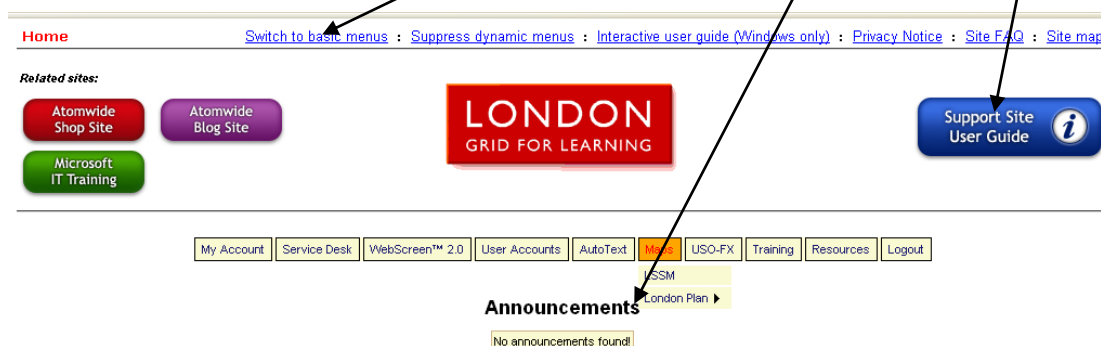


Enter your LGfL USO username & password.

On this first page there may be some general **announcements** that might be relevant for your area / school.

More detailed **guidance** on use of all aspects of the LGfL Support site is here

At the top of the screen click: **"Switch to Basic Menus"**



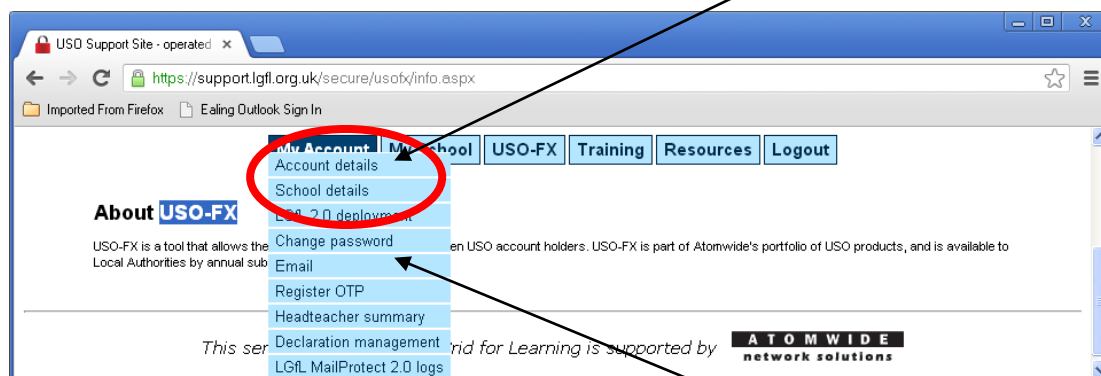
The screen will change to **Basic** (below) to help you focus on **key tasks**.



#### 4) Check / update your own school details / personal details

Look at the sub-menus under **My Account**

Please check and if necessary, update your **Account details** / **School details**.



If you wish in this section you can **Change** (your own LGfL USO) **password**.

#### Other useful options on this menu:

**LGfL2 deployment:** This section contains **ALL** information relating to the installation of your LGfL2 broadband connectivity from Virgin Media.

**Email:** – gives instructions on synchronising your email with other systems eg: how to receive email on your Apple iPhone.

**Headteacher summary:** Lists your Nominated Contacts (see next page)

**Register OTP:** An OTP tag (One Time Password) is a small plastic device with a button and an LCD screen which provides an extra level of security.



When logging in to the LGfL Support site with an OTP:

- Type in your LGfL USO username & password as normal – but then on the next screen you are prompted to enter a number from your OTP:
- Press the OTP button - it shows a 6-digit number on the LCD screen which you must enter - thus providing an extra level of security.

If you wish, you can buy OTP tags at the Atomwide store.

<https://shop.atomwide.com/> (£25 - £45 depending on quantity)

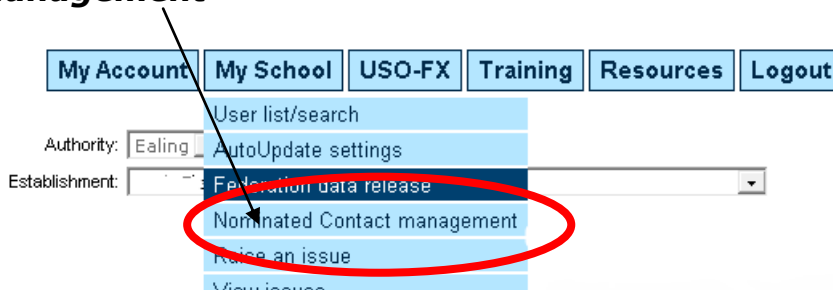
When you receive the OTP tag you will need to register it following instructions under the menu area **Register OTP**, shown above.

**In other menu areas: if you don't understand it ? – don't tinker !!!**

## 5) Check who are your school's Nominated Contacts

Nominated Contacts can access most data in the LGfL Support site such as usernames & passwords. They can also raise service issues and alter settings.

To access your list of Nominated Contacts click **My School – Nominated Contact Management**



This area (below) lists all Nominated Contacts in the school. The Headteacher's signature has been obtained on a fax form to authorize these people as Nominated Contacts. (eg: ICT coordinator / Technician / Support provider).

Username	Name	Email	Head Teacher?	Nominated Contact?	since	approved by
				YES	12 Feb 2008, 16:22	
				YES	20 Jan 2006, 14:10	
				<a href="#">Request</a>		

Some tech support providers ask you to authorize their whole team as Nominated Contacts in order to provide access for whichever technician visits your school. If you insist on authorising **ONLY** your regular technician you might then be at a disadvantage if that person is ill and another technician is in attendance. Up to you! (Discuss with your tech support)

**Full online management of Nominated Contacts requires the HT to use on OTP tag** (see previous page).

If there are names on this Nominated Contact list that you feel should **NOT** be there, (perhaps they have left the school), you should ensure they are removed. USO-AutoUpdate will remove teachers automatically when they leave the school, but external technicians must be removed manually.

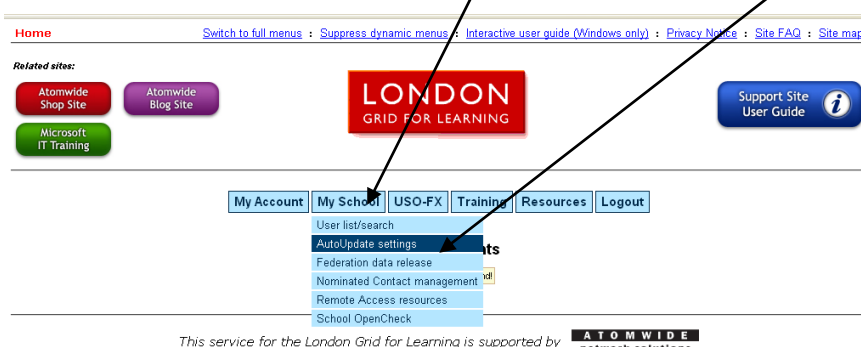
**If in doubt call the Atomwide Helpline.**

## 6) Check what data fields are exported from your IMS to LGfL?

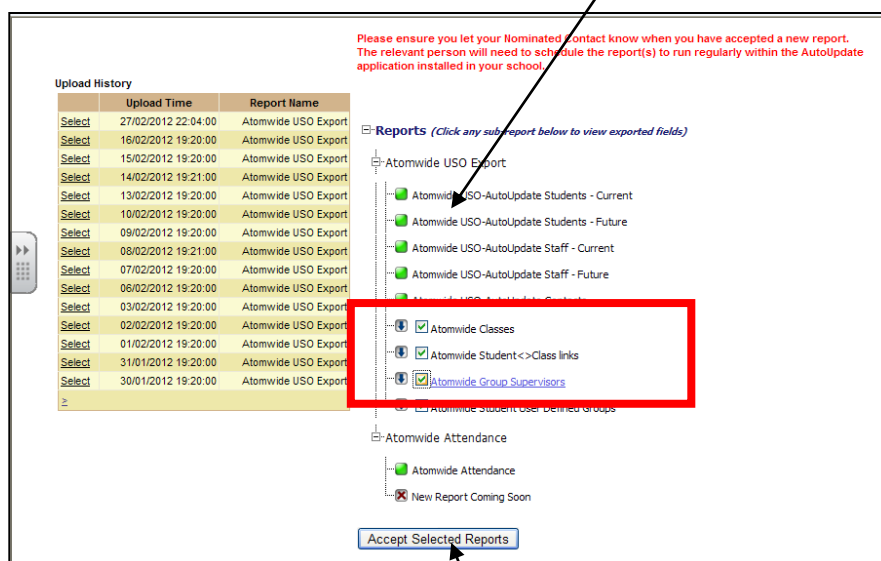
The default export data fields are vital in the process of managing accounts and should not be altered. They can be viewed as shown below but generally include: firstname, lastname, dob, UPN (children).

LGfL Federation, third party resources work even more effectively if they also have access to **extra** data fields that identify pupils in class groups and identify the teacher for each class.

On the LGfL Support site: Under the **"My School"** menu click **"AutoUpdate settings"**



You will see the default fields are activated in GREEN (below)



## 7) Enable the export of additional data fields from your IMS

To enable export of extra (group) data to achieve full functionality for some resources provided by outside (LGfL Federation) organizations, the sub-reports in the red box above need to show blue **AND** have a tick next to them.

- ✓ **Atomwide Classes**
- ✓ **Atomwide Student <-> Class links**
- ✓ **Atomwide Group Supervisors**

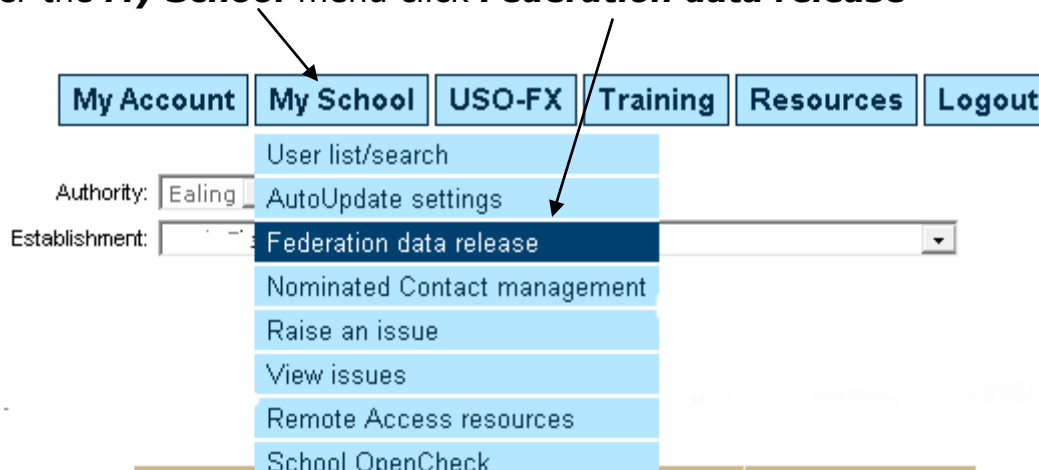
Tick these 3 boxes and click **"Accept Selected Reports"**



If your school is using the **LGfL USO-Auto-Text** service as a school-to-parent / school-to-teacher texting system, then you will need to ensure the export of accurate and up to date mobile phone numbers is in place, so that your texting service works automatically and efficiently.

## 8) Which outside organisations have access to your data?

Under the **My School** menu click **Federation data release**



This page enables you to control how your data is released to outside parties.

Data released to	Data to be released	Options
<a href="#">2Simple</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">DB Primary</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">eChalk</a>	<a href="#">Click to view</a>	<input type="checkbox"/> Disabled
<a href="#">Espresso Clipbank</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">i2e (LGfL Creative Toolkit)</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">JANET video conferencing via UKAMF</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">LanguageNutz</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">Listening Books</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">London MLE powered by Fronter</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">MangaHigh</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">Mathletics</a>	<a href="#">Click to view</a>	<input type="checkbox"/> Disabled
<a href="#">PurpleMash</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>
<a href="#">Teachit</a>	<a href="#">Click to view</a>	Enabled <input type="checkbox"/>

**Click to View** tells you precisely which data fields are used by each resource provider

You need to ensure the resources you use / subscribe to, are **Enabled**  
If you terminate contract or change provider, you should **Disable!**

If there are resources you're not aware of: Find out about them – use them!!  
Many of the resources listed are provided as part of your LGfL2 subscription.  
(Some are pay only: eg: LondonMLE-Fronter , DB Primary, Purple Mash)



## 9) Remote Access (RAv3)

With LGfL2 a “firewall” was installed which protects your school network from the hostile world outside.

Remote Access v3 (RAv3), is a service provided free of charge by LGfL-Atomwide, as part of your LGfL2 subscription, which allows **secure remote access** in to your school for users specified **by you**.

**Only the head teacher can enable remote access for the school**

(see next page – but read the rest of this aswell !!!!!)

**Your SLT must decide WHICH people need access to WHAT.**

This is best done by identifying distinct network resources that would be useful to access from out of school. Remote access can be provided to:

- **Network drives.** This provides access to browse the folders & files on that specified drive as if you were in school (slightly different interface & behaviour). An obvious example might be to give all teachers access to the teachers’ shared drive ?
- Any **specified PC** on your school network. You will be able to run whatever software is on that PC just like sitting at the PC, only that you’re doing so from somewhere else. (The school PC you wish to access will need to be left powered on but **NOT logged in!!** The monitor can be switched off). An example might be to set up a PC that provides access to the school’s information / finance systems, or to the head teacher’s PC.

Then, for each resource you must decide which specific individuals / groups of people **need** to access it. Access is provided by adding individual users to that resource group.

Your tech support provider will set up these access groups: eg: Teacher Drive / Admin PC / HT PC, and will give individuals / groups access as you specify.

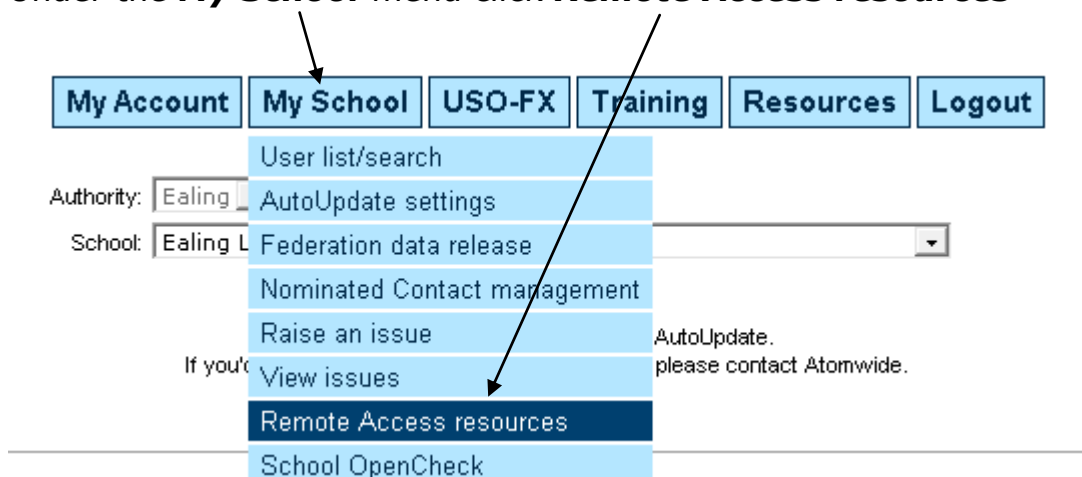
This has great potential to minimise the risk of data loss that is a very real possibility if staff take data out of school on paper / laptops / USB & SD card storage devices . . . **BUT . . .** it **must** involve rigorous training of staff to ensure their “remote” use does itself not create another risk. Rules & expectations need to be explicit in the school’s **Acceptable Use Policy** (which staff should be expected to sign in agreement).

For example:

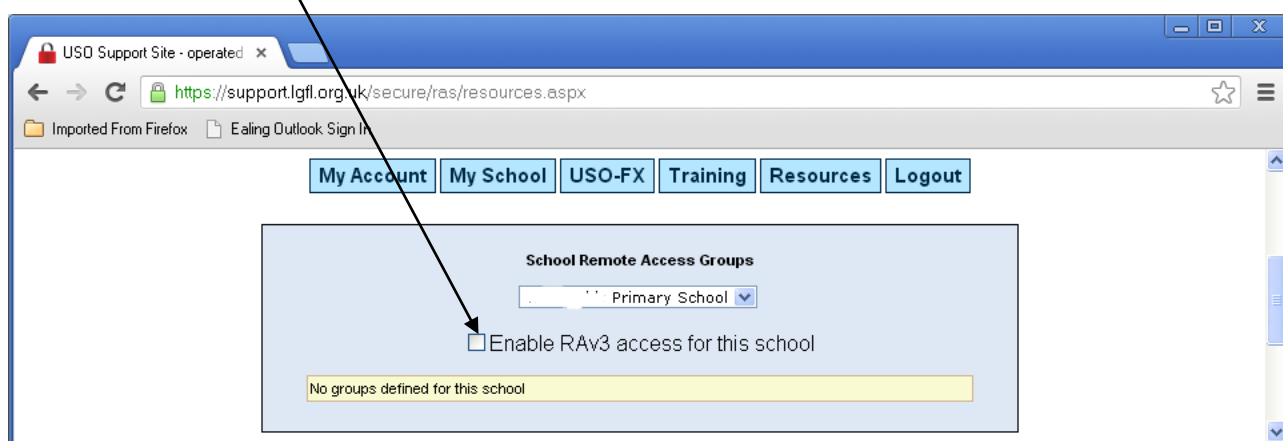
- NEVER use remote access from a public device / Internet café etc.
- NEVER save files accessed remotely to your personal device / hard drive
- ALWAYS log off if you leave the computer.  
(RAv3 will lock you out automatically after 30 minutes inactivity.)
- etc etc etc !?!

## Enable RAv3

Under the **My School** menu click **Remote Access resources**



**Tick Enable RAv3 access for this school.** Access is now feasible but not possible until groups and specific access has been configured by your tech support.



## 10) Check who has Remote Access to what

The intricacies will have been set up by your technician (hopefully in accordance with your very precise instructions), but I would strongly urge you to find **15 minutes** to sit with your technician and look through the different remote access **groups** created and check exactly who has been given access to what, so that you are reassured that everything is as it should be. Your technician might be wonderful, but they are also human, and therefore fallible . . . . so remind yourself where the buck stops for any loss of data!!!

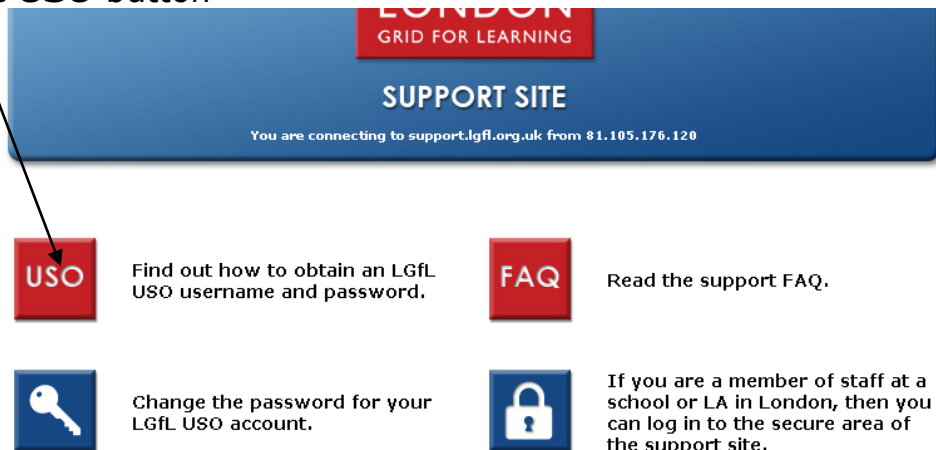
If a teacher leaves the school they will automatically lose any remote access rights in to your school **provided your USO-AutoUpdate export of data from SIMs to LGfL-Atomwide is exporting regularly & is up to date.**

## 11) Check your USO-AutoUpdate is up to date

This can be done by anyone and without the need to log in.

Go to: [www.support.lgfl.net](http://www.support.lgfl.net)

Click on the **USO** button



- Choose Ealing from the first drop down list
- Choose your school from the second drop down list

Please select your school:

Authority:

Establishment:

*If your school is not listed, then it does not currently subscribe to LGfL services.  
If you wish to join LGfL, please call (020) 8255 5555 option 9.*

**Your school's DfE code is: 307-2162**

This school uses an automated process to provision its USO accounts (Last file received : 04 Dec 2012)  
The USO data for this school has been released so that Fronter can access it for matching.

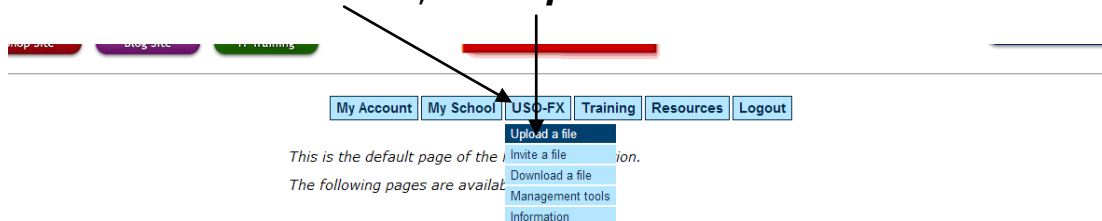
The licensing agreement which LGfL operates with its suppliers means that anyone wishing to use an online facility must have a personal Unified Sign On (USO) account.

The **"Last file received"** should show a date within the last few days. If it is more than a week old, notify your tech support as they will need to re-activate the AutoUpdate as it would seem it has fallen asleep (happens occasionally).

## 12) Share a file securely with another USO account holder (USO-FX)

LGfL USO-FX stands for **USO** – “**File Exchange**” and provides a secure way to exchange files with another USO account holder. Almost ALL London school staff have LGfL USO accounts. Currently you can use USO-FX to exchange files with any USO account holder in Ealing.

1. Log in to the LGfL Support site
2. Under the **USO-FX** menu, click **Upload a file**



3. Specify **WHO** is to get access to your file(s)

**3a Untick OTP tags?**

USO-FX: Upload a new file

Start by defining who should receive copies of your file... Enable advanced options

Restrict recipient list to users who have registered OTP tags? ☐

**3b Search options**

Find a user

Type: Staff only Search

Authority: Ealing First name: Last name: sehmi

Establishment: -- any establishment in my home authority

	Username	First Name	Last Name	Email	Role	DfE	School	Authority
Select	psehmi1.307	Parmjeet	Sehmi	psehmi@khalsa.ealing.sch.uk	Staff/Head	307-3512	Khalsa Va Primary School	Ealing
Select	ssehmi.307	Satwinder	Sehmi	ssehmi.307@lgfmail.org	Staff	307-2164	Dairy Meadow Primary School	Ealing

Username	Has OTP?	
asunner.307	No	Delete
gscannell.307	No	Delete
vupton1.307	No	Delete
		Add

**3c Check search returns carefully & select to add to recipients list**

My groups

-- Pick a group Add

Next

4. Click **Next** (bottom right) & it will confirm the recipients list. **Next!**

**5. Type title & (optional) Description?**

Title: Plan for Guy Fawkes plot

Description: Very important document - bla bla bla - must keep secure - bla bla bla - penalty of death on bonfire - bla bla bla

**6. Choose your file to upload**

This description text will be included in the notification messages that are emailed to recipients of your file. Because these emails are not secure, you must not include sensitive information within this description text.

☐ Use the text entered in the 'Description' box to create a text file that the recipient(s) can then download via USO-FX? (If ticked, no file will be uploaded, and the 'Description' text will **not** be included in the notification messages that are sent to recipients.)

File: Choose File No file chosen

Ready; max file size = 20MB

Acceptable file types: .csv, .doc, .docx, .dwg, .gif, .jpeg, .jpg, .msg, .pcap, .pdf, .png, .ppt, .pptx, .rar, .rtf, .signature, .tif, .tiff, .txt, .vsd, .xls, .xlsx, .xml, .zip

There is disk quota of 2260MB currently being enforced for your authority, and 0% of this has been used.

**7. Set auto-delete and notification options**

☐ Email me whenever the document is downloaded?

☒ Delete document automatically when all recipients have acknowledged it?

☒ Automatically delete document on 05/11/2013 Date must be between today and one month from today!

☒ Email me to confirm that the document upload completed?

Finish

8. **Finish** & you get immediate confirmation.

9. The recipients receive an email which informs them of the file and provides a link to USO-FX. They log in with their USO (& OTP?), to access the file. When they do, you'll get notification, if you ticked the box.