

Frequently Asked Questions

Question	Answer
Where is student data stored?	All data resides in a SQLite database file on your institution's server. AtlasOA makes no outbound network connections under normal operation. The vendor has no remote access to your data.
Who can access the system?	Access is controlled through local accounts with three roles: admin, editor, and viewer. Each role has six granular permissions (read, modify, delete, admin, import, export). All access is logged in a tamper-evident audit trail.
How are backups handled?	AtlasOA automatically creates database snapshots before every import. A background scheduler can create additional periodic backups (configurable). Restore is one click from the admin panel. Default retention: 50 snapshots.
What happens if the server goes down?	AtlasOA uses SQLite with WAL mode, which is crash-resistant. On server restart, the application resumes automatically if configured as a Windows Service. The most recent backup can be restored in under a minute from the admin panel.
Does AtlasOA phone home or send telemetry?	No. AtlasOA makes no outbound network connections under normal operation. No usage data, analytics, or telemetry of any kind is transmitted. License validation is offline.
What about FERPA compliance?	AtlasOA operates under the FERPA school-official exception (34 CFR 99.31(a)(1)(i)(B)). Because all data stays on your server and the vendor has no remote access, data residency requirements are inherently satisfied.
How are credentials protected?	SMTP, SFTP, and API credentials stored in the database are encrypted with Fernet AES-128 using PBKDF2-HMAC-SHA256 key derivation with 200,000 iterations. User passwords are hashed with PBKDF2-SHA256 and never stored in plaintext.
How long does installation take?	The Windows installer bundles Python, SQLite, and all dependencies. A clean install takes under 15 minutes. IIS reverse proxy setup adds another 10 to 15 minutes. No Linux, Docker, or cloud accounts needed.
Can we use our own TLS certificate?	Yes. AtlasOA runs behind IIS, which handles TLS termination with your institution's certificate. When HTTPS is enabled, the application sets HSTS headers and Secure cookies automatically.
What SIS platforms are supported?	Production adapters exist for Jenzabar (J1, EX, CX), Blackboard Learn, Canvas LMS, and Moodle. A generic CSV/Excel importer and adapter template are included for any other platform.