

Samsung Education Portal (v2.1)

User Manual

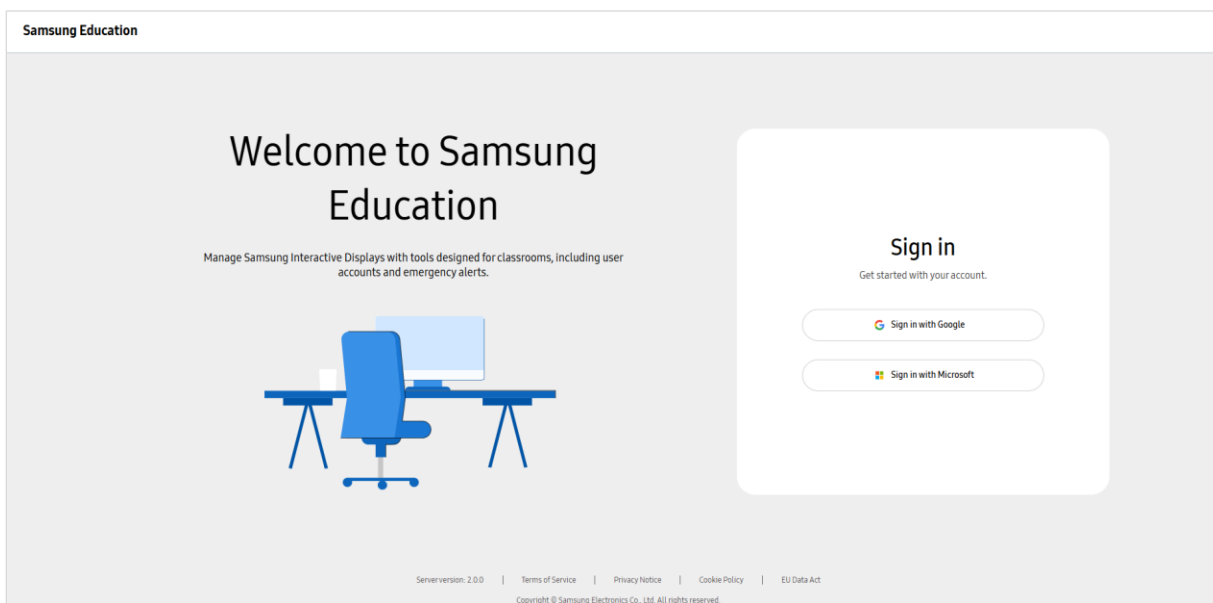
1. Sign in to Samsung Education Portal	2
2. Create an Organization	2
3. Dashboard.....	3
4. Users.....	3
4.1 Add Users	3
4.2 User List Columns.....	4
4.3 Manage NFC Cards	5
4.4 Search Users	6
4.5 Delete Users	6
5. Device Management	7
5.1 Add Devices	7
5.2 Search Devices	8
5.3 Delete Devices	8
5.4 Device Settings - Samsung AMS	8
5.5 Device Settings - Reset owner (admin) lock	9
6. Emergency Alert.....	10
6.1 Education Portal Setup: Create an emergency alert.....	10
6.2 InformaCast Setup: Send Alert	11
6.3 InformaCast Setup: Clear Alert	14
6.4 Raptor Setup: Send Alert	14
6.5 Raptor Setup: Clear Alert.....	15
7. Tag Management.....	16
7.1 Create a tag	16
7.2 Assign the tag to devices	16
8. Settings	17
8.1 General	17
8.2 Organization.....	17

Samsung Education Portal is an IT administrator portal for managing users and for integrating those displays with school emergency alert systems.

Administrators first create an organization, which typically represents one school, and then manage users and devices within that organization. The portal supports user account management, NFC card binding for NFC sign-in, device enrollment for Samsung AMS On/Off settings, owner/admin PIN reset, and emergency alert creation and management.

1. Sign in to Samsung Education Portal

1. Open Samsung Education Portal at <https://www.samsungeduai.com>.
2. On the home page, select one of the available sign-in options: Sign in with Google or Sign in with Microsoft.
3. Sign in with a supported Google or Microsoft account.



2. Create an Organization

1. After the first successful sign-in, review the Terms of Service and Privacy Notice.
2. Accept the Terms of Service and Privacy Notice to continue.
3. On the Create Organization page, enter the organization details. Fields marked with an asterisk (*) are required, including Organization name. Fields without an asterisk, such as Organization address, are optional.
4. Select Create. After the organization is created, the portal redirects you to the Dashboard.

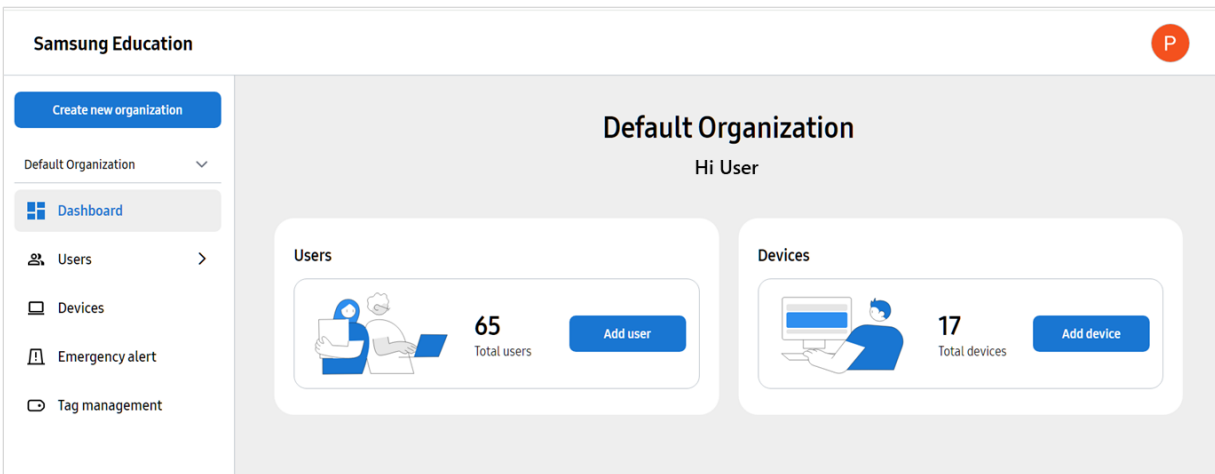
Note: The administrator who creates the organization becomes an administrator of that organization. An organization typically represents one school. If a district manages multiple schools, administrators can create multiple organizations and manage users and devices separately for each organization.

Note: If an administrator belongs to multiple organizations, the portal opens the dashboard for the first-created organization after sign-in.

Note: To create another organization after signing in, select Create new organization in the upper-left area of the first-level main menu on the portal screen.

3. Dashboard

After sign-in, the Dashboard is the default landing page for administrators. It includes a User card showing the total number of users and an option to add users, and a Device card showing the total number of devices and an option to add devices.



4. Users

The portal supports two user types: Administrator and General User. An Administrator signs in to the portal to manage the organization, users, devices, and emergency alert settings. The administrator who first creates an organization can add other administrators to help manage that organization. A General User is typically a teacher or staff member who signs in to and uses an Interactive Display.

4.1 Add Users

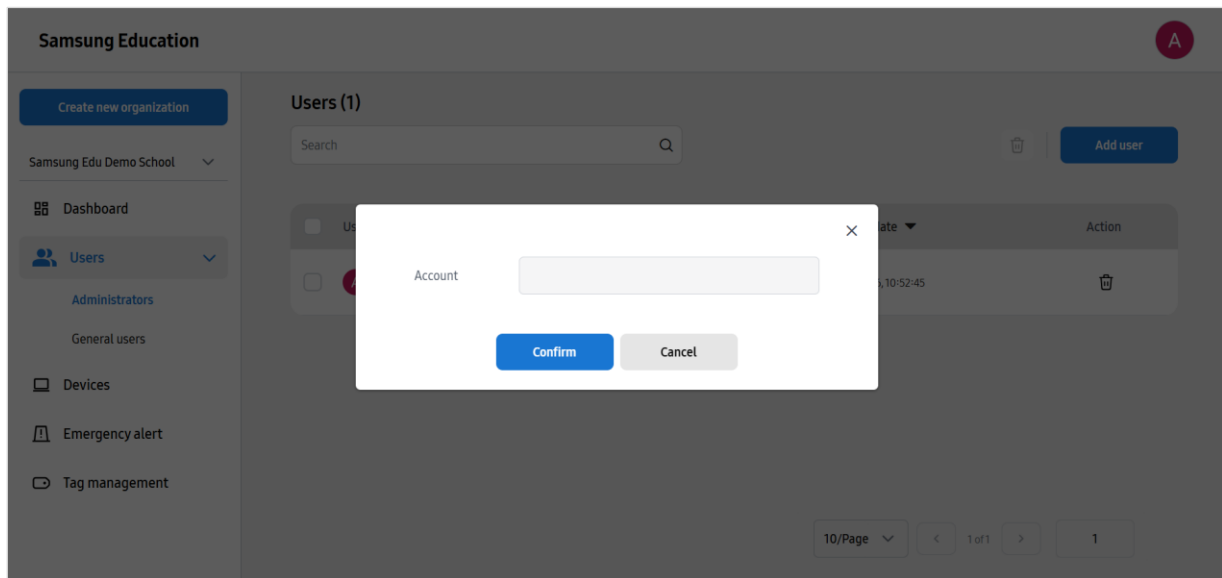
Administrators can add users from the Add user function on the Dashboard or Users page. For General Users who need to sign in with NFC on Interactive Display models with a built-in NFC reader, administrators can register the user together with NFC card information. NFC cards are used for teacher sign-in on supported displays.

4.1.1 Add a user from the Dashboard

1. From the Dashboard, select Add user.
2. In the Add user pop-up, enter the user email address in the Account field.
3. Select the user type: Administrator or General User.
4. For a General User, optionally bind up to NFC cards by entering the NFC card number. If the card number is unknown, it can be checked using the mobile app, or the card can be scanned later by connecting an NFC card reader to the administrator's PC. For details, see 'Manage NFC Cards'.
5. Select Confirm.

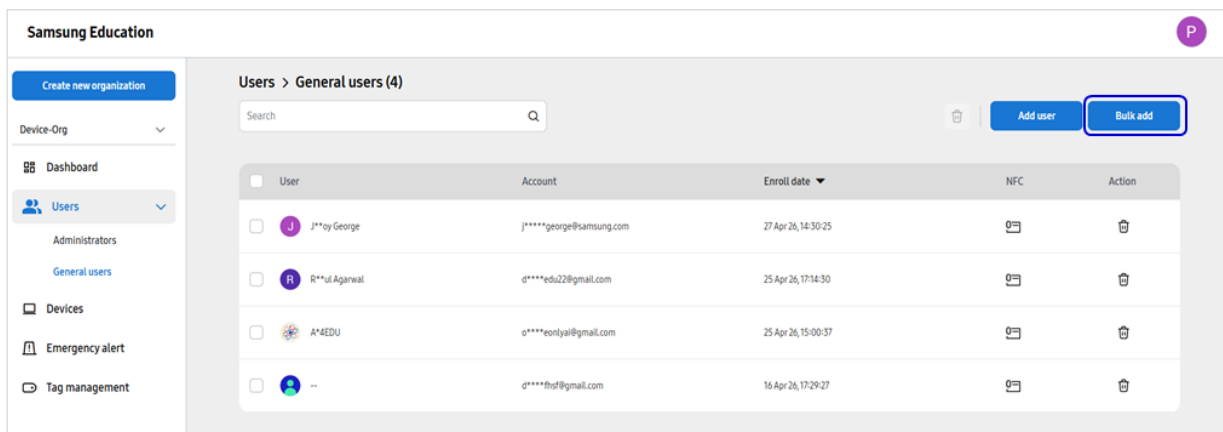
4.1.2 Add a user from the Users page

1. Go to Users, then select Administrator or General users.
2. Select Add users.
3. For an Administrator, enter the account and select Confirm.
4. For a General User, enter the account, optionally add NFC card information, and select Confirm.



4.1.3 Bulk add General Users

1. Use Bulk add when you want to register multiple Interactive Display users at once by using a CSV file. Go to Users > General users.
2. Select Bulk add.
3. Download the CSV template, enter the user information, and then import the completed file. To register NFC information in bulk, enter the NFC card number next to the corresponding user account in the template. NFC information is optional.
4. After the upload is completed successfully, the users are added to the user list.



- Limit: CSV only; up to 1,000 users; maximum file size 300 KB.
- NFC limit: Up to three NFC cards can be bound to each General User.

Note: One NFC card can be linked to a single user and used in only one organization.

4.2 User List Columns

After users are added using the Add user flow in Section 4.1, they appear in the user list with the following information.

Column	Description
User	Displays the user name.
Account	Displays the user email address.
Enroll date	Displays the date and time when the user was registered.
NFC	Displays the number of NFC cards assigned to the user. Select the NFC icon to add or remove NFC cards.
Action	Displays the delete icon for deleting the selected user.

4.3 Manage NFC Cards

After a user is registered, administrators can also register, remove, and manage NFC cards from the user list.

This menu supports two ways to register an NFC card: enter the NFC card number manually, or connect an NFC card reader to the PC so the portal can read the NFC card number automatically.

1. Go to Users > General users.
2. In the NFC column, select the card icon for the target user.
3. In the pop-up, add or remove NFC card information.

4.3.1 Add an NFC card manually

1. Enter the NFC card number in the text field.
2. Select the check icon to verify availability and bind the NFC card to the user.

4.3.2 Add an NFC card by scanning

1. Select the scan icon.
2. Check the prerequisite message shown in the NFC scan pop-up.
3. Make sure NFC Enrollment Agent is installed and running on the PC.
4. Connect a supported NFC card reader to the PC.
5. Tap the NFC card on the reader.
6. When the card is detected, review the scanned NFC ID and confirm the assignment.

Steps:

1. Connect the NFC card reader via USB
2. Install the NFC card reader driver if required
3. Hold the NFC card near the reader. If the card number automatically fills in the input box below, it indicates that the reader is operating normally.

No NFC card reader detected. Please check the connection and try again.

Card Number

The card number will appear here.

Confirm

Steps:

1. Connect the NFC card reader via USB
2. Install the NFC card reader driver if required
3. Hold the NFC card near the reader. If the card number automatically fills in the input box below, it indicates that the reader is operating normally.

NFC card detected. Processing...

Card Number

82A8F18F

Confirm

- Prerequisite: NFC Enrollment Agent is available for Microsoft Windows 11.
- Recommended browsers: Latest official releases of Google Chrome and Microsoft Edge.
- If the connection between NFC Enrollment Agent and Windows Smart Card Service is interrupted, the agent attempts to re-establish the connection and the pop-up shows the reconnection status.
- To delete NFC card information assigned to a user, select the unbind icon for the target NFC card.

4.4 Search Users

Use the search bar at the top of the Users page to search by user name or account. Search is case-insensitive and supports partial text matches.

Samsung Education

Create new organization

Device-Org

Dashboard

Users

Administrators

General users

Devices

Emergency alert

Tag management

Users > General users (1)

AI4EDU

Add user

Bulk add

User	Account	Enroll date	NFC	Action
☐ AI4EDU	q****eonlyai@gmail.com	25 Apr 26, 15:00:37		

4.5 Delete Users

Select one or more users, then select Delete. A confirmation pop-up appears before the selected users are deleted.

Samsung Education

Create new organization

Device-Org

Dashboard

Users

Administrators

General users

Devices

Emergency alert

Tag management

Users > General users (4)

Search

1 of 4 selected

User	Account	Enroll date	NFC	Action
☐ J**oy George	j*****george@samsung.com	27 Apr 26, 14:30:25	2	
☐ R**ul Agarwal	d****edu22@gmail.com	25 Apr 26, 17:14:30	1	
☐ A*4EDU	o*****onlyal@gmail.com	25 Apr 26, 15:00:37	1	
☒ d****fhsf@gmail.com	d****fhsf@gmail.com	16 Apr 26, 17:29:27	0	

5. Device Management

Administrators can register devices to their organization by using each device serial number.

- Note: One device can be added to only one organization.

5.1 Add Devices

Devices can be added individually or in bulk.

1. From the Dashboard, select Add device; or go to Devices and select Add new.

Samsung Education

Create new organization

Secondary Org

Dashboard

Users

Devices

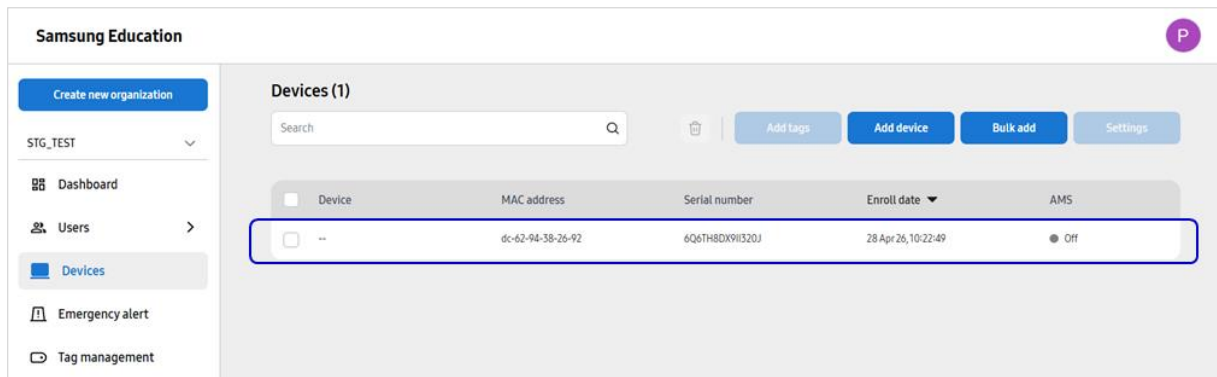
Emergency alert

Tag management

No devices enrolled yet. Add a device to get started.

Add new Bulk add

2. Enter the device serial number in the Add device pop-up.
3. To add devices in bulk, go to Devices and select Bulk add.
4. Download the CSV template or select Import to upload a completed CSV file containing device serial numbers.
5. After the upload is completed successfully, the devices are added to the device list.



- Limit: CSV only; up to 1,000 devices; maximum file size 300 KB.

5.2 Search Devices

Use the search bar at the top of the Devices page to search by device name, tag, MAC address, or serial number. Search is case-insensitive and supports partial text matches.

5.3 Delete Devices

Select one or more devices, then select Delete. A confirmation pop-up appears before the selected devices are deleted.

5.4 Device Settings - Samsung AMS

Profile selection should be reviewed carefully during initial device setup and should not be changed frequently.

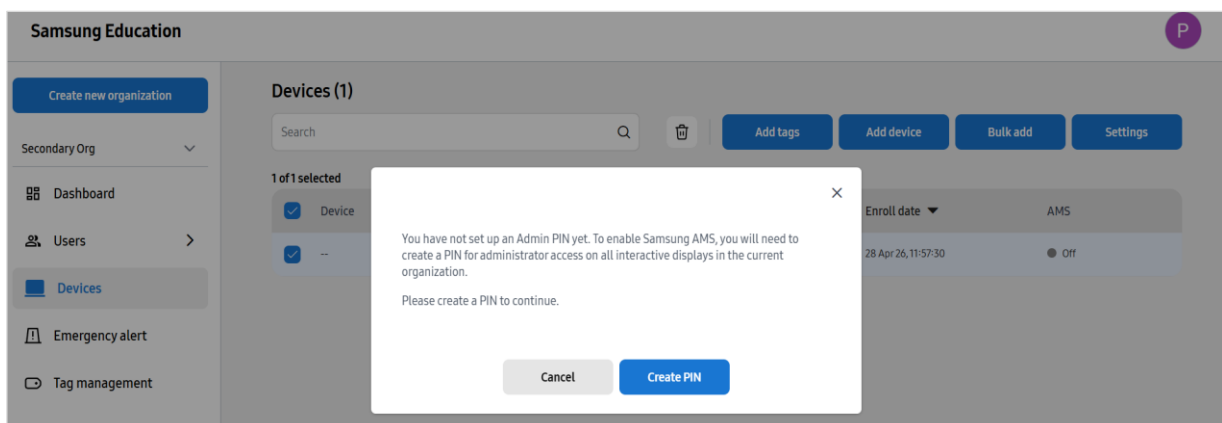
When Samsung AMS is Off, the device uses the default local profile, which is the Google EDLA default and is designed for single-teacher use. In this mode, all data and settings are stored locally on the device.

Samsung AMS provides a roaming profile optimized for multi-teacher environments where teachers move between classrooms. With AMS, teachers can switch profiles without owner intervention, and personalized settings are stored in the cloud. If profiles were created while using the default local profile, those existing profiles are deleted when the device is switched to Samsung AMS. To use the AMS app on an Interactive Display, administrators must turn Samsung AMS On through the portal.

5.4.1 Create an Admin PIN

An Admin PIN must be set before Samsung AMS can be used. If an administrator attempts to change AMS settings before creating an Admin PIN, the portal prompts the administrator to create one.

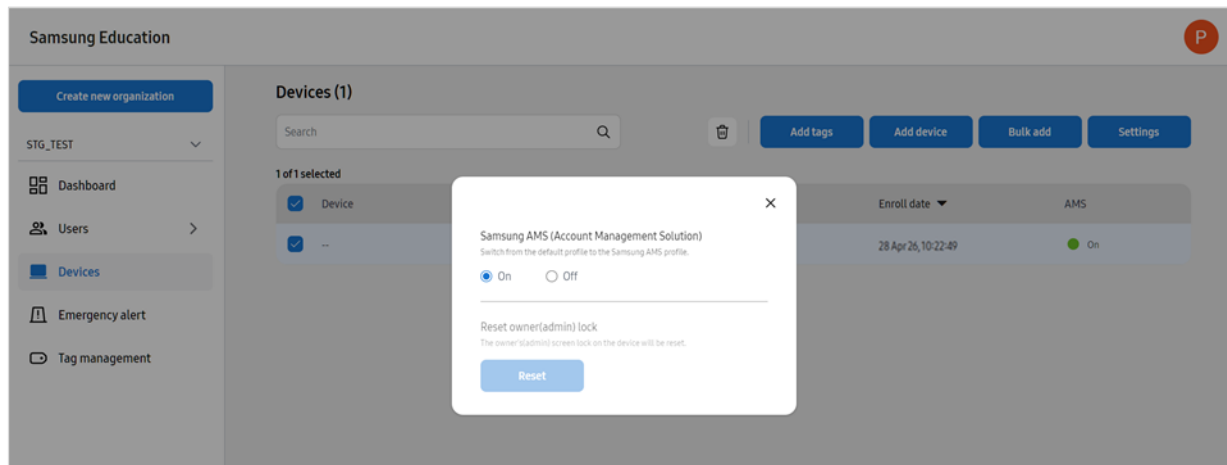
The Admin PIN is required when signing in to an Interactive Display with administrator privileges. All devices in the same organization use the same Admin PIN. After signing in as Admin, an administrator can delete users registered on the device. The Admin PIN can be changed in Settings.



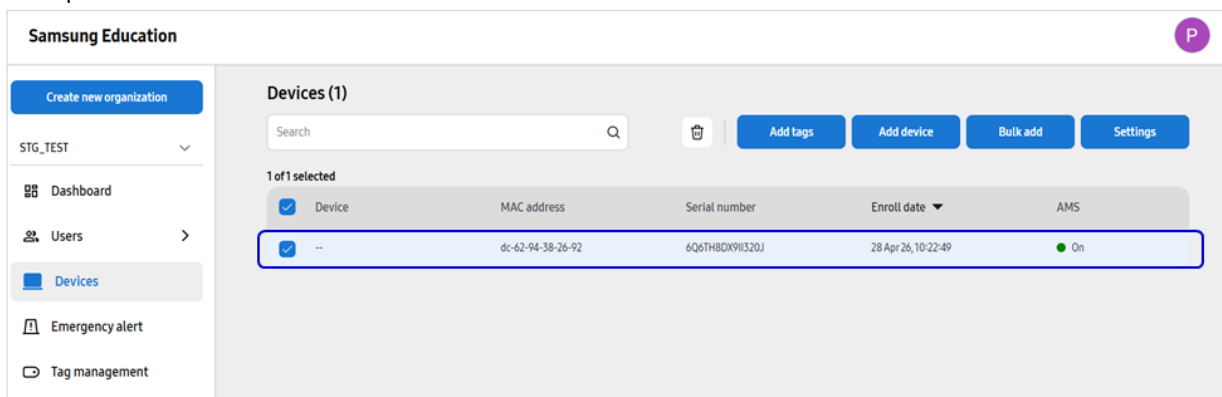
5.4.2 Turn AMS On or Off

1. Go to Devices.

2. Select one or more devices.
3. Select Settings.



4. Choose On or Off for Samsung AMS.
5. Review the confirmation pop-up, then select Confirm.
6. The portal sends the AMS command to the selected devices.



- If all selected devices have the same AMS status, the pop-up displays that status as the default selection.
- If selected devices have mixed AMS statuses, no default status is selected in the pop-up.
- If the portal cannot communicate with a device, the device may show Unavailable. The command can be applied again while the device is in the Unavailable state.

※ AMS Status Definitions

Status	Customer-facing definition
On	AMS is enabled on the device.
Off	AMS is disabled on the device.
Syncing	The server has sent a command and is waiting for the device response.
Unavailable	The server cannot receive the device status within the defined duration, up to 60 seconds.
On/Off (Failed Reason)	Displayed when changing the AMS setting to On or Off fails.

5.5 Device Settings - Reset owner (admin) lock

This feature resets the Android screen lock settings for the owner/admin profile on devices. It is available only when Samsung AMS is Off. After the reset, the owner/admin can configure the screen lock again on the device.

1. Make sure AMS is Off for the target device.
2. Select Reset.

3. In the confirmation pop-up, select Confirm.
4. Restart the device to apply the screen lock reset.

6. Emergency Alert

Emergency Alert supports CAP integration with emergency alert systems. The portal currently supports InformaCast and Raptor, and additional CAP integration systems are planned for future support.

To select devices in Emergency Alert, tags must be assigned to the devices. Before creating an Emergency Alert, first create tags in Tag Management and assign them to the devices.

6.1 Education Portal Setup: Create an emergency alert

1. Go to Emergency alert.
 2. Select Create new. The Emergency alert > Create new screen opens.
 3. Enter an alert title. This title is for administrator reference only and is not displayed as the alert message on devices.
 4. Optionally enter a description. The description is for administrator reference only and is not displayed as the alert message on devices.
 5. Select the alert provider. InformaCast is selected by default.
 6. Select the display settings. The first template is selected by default.
 7. Optionally select background color and text color.
 8. Select Create.
 9. In the Webhook Source Information pop-up, copy the Webhook URL and API Key. These values are required when configuring InformaCast or Raptor.
 10. Select Done. The portal returns to the Emergency alert page.
- A. Webhook URL: The destination URL used by the external alert provider to send alert data to Samsung Education Portal.
 - B. API Key: The authentication value used to authorize alert requests from the external alert provider.

EmergencyAlert > Create new

Emergency alert title: Samsung Alert for Fire Drill

Description: Test Alert

Alert provider: InformaCast

Display settings

Template: Select a template to display on devices.

Background colour: Blue

Text colour: White

Supported devices: Samsung Building A OR

Template preview Create Cancel

6.2 InformaCast Setup: Send Alert

Use the following procedure to configure InformaCast to send an alert to Samsung Education Portal.

Step 1: Create an Outbound CAP endpoint

1. Sign in to InformaCast at <https://admin.icmobile.singlewire.com/>.
2. Go to Recipients > Outbound System > Outbound CAP.
3. Select Create Outbound CAP Endpoint.
4. Under Basic Information, enter a name that helps you identify the endpoint later.
5. Under Settings, enter a location name.
6. Select the + button next to Connection Configuration.
7. In the Add Connection Configuration pop-up, enter a connection name.
8. In URL, enter the Webhook URL generated in Samsung Education Portal.
9. In Username, enter a value that helps identify the connection.
10. In Password, enter the API Key generated in Samsung Education Portal.
11. Select Save.
12. Select the created connection configuration from the Connection Configuration drop-down list.
13. Select Save.

Outbound CAP Endpoint Details ?

View/manage an outbound CAP endpoint, its name, location, and connection configuration.

Basic Information

Name

Settings

Location

Connection Configuration

✎
🗑
+

✕ Cancel
✓ Save

Step 2: Create a Message Template

1. Go to Notifications > Message Templates.
2. Select Create Message Template.
3. In the Content section, enter the template name.
4. Enter the Subject. This text appears on the device as the alert heading.
5. Enter the Body. This text appears on the device as the alert body.
6. In the Recipients section, select Outbound Systems.
7. Select the Outbound CAP endpoint created in Step 1.
8. Select Save Template.

2. Select Create Scenario.
3. Select Standard Scenario Type, then select Continue.
4. Enter a scenario name and optional description.
5. Under Scenario Notifications, enter a notification name.
6. Select the message template created in Step 2.
7. Select Save.
8. To test the alert, select the created scenario and select Initiate Scenario.
9. Select Send.
10. Confirm that the alert appears on the devices associated with the Emergency Alert created in Samsung Education Portal.

Scenario Details: 6th Feb Scenario ?

View/edit a standard scenario, its details, button, questions, notifications, etc.

Scenario Setup

Name your scenario, set your display preferences for the button that users will press to initiate this scenario, and optionally add other scenario elements.

Basic Information

Name
6th Feb Scenario

Description (Optional)

Button Settings

Color
#1791CE

Icon
[Choose Icon](#)

Scenario Button Preview
6th Feb Scenario

Which scenario elements would you like to include in this scenario (optional)?

Sites

Instructions

Keyboard Shortcuts

Scenario Questions

Incident Plan

API Connector

Scenario Notifications

Select the notifications to be sent when this scenario is initiated, and set any message template overrides.

Notification 1

Name
Scenario Notification

Message Template
6th Feb Message Template

[View Message Template](#)

Override Message Template ☐

[Delete](#)

[+ Add a Notification](#)

[Cancel](#)
[Save](#)

6.3 InformaCast Setup: Clear Alert

Use the same InformaCast setup flow as Send Alert, with the following key difference: in the Message Template, set Subject to Clear. When the scenario is initiated, the existing alert is cleared from the associated devices. [Check required: confirm whether the Body field should be empty or ignored when Subject is Clear.]

1. Create an Outbound CAP endpoint using the same Webhook URL and API Key from Samsung Education Portal.
2. Create a Message Template with Subject set to Clear.
3. In case of Subject is Clear, Body field is ignored whether something written in this field or not.
4. Assign the Outbound CAP endpoint as the recipient.
5. Create a Standard Scenario using that message template.
6. Initiate the scenario and select Send.
7. Confirm that the alert is removed from the associated devices.

6.4 Raptor Setup: Send Alert

Use the following procedure to configure Raptor to send an alert to Samsung Education Portal.

Step 1: Create a Credential

1. Sign in to Raptor at <https://apps.raptortech.com/v7/client/admin/raptor-connect>.
2. Select Credentials.
3. Select Add Credential.
4. Enter a credential name that helps you identify it later.
5. Set Credential Type to Basic Authentication.
6. Enter a username.
7. In New Password, enter the API Key generated in Samsung Education Portal.
8. Enter the same value in Confirm New Password.
9. Select Save.

The screenshot shows the 'Raptor Connect' web application. On the left is a sidebar with a 'Main menu' containing 'Products', 'Admin' (selected), 'Reports', and 'Support'. The 'Admin' section is expanded, showing 'Configurations', 'Credentials', and 'Logs'. The 'Credentials' section is active, displaying a form to 'Add Credential'. The form has the following fields: 'Credential Name' (with a placeholder '6th Feb Credential'), 'Credential Type' (a dropdown menu set to 'Basic Authentication'), 'Username' (with a placeholder 'Samsung'), 'New Password' (with a placeholder 'Password'), and 'Confirm New Password' (with a placeholder 'Confirm Password'). At the bottom of the form are 'Save' and 'Cancel' buttons. The top right of the interface has buttons for 'EMERGENCY', 'TEAM ASSIST', and a user profile icon.

Step 2: Create a Configuration

1. Select Configurations.
2. Select Add Configuration.
3. Under Event, select the Configuration Type that matches your Raptor workflow.
4. Enter a configuration name.
5. Select the credential created in Step 1.
6. Set Method to POST.
7. In Destination URL, enter the Webhook URL generated in Samsung Education Portal.
8. Under Rules, select the applicable buildings and emergency type.
9. Enter the XML payload. Update category, headline, and description to match your alert.
10. Set Content Type to application/xml.
11. Set Status to Active.
12. Select Save.

```
<?xml version='1.0' encoding='UTF-8' standalone='yes'?>
<alert>
  <info>
    <category>Fire</category>
    <headline>Samsung Fire Drill Alert</headline>
    <description>Please Evacuate: Fire Drill Description</description>
```

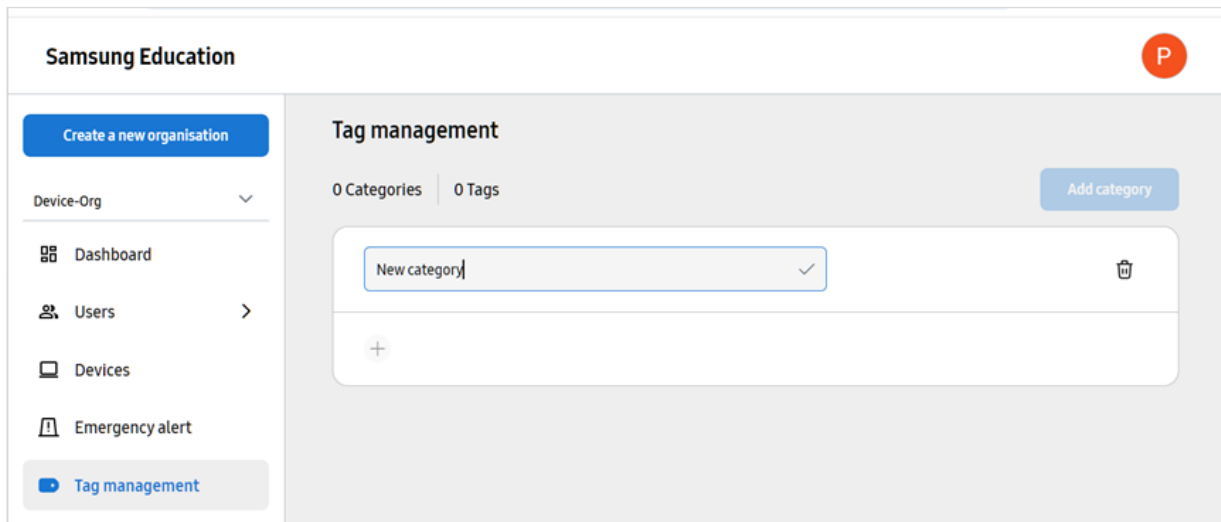

7. Use Test Webhook and Trigger Test Emergency to confirm that the alert is removed from the associated devices.

7. Tag Management

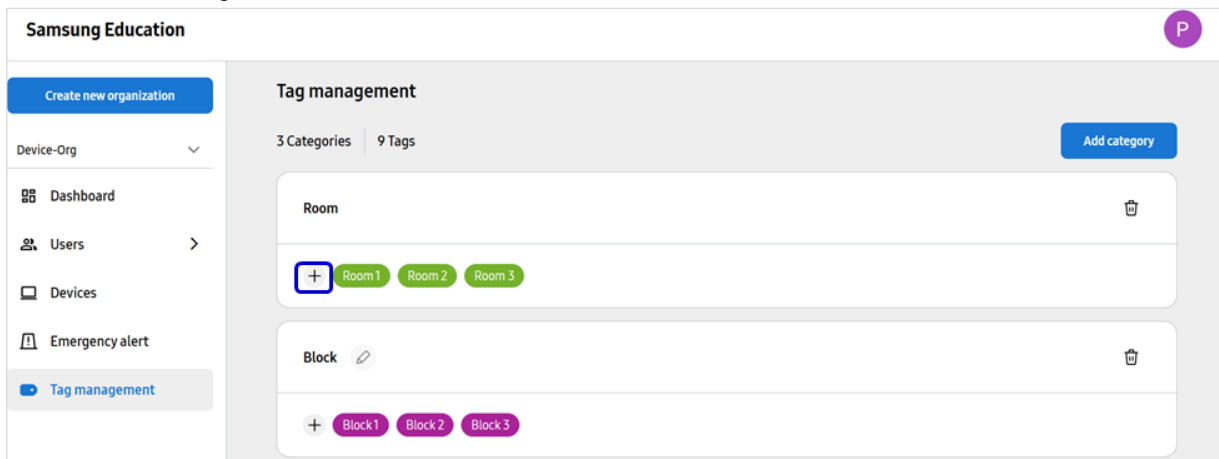
Tags help administrators manage large numbers of displays more efficiently. When tags are assigned to displays, administrators can select a tag in screens such as Emergency Alert instead of selecting each device one by one. The portal then automatically targets the devices assigned to that tag.

7.1 Create a tag

1. Select Tag management from the main menu.
2. Select Add new to create the first tag category.

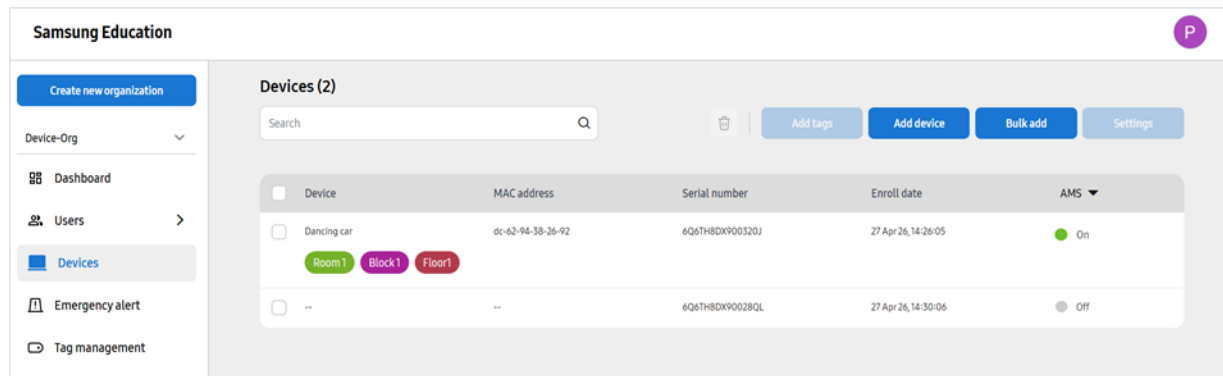


3. To create another tag category, select Add category.
4. To add a tag under a category, select the + icon under that category.
5. Create additional tags as needed.



7.2 Assign the tag to devices

1. Go to Devices.
2. Select the devices that should receive alerts for the tag.
3. Select Add tags.
4. In the tag list pop-up, select the applicable tag.
5. Select Add Tags.
6. Confirm that the device list now shows the assigned tag.



8. Settings

The Settings menu allows administrators to manage preferences such as language, organization details, and organization-level access settings.

1. Select the signed-in user icon in the upper-right corner of the screen.
2. Select Settings.

8.1 General

Administrators can change the preferred language.

8.2 Organization

The Organization section lists all organizations associated with the signed-in user. A green check icon identifies the currently active organization.

8.2.1 Modify Organization Details

Select an organization to modify its details, such as name and address.

8.2.2 Delete an Organization

Select the delete icon for the organization you want to delete.

- Note: The currently active organization cannot be deleted.

8.2.3 Admin PIN

Administrators can set a PIN for administrator access on all interactive displays in the current organization when Samsung AMS is enabled.

9. Network Configuration:

Education portal uses Firebase Cloud messaging (FCM) to communicate with devices. However, enterprise-level firewalls may occasionally block these messages, impacting the portal's functionality.

To ensure uninterrupted communication between Education Portal and devices, following network configuration is mandatory:

<https://firebase.google.com/docs/cloud-messaging/network-configuration>