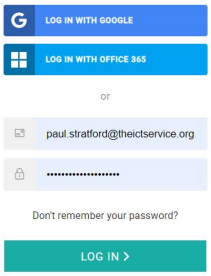
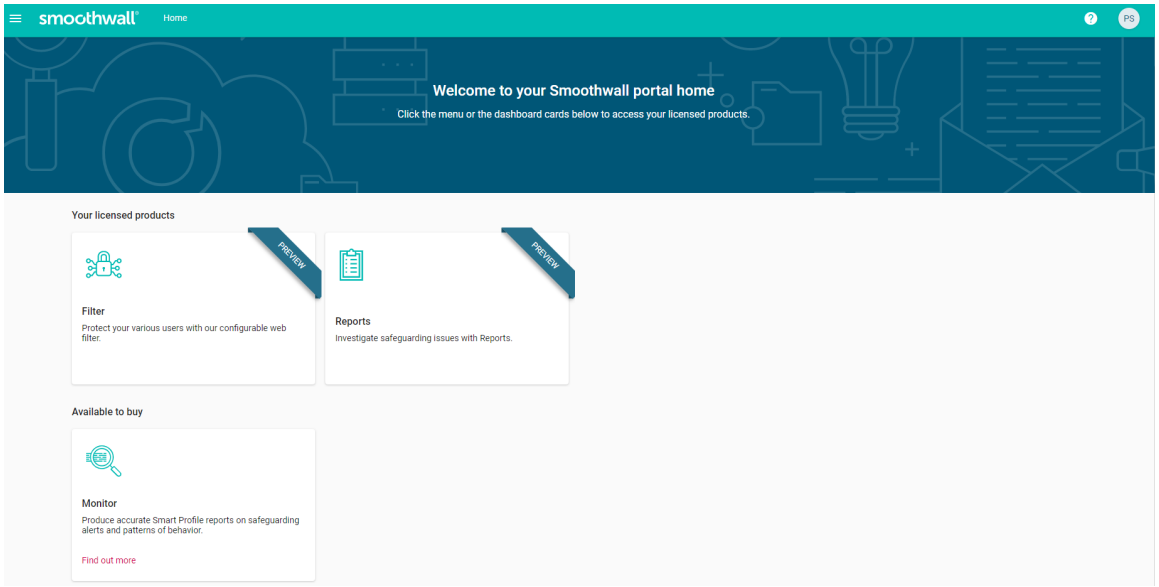
Accessing Smoothwall in the cloud

In your web browser go to portal.smoothwall.cloud



Enter your email address and the password you have been given to access Smoothwall.

Your homepage will load



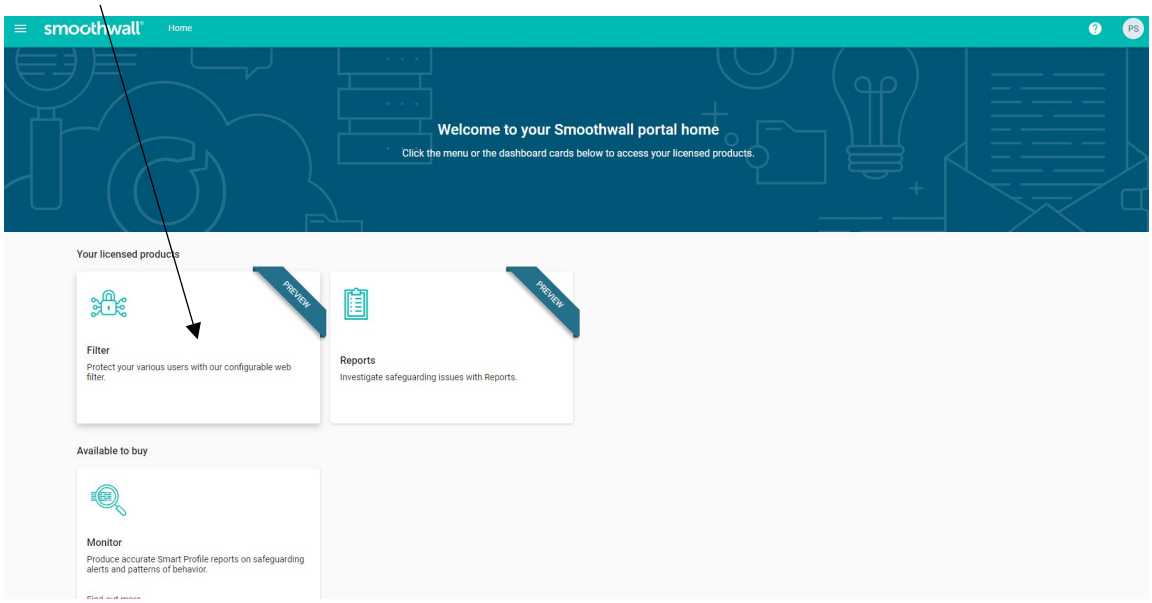
Here you will see the options available to you.

Filter – lets you block or unblock webpages for your users

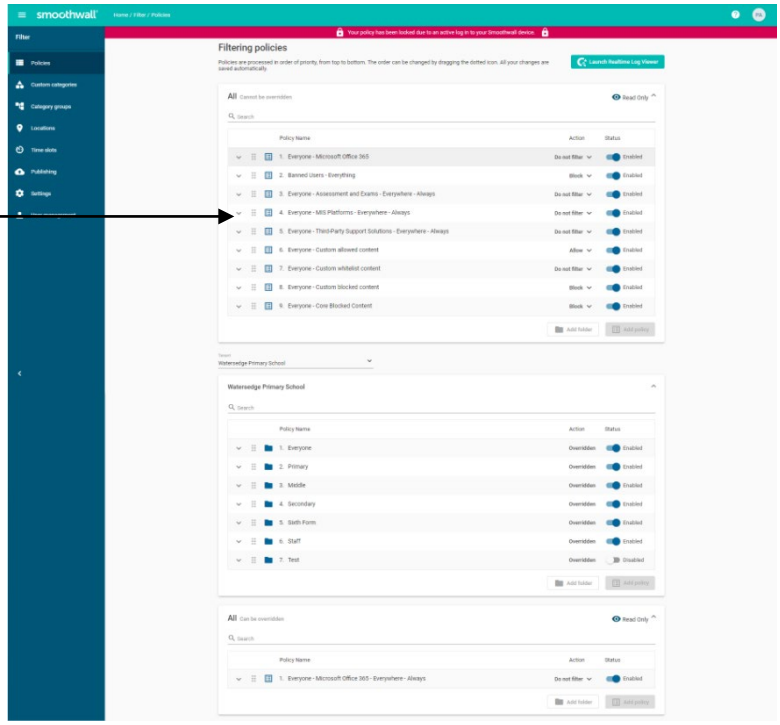
Reports – allows you to generate reports

The Webpage Filter Panel

Click on the filter panel

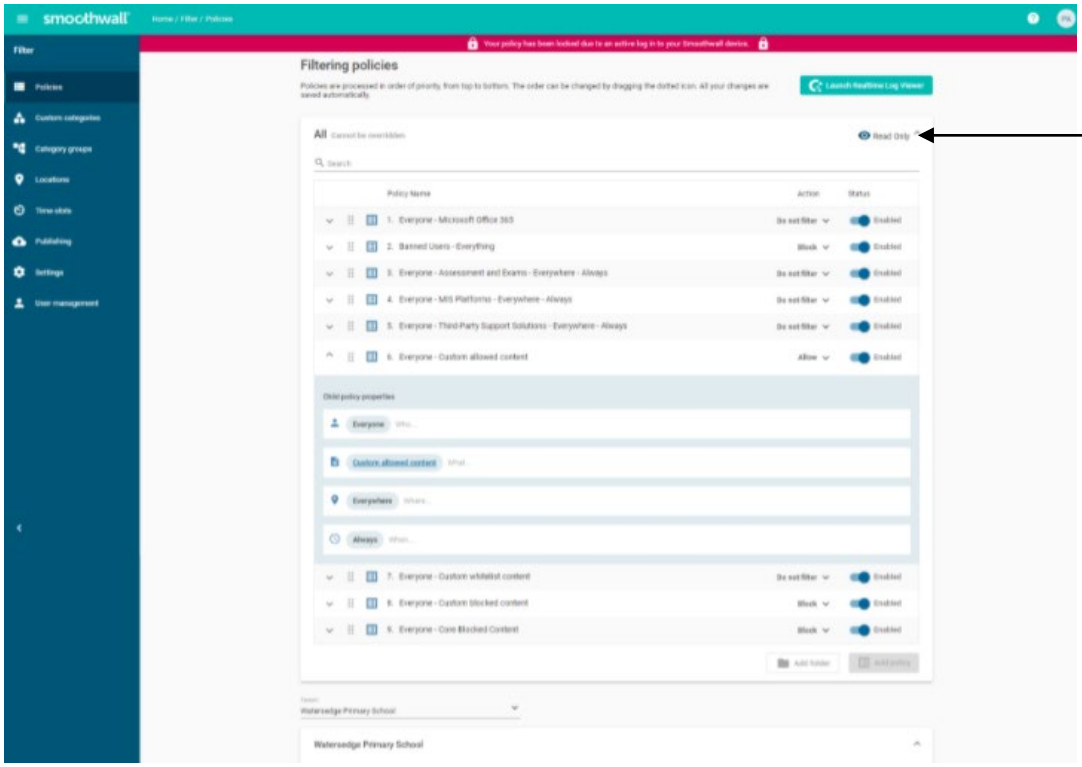


This will take you to the Filtering Policies page



The top panel you do not have permission to change.

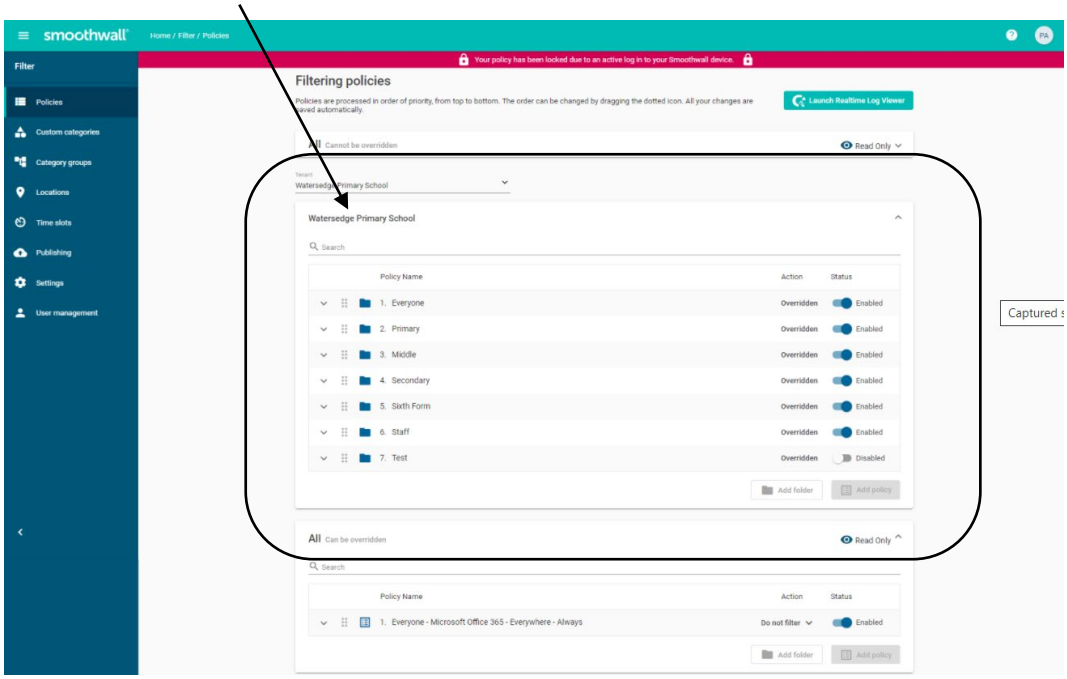
You can however explore what each of these policies does by clicking on any of the icons on the left of each line.



It is probably best for you to minimise the top panel though. You can do this by clicking on the arrow to the right of the Read Only label at the top right of the panel.

This places the panel for policies affecting your tenancy at the centre of your screen.

You can see the name of your tenancy in the top left of this panel.

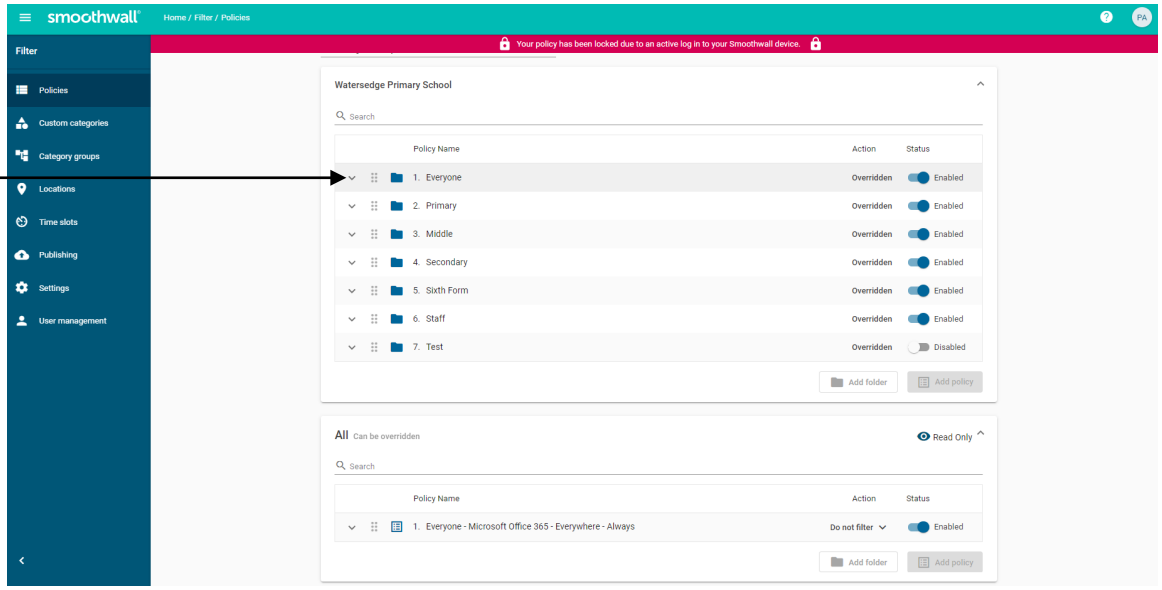


This panel lists the policies in place for your tenancy and it is the only one you can edit. The policies are applied from top to bottom so a policy which applies to Everyone will take precedence over a policy that applies to staff. Your tenancy should only have policies enabled for groups of pupils that you deal with. For instance a primary school shouldn't have the sixth form policy enabled.

Blocking a Webpage

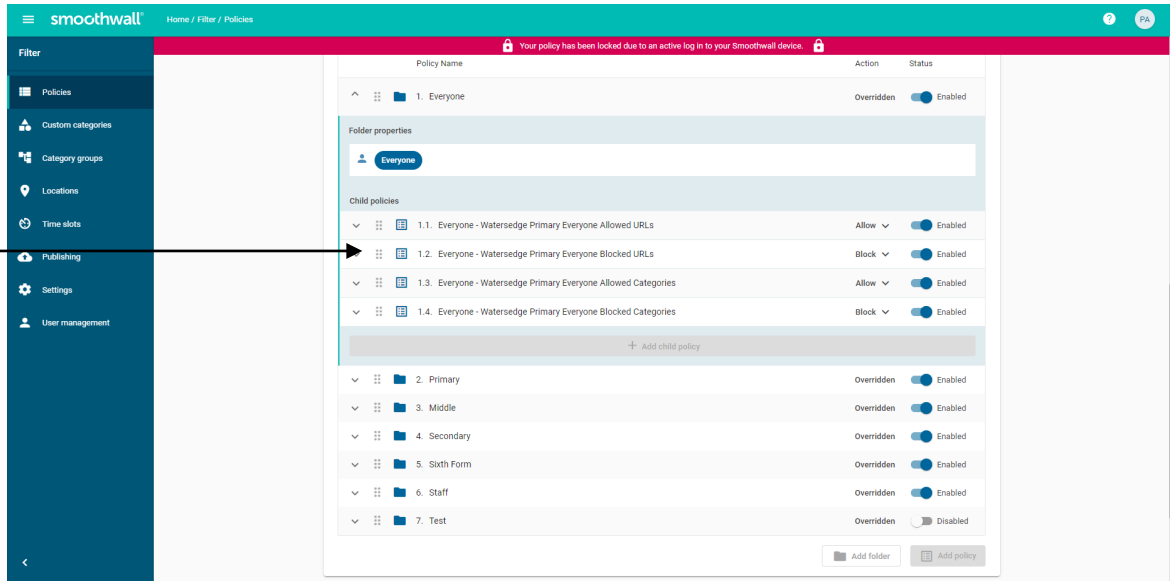
From the Filtering Policies Page go to the policies panel for your tenancy.

To block a webpage for all users click on of the icons to the left of 1. Everyone



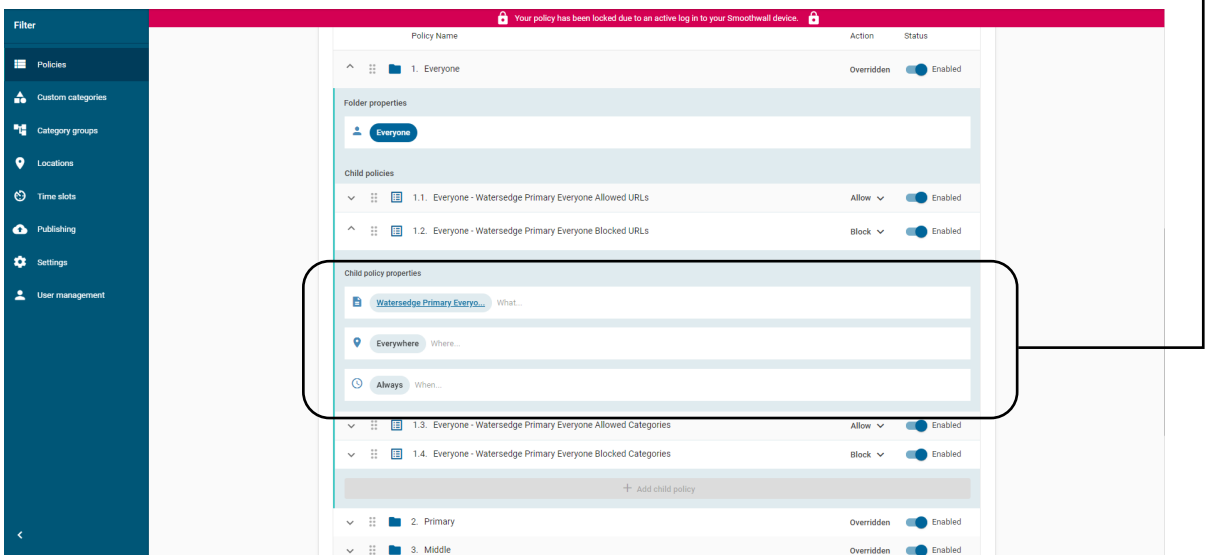
This will expand the Everyone sub-section to show the child policies.

If you notice that your screen has this red box at the top of the window then you will not be able to block or unblock any websites. You will have to wait until the red box disappears before you can do edit any of the filtering policies that you have permission to edit.

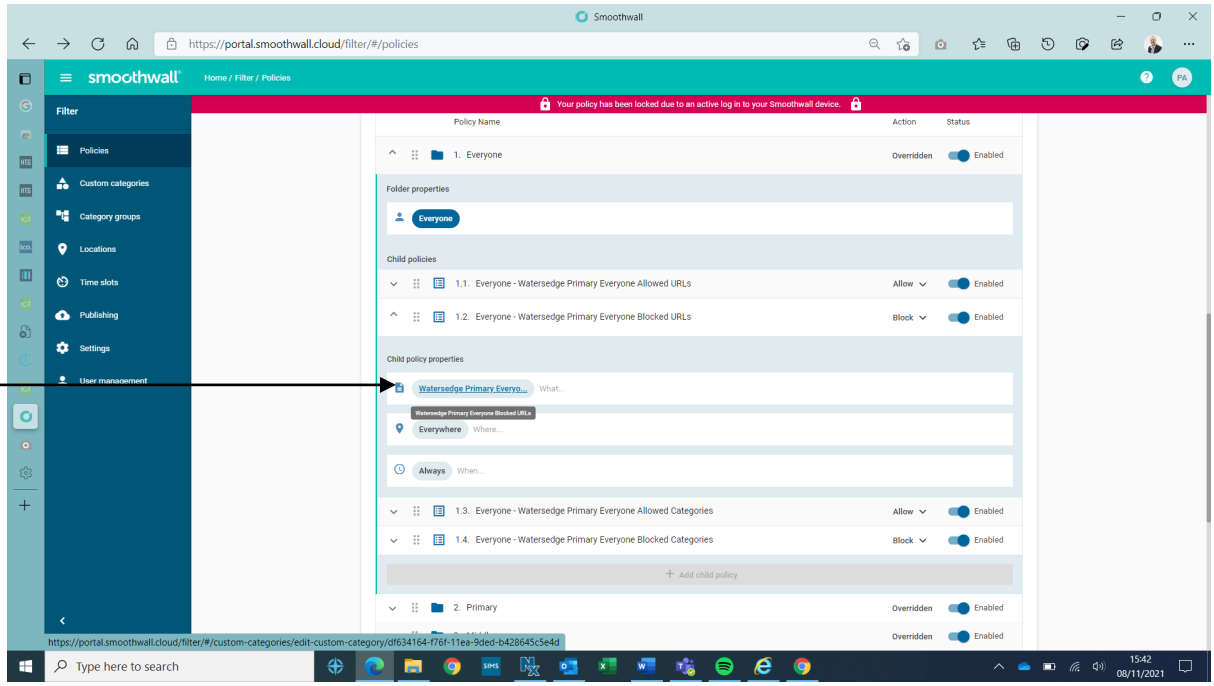


To block a webpage for all users in your tenancy click on any of the icons to the left of the 1.2 Everyone – <Tenancy Name> Everyone Blocked URLs line.

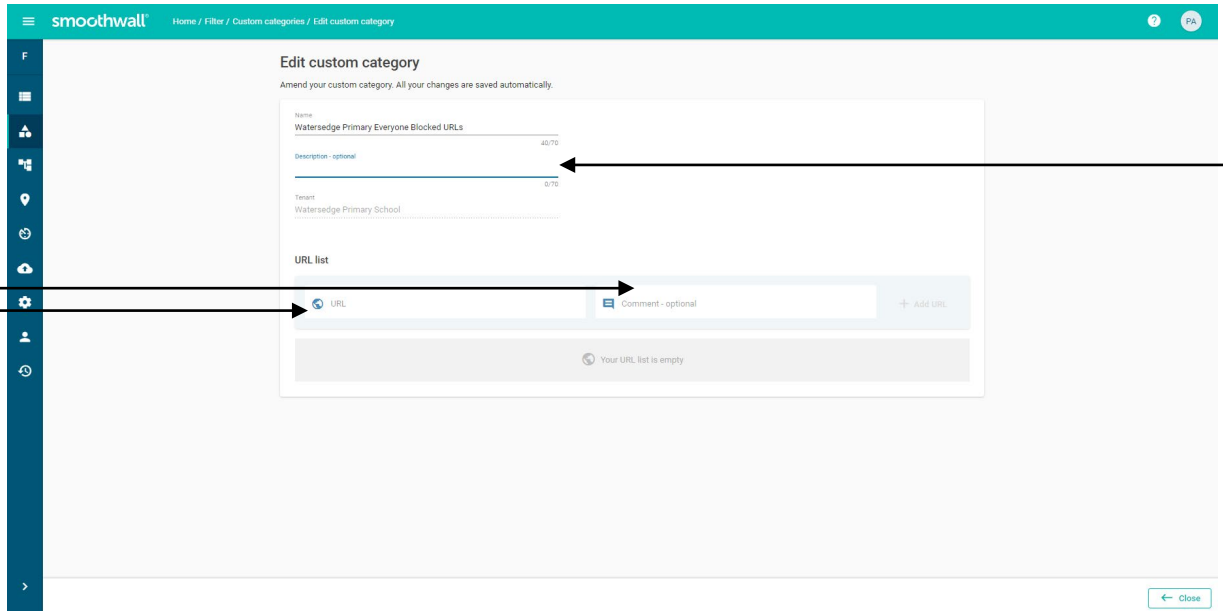
This will expand this sub-section to show the properties of this child policy.



Clicking on the top line of these properties



Will open the dialogue box allowing you to add a URL to block a website



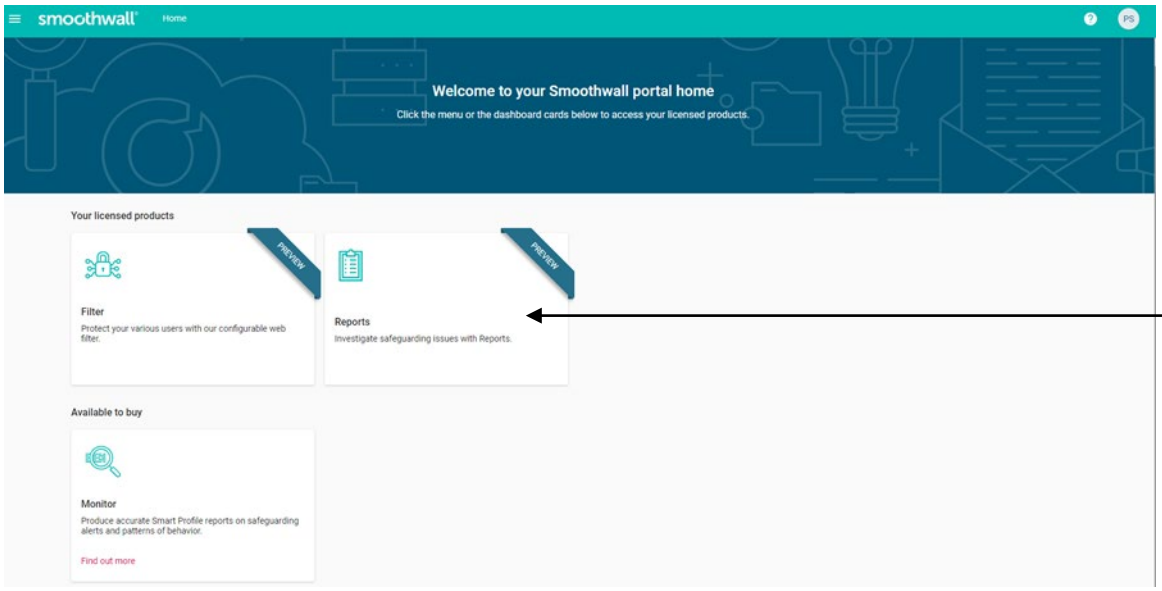
You can enter a description for this policy if you want to using this box

You can enter the URL of the website you want to block in the URL box

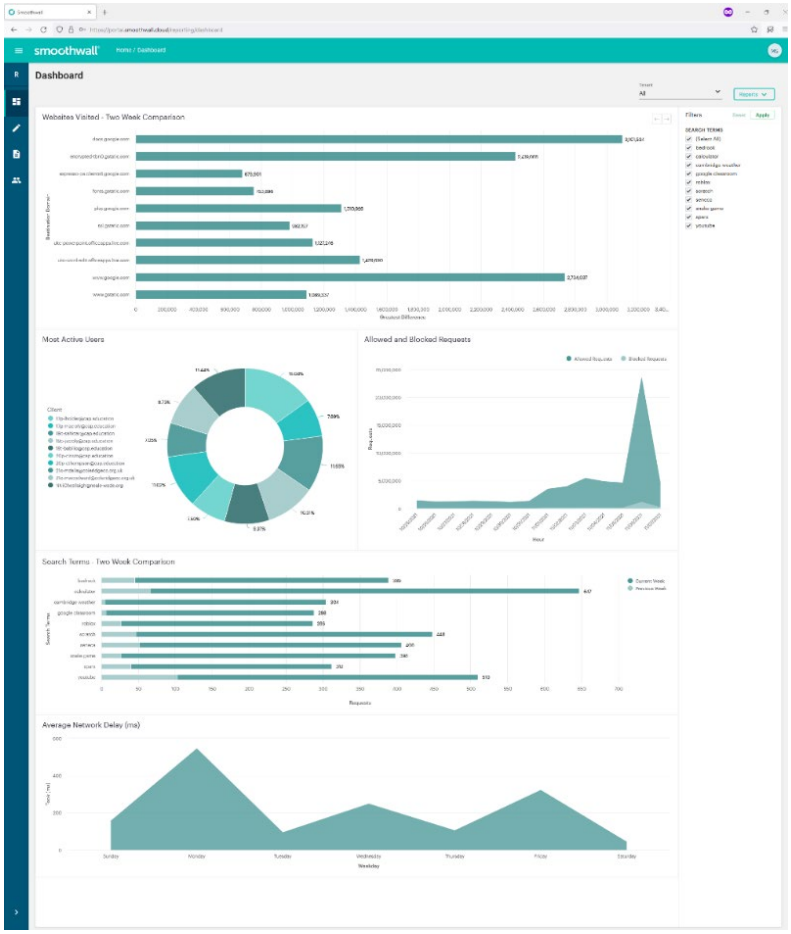
We suggest that you enter your name in the Comment box so that you keep a record of who has blocked the website in case a colleague wants it unblocked in the future.

Producing Reports on User Activity

On your Smoothwall homepage click on the Reports panel



This will take you to your Reports dashboard which will look like this:

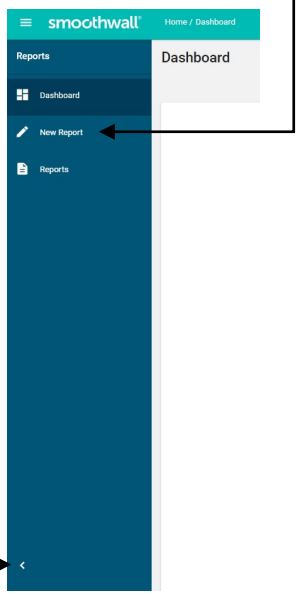


There are 2 dashboards available to you, one for the last 24 hours activity and one for the last 2 weeks. You can choose which dashboard to view by clicking on this button

The dashboard provides you with graphics detailing different aspects of web activity. You are not able to edit the dashboard although you will be able to filter the websearches that are reported on.

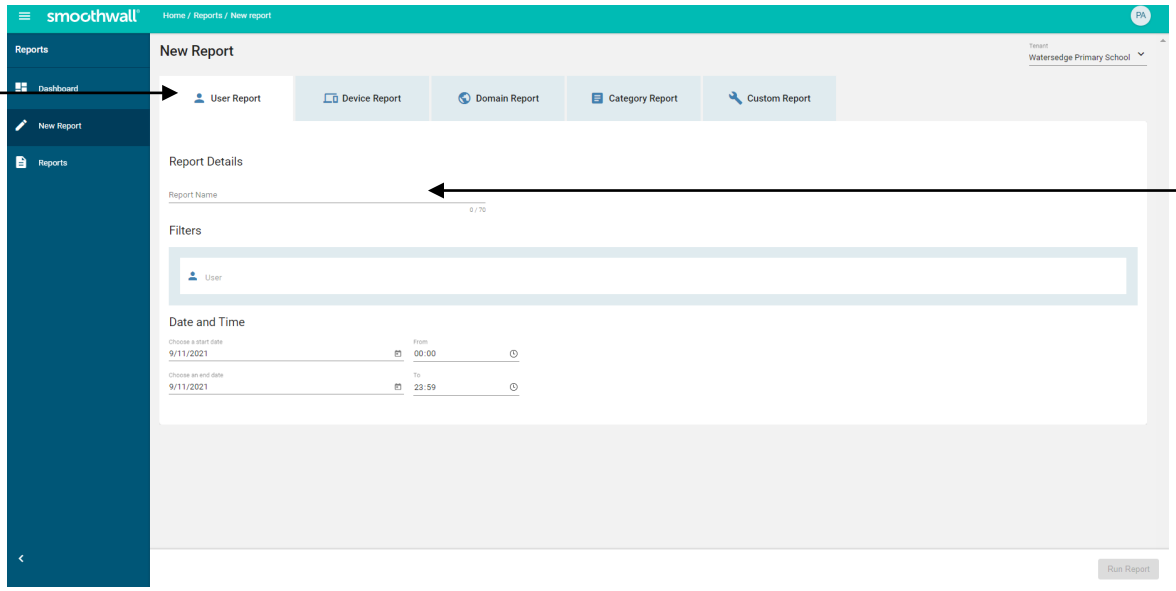
Writing a new report

To write a new report you should select the New Report option from the menu at the left of the window.



This menu can be minimised or maximised by clicking on the arrow at the bottom of the window.

The New Reports Window opens and it gives you the opportunity to report on 5 different areas.

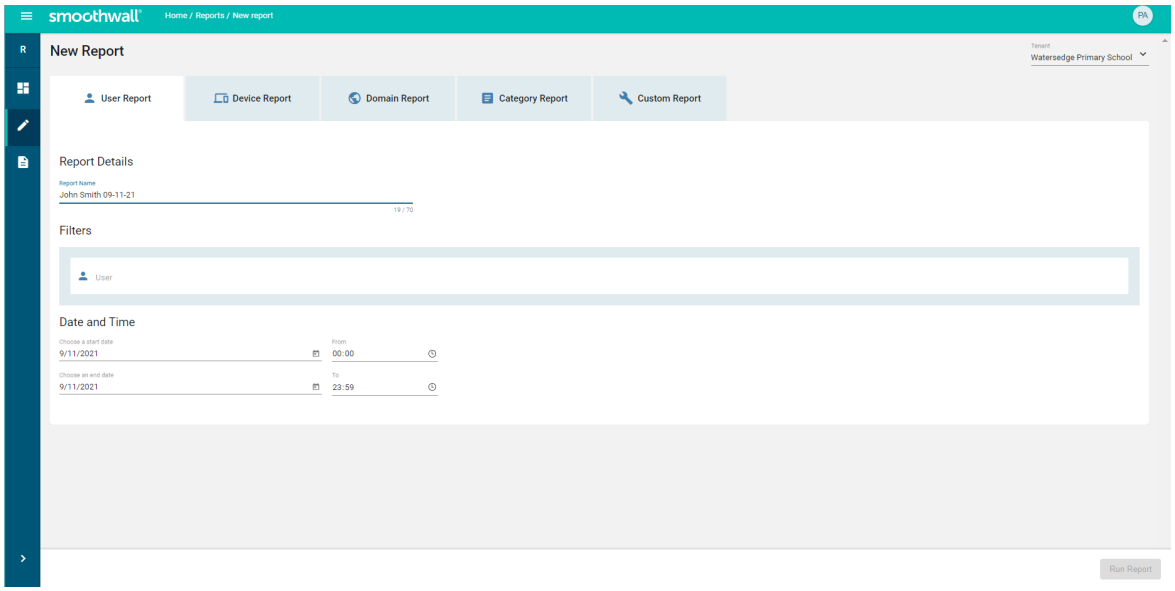


The first tab allows you to report on the activity of a specific user.

To create a report you need to populate the fields on the screen.

Firstly you need to name the report. We suggest that you name each report using the <student name><date> format.

Once you have given your report a name you need to identify the user you want to report on.



In the Filters section enter the username of the user you want to report on.

If you are a Microsoft365 school the username will be in the format <Domain>\<username>. If you start typing in the name of your domain (or tenancy) you should be given the full list of users that you can report on after you have typed in enough letters to allow Smoothwall to identify your specific domain.

If you are a Google Workspace school then your username will be in the format username@domain.

Having identified the user that you want to report on you need to tell Smoothwall the period of time that you want the report to cover. We don't advise running a report for more than a 48 hour period. If you run a report for a longer period than that you might find that Smoothall takes a long time to produce the data.