

CYBERSYD REFERENCE GUIDE

A SIMPLE WAY TO NAVIGATE THROUGH
OUR PLATFORM



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Contact Us & FAQ's

Still having queries? Check the FAQ's and feel free to contact us for any more information around CyberSyd

01- About Us



Aaron Ball

Chief Executive Officer



Simon Ball

Chief Operating Officer



Conor McAleese

Chief Information Officer

Do you know a young person who has been bullied?

We all know how devastating it can be for them and those close to them. CyberSyd's sole purpose is to tackle bullying by providing a modern solution to reporting these type of cases. Our platform is tailored towards children and makes it simple for them to report cases. It is also straightforward for administrators/teachers to view these reports and take appropriate action.

CyberSyd creates an environment where those who are being bullied feel safe in the knowledge that they can report their concerns and they will be addressed. It creates an space where students who are witnessing bullying behaviour feel able to report this in confidence. This develops into a culture where the whole school community refuses to tolerate bullying behaviour, by reporting it, challenging it, and ultimately reducing it.

The purpose of this reference guide is to provide support to those who are new to the system or want to understand the platform's functionality.

02-Sign Up



CREATING A NEW SCHOOL ACCOUNT IS SIMPLE WITH THESE EASY STEPS

01

START BUTTON

As soon as you access our website you will notice a 'Start' button. Clicking on this will bring you to the page where students can talk to Syd as well as allow admins to sign up/sign in to their accounts.



INFORMATION

WHAT'S NEW

FREE TRIAL

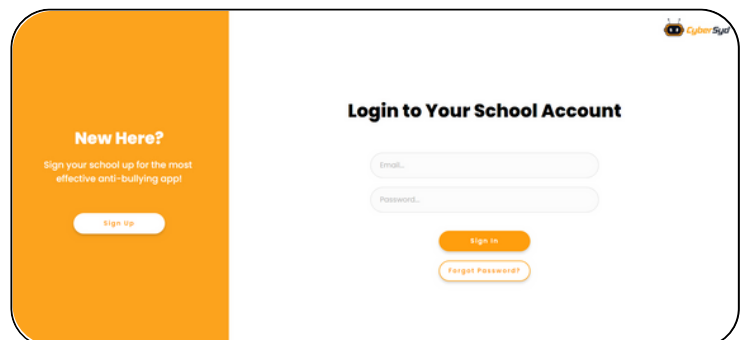
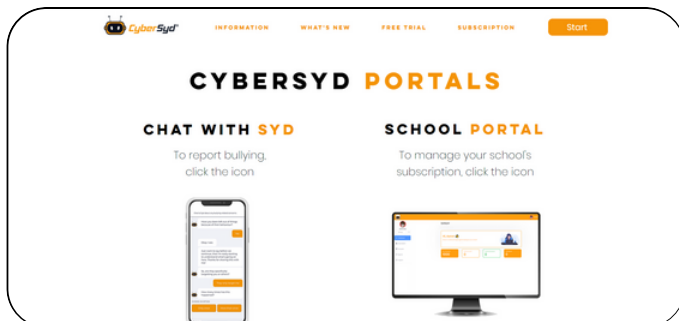
SUBSCRIPTION

Start

02

SCHOOL PORTAL SIGN UP/SIGN IN

Clicking the 'School Portal' icon will direct you to the admin portal. If you don't have an account you can easily sign up on the left hand side. Once an account has been created you will then be able to log into your account.



02-Sign Up

03

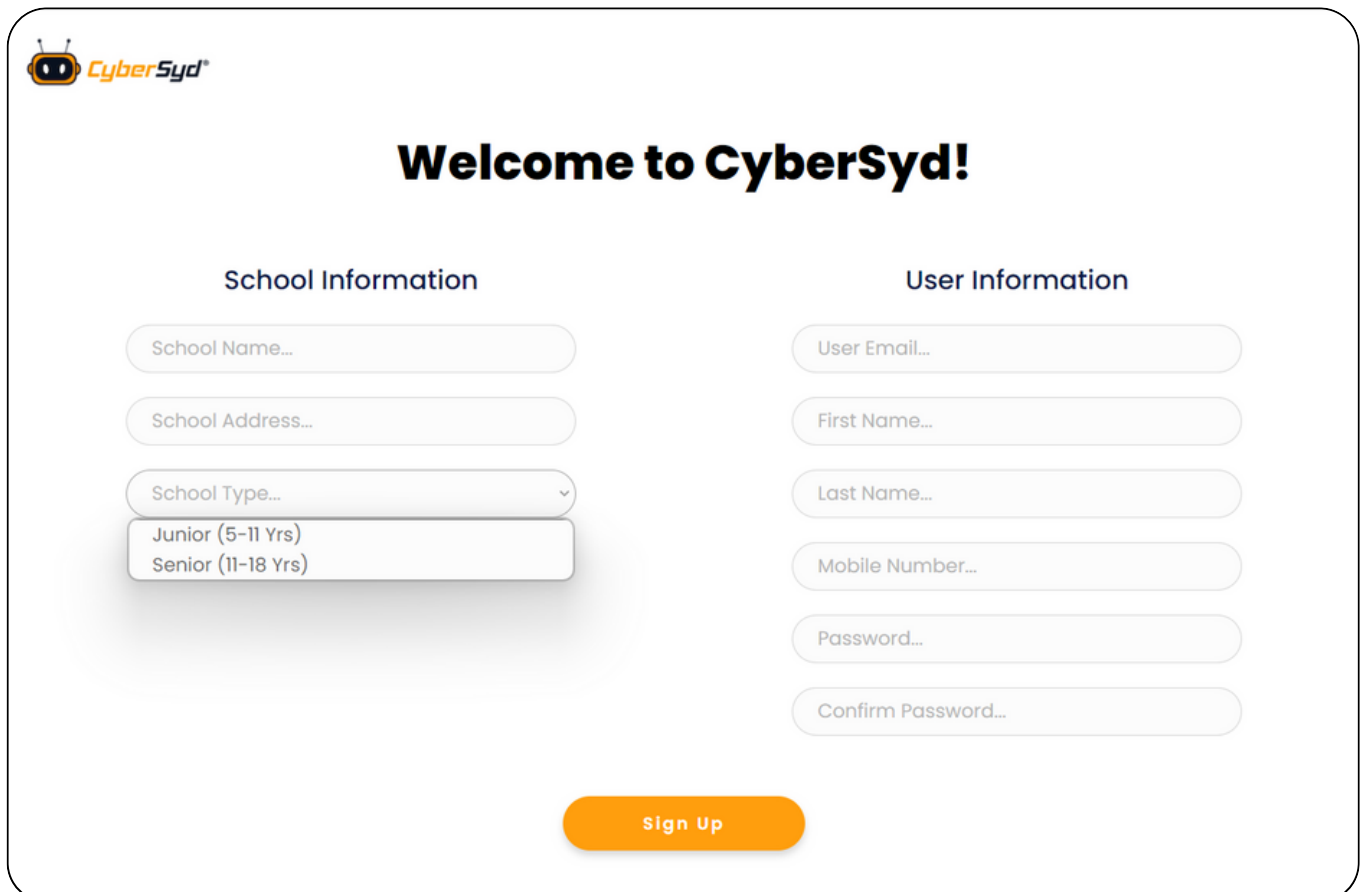
ADDING YOUR SCHOOL DETAILS

There are only two sections that are required to be filled out to complete your account 'School Information' & 'User Information'.

School Information - The relevant 'school type' option should be selected which reflects your school, as CyberSyd's chat with the student is optimised depending on the age range.

User Information - If multiple teachers wish to access CyberSyd then we recommend using a generic email & password so that the account is easy to access from multiple users.

Once you fill in all the information and click the 'Sign Up' button, a verification email will be sent to the email which was added in the 'User Email' field. Once verified, you will then be able to access your account!



The screenshot shows the CyberSyd sign-up interface. At the top left is the CyberSyd logo. The main heading is "Welcome to CyberSyd!". Below this, there are two columns of input fields. The left column is titled "School Information" and contains three fields: "School Name...", "School Address...", and "School Type...". The "School Type..." field is a dropdown menu with two options: "Junior (5-11 Yrs)" and "Senior (11-18 Yrs)". The right column is titled "User Information" and contains five fields: "User Email...", "First Name...", "Last Name...", "Mobile Number...", and "Password...". Below the "Password..." field is a "Confirm Password..." field. At the bottom center of the form is an orange "Sign Up" button.

03-Platform Navigation



GETTING TO KNOW THE PLATFORM

01

DASHBOARD

The dashboard will be your home page. From here you can see the number of accounts that you have, the number that have been activated and most importantly the number of outstanding & total reports.

Once you have subscribed to CyberSyd, the school will be given a unique 6 digit code. This code can then be communicated to the pupils in the school so they can talk to Syd. The code can also be refreshed if any unrecognisable reports and users appear.

The screenshot shows the CyberSyd dashboard for user CONOR MCALEESE. The interface includes a sidebar with navigation options: Dashboard (selected), Subscription, Accounts, Reports, and Support. The main content area displays the following information:

- Dashboard** (September 2, 2023)
- Greeting: **Hi, Conor** 🙌
- Message: *Ready to continue the fight against bullying for your school?*
- Summary Cards:
 - No. of Accounts: **10**
 - Active Accounts: **1**
 - Outstanding Reports: **0**
 - Total Reports: **0**
- Your Student Access Code**: **OB3QJ4**
- Instruction: *Give the below code to your students. When they talk to CyberSyd they will use it to create an account:*

03-Platform Navigation

02

SUBSCRIPTION

The 'Loyalty Status' is the most prominent feature within the Subscription tab. This is a timeline which shows your progression to achieving Bronze, Silver & Gold tiers (all of which come with a discount to your subscription)

General information around your subscription is also housed here, such the date of registration and number o accounts.

NOTE - The 'Account Uses Left' box will turn red when the number of accounts is below 10.

The screenshot displays the 'Subscription' page for user CONOR MCALEESE. The page features a navigation sidebar on the left with options: Settings, Dashboard, Subscription (highlighted), Accounts, Reports, and Support. The main content area shows the user's 'Loyalty Status: Member' and a timeline of progression: 11 months to Bronze, 35 months to Silver, and 59 months to Gold. Below the timeline are four summary boxes: Registration Date (8/28/23), No. of Reports (0), No. of Accounts (10), and Account Uses Left (9, highlighted in red).

Registration Date	No. of Reports	No. of Accounts	Account Uses Left
8/28/23	0	10	9

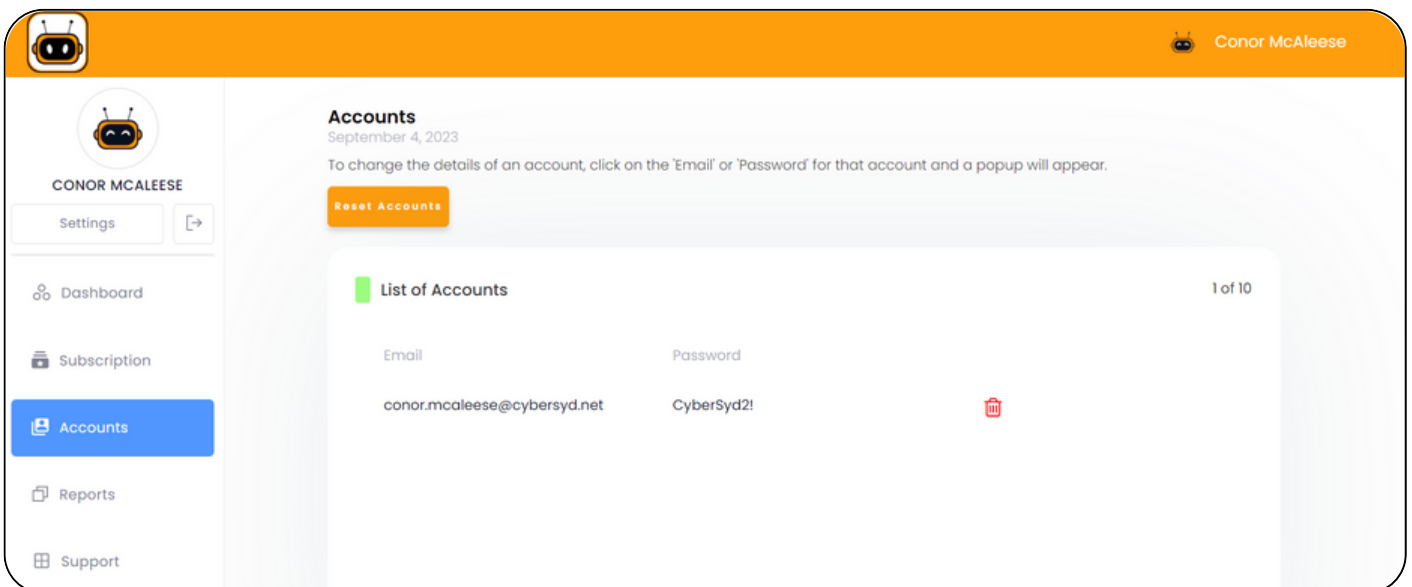
03-Platform Navigation

03

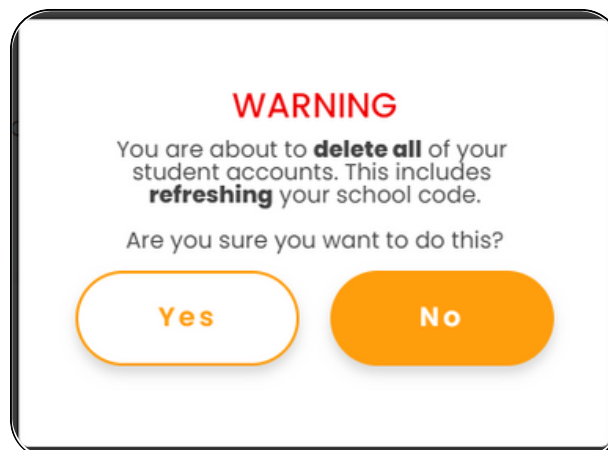
ACCOUNTS

The Accounts page allows you to see all active accounts. It is easy to alter the email and password of an account, simply click on the email or password to change it (this can be helpful if a student has forgotten their password).

The red bin icon allows you to delete individual accounts.



The 'Reset Accounts' button will allow you to completely remove all active accounts. A validation message will appear before submitting, to make sure you are happy with the outcome.



03-Platform Navigation

04

REPORTS

Section Four will go into greater detail about management of reports. From a high level overview of this section, the reports page will allow you to see who reported the incident, a link to the report, the date it was submitted by the student and finally the overall status of this report. All reports are housed here and this space is where the administrator can take action on the outstanding reports.

The screenshot shows the 'Reports' page in the CyberSyd platform. The top navigation bar is orange with a robot icon on the left and the user name 'Conor McAleese' on the right. The left sidebar contains a user profile for 'CONOR MCALEESE' with a 'Settings' button and a list of menu items: 'Dashboard', 'Subscription', 'Accounts', 'Reports' (highlighted in blue), and 'Support'. The main content area is titled 'Reports' and shows the date 'September 4, 2023'. Below the title, there is a message: 'All reports submitted by students will appear here. To change the status of a report, click on the 'Status' button for that report and a popup will appear.' A 'List of Reports' table is displayed with the following data:

Student	Report	Date	Status
conor.mcaleese@cybersyd.net	https://drive.google.com/file/d/1Hh4NW9p96tY0Ob5vAHd-lsW4S6QpnRQrxizJMtStQik	Sep 4, 2023 8:42 pm	Not Started

03-Platform Navigation

05

SUPPORT

Section Five will go into greater detail about getting support from our team and how best to resolve any questions that you may have. A high level overview of the support page provides an FAQ's section as well as two methods to directly contact us.

The screenshot shows a user interface for a support page. At the top, there is a navigation bar with a robot icon and the name 'Conor McAleese'. Below this is a sidebar menu with a robot icon and the name 'CONOR MCALEESE', and a 'Settings' button with a right arrow. The main content area is titled 'Support' and dated 'September 4, 2023'. It contains a message: 'If you ever need help with something, you can contact us directly! Please see the below options for contacting us.' Below this is a section titled 'FAQs' with four questions and answers: 'How do I change the number of purchased accounts?', 'What if someone outside our school uses our school code?', 'What if a student forgets their password?', and 'How long do you keep the Bullying Concern Assessment Forms for?'. At the bottom of the main content area is a section titled 'Contact Us' with two options: 'ORGANISE A CALL' (with a phone icon) and 'EMAIL US' (with an envelope icon).

04-Taking Action on Reports



Resolving Reports

UNDERSTANDING A CYBERSYD REPORT

01

OVERVIEW OF CYBERSYD REPORTS

All CyberSyd reports are housed within this section. Key information is highlighted on screen to help provide context to the report. The blue link itself will direct you to the official Bullying Concern Assessment Form.

In addition, to help track the progress of each report, you can alter the 'Status', so that you know how many reports have been resolved. This information is also reflected within the home screen.

Student	Report	Date	Status
conor.mcaleese@cybersyd.net	https://drive.google.com/file/d/1Hh4NW3p96tY0b5vAHd-lsW4S6QpnRQxIzJMtStQk	Sep 4, 2023 8:42 pm	Not Started

Status Change

Current Status

Not Started

Not Started

In Progress

Complete

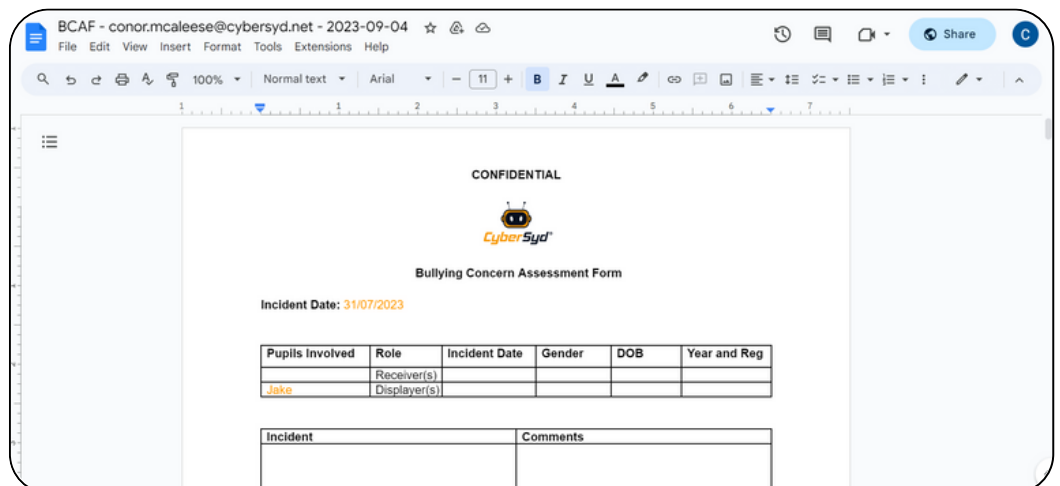
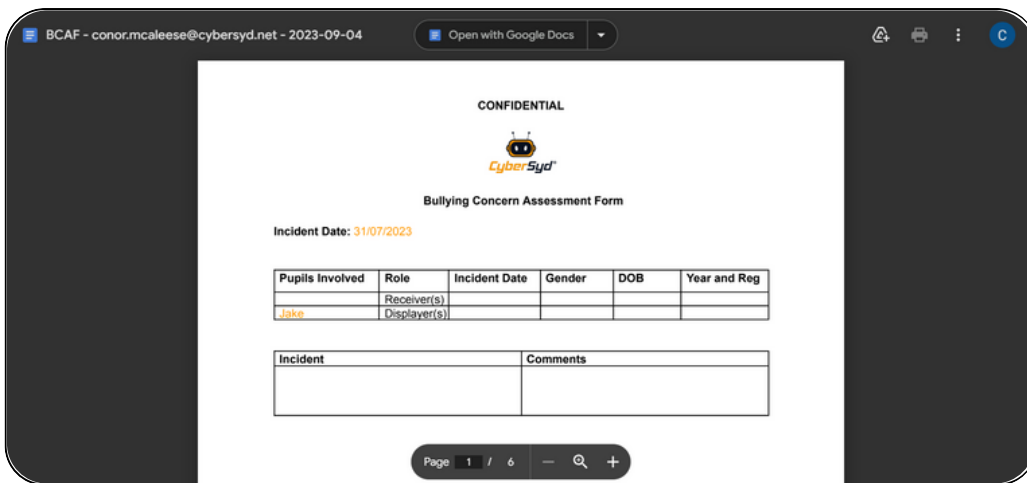
04-Taking Action on Reports

02

ANALYSING A SUBMITTED REPORT

Clicking on the link will instantly load a report such as the below example. All orange text are answers which have been provided by the child who reported the case, such as the incident date, as well as the name (if given) of the child/children who are involved in this behaviour.

NOTE - This is a google doc which is currently in 'Read-Only' mode but simply selecting the "Open with Google Docs" button will allow you to make amendments, download as well as print this report. (2nd screenshot)



04-Taking Action on Reports

03

SYD'S ANALYSIS

Based on the answers which the child selects when talking to Syd, the pre-built logic in the background of the system will provide an "analysis".

The purpose of Syd's Analysis is to assist the administrator in completing the form. Syd's analysis allows the administrator to have a greater understanding of the situation thus greatly improving the time taken to resolve the reported case.

PART 2

2.1 Who was targeted by this behaviour?

Select one or more of the following:

- Individual to individual 1:1
- Individual to group
- Group to individual
- Group to group

Syd Analysis: Individual to Individual

2.2 In what way did the bullying behaviour present?

Select one or more of the following:

- Physical (includes for example, jostling, physical intimidation, interfering with personal property, punching/kicking)
- Any other physical contact (which may include use of weapons)
- Verbal (includes name calling, insults, jokes, threats, spreading rumours)
- Indirect (includes omission, isolation, refusal to work with/talk to/play with/help others)
- Electronic (through technology such as mobile phones and internet)
- Written
- Other Acts - Please specify:

Syd Analysis:

Physical: Pushing, Interference with Personal Property, Punching/Kicking

Verbal: Name Calling, Insults, Threats

Omission: Yes

Written: Yes

Online/In Person: Both

04-Taking Action on Reports

04

TRANSCRIPT

A transcript of the conversation is displayed at the end of the Bullying Concern Assessment Form. This provides full context to the situation and allows the administrator to view the answers that were provided by the child.

Based on the answers that the child provides, Syd's Analysis is again used to determine whether the reported case is classified as 'Bullying'. If the child is experiencing repeated physical, verbal, written, online and omissive behaviour, the pre-built logic can calculate that the report is a case of bullying.

Bullying Concern Assessment Form

CyberSyd Analysis

Account Reporting: conor.mcaleese@cybersyd.net

Report Type: Self Report

Analysis of Behaviour Defined as 'Bullying': Yes

Most Recent Incident Date: 31/07/2023

Targeting Behaviour: Individual to Individual

Receiver Name(s):

Displayer Name(s): Jake

Physical Behaviours: Pushing, Interference with Personal Property, Punching/Kicking

Verbal Behaviours: Name Calling, Insults, Threats

Written Behaviour Involved: Yes

Online/In Person Behaviour: Both

Omission Behaviour: Yes

Response to Targeting: They only target me

Response to Number of Occurrences: More than once

Response to Harm Caused: It makes me upset

Response to Behaviour Intentional: Yes they know what they are doing

04-Taking Action on Reports

05

OUTCOME

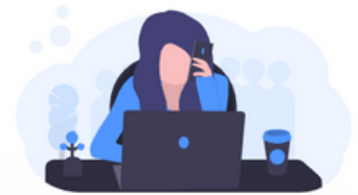
To help track each report, the 'Status' option can be beneficial to view the progress of each report. Once a report's status is changed to "Complete", the 'Outstanding Reports' field will change to green on the home screen, signalling that there are no outstanding reports and all appropriate action has taken place.

List of Reports

Student	Report	Date	Status
conor.mcaleese@cybersyd.net	https://drive.google.com/file/d/1Hh4NW9p96tY0Ob5vAHd-IsW4S6QpnRQrxizJMtStQik	Sep 4, 2023 8:42 pm	Complete

Hi, Conor 🙌

Ready to continue the fight against bullying for your school?



No. of Accounts

10

Active Accounts

1

Outstanding Reports

0

Total Reports

1

05-Contact Us & FAQ's



Reaching Out

HAVING DIFFICULTY? FEEL FREE TO REACH OUT!

01

SUPPORT PAGE

If you are having any issues or even have questions around the system, the support page provides Frequently Asked Questions as well as direct options to contact us. We are always more than happy to hear from you and would encourage feedback on our platform. This will allow us to learn and therefore enable us to continuously improve and ultimately provide a better service for both students and teachers.

Support
September 4, 2023
If you ever need help with something, you can contact us directly!
Please see the below options for contacting us.

FAQs

How do I change the number of purchased accounts?
Navigate to the billing section on your profile and you are able to directly modify the number of accounts by selecting 'Update Plan'.

What if someone outside our school uses our school code?
If you see an account on your list, or receive a report from someone, that isn't one of your students, then just delete the student account and refresh your code.

What if a student forgets their password?
Just go to your student account list, find their email address and amend their password by clicking on it.

How long do you keep the Bullying Concern Assessment Forms for?
We recommend that you download the BCAF as soon as you are notified of its submission. It will remain securely on our platform until the end of the school year when it will be deleted.

Contact Us

ORGANISE A CALL **EMAIL US**

Select a Date & Time

September 2023

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Time zone
UK, Ireland, Lisbon Time (BST)

Meeting to Discuss CyberSyd
30 min
Web conferencing details provided upon confirmation.

Email Us

Our Email

info@cybersyd.net

Copy Link



CyberSyd[®]