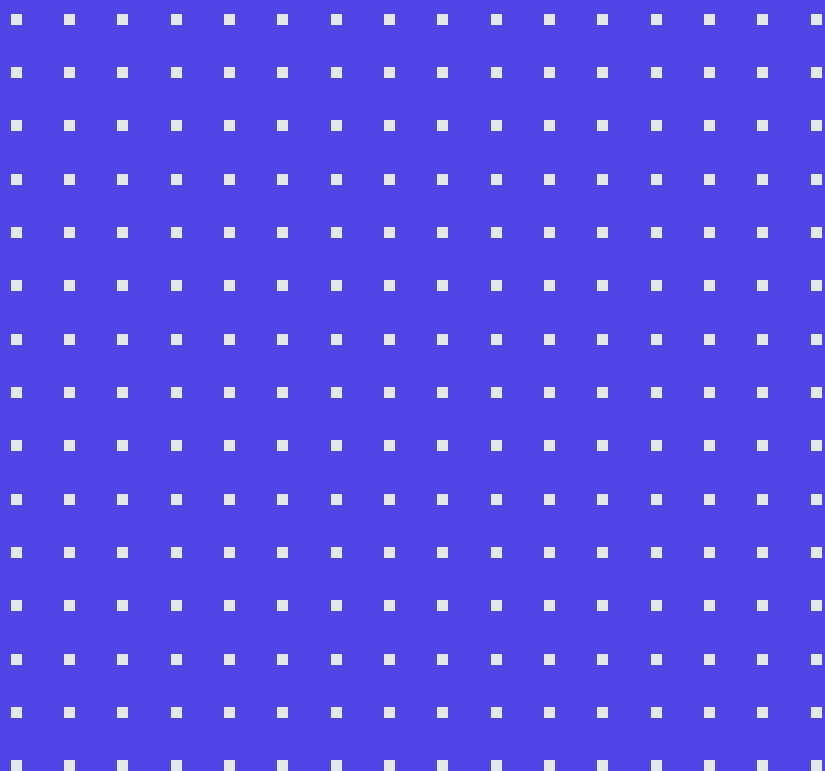




# IT Team Checklist and FAQ



# IT Checklist

Please complete these actions before the start of the school year to ensure a smooth roll out.

- ☐ Whitelist wellioeducation.com to ensure emails aren't caught in spam
- ☐ Set up SSO using [these instructions](#)
- ☐ Whitelist all videos in [this CSV](#)
- ☐ Submit class data for bulk user enrolment using [these instructions](#)

## FAQ

### 1. Where is your data stored?

To ensure the security of our Australian customers' data, we have opted to store it exclusively at Amazon Web Service's (AWS) Sydney facility, which is certified to meet the security requirements for unclassified Australian Government data as per the Information Security Manual established by the Australian Signals Directorate (ASD). The physical security of the infrastructure that runs Wellio is handled by AWS.

### 2. What information from the students and staff do you store in your database?

We only collect personal information for the purpose of supplying services. This includes first name, last name, email address and school affiliation. Students' responses to questions in lessons are also stored; for example, a student's response to "What do you think the purpose of this video is?". All personal data is protected using AES 256 encryption.

### 3. Can I see your privacy policy?

Yes. [Here it is.](#)

### 4. What is your backup policy and procedure?

Our database is stored on Amazon S3 at AWS Sydney. AES 256 encryption is applied to protect data. Our data backups are stored for a minimum of 3 months. A full restoration of backups is tested annually, and a partial restoration is tested quarterly.

### 5. Do you have SSO?

We support SSO integrations that use the SAML2 protocol. This includes, but is not limited to:

- Active Directory Federation Services
- G-Suite/Google Apps/Google
- Azure Single Sign On/Office 365
- Shibboleth
- Schools using OurSchool
- Schools using OneLogin
- Schools using Cloudwork®/StudentNet
- Schools using New South Wales Department of Education
- Schools using South Australia Department for Education

### 6. How do students create accounts?

For the best classroom experience, we can bulk enrol students and teachers in their classes. Alternatively, students can create their own accounts in their first Wellio lesson using a class code from their teacher.

