

TECHNOLOGY CHECKLIST

Use this checklist to ensure your school or district's technology setup is ready to support survey-taking!

- **Make sure your system requirements are up to date.**

Panorama surveys are designed to be taken on a variety of devices, including desktop computers, laptops, smartphones, tablets, and netbooks. Surveys can be taken on any device with an internet connection and a modern web browser with the latest version installed (Internet Explorer, Chrome, Firefox, Safari, Opera). There is no need to install special requirements like Flash, Java or installed software.

- **Ensure each school has a plan for providing computer access to students.**

Consider whether classrooms have sufficient technology for students to take surveys in their classes. Alternatively, schedule time in the computer lab (or library) for each class or arrange for a mobile computer cart to bring extra technology into classrooms.

- **Add Panorama to the Allow List in your district's email filter and test that you are receiving emails correctly.**

Throughout the survey program, district users will receive a number of email messages from Panorama, including invitations to take the surveys, information about administering the surveys, and instructions for accessing reports. To ensure that email messages arrive in respondents' inboxes and are not caught in your district's email filters, please add the following domain names to the Allow List in your district's email system:

- panoramaed.com
- mail.panoramaeducation.com
- email.panoramaeducation.com
- email.panoramaed.com
- email-content.panoramaeducation.com
- Panoramaeducation.com
- panoramaedhelp.zendesk.com

- **Add Panorama to the Allow List in your district's Internet security systems, including web filtering systems, firewall applications, and throttling software.**

To ensure users are able to access the online survey website, please add the following domain names to the Allow List in your district's firewall, web filtering software, and any other systems that your district uses to control access to the Internet:

- Panoramaed.com
- Surveys.panoramaed.com
- Panoramaeducation.com
- email-content.panoramaeducation.com

Note: Your project may include a district-specific URL; please check with your district survey coordinator for additional details.

Recently, we've seen three particular types of software interfering with survey programs at the district level. They include malware protection systems, "throttling systems," and HTTPS blocking systems. We encourage you to review those with your district's information technology staff and make sure Panorama is not being blocked. See more information about these systems in **Appendix A**.

Questions?

If your email system can only allow senders by IP address, please contact support@panoramaed.com for a list of IP addresses to add to your Allow List.

Appendix A: Blocking Systems

Malware protection systems

Some districts use security software to protect school computers from malicious content on the Internet, like malware and viruses. In some cases, these systems will suddenly block access to the Panorama survey website as well.

These systems are designed to look for unusual computer activity and block access to the Internet when unusual things happen. The problem is that a first-time survey program will often look unusual to one of these software systems. For example, 500 students logging on to the survey at exactly 8:00 am may be flagged as suspicious activity by an overzealous security system.

Unfortunately, the inner workings of these security systems are opaque, and there isn't a good way to run a live test in a way that yields reliable results. Instead, we encourage you to meet with your district's IT director and inquire about whether your district uses security software like this. If so, your IT director should be able to add Panorama's website to the Allow List.

Email "throttling" systems

Some districts have had problems when they attempt to send emails containing survey links to their staff or students. Email systems can "rate limit" these email campaigns so that only a small number can arrive in inboxes in a given time period. This rate limiting can delay survey administration.

To avoid this problem, you can add Panorama's domain names to your Allow List and plan ahead so that emails are sent well ahead of the survey window. The further in advance emails are sent, the more time we have to make sure that everything is ready for a successful survey administration.

HTTPS blocking systems

A small number of districts block access to websites that use HTTPS/SSL, a technology that ensures the security of information being transferred over the Internet. Even though this technology is a best practice for websites handling confidential information (for example all banks use HTTPS/SSL to ensure security), HTTPS/SSL technology is blocked in some districts because it can be used to circumvent many content filtering tools. Please make sure that your district's network is not blocking access to HTTPS/SSL.