



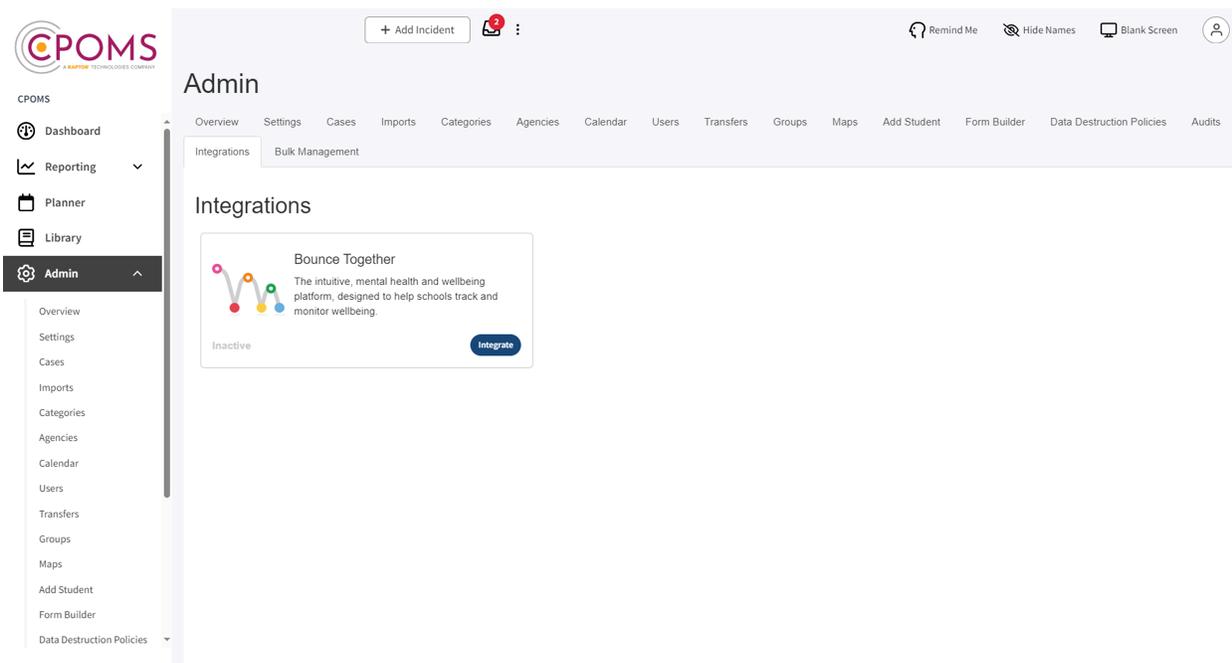
Linking your BounceTogether account to CPOMS

This document explains how to link your BounceTogether platform to CPOMS so you can send Bounce Alerts data to it.

a. Enabling the integration in CPOMS

Firstly, you need to enable the integration within CPOMS. These steps should be completed by a CPOMS administrator.

1. Log in to CPOMS as an Administrative user
2. Go to "Admin" and select the "Integrations" tab



3. A list of providers that you can integrate with will show. Look for “Bounce Together” and find us in the list
4. Click “Integrate” to enable the BounceTogether integration!

A new box will display with the details that you can use to enable the integration

The screenshot shows the Admin interface with a navigation menu at the top. The 'Integrations' tab is selected. Below the navigation menu, there is a section titled 'Bounce Together Integration'. A message states: 'Integration successfully updated'. Below this, there is a warning box: 'Do not refresh or close this page until you have made a note of these details. Do not share these details with anyone.' The setup form includes three red input fields: 'API Key:' with the placeholder 'API KEY WILL APPEAR HERE', 'URL:' with the placeholder 'CPOMS URL WILL APPEAR HERE', and 'Category:' with the placeholder 'CATEGORY NAME AND NUMBER WILL APPEAR HERE'. A 'Back' button is located at the bottom left of the form.

5. Copy and paste the details that show or keep the screen open and in a new tab, follow the remaining steps in this document.

Note: These details will only display once! If you ever re-generate the keys (or disable/enable the integration), you will need to repeat the steps that follow in this guide.

b. Set your pupil permissions

To ensure that notifications land on the student chronology and not the incident tray, you will need to ensure that the BounceTogether user that’s created in CPOMS has permissions to access the appropriate students.

- Go to “StudentSafe”
- Select “Admin” > “Users”
- Search for the “Bounce” user and click them from the list
- Ensure that the user has access to the appropriate students. To add a year group, select them from the left menu and move them to the “right” side.

Student Group Permissions

Sarah can view students in the following selected groups.

This user **will not** be able to see students in these classes.

Showing all 13

Filter by group name or group type

- 9 (Year Group)
- 8 (Year Group)
- 2 (Year Group)
- 4 (Year Group)
- 5 (Year Group)
- 11 (Year Group)
- 3 (Year Group)
- 10 (Year Group)
- 7 (Year Group)
- 6 (Year Group)
- 12 (Year Group)
- 13 (Year Group)
- 11 (Year Group)

Can view students who don't have a group (typically archived)

Student Restrictions

Begin typing a student's name

Sarah will have a restricted view of the students selected here.

[Save details](#)

This user **will** be able to see students in these classes.

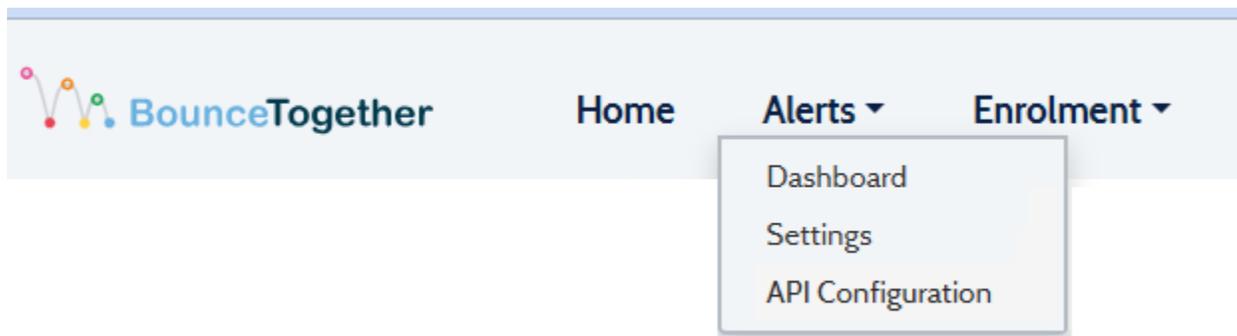
Empty list

Filter by group name or group type

Linking CPOMS to BounceTogether

Proceed with the steps that follow when you have enable the CPOMS integration in step 1.

1. Open BounceTogether via <https://app.bouncetogether.co.uk> and log in to your school as an administrative user
2. Click Alerts / API Configuration from the main menu



3. Next, enter the details you obtained from the first part of this guide.
 - a. In the "Select 3rd Party System" dropdown, select "CPOMS"
 - b. In the "License Key" section, copy and paste the "API Key" from the CPOMS screen
 - c. In the "API URL", enter the "URL" provided by CPOMS then add "https://" at the beginning and "/api/v1" to the end like in the example shown below:

3rd Party License Key Complete this form to configure 3rd Party integration.

CPOMS

.....

https://cpomstest.net/api/v1

310

7/1/2024  End Date 

- d. In the “API Cat” field, enter the numeric “Category”
4. Last step! Specify a “Start date” and “End Date” in the start and end date fields. These dates should represent when you want the CPOMS alerts to run between. If you only want CPOMS notifications to be sent as of today, specify that date in the “Start date” box and keep the “End date” empty.

That’s it! Now you are ready to enable CPOMS on the alerts you choose.

CPOMS staff selection

This part of the guide explains how you select which staff member you would like to receive the notifications from BounceTogether

1. Go back into CPOMS and select admin and users and select the person you want, you have to select each person individually.

This will then allow the user to be notified there are BounceAlert incidents in CPOMS

CPOMS Demo - CR | + Add Incident | There are possible [student transfers](#) awaiting your action: [@user@cr](#)

Admin

Overview Settings Cases Imports Categories Agencies Calendar **Users** Transfers Groups Maps Add Student Form Builder Data Destruction Policies Audits Integrations Bulk Management

Users

Deactivated users | New user

Name	Job Title	User Groups	Last Login
Sam Eustace	SLT	SLT	30 August, 2024

Quick User Search

Sam Eustace

User Groups

- SLT
- Teachers
- Main-Teaching Staff
- Attendance Officer
- Business Manager
- Phase Leader
- Heads of year
- New User Group

Alert Groups

- All staff
- safeguarding team
- DSLs
- New Alert Group

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2. Once you have selected the person you want, click on alerts at the top

CPOMS Demo - CR | + Add Incident | There are possible [student transfers](#) awaiting your action: [@user@cr](#)

Sam Eustace's settings

Personal details Permissions **Alerts** Audits Security Log API Token

Clear user's dashboard alerts

Between: [] and []
Last 7 days | Clear dates
[Remove dashboard alerts](#)

Alert Groups

Sam will be a member of the following alert groups:

SLT

Categories

Sam will automatically get alerts for incidents added to the following categories.

Attendance Behaviour Bounce Together Cause for Concern Child on Child Child Protection Contact with Parents Contact with Safeguarding Partners Friendship Issues Home Issues Medical Mental Health and Wellbeing Safeguarding Concern SEND

Students

Sam will automatically get alerts for incidents added to the following students.

Begin typing a student's name to search

Name	Group	Remove
[Search bar]		

Student Groups

Sam will automatically get alerts for incidents added to the students in these groups.

[Save alert preferences](#)

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3. You then need to select BounceTogether and save alert preferences

The screenshot displays the 'Sam Eustace's settings' page in the CPOMS system. The page is divided into several sections:

- Clear user's dashboard alerts:** Includes a date range selector (Between: [] and []) and a 'Clear dashboard alerts' button.
- Alert Groups:** A section for managing alert groups, currently empty.
- Categories:** A section for selecting incident categories. The 'SEND' checkbox is checked. Other categories include Attendance, Behaviour, Escalate Together, Cause for Concern, Child on Child, Child Protection, Contact with Parents, Contact with Safeguarding Partners, Friendship Issues, Home Issues, and Medical.
- Students:** A section for selecting students. It includes a search bar and a table with columns for Name, Group, and Remove.
- Student Groups:** A section for selecting student groups, currently empty.

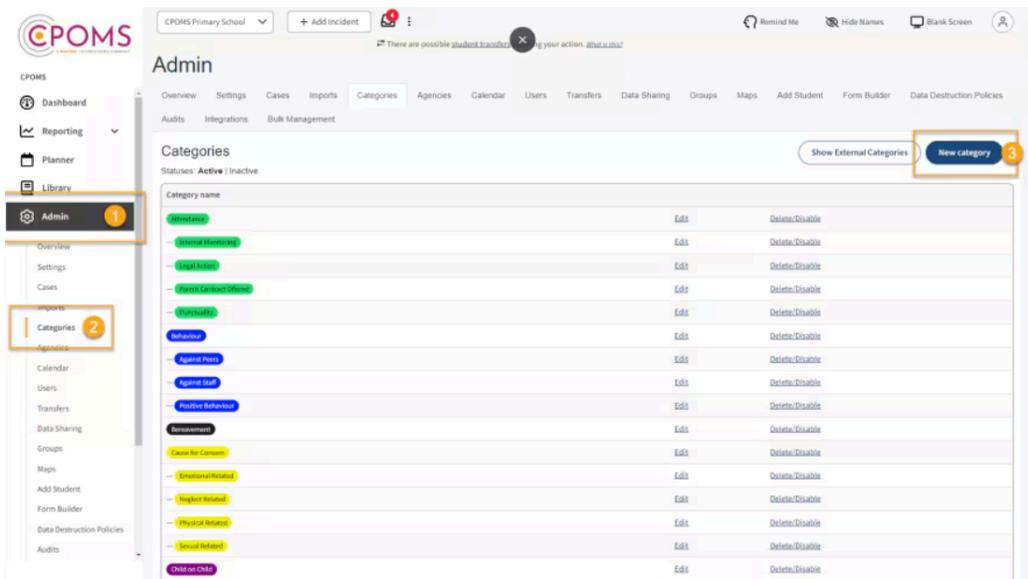
At the bottom of the page, there is a 'Save alert preferences' button and a footer with copyright information and a privacy policy link.

Now Set up your User Group Permissions

You will also need to set up your User Group Permissions

Step 1: Access the Categories Section

- Log in to CPOMS StudentSafe.
- Navigate to the **'Admin'** area.
- Click on the **'Categories'** tab.
- Select the **'New category'** button, located on the right-hand side of the page.



Step 2: Complete the 'New Category' form

New Category

Name Child Protection 1

Colour Copy category Colour 2

Parent category 3

User Group Permissions

User Group 4	<input type="checkbox"/> View Students	<input type="checkbox"/> View Incidents	<input checked="" type="checkbox"/> Add Incidents
SLT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Non-Teaching Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Attendance Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Business Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Phase Leader	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Premium Cases and Forms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Test	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

5 Save Category

1. **Name** - enter the name of your new category.
2. **Colour** - click on the coloured square to select your preferred colour, or click 'Copy category Colour' to choose a colour you have used before.
3. **Parent Category** - This option is for the creation of sub-categories only. For top-level 'Parent Categories' leave blank.

4. Next, choose the **'User Group Permissions'** for the new category, these are:-
Click **'Save Category'** to confirm.
5. Please ensure that BounceTogether is a Parent Category and that it is set to view students and add incidents.

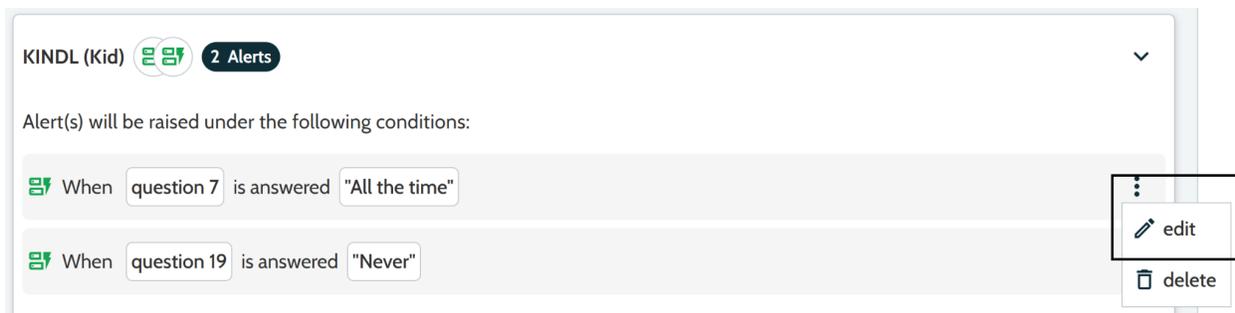
Below is a video to help

<https://vimeo.com/957690918/9e2de20d7a?share=copy>

Enabling Automatic CPOMS notifications

This part of the guide explains how to enable CPOMS alerts for particular questions or settings.

1. Go to Alerts / Settings in the BounceTogether portal
2. Expand the survey you want to apply the automatic alert
3. Click the 3 dots and click "Edit"



4. Click on the "Send to CPOMS" toggle to switch it "On"

KINDL (Kid)  2 Alerts

Alert(s) will be raised under the following conditions:

 When is answered

▼

 **start date**
01/09/2023 ▼

▼

 **end date**
Select Date ▼

Send to CPOMS

EMAIL NOTIFICATIONS

UPDATE

5. Click "Update"

That's it! When this alert is raised, it will automatically send it to CPOMS.

Manually send a notification to CPOMS

If you want to be selective over the notifications that are sent into CPOMS, you can decide which ones you want to send.

1. Click "Alerts" and "Dashboard" to load the dashboard
2. Search for the alert you want to send into CPOMS and click the "Checkbox" (note - you can send multiple alerts in one go by clicking more than 1 row!).

In this example, we have clicked 3x rows because we want to send those 3x to CPOMS

Apply a filter: [Clear Filters](#)

[Send to CPOMS](#)

<input type="checkbox"/>	Name	Class/Group	Date Raised	Survey	Details	
<input checked="" type="checkbox"/>	Aria Mitchell	Class I	04/05/2024	Stirling Children'...	Answered "Never" to question 3	view
<input type="checkbox"/>	SysGen User	PUBLIC	02/03/2024	Stirling Children'...	Answered "Never" to question 1	view
<input checked="" type="checkbox"/>	Aria Mitchell	Class I	02/03/2024	Stirling Children'...	Answered "Never" to question 1	view
<input checked="" type="checkbox"/>	Aria Mitchell	Class I	02/03/2024	Stirling Children'...	Answered "Never" to question 6	view

3. Click the blue “Send to CPOMS” button

That’s it! The platform will then send those notifications to CPOMS.

Other Reading

For videos and other information and other examples of this capability, check out this page in our community:

<https://community.edocoo.com/posts/the-bouncetogether-community-bounce-alerts>

Troubleshooting

1. If you have set up the connect with CPOMS and staff aren’t receiving alerts from particular pupils, this could be that there are restrictions set in your CPOMS settings. To rectify this please follow the steps on the video.

[Troubleshooting Restrictions Video](#)

2. What to do if my alerts are sat in a queue
 - a. Check your student restrictions in your CPOMS platform.
 - b. If your connection to CPOMS is after the survey date where you have set the alerts to go automatically then you will need to either send them retrospectively

from the dashboard or backdate the connection date before the date of the survey.

Eg: if the connection is 30/10/24 and the survey was set 24/09/2024 back date the connection date to 23/10/2024

Please be assured that BounceTogether has no access to CPOMS data.