



Your Guide to Monitor

Getting the most from your new digital monitoring solution



What is Monitor?

Linewize Monitor is a human-moderated digital monitoring solution that alerts designated school staff to students who may be becoming vulnerable based on their activity on school learning devices.

With its powerful pattern analysis capabilities, Monitor identifies potentially concerning activity early, giving you visibility into escalating behaviours and enabling timely intervention and support.

Designed to cut through the noise, Monitor provides schools with clear, actionable insights, helping you proactively protect students throughout their digital journey.

Data is stored at Azure (Microsoft) data centres in the UK/EU and encrypted to AES256 levels in transit and at rest. No personally identifiable information (PII) is transferred outside the UK/EU.

What is Smoothwall?

When you log in to your Monitor instance, you may notice the branding references Smoothwall by Qoria.

Smoothwall was acquired by Linewize in 2022. As we work towards unifying all our solutions under the Qoria brand, the Smoothwall branding remains in place for now.

Monitor login

To access your Monitor Dashboard, click the link below or visit portal.smoothwall.cloud.

Select your school/campus from the Organisation Menu.

[Monitor Dashboard](#)



Alerting Profiles

Alerting Profiles are customisable rules that manage alerts generated by Linewize Monitor. Schools can configure these profiles to suit their specific needs:

Single Alerting Profile

Some schools use a single profile that directs all alerts from monitored users to a shared pool of Safeguarding contacts. Each contact in the pool receives alerts and has access to view all raised alerts.

Granular Alerting Profiles

Other schools require more granularity, assigning alerts to different groups of Safeguarding contacts or designating specific individuals—such as Heads of Year, key stakeholders, or members of Wellbeing and Leadership teams—to receive alerts for the students they oversee.

Alerting profiles can be customised, updated, or created at any time.

More information:

[Creating Alerting Profiles](#)

[Guidelines for Custom Alerting Profiles](#)

Suggested Alerting Profile Configuration (Example School)

Role	Bullying	Sexual Content	Offensive User	Oversharer	Grooming	Terrorism/ Extermism	Vulnerable Person	General Risk	Violence
Responsible and Accountable									
Jnr Year Level Coord	Level 3	Level 3	Level 3	Level 3	Level 2	Level 3	Level 3	Level 3	Level 3
Snr Year Level Coord	Level 4/5	Level 5	Level 4/5	Level 3	Level 3	Level 3	Level 3	Level 3	Level 4/5
Head of School	-	Level 5	-	Level 4	Level 3	Level 4	Level 4	Level 3	-
Principal	-	Level 5	-	-	Level 5	Level 5	Level 5	-	-
Inform and Consult									
Wellbeing	Level 5			Level 3	Level 3	Level 3	Level 4	Level 4	Level 5
ICT	-	-	-	-	-	-	-	-	-
Default Profile (Primary)	Level 3	Level 3	Level 3	Level 3	Level 2	Level 3	Level 2	Level 1	Level 3
Default Profile (Secondary)	Level 3	Level 4	Level 5	Level 4	Level 3	Level 4	Level 3	Level 1	Level 3

Monitor Event Types / Risk Categories

Linewize Monitor assesses content generated on a student's device and defines risk events based on the following 9 key risk categories.

Bullying	Terrorism/Extremism
Sexual Content	Vulnerable Person (Suicide / Self Harm)
Offensive User	General Risk
Oversharer	Violence
Grooming	

More information:

[About Alert Types](#)

Monitor Contacts

Linewize Monitor offers different levels of permission and visibility based on role requirements. Each user can only occupy one role within the Monitor platform. Most schools will allocate the "Safeguarding contact" and "Limited Safeguarding Contact" roles for non-IT staff who need visibility over student activity and alerts.

More information:

[Overview of Contact Roles](#)

[Creating and Managing Contacts](#)

Monitor Risk Levels

Monitor Risk Levels are defined individually from 1 (low) through to 5 (high/maximum).

If there is imminent risk to life a phone call to designated school contacts will be made.

More information:

[Risk Level Definitions for each event category](#)

[Level 5 Alert Calls - Further Information](#)

Monitor Calls - What to know

For certain high-risk alerts, our human moderation team will attempt to contact your school's nominated Safeguarding contacts to notify them of the event.

To ensure these concerns are addressed promptly and appropriately during school hours, your school must have a clear and well-defined escalation process in place for receiving, prioritising, and responding to these alerts.



Additional support

Monitor Knowledge Base

For general help on the Monitor platform, check out the Linewize Monitor Online Knowledge Base.

See also the Monitor troubleshooting support articles.

[Knowledge Base](#)

[Troubleshooting](#)

Bite-Sized Learning

You can find helpful, up-to-date mini video training lessons for Monitor via our Bite-Sized Learning Online learning resource.

[Bite-Sized Learning](#)

Getting Additional Help

School Success queries, including training, config and best practice—email success_au@linewize.io

Technical questions, including making changes to your Monitor school groups, submit a support ticket via help@linewize.io.

[Email Success](#)

[Email Support](#)

Professional Learning/Training

Your Linewize Success team provides a range of training and resources for key school safeguarders on the Monitor platform. Email success_au@linewize.io to find out more.

[Email Success](#)