

ClassQ Teacher Setup Guide

Plain-language classroom setup guide for teachers, plus practical testing and BenQ display advice.
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ClassQ Teacher Setup Guide

This guide is written for a teacher who wants clear steps, plain language, and enough detail to feel confident using the system.

What ClassQ Is

ClassQ is a classroom "take-a-number" system for live help, check-ins, conferences, or station-based teacher support.

Think of it like this:

- the **BenQ board** is the public classroom screen
- the **teacher screen** is the control panel
- the **student screen** is the line-joining page

Students join from their own device, the teacher manages the line, and the board shows the current number and what is coming next.

What Problem It Solves

Use ClassQ when:

- students need help one at a time
- you do not want a crowd around your desk
- you want students to keep working while they wait
- you want the class to see where the line is at a glance
- you want a cleaner system than sticky notes, raised hands, or students calling out

Good classroom examples:

- math help during independent practice
- writing conference sign-ups
- lab check-offs
- technology troubleshooting
- station or center rotations where students wait for teacher approval

Main Features and What Each One Is For

Feature	What It Does	Why a Teacher Would Use It
Teacher sign-in	Lets the teacher access their classrooms and sessions	Keeps class data private and tied to the teacher
Classroom	A reusable class space with one permanent code	Easy for students to remember and reuse
Dashboard class cards	Show each class with quick actions and copyable links	Lets the teacher run class without hunting through menus
Classroom switcher	Lets the teacher jump between classes from the header	Helpful for teachers who teach multiple periods
Live session	Turns the classroom queue on for the day or class period	Starts the actual active queue
Access code	Short code students type in to join	Faster than searching or clicking through menus
QR code	Students scan to join instantly	Useful when students are on phones or quick laptop camera scan
Board display	Shows current number, next up, class code, and QR	Gives the whole room a clear view of the queue
Teacher console	Lets the teacher complete, skip, pause, and manage the queue	Main command center during class
Student join page	Lets students enter a name and join the line	Very simple, low-friction student flow
Student help modal	Gives students short directions in student-friendly language	Reminds students to use a first name, join once, keep working, and cancel if they solve it
Student status page	Shows a student their number and place in line	Reduces "When is it my turn?" interruptions
ClassIQ teacher help	Teacher chat assistant with built-in ClassQ help docs and app links	Helps a teacher find instructions and draft next actions without leaving the app

Feature	What It Does	Why a Teacher Would Use It
Lesson Assistant setup	Optional classroom setup to enable AI-powered help for students during class	Lets students ask questions about lesson materials while waiting in the queue
Lesson materials	Teachers can upload lesson plans, homework, or worked examples for reference	Grounds the Lesson Assistant in actual class content
Roster management	Teachers can build and maintain a list of students in their classroom	Consolidates student data from CSV, LMS, and live ticket sign-ups
Show names on board	Optional classroom setting for displaying names publicly	Useful only if the teacher wants names visible
Student cancel	Lets a student remove themselves from the line	Helpful when they solved it themselves or no longer need help
Teacher board PIN	One teacher PIN set on the dashboard that works across all of that teacher's classrooms	Useful if the teacher is standing at the board and not at a laptop
Reporting time zone	Teacher-wide U.S. time zone setting for session times and reports	Keeps recent session times and future reports aligned to the teacher's school day
Recent session metrics	Shows total requests, completed, cancelled, skips, and average wait	Gives a quick after-class summary without opening a full report
Name cleanup and review	Cleans simple name casing and hides flagged names until teacher review	Helps with mistyped names and protects the public board from inappropriate names
Copy join and display links	Gives the teacher one-click copies of the student link and board link	Makes it easy to email, post, or reopen the right screen
Pause session	Keeps the session visible but temporarily stops queue actions	Good during announcements or transitions
Reset queue	Clears active requests	Useful when a class ends or you need a fresh start
End session	Closes the line completely	Prevents new students from joining after class ends

The 3 Main Screens

1. Board Display

This is the public classroom screen.

Students should be able to look at it from across the room and quickly understand:

- who is being helped now
- who is next
- how to join

2. Teacher Console

This is the teacher control screen.

This is where the teacher:

- starts the session
- manages current and next tickets
- changes display settings
- edits student names if needed
- reviews flagged names before they appear publicly
- opens the public display link

3. Student Join / Status Screen

This is the student side.

Students use it to:

- join the queue
- see their number
- track their place in line
- cancel if they no longer need help

Recommended Real-World Setup

Best simple setup

- **BenQ board:** public display only
- **Teacher laptop:** teacher console
- **Student devices:** join from Chromebook or phone browser

This is the easiest and safest setup because the public board stays clean and the teacher has a private control screen.

Backup setup

If needed, the teacher can unlock limited controls on the BenQ using the board PIN. The same teacher PIN works across all classrooms owned by that teacher. This is useful if the teacher is already standing at the board.

What not to do if possible

- do not make the BenQ board the only teacher control device if you also want a clean public screen
- do not let students use the teacher console
- do not end the session without checking whether students are still waiting

BenQ Board Best Practices

These are practical classroom best practices, not hard technical rules.

Recommended BenQ habits

- Use the board in **full screen** for the public display.
- Keep the display page open on the BenQ for the full class period.
- Use the teacher console on a laptop or second device when possible.
- If the board browser reloads, reopen the display link for the class code.
- The display will try to keep the screen awake on supported secure browsers, but you should still disable device sleep or screensaver settings when possible.
- Keep screen brightness high enough for the QR code to scan easily.
- Stand far enough back once before class starts and confirm the current number is readable.
- If the room is bright, increase contrast and reduce glare on the board.

Helpful classroom setup tips

- Put the board where the code and current number are visible from most seats.
- Avoid opening other apps or tabs over the display during class.
- If you use the PIN unlock on the BenQ, lock it again after use.
- Test the QR code from the farthest typical student position if you want students to scan from desks.

Why this matters

A digital signage screen should behave like a classroom sign, not like a normal busy website. The display works best when it stays stable, full screen, and uncluttered.

Important: If the board is used as the public display, avoid leaving the teacher console visible on that same screen unless you intentionally unlock it with the board PIN.

Before the First Day of Use

Teacher setup checklist

1. Sign in to ClassQ.
2. Create your classroom.
3. Confirm the classroom code looks right and is easy to read.
4. Decide whether you want student names shown on the public board for that classroom.
5. On the dashboard, set your **Reporting time zone** so recent sessions and future reports match your school day.
6. On the dashboard, set a teacher PIN if you want BenQ-side controls. That one PIN will work in all of your classrooms.
7. Copy the student join link and, if needed, post or email it to students.
8. Start a practice live session.
9. Open the board display on the BenQ.
10. Test a student join from a phone or second device.
11. Complete, skip, and cancel at least one test request.
12. End the session and confirm recent session metrics appear on the classroom page.

What success looks like

- the board updates within a few seconds
- the current number is big and obvious
- the QR code scans
- the teacher can manage the queue without confusion
- a student can join and see their status

How to Run It During Class

Typical daily flow

Step 1: Teacher logs in

Open the teacher side and sign in.

Step 2: Teacher starts a live session

Choose the classroom and start the queue for that class period.

Step 3: Open the BenQ display

Open the display page on the board so the room can see:

- the current number
- the next students waiting
- the code
- the QR code

Step 4: Students join

Students either:

- type the classroom code, or
- scan the QR code

Step 5: Teacher works through the queue

As each student is finished, the teacher taps:

- **Complete** if done
- **Skip** if the student is not ready or does not respond
- **Recall** if the teacher wants to call the same current ticket again

Step 6: End or reset at the right time

- **Reset queue** if you want to clear active requests but keep the session open
 - **End session** when class is over and you want to block new joins
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Screen-by-Screen Scenarios

Landing screen

What this screen is for

It helps users choose where they are going.

Typical use

- teacher clicks into login
- student clicks into join flow

Example scenario

A student who does not have the QR code yet can still open the main app page and choose the join path manually.

Login screen

What this screen is for

Lets the teacher access classroom and session management.

Typical use

Used once at the beginning of the day or once per browser session.

Example scenario

A teacher opens the app before first period, logs in once, and stays signed in through the school day.

Dashboard screen

What this screen is for

Shows the teacher's classrooms and acts like the home base for daily setup.

Typical use

The teacher uses it to:

- switch between classes
- set or update the teacher board PIN
- set the reporting time zone
- start or end a live session
- copy the student join link
- copy the board display link
- open ClassIQ help for setup or workflow questions

Example scenario

A teacher has Algebra Lab, Homeroom, and Study Hall. They open the dashboard, confirm the reporting time zone says Eastern or their correct U.S. time zone, copy the Algebra join link into Google Classroom, start the Algebra session, and later switch to Study Hall from the same header. If they forget where a setting lives, they open **ClassIQ Help** and ask in plain language.

Classroom settings screen

What this screen is for

This is where the teacher configures the classroom itself and manages student data.

Typical use

The teacher checks:

- class name
- class code
- whether student names show on the display
- the board display link
- the student join link
- recent session metrics after a class period ends
- current roster and upload student lists via CSV
- Lesson Assistant setup and optional materials

Classroom settings tabs

The classroom page has several tabs:

Info tab

- Classroom name and code
- Display board privacy (show student names or ticket numbers only)
- Links to copy and share

Roster tab

- View and manage your student list

- Add students manually
- Import student lists from CSV files
- Auto-merge alerts if student names match existing records

Lesson Assistant tab (appears only if the teacher has enabled this feature from classroom settings) - **Enable/disable students Ask This Lesson button** - lets you control whether students can ask AI-powered questions during class - **Choose answer mode** - "Guided" mode gives hinting and rephrasing; "Explain" mode gives fuller explanations - **Upload lesson materials** - add lesson plans, examples, or homework files so the assistant knows what to help about - **Manage materials** - list and delete uploaded files

Example scenario

A teacher creates a new classroom called "Algebra 2 Period 3". They decide to keep student names private on the board. They turn on Lesson Assistant, select "Guided" mode so students get hints instead of full answers, and upload yesterday's homework and a worked example. Then they copy the class join link and post it in Google Classroom. Students who join the queue can now ask questions about the materials. After class, they return to this page and use **Recent sessions** to see how many tickets were completed, cancelled, skipped, and how long students waited on average.

Teacher live session screen

What this screen is for

This is the main control center during class.

Typical use

The teacher uses it to:

- see the current request
- see who is waiting
- complete, skip, serve, or reorder students
- manually add a student to the queue
- change a student name if it was mistyped or inappropriate
- allow or change names flagged for review
- pause the queue
- open the display view
- ask ClassIQ where to find a ClassQ feature or what a metric means

Example scenario

During independent practice, the teacher keeps this page open on a laptop and taps **Complete** each time a student is finished. If a student types an inappropriate or suspicious name, the teacher sees a persistent review alert and can choose **Change** or **Allow**.

Board display screen

What this screen is for

This is the public view for the room.

Typical use

Students look at it to know whether they are up now, next, or still waiting.

Example scenario

A student sees their number under **Next up**, stays in their seat, and gets ready before being called.

Student join screen

What this screen is for

This is the student entry screen.

Typical use

A student enters their name and joins the queue.

Example scenario

A student is stuck on a problem, scans the QR code, types their name, and joins the line in under 10 seconds. Simple casing is cleaned automatically, such as `ryan` becoming `Ryan` or `ryan iii` becoming `Ryan III`.

Student ticket status screen

What this screen is for

Shows the student their active ticket and current queue status.

Typical use

The student checks progress without interrupting the teacher.

Example scenario

A student sees they still have two people ahead, so they keep working instead of walking to the teacher desk.

Teacher Controls Explained in Plain Language

Control	Plain-language meaning	When to use it
Complete	"This student is done. Move to the next one."	After helping a student
Skip	"Skip this student for now."	If they are absent, not ready, or walked away
Recall	"Show the same current student again."	If you need to call the same person again
Pause	"Freeze teacher actions for a moment."	During announcements, transitions, or interruptions
Resume	"Continue the queue."	After a pause
Reset queue	"Clear all active requests."	At the end of a work block or if the queue got messy
End session	"Close the line completely."	At the end of class
Lock board controls	"Hide teacher controls on the board."	After using the BenQ PIN mode

Student Name Cleanup and Review

ClassQ tries to keep names readable and safe without slowing students down.

What happens automatically

- Extra spaces are removed.
- Basic names are capitalized, such as **ryan** -> **Ryan**.
- First and last names are capitalized, such as **ryan smith** -> **Ryan Smith**.
- Two-letter names or initials are uppercased, such as **dj** -> **DJ** and **aj** -> **AJ**.
- Common suffixes are uppercased, such as **ryan iii** -> **Ryan III**.
- Some name particles stay lowercase in the middle, such as **lauren van buren** -> **Lauren van Buren**.

What happens with questionable names

If a name looks inappropriate, ClassQ still lets the student join the queue, but it hides that name from the public board. The teacher sees a review alert on the live session screen and can:

- **Change** the name to something appropriate
- **Allow** the name if it is actually okay

This keeps the classroom flow moving while protecting what appears on the public display.

Recent Session Metrics and Reporting Time Zone

The dashboard has a **Reporting time zone** button. Set this to the teacher's U.S. time zone so times in recent sessions and future reports match the school day.

Supported options are Eastern, Central, Mountain, Arizona, Pacific, Alaska, and Hawaii.

On each classroom page, the **Recent sessions** area shows quick metrics for each session:

Metric	What it means
Total	How many students joined during that session
Completed	How many tickets the teacher finished
Cancelled	How many requests were cancelled
Skips	How many times the teacher used skip
Avg wait	Average time from joining until being called

These metrics are meant as a quick classroom audit trail. A fuller reporting page can build on this later.

Student Features Explained in Plain Language

Feature	What the student sees	Why it matters
Join with code	A short classroom code	Quick to type
Join with QR	A QR code on the board	Fastest way to join

Feature	What the student sees	Why it matters
Ticket number	Their place in line	Easy to track
People ahead	How many students are still before them	Helps them decide whether to keep working
Estimated wait	A simple wait estimate	Sets expectations
Cancel request	Removes themselves from the line	Useful if they solved it on their own
How this works	A short help popup	Reminds them to use a first name, join once, keep working, and cancel if done

Student-friendly language

Students should understand the queue like this:

- "Use your first name only."
- "Tap Join queue once."
- "Keep working while you wait."
- "Watch your number."
- "Cancel if you solved it or do not need help anymore."
- "No joke names. Your teacher needs to know who to help."

ClassIQ Teacher Help

ClassIQ is the teacher help assistant inside ClassQ.

It can:

- answer questions using the built-in ClassQ help docs
- show previous help chats
- show app links such as Dashboard, Classroom page, Live session, Student join, and Display board
- draft next steps for the teacher

ClassIQ does **not** silently change class data in this version. It can suggest or draft actions, but the teacher stays in control.

Suggested Classroom Routine

Good classroom language to use

- "If you need help, join the queue instead of raising your hand."
- "Keep working while you wait."
- "Watch the board for your turn."
- "If you solve it yourself, cancel your request."

Good teacher habits

- Start the session before students need it.
- Keep the display up the whole period.
- Complete tickets as soon as you finish helping.
- Skip students only when needed.
- End the session when class is over.

Emailing Students the Join Link

This is a smart shortcut.

Why email the link?

It makes joining faster because students do not need to:

- remember the app address
- retype the code every time
- scan the QR if they are already on their Chromebook

Recommended strategy

Email or post the class join link in your normal classroom communication system, such as:

- email
- Google Classroom
- Canvas
- Microsoft Teams
- LMS announcement page

Best practice

Send the **classroom join URL**, not a one-time session URL. That way students always use the same link for that class.

Example format:

- <https://your-classqueue-site/join/MATH24>

Suggested message to students

"If you need teacher help during work time, open this link and join the help queue. Keep the tab open so you can see your turn."

Tip: Posting the join link in your class LMS plus showing the QR code on the BenQ gives students two easy ways to join.

Easiest teacher workflow

You do not have to build the link by hand.

1. Open the dashboard.
2. Find the classroom card.
3. Click the copy icon next to **Student join link**.
4. Paste that link into email, Google Classroom, Canvas, Teams, or your LMS.

You can use the copy icon next to **Display board link** the same way when you want to reopen the public board quickly on the BenQ.

How a Teacher Can Test Everything Alone

You can fully test the system by yourself using three screens:

- **computer** = teacher console
- **BenQ board** = public display
- **phone** = student device

Self-test setup

Device 1: teacher computer

Use this for:

- login
- dashboard
- classroom settings
- live session controls

Device 2: BenQ display

Use this for:

- the board display page only
- checking readability from across the room
- testing QR scanning

Device 3: phone

Use this as a pretend student device.

Self-test script

Test 1: start and display

1. Log in on the computer.
2. Start a live session from the classroom card on the dashboard.
3. Copy or open the display board link on the BenQ.
4. Confirm the code and QR show clearly.

Test 2: student join

1. Scan the QR code with your phone.
2. Enter a student name.
3. Join the queue.
4. Confirm the board updates.
5. Confirm the phone shows the student ticket status page.

Test 3: teacher actions

1. On the teacher computer, press **Complete**.
2. Confirm the board changes.
3. Join again from the phone.
4. Press **Skip** from the teacher computer.
5. Confirm the status changes correctly.

Test 4: student cancel

1. Join from the phone.
2. Open the student status page.
3. Press **Cancel**.
4. Confirm the ticket is removed.

Test 5: board PIN unlock

1. Set the teacher board PIN from the dashboard. That same PIN will work for the teacher's other classrooms too.
2. Open the display on the BenQ.
3. Unlock the controls on the board.
4. Confirm the PIN pad works.
5. Lock the board controls again.

Test 6: refresh recovery

1. Refresh the teacher page.
2. Refresh the board display.
3. Refresh the phone student page.
4. Confirm each screen restores the correct current state.

Test 7: end session

1. End the session from the teacher console.
 2. Try joining from the phone again.
 3. Confirm the system rejects the join because the session is over.
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Quick Troubleshooting Guide

Problem	What it usually means	What to try
Students cannot join	Session may not be live	Check that the teacher started the session
QR code does not scan	Distance, glare, brightness, or browser zoom issue	Move closer, increase board brightness, reload display
Board looks too small	BenQ browser is not full screen or screen scaling is odd	Reopen full screen and test again
Board goes dark or times out	Device sleep or screensaver settings may override the browser	Keep the site on https , leave the display page open, and change Fire TV / BenQ sleep settings if needed
Teacher actions do not seem to update	Temporary network or browser issue	Refresh the teacher screen and board screen
A student joined but disappeared	They may have cancelled, refreshed into a different browser profile, or the session changed	Check teacher console history and active queue
Students keep asking whose turn it is	Board may not be visible enough or queue routine is not taught yet	Make the board more visible and teach the process explicitly
Board controls stay visible	Teacher PIN mode may still be unlocked	Lock the board controls after use
Recent session times look wrong	Reporting time zone may not match the teacher's school time zone	Go to the dashboard and update Reporting time zone
A name is hidden on the board	The name may be waiting for teacher review	Open the live session screen and choose Change or Allow

Best Practices Summary

Best classroom use

- Keep the public display simple.

- Keep teacher controls private unless needed.
- Use one stable join link for each classroom.
- Teach students the routine once, then use it consistently.
- Encourage students to cancel if they no longer need help.

Best technology use

- Use a laptop for teacher controls.
- Use the BenQ as the public screen.
- Use phones or Chromebooks for student joins.
- Test once before relying on it in a live class.

Best communication use

- Post the join URL in your LMS.
 - Keep the classroom code visible.
 - Tell students exactly when to use the queue.
 - Remind them to keep working while they wait.
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One-Page Quick Start

Before class

- Log in
- Confirm reporting time zone if this is your first setup
- Start live session
- Open display on BenQ
- Confirm code and QR are visible

During class

- Students join with code or QR
- Teacher watches the queue on laptop
- Teacher presses **Complete** or **Skip** as needed
- Students monitor their turn on the board or phone

After class

- Reset or end session
 - Check recent session metrics if you want a quick summary
 - Close board display if needed
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Final Recommendation

For the smoothest classroom experience:

- **BenQ board = public display**
- **teacher laptop = teacher console**
- **student Chromebook or phone = student join/status**

That setup keeps the room organized, keeps the screen readable, and makes the workflow easy for everyone.