NetSupport School

Product Manual

Version 14.00

Manual COPYRIGHT (C) 2020 NetSupport Ltd. All rights reserved.

Information in this document is subject to change without notice. NetSupport Ltd reserves the right to revise this document and to make changes from time to time in the content hereof without obligation to notify any person or persons of such revisions or changes.

The software described in this document is supplied under a licence agreement and is protected by international copyright laws. You may copy it only for the purpose of backup and use it only as described in the Licence agreement.

Any implied warranties including any warranties of merchantability or fitness for a particular purpose are limited to the terms of the express warranties set out in the licence agreement.

Program COPYRIGHT (C) 1991-2020 NetSupport Ltd. All rights reserved.

Trademarks

NetSupport is a registered trademark of NetSupport Ltd.

Windows, Windows 2003/2008/XP/Vista, Windows 7, Windows 8/8.1 and Windows 10 are trademarks of Microsoft Corporation.

OneRoster is a registered trademark of ClassLink, inc.

Other products, trademarks or registered trademarks are the property of their respective owners.

Software Licence Agreement

Please read this agreement before using your copy of NetSupport Software. This is a legal agreement between you and NetSupport Ltd. If you do not wish to be bound by the terms of this licence agreement you must not load, activate or use the software.

TERM: Subject to termination under Termination Clause below the licence shall be perpetual.

GRANT OF LICENCE: Subject to the payment of the applicable licence fees, and subject to your abidance by the terms and conditions of this agreement, NetSupport Ltd hereby grants to you a non-exclusive, non-transferable right to use one copy of the specified version of the software which you have acquired.

USE: The software is licensed with volume use terms specified in the applicable order acknowledgement, product invoice, licence certificate or product packaging. You may make, install and use as many additional copies of the software on the number of devices as the terms specify. You must have a reasonable mechanism in place to ensure that the number of devices on which the software has been installed does not exceed the number of licenses you have obtained.

SERVER USE: To the extent that the applicable order acknowledgement, product invoice, product packaging or licence certificate sets forth, you may use the software on a device or on a Server within a multi-user or networked environment ("Server Use"). A separate licence is required for each device or "seat" that may connect to the software at any time, regardless of whether such licensed devices or seats are connected to the software concurrently, or are actually using the software at any particular time. Your use of software or hardware that reduces the number of devices or seats that connect to and use the software directly or simultaneously (e.g., "multiplexing" or "pooling" software or hardware) does not reduce the number of licenses required. Specifically, you must have that number of licenses that would equal the number of distinct inputs to the multiplexing or pooling software or hardware "front end"). If the number of devices or seats that can connect to the software can exceed the number of licenses you have obtained, then you must have a reasonable mechanism in place to ensure that your use of the software does not exceed the use limits specified for the licence you have obtained.

COPYRIGHT: This software is protected by international copyright laws. You may copy it only for backup purposes. The software is licensed to you, but not sold to you.

RESTRICTIONS: Neither you nor any reseller may rent, lease, sell licensed copies [on approval], or otherwise transfer the right to use this software to another person, except that you may sell or give away your original copy, as long as you do not keep any copies. The software may not be modified, disassembled or reverse engineered except with the prior written consent of NetSupport Ltd.

LIMITED WARRANTY: NetSupport Ltd warrants that the software will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date of purchase. NetSupport's entire liability and your exclusive remedy shall be either a) the replacement of the defective software or b) return of the price paid. This remedy shall be at NetSupport's option and subject to proof of purchase from an authorised source.

Any implied warranties including any warranties of quality or fitness for a particular purpose are limited to the terms of the express warranties. NetSupport Ltd. Shall not in any event be liable for loss of profits, data or information of any kind or for special, incidental, consequential, indirect or other similar damages arising from any breach of these warranties or use of the software even if they have been advised of the possibility of such damages. Some countries do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty does not affect your statutory rights, and you may have other rights that vary from country to country. In any event NetSupport's maximum liability shall not exceed the price paid by the end-user / licensee.

TERMINATION: You may terminate this licence and this Agreement at any time by destroying the program and its documentation, together with any copies in any form.

NetSupport Ltd. may terminate this licence forthwith by notice in writing to you if you commit any serious breach of any term of this licence and (in the case of a breach capable of being remedied) shall have failed within 30 days after receipt of a request in writing from NetSupport Ltd. so to do, to remedy the breach (such request to contain a warning of NetSupport's intention to terminate). Upon termination you will destroy or return to NetSupport Ltd the original and all copies of the software and will confirm in writing to NetSupport Ltd that this has been done.

SUPPORT: If you have a problem with the installation of the software you should in the first instance contact your supplier. You can separately purchase support and maintenance which will also cover the supply of enhancements and upgrades.

GOVERNING LAW: This agreement shall be governed by the laws of England.

Table of Contents

What is NetSupport School? 11
Conventions Used 13
Terminology Used 13
INSTALLATION 14
Decide what functions to install 14
System Pre-Requisites 15
Starting the Installation 17
NetSupport School Licence Agreement 18
Licence Information 18
Select Setup Type 19
Custom Setup 20
Ready to Install the Program 23
Installation Complete 23
Existing Installation Detected 24
Creating an administrative (network) installation 25
Silent Installation 26
Install Configuration Options Dialog 27
NetSupport School Deploy - NetSupport School's Remote Install Utility 28
Starting NetSupport School Deploy 31
Preparing a deployment 32
Deploy a NetSupport School Package 33
Deploy a Client Configuration 38
Deploy a NetSupport School Licence File 39
Remote Uninstall 40
Pre-Define Settings for a Future Deployment 42
Log Files 43
STARTING NETSUPPORT SCHOOL 44
Starting NetSupport School 44
NetSupport School Deploy - Room Mode 46
Finding and Connecting to Students 48
Class Wizard 49
Connect to Students via Room Mode 52
Connect to Students using Browse Mode 54
Connect to Students using PC Mode 55
Connect to Students using User Mode 57

Connect to Students using SIS Mode 58
Class Lists 60
Connecting to NetSupport School for Mac Students 61
The Control Window 62
Intermediate Mode 67
Easy Mode 69
Tutor Toolbar 71
Student Automatic Login 72
Student Register 73
Working with Classroom Layouts 78
Setting a background 79
Power Management – Power on/Power off 81
Student Power On 81
Student Power Off 82
Client Disconnects from an Active Session 83
Configuring NetSupport School for Subnet Browsing 84
Understanding IP Addresses 86
Implementing NetSupport School in a Terminal Server Environment 88
Installing and Configuring the NetSupport School Tutor Assistant 89
NetSupport School Windows 10 Teacher App 92
Installing and Configuring NetSupport School on Google Chrome 94
Licensing for Google Chrome 97
Installing the NetSupport School Tutor for Android 98
Installing and configuring the NetSupport School Student for Android 99
Installing and configuring the NetSupport Browser App (iOS) 101
Licensing for Tablets 102
Integration with Active Directory 104
Using NetSupport School in a wireless classroom 105
Using a NetSupport Connectivity Server/Gateway to Find Student PCs 107
Installing and Configuring a NetSupport Connectivity Server 108
NetSupport Connectivity Server Configuration Utility – General Properties 109
NetSupport Connectivity Server Configuration Utility – Creating Keys 111
NetSupport Connectivity Server Configuration Utility - Licenses tab 112
NetSupport Connectivity Server Configuration Utility - Security tab. 113
NetSupport Connectivity Server Configuration Utility - Classes tab .. 114
NetSupport Connectivity Server Console 116
Working with Groups 117
Group Leaders 119

Customise Student and Group Icons 122
USING NETSUPPORT SCHOOL 123
Locking Student Controls and Blanking Student Screens 124
To blank a Student's screen when locked 124
To display a graphic when locking a Student workstation 125
Viewing Student screens 127
Blanking the Student's Screen While Viewing 130
Sending Ctrl+Alt+Delete while viewing 130
Viewing multiple screens simultaneously 131
Blank All Student Screens 131
Remote Clipboard 132
Scanning Students 134
Scanning multiple screens simultaneously 136
Monitor Mode 138
Keyboard Monitoring 141
Setting up Word Lists 143
View Typing History 145
Screen Capture 147
Capture a Student's screen whilst viewing 147
Capture a Student's screen whilst scanning 148
Showing to Students 149
Show Leader 154
Exhibit - Showing a Student's screen on Student screens 156
Student Feedback and Wellbeing 158
Interactive Whiteboard 160
Annotating Screens 163
Annotate Toolbar 164
Audio Monitoring 165
Using Audio Support 168
The Announce Function 168
Using Audio while Viewing 169
Using Audio while Showing 169
Adjusting Audio settings 170
NetSupport School Video Player 171
Play a video file on a workstation 172
NetSupport School Video Player Control Panel 173
Using Replay Files 175
Record Replay Files for all Students 176

Record Replay Files for Individual Students 177
Record Replay Files at the Tutor 178
Watching Replay Files 179
Replay Window - Control Panel 180
Showing Replay Files to Students 182
Converting Replay Files to Video Files 183
Show Application 184
Chatting to Students 185
The Chat Window 187
Sending a Message to Students 189
Send a Message Whilst Viewing 190
Creating Preset Messages 191
Help Requests 193
Transferring Files 196
Distributing Files 200
Sending and Collecting Work 203
Remotely Launching applications on Student workstations 208
User Defined Tools 212
Rebooting or Logging out Students 214
Manage User Account 215
Web Control Module 217
Setting up an Approved or Restricted Website List 221
View Web History 228
Co-Browser 230
Using the Co-Browser 231
Lock/Unlock Students in the Co-browser 232
Application Control Module 234
Setting up Approved or Restricted Applications 239
View Application History 243
Student Surveys 245
Survey Lists 248
Question and Answer Module 251
Question and Answer Module - Tutor Interface 255
Using the Question and Answer Module 257
Question and Answer Team Mode 259
Printer Management 261
Using Print Management 263
View Print History 266
Device Control 268

Tutor Profiles 271
Manage Student Resources 273
Student Journal 274
Lesson Planner 278
Student Toolbar 280
Student Rewards 283

CONFIGURING THE STUDENT WORKSTATION 284

Network Settings 285
Room Settings 286
Security Settings 287
Audio Settings 289
User Interface Settings 290
Advanced Settings 292
Student Journal Settings 295
Terminal Services Settings 296

CONFIGURING THE TUTOR WORKSTATION 298

Start Options 299
Tutor Start-up Restrictions 301
Network and Wireless Settings 303
Performance Settings 307
Student Selection 308
NetSupport Protect – Switch Desktop Protection Off 311
Administration - Security Settings 312
Administration - Profiles 314

CONFIGURING REMOTE CONTROL SETTINGS 317

Tutor View Settings 319
Tutor Keyboard/Mouse Settings 322
Replay File Settings 324
Audio Settings 325
Tutor File Transfer Settings 326
Tutor User Interface Settings 329
Student User Interface Settings 331
Tutor Assistant Settings 332
Group Leader Settings 334
Student Toolbar Settings 335
Tutor Journal Settings 336
Show Settings 338

TECH CONSOLE 340

Hardware and Software Inventory 343
The Inventory Window 344
Policy Management 347

Client Security Settings 349
Remote Command Prompt Window 351
PowerShell Window 352
TESTING MODULE 353
The Test Designer 354
The Questions Interface 356
The Exam Interface 374
Setting up User Accounts 381
Admin Options 382
Import/Export Data 383
The Testing Console 384
Running an exam 384
Test Reports Window 387
The Test Player 389
CONTACT US 391
INDEX 392

What is NetSupport School?

NetSupport School is the market-leading classroom software solution for schools. Working across all platforms, NetSupport School supports a teacher with a wealth of dedicated assessment, monitoring, collaboration and control features to ensure they can leverage the very best from their ICT equipment.

Rising to the challenge and requirements of the modern classroom, NetSupport School provides the ability to orchestrate and deliver lesson content, work collaboratively and monitor student PCs, ensuring that complete student attention and focus is maintained at all times. There are no hidden extras: all features are included as standard including dedicated Teacher, Classroom Assistant and Technician modules.

NetSupport School is designed to work flawlessly over both wired and wireless networks with desktops, laptops or tablets and for use in traditional PC, thin client or virtualised environments.

Tutor Assistant
A free component available from both the Apple and Android App stores, the NetSupport Tutor Assistant delivers greater mobility for teachers around the classroom and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

Apple iOS, Android tablet and smartphone compatible, once installed on a device the app pairs with the NetSupport School desktop Tutor software, allowing teachers the freedom to move around the classroom, helping retain key control and monitoring of all student workstations/devices.

Teacher App - Windows 10
Provided in addition to the desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled devices. In addition to all the expected core classroom features, the Teacher app also gives particular focus to the integration of key Windows 10 and Office 365 educational services.

Tutor for Android
The NetSupport School Tutor for Android extends the product's capabilities into dedicated tablet-based classrooms, giving the teacher the power to connect to each student device and enabling real-time interaction and support.

Note: Student tablets must be running the NetSupport School Student app.

Student for Android and Browser for iOS
The NetSupport School Student for Android and Browser for iOS meets the challenges presented by the increased use of mobile technology in the modern classroom. Enabling mobile learners to participate in NetSupport-managed lessons, once installed on students' Android tablets and iOS devices, teachers can interact with and support students from the traditional desktop Tutor application.

Tutor for Google Chrome
For use in dedicated Chrome OS learning environments, The NetSupport School Tutor for Chrome can be installed on the teacher's Chrome OS system enabling you to interact with student Chromebooks.

Student for Google Chrome
Utilise the power of NetSupport School in a Google Chromebook education environment. For use in an existing or new NetSupport-managed classroom, the NetSupport School Student for Google Chrome extension can be installed on each student Chromebook running Google Chrome OS.

NetSupport School for Mac
For use within your Mac classroom, NetSupport School for Mac is a focused classroom management software solution that ensures teachers have the tools they need to monitor, engage and collaborate with their students.

Note: The NetSupport School Windows Tutor can connect to Mac Students if required.

Conventions Used

The following logical and easy to understand conventions are used in this manual:

- Step-by-step instructions, which should be performed in sequence, are shown as numbered paragraphs, beneath a clearly stated, 'How to do' heading.
- As there is often more than one way of carrying out a task, you will find 'Or' options also included.
- Additional tips or explanatory notes regarding these instructions are enclosed in a border under the heading 'Note'.
- Individual items in menu commands are enclosed in braces and should be followed in sequence, for example: {Student}{Message}.

Terminology Used

Control/Tutor	The 'Tutor' is the workstation or device that shows to or views/takes over the Student. This is sometimes called the Control.
Client/Student	The 'Student' is the workstation or device that is being shown to, viewed or taken over. This is sometimes called the Client.
Available Student	When a Student has been installed on a workstation; it becomes available for connection to a Tutor. A Student must be available before a Tutor can connect to it.
Known Student	Having browsed for available Student, NetSupport stores a list of Student in the Client.NSS file. These are Known Student.
Connected Student	All available Students or groups of Students can be chosen for simultaneous connection. A Tutor can only remote control a Student to which they are connected.
Selected Student	A Student or group of connected Student s can be selected by the Tutor. The Tutor can then perform a variety of functions such as View, Show, and Message etc. A Tutor can switch between multiple Student s, making each of them, in turn, the selected Student.

INSTALLATION

Installing NetSupport School is exceptionally easy and you should be up and running within a very short time.

Decide what functions to install

If you wish to manage the class as the teacher, you will need to install the Tutor (Control) on your machine.

On every student machine you wish to connect to, you need to install the Student (Client).

To allow technicians to manage and maintain the school's network, as well as providing technical support, you can install the Technicians' Console.

Note: The NetSupport School Tutor is configured to use TCP/IP.

Recommended method to connect to Students (Clients)

Room Mode is a quick and easy method to connect to the Clients in a given room. A start-up wizard will allow you to assign machines to a particular room, and, at the start of a lesson, the teacher simply indicates which of the pre-defined rooms they wish to connect to. 'Roaming' Students also have the option of connecting to a designated room.

The Room settings can also be configured at the Student in the NetSupport School Student Configurator.

Other ways to connect the Tutor to the Students are via Browse Mode, PC Mode, User Mode or SIS Mode.

You are now ready to install NetSupport School Tutor and Student programs.

System Pre-Requisites

Some areas of NetSupport School's functionality rely on the presence of certain files/applications; please ensure these are available before installing NetSupport School.

General

Internet Explorer 8 or above.
Windows XP (SP3), 2003 (SP2), Vista, 2008, Windows 7, Windows 8/8.1 and Windows 10.
50Mbytes free disk space for Student-only installation.
140Mbytes free disk space for a Tutor-only installation.
100Mbytes free disk space for an IT Technician-only installation.
160Mbytes free disk space for full installation.
TCP/IP.

NetSupport School operates in Terminal Server, Thin/Zero Client, Virtual Desktop, Multiseat and shared-resource computing environments and is supported on Google Chromebooks and Android tablets.

Tutor Assistant app supported on iOS devices running version 9 and higher, Android 2.3 and higher.

Native Teacher app supported on Windows 10 devices.

Tutor for Android app supported on Android tablets running version 4.0.3 or later.

Student for Android app supported on Android tablets running version 5.0 or later.

NetSupport Browser app (iOS) supported on iOS devices running version 9.3.5 or later.

Mac support also available with NetSupport School for Mac.

The NetSupport School Tutor requires a screen resolution of 1024 x 768 or above.

Synchronised Multimedia Player for WAV, MOV, AVI, MPG, etc. files.

Touch-enabled support

NetSupport School Tutor running Windows 7 and above.
NetSupport School Student running Windows 8/8.1 or Windows 10.

Testing Module
The Test Designer requires MDAC 2.1 or higher and COMCTL32.dll version 5.80 or higher. During installation, NetSupport will check to see if these files are present and advise if not. However, if installing 'silently' using the NetSupport School Deploy utility, you will not be warned if the files are missing.

Note: To enable printer notifications to be sent to the Tutor PC, the installer applies the following changes to the Student PCs:

Windows Firewall
On installation, Windows Firewall entries are automatically added to allow the product to be used for the active network. If you change to another network, you may need to extend the scope of the Windows Firewall entries to allow connections to continue to be allowed through the Windows Firewall.

The File and Print Sharing Exception is enabled on Windows XP SP3 and Windows Vista.

The scope of port TCP 139 is changed from "Subnet" to "ANY" on Windows XP SP3.

Local Security Policy Settings
On Windows Vista (or higher) workgroup connected PCs, the following local policy settings are set:

Network Access: Allow anonymous SID/Name translation	ENABLED
Network Access: Do not allow anonymous enum of SAM accounts	DISABLED
Network Access: Do not allow anonymous enum of SAM accounts & shares	DISABLED
Network Access: Let "everyone" permissions apply to anonymous users	ENABLED
Network Access: Restrict anonymous access to Named Pipes and Shares	DISABLED

Starting the Installation

Download your copy of NetSupport School from www.netsupportschool.com/downloads.asp

Click the appropriate language from the menu and select the option to install NetSupport School.

Select which installer to use: setup.exe or MSI file (Active Directory deployments only).

If an Active Directory deployment is required, you will need to install using the MSI file.

Note: For further information on installing via Active Directory, please visit our Knowledge Base and refer to product article **Installing NetSupport Manager or NetSupport School via Active Directory Group Policy**.

The NetSupport School installation will start displaying a Welcome screen. Click **Next** to continue.

Notes:

- If you are upgrading your Windows operating system, you must ensure that you uninstall NetSupport prior to upgrading. NetSupport can then be re-installed once the operating system upgrade has been completed.
- When installing ensure you are logged in as an administrator.
- When installing NetSupport School on Windows 7, Windows 2008 Server R2, Windows 8 and Windows 2012 Server the Filter Driver may not be installed if you do not have the required Service Pack and hotfixes. You can still proceed with the NetSupport School installation without the Filter Driver, but some Internet Control features will be unavailable, including Block FTP and SafeSearch.

  For further information, please contact our Technical Support team www.netsupportsoftware.com/support

NetSupport School Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select 'I accept the terms in the Licence Agreement' and click **Next** to continue.

If you reject the Licence Agreement, 'I do not accept the terms in the Licence Agreement' click **Cancel**. NetSupport School will not be installed and you will be directed to exit from the install program.

Licence Information

Select **Register** and enter the NetSupport School licence details you have been provided with. If you are evaluating NetSupport, select **30 day evaluation**.

Choose what type of licence you wish to use:

- **All platforms**
  Your Students are all Windows-based or using a mixture of Windows, Chromebooks and tablets.

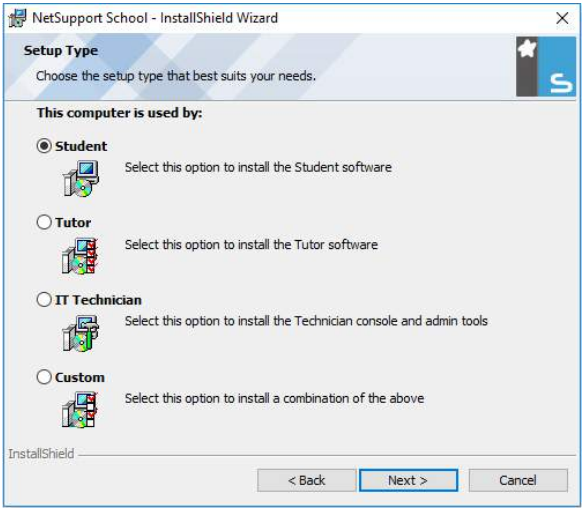
- **Chrome students only**
  Your Students are all using Google Chromebooks.

- **Tablet students only**
  Your Students are all using Tablets.

Click **Next**.

Select Setup Type

Choose the setup type to install on the workstation.



Student

Installs the Student software. This feature (the Client) should be installed on workstations/devices that will be remote controlled.

Tutor

Installs the Tutor software. This feature (the Control) should be installed on workstations/devices which will be used to remote control other PCs.

Note: When installing the Tutor, additional NetSupport School components are also installed by default, including the 'Test Designer', allowing you to design and playback customised tests at Student PCs; the Remote Deployment utility; and Replay File Conversion utility. To install a preferred combination of tools, choose the **Custom** install option.

IT Technician

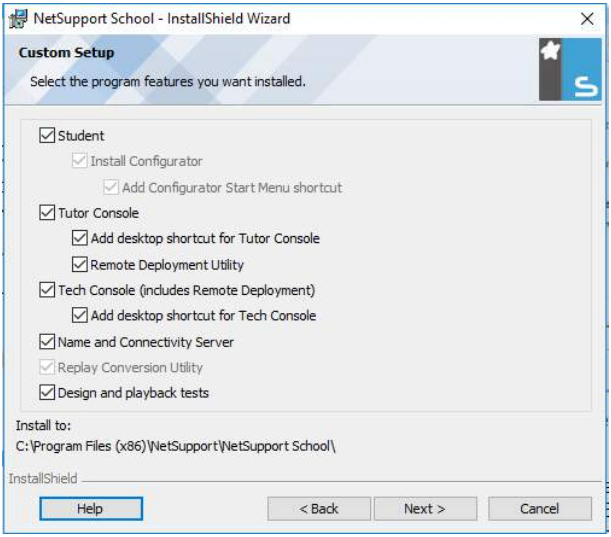
Installs the Tech Console. This feature should be installed on workstations that will be managing and maintaining computers.

Custom

Allows you to pick and choose which features to install on the workstation.

Click **Next**. If you have selected **Custom**, the Custom Setup screen will be displayed.

Custom Setup



Select the component(s) to install on the workstation.

Student

Install this component (the Client) on workstations/devices that will be remote controlled. By installing this component, you are enabling a Tutor machine to establish a link with the Student. The range of features available to students is limited to those that enable them to communicate with the teacher: for example, sending a help request.

Install Configurator

The NetSupport School Student Configurator is used to customise the Student setup at each workstation. For example, setting the transport to be used, allocating a Student name and setting security.

When you choose the Student component; you will also be given the option of installing the Student Configurator.

Clear this checkbox if you do not want to install the component, you can still configure the Student machine by running the Student Configurator at a later stage of this installation.

Add Configurator Start Menu Shortcut

Choose whether to create a Start Menu shortcut to the Student Configurator at the Student workstation. The advantage of installing this at the Student machine is that it is easier to make changes to the settings in the future. The disadvantage is that the Students themselves could access the option and make changes.

Note: If you are installing the Tutor component, the Student Configurator will be installed by default.

Tutor Console

This component (the Control) should be installed on workstations which will be used to remote control other PCs. It gives teachers access to NetSupport School's full range of features: for example, viewing student screens and showing their screen to students.

Selecting this component will also install a Portable Tutor folder; this allows you to run the Tutor from a portable device such as USB Pen Drive, Memory Stick or Flash Drive.

For further information, please visit our Knowledge Base and refer to product article **Running the NetSupport School Tutor from a portable device**.

Note: If you need the flexibility of allowing other machines to view this one, you can also install the Student component.

Add Desktop Shortcut for Tutor

Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.

Remote Deployment Utility

The Remote Deploy Utility enables you to perform multiple NetSupport School installations without the need to visit each individual workstation.

Tech Console (includes Remote Deployment Utility)

This component should be installed on workstations that will be managing and maintaining computers. It provides lab technicians and network managers with the main NetSupport School features.

Add Desktop Shortcut for the Tech Console

Choose whether to create a desktop icon to enable easy access to the Tech Console program.

Name and Connectivity Server

This provides a simple and reliable method of locating and connecting to Student PCs.

Notes:

- The NetSupport Connectivity Server is not supported on Windows XP or Server 2003.
- The NetSupport Connectivity Server can't be installed on a machine that has the NetSupport DNA Local (Server) Gateway installed on it.

Replay Conversion Utility

This utility allows you to convert Replay Files to video files.

Note: This will be installed by default if you are installing the Tutor or Tech Console component.

Design and playback tests

Installs the NetSupport School 'Test Designer' component allowing you to create and run customised tests, exams and quizzes including text, picture, audio and video questions.

Install to:

By default, NetSupport School will be installed in the folder **C:\Program Files\NetSupport\NetSupport School**. If you want to install in a different folder, click **Change**.

Click **Next** when ready to continue.

Room Identification

Enter the value for the room you wish to connect to. The default room value is Eval. The room value can be updated later in the Tutor Configuration settings.

Click **Next** to continue.

Ready to Install the Program

To start the installation, click **Install**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

Note: If you have elected to install a Client (Student), the setup will make the required amendments to your System.INI and/or registry, to load the Client as Windows initialises. NetSupport School will not replace any of your existing Drivers.

Installation Complete

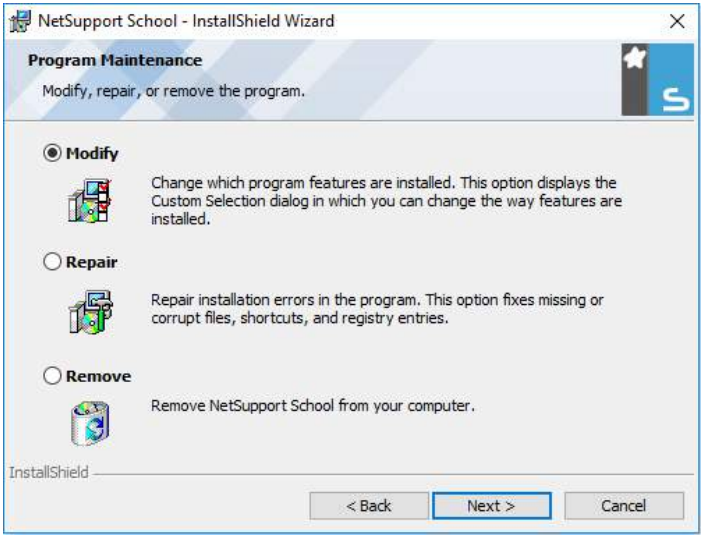
To complete the installation:

- Choose whether to run the Client Configurator. This enables you to set basic Client information and security.
- Choose whether to run the Remote Deploy utility. This provides you with the facility to install and configure NetSupport School on multiple workstations.

Click **Finish** to exit the Setup program.

Existing Installation Detected

This screen will appear if a copy of NetSupport School is already installed on the workstation.



- **Modify**
  Change the program features that are installed.
- **Repair**
  Repair any installation errors in the program.
- **Remove**
  Remove NetSupport School from the computer.

Select the required option and click **Next**.

Creating an administrative (network) installation

An administrative installation (distribution copy) of NetSupport School is designed to assist administrators to install NetSupport on networked PCs where the installation media or licence details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be preconfigured to setup NetSupport School with certain options, therefore ensuring that all NetSupport School installations are configured the same.

Once created, the distribution copy can be used when performing a standard install, a silent installation or as part of a remote deployment.

To set up a distribution copy of NetSupport School on a Server

1. Create a folder on the network that is accessible to all PCs that you may want to install on.
2. Copy, from your original source media, the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a licence file is not present in the folder when running the install, NetSupport School will be installed using the default Evaluation licence.
4. Create and copy a CLIENT32U.INI file to this folder.

Note: You can make the network folder 'read-only' to avoid the configuration being altered by unauthorised users.

To install NetSupport School from a Server onto individual workstations

1. At the required workstation, navigate to the network folder containing the NetSupport School setup files.
2. Run Setup.exe.
3. Follow instructions in Starting the Installation.

Silent Installation

A silent installation is one that requires no input from the user, providing a convenient method for performing a set installation at several machines.

To perform a silent install

1. Create a distribution copy of NetSupport School containing the required NetSupport School Installation files.
2. To determine the properties for the installation, at the command line run INSTCFG.EXE /S from the NetSupport School program folder. The Install Configuration Options dialog will appear. The selected properties are stored in a parameter file: default name NSS.ini.
3. Choose {File}{Save} and save the 'NSS.ini' file to the folder containing the distribution copy of NetSupport School.
4. To perform the silent install at the required workstation, from the folder containing the distribution copy, run:

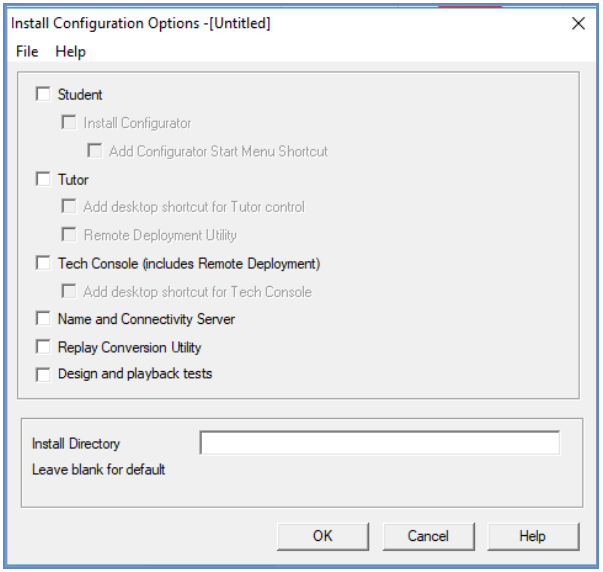
   msiexec /i "NetSupport School.msi" /qn (MSI installer)

   setup /S /v/qn (setup.exe installer)

Note: NetSupport School can be installed via Active Directory. The software installation group policy object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately, it is necessary to enable the, **Always wait for the network at computer start-up and logon** parameter in the Computer Configuration| Administrative Templates| System| Logon| leaf of the group policy controlling the computers that are subject to software installation. This change will affect login times for Windows XP machines that have this applied. Without this change, an additional log off / log on cycle is required to effect installation.

Install Configuration Options Dialog

When performing a silent installation or using NetSupport School Deploy, you can customise the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE /S from the NetSupport School program folder if performing a silent installation or if using NetSupport School Deploy, via the Install Properties General tab, enables you to specify the variables for the installation. The information is stored in a parameter file: default name NSS.ini.



Icons

Select the relevant check boxes to indicate which NetSupport School components will be installed on the Client machines.

General

Install Directory

Specify the directory where NetSupport School will be installed. Leave blank to install in the default directory:

32bit C:\Program Files\NetSupport\NetSupport School

64bit C:\Program Files(x86)\NetSupport\NetSupport School

NetSupport School Deploy - NetSupport School's Remote Install Utility

The NetSupport School Deploy utility provides network administrators with the facility to install and configure NetSupport School on multiple workstations without the need to visit the machines individually.

Within the NetSupport School Deploy utility, you have the ability to deploy using an IP address range (specified IP ranges or computers with an IP range local to the Tutor machine), Windows Domains or, alternatively, you are provided with a view of your network. These methods allow you to pick and choose which workstations you want to deploy to.

With NetSupport School Deploy, you can:

- Remotely install a NetSupport School package on multiple workstations simultaneously.
- Create and download specific Client configurations to multiple workstations.
- Remotely update NetSupport School licence details on multiple workstations.
- Remotely uninstall a NetSupport School package from multiple workstations simultaneously.

Notes:

- When deploying to a Windows Vista PC (or later) within a domain, the console user must be either logged onto the domain or enter the user credentials (when prompted) of a domain account that has local administrator rights to the target PC.
- The Deploy Prompt User options are not supported on Windows Vista and above.

Installing the Deploy Utility

When installing NetSupport School, you decide which combination of components to include. To install NetSupport School Deploy, select the **Remote Deployment Utility** along with any other components you require.

NetSupport School Deploy is currently supported on the following operating systems:

- Windows XP
- Windows 2003
- Windows Vista
- Windows Server 2008\2008r2
- Windows 7
- Windows 8/8.1
- Windows Server 2012
- Windows 10

Planning

NetSupport School Deploy is a powerful utility that makes installing NetSupport School packages on multiple workstations a quick and easy process. However, while we endeavour to ensure that there are no limitations or incompatibility issues in the use of the software, it is recommended that a trial deploy is performed on a small number of workstations to ensure there are no conflicts with other similar products such as remote control or desktop security packages. In addition, for added security and protection, you must have appropriate administrator rights for the machines you are deploying to.

How does NetSupport School Deploy work?
Once the Deploy options have been configured, the NetSupport School Deploy utility works by connecting to the target computer using File and Print Sharing.

This method requires access to the target computer's Admin$ and will need to connect as a user with local administrator access (user details may be requested).

Once authenticated, the NetSupport School package files are copied to the following folder on the remote PC using the connection to the Admin$ share:

C:\Windows\pcirdist.tmp\

Finally, once the files have been sent to the target PC, the installer file is executed using the Remote Procedure Calls (RPC) Service.

What are the requirements?
In order to successfully deploy NetSupport School components to your target PCs, the following items are required:

- File and Print Sharing must be enabled on the target PC.

- The Sharing and Security for local accounts policy must be set to {Classic} on the target PC.
- The user account used to connect to the target PC must have local administrator permissions on the target PC.
- Network discovery must be enabled on Windows Vista and above target PCs.
- UAC Remote Restrictions must be disabled for target PCs running Windows Vista and above in a workgroup environment.

Deploying on Windows XP and above

To enable you to deploy NetSupport School on Windows XP Professional and above, you need access to the Admin$ share on the remote machine in order to transfer the package to be deployed. By default, there is no access allowed to Admin$ share.

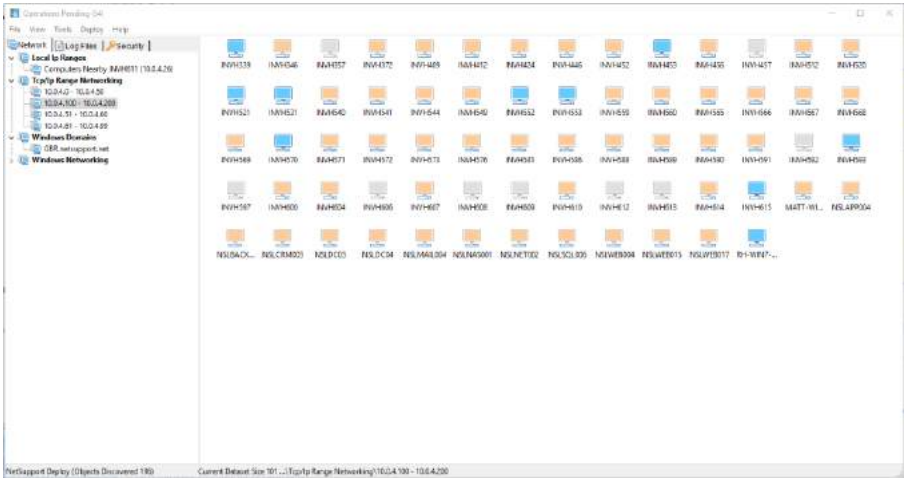
To enable network access:

1. In Administrative Tools, select **Local Security Policy**.
2. Select {Security Settings}{Local Policies}{Security Options}.
3. Select {Network access: Sharing and security model for local accounts}.
4. Alter the setting for this policy to {Classic – local users authenticate as themselves}.

The Admin$ share will now be available and you can deploy as normal.

Starting NetSupport School Deploy

1. Select NetSupport School Deploy from your NetSupport Program Group.
2. The NetSupport School Deploy main window will appear.



The Deploy main window is divided into the following sections:

Menu bar

The menu bar contains a series of drop-down menus that can be used to access the various tools and configuration utilities for the deploy process.

Left-hand pane

Contains three tabs: Network, Log Files and Security.

Network and Security tabs

List, in a Tree view, the available networks, domains and workgroups that can be selected for a deploy routine.

Log Files tab

Lists, in a Tree view, a history of previous deployments.

Right-hand pane

With the **Network tab** selected, you are provided with a range of general information about the workstations located on the selected

network/domain (machine name, Client address, Mac address, NetSupport School Client version and platform).

The **Log Files tab** provides a breakdown of past deployments categorised by type.

The **Security tab** also lists information specific to each individual workstation located on the chosen network/domain. In addition to the machine name, IP address, Client version and platform, you will be able to see whether the Client is password protected or has user acknowledgement set. With this information to hand, you can decide in advance which machines to include or exclude from the forthcoming deployment. For example, if a current NetSupport School Client is already installed at some of the workstations, you might choose to ignore it.

Preparing a deployment

Choosing who to deploy to

1. From the main window, select the Network or Security tab.
2. A list of available networks, domains and workgroups will appear in the left-hand pane. Expand or reduce the Tree list by clicking on the arrows.

   Note: You can also deploy to specific IP ranges by adding the appropriate address range to the Tree. Select {Tools}{Add IP Range} from the menu bar.

3. Highlight the required group in the Tree view.
4. The names of the workstations belonging to the selected group will appear in the right-hand pane. Click between the Network and Security tabs to view specific information about each machine. You can change the appearance of the list view by selecting {View} from the menu bar.
5. Select the workstations to include in the deploy routine. (You can use CTRL-Click or SHIFT-Click). Before deciding to include or exclude a workstation, you can view its properties by right clicking on the machine name.

Choosing what to deploy

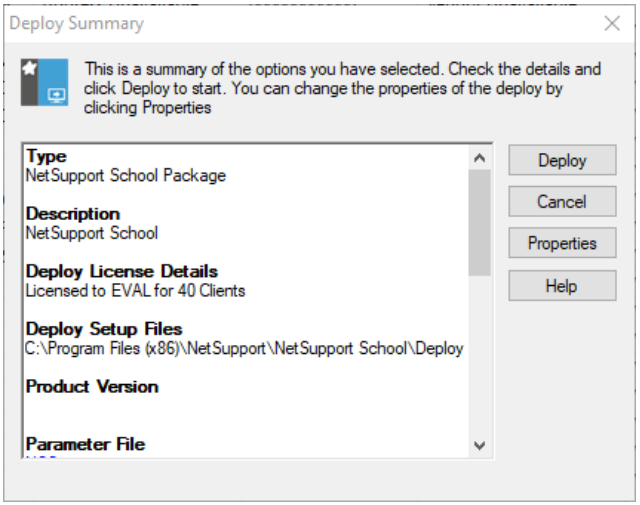
You can choose:

- NetSupport School Package.
- Client Configuration.
- NetSupport School Licence file.
- Uninstall NetSupport School.

Note: The properties for each of the above can also be pre-defined if it is not convenient to deploy immediately. See Pre-define settings for a future deployment.

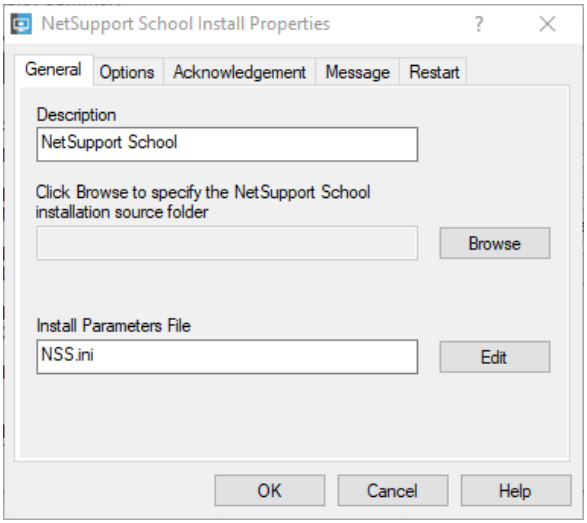
Deploy a NetSupport School Package

1. Select the required workstations.
2. Choose {Deploy}{NetSupport School Package} from the Deploy Main window drop-down menu.
   Or
   Right click the selected workstations and choose **Deploy**-**NetSupport School Package**.
3. The Deploy Summary dialog will appear.



This dialog provides a summary of the options you have selected for the deployment. If a first-time deployment, the text will appear in red to indicate that the required information has not been entered. To enter or amend the information for the deployment, click **Properties**.

4. The Install Properties dialog will appear.



5. Enter the properties for the deployment by selecting the five tabs in turn.

General tab
Used to specify the NetSupport School package to deploy and which components are to be installed.

Enter a description for the package being deployed. If left blank, the package name/version number will be used.

Click **Browse** and select the folder containing the NetSupport School package to install. Ideally, this will be a folder containing a distribution copy of NetSupport School. (See the 'Creating an administrative (network) installation' section of this manual.)

Click **Edit** to specify the components to install. The Install Configuration Options dialog will appear. (See the 'Install Configuration Options dialog' section of this manual for a full description of this dialog.)

When you have completed this dialog choose {File}{Save} to save the NSS.ini file to the folder containing the distribution copy of NetSupport School.

Options tab

Use the information supplied in the Network and Security tabs to identify which machines may already have NetSupport School installed, you can then choose to:

- Ignore them by checking the **Skip machines already running NetSupport School** box.
- Update the machines with the latest version by checking the **Update new or older systems to current version** box.
- After deploying the package, you can confirm that the Client is running by checking the **Verify Client running after restarting** box. Ensure that workstations are restarted automatically after the deploy for this option to work. See Restart tab.

Acknowledgement tab

Consider whether the workstations will be in use when commencing the deploy. You can choose to:

- **Install NetSupport School Immediately**
  No prompt will be received at the workstations being deployed to.
- **Warn user before installing NetSupport School**
  The user will receive a prompt and needs to click **OK** for the install to commence. Users cannot cancel this.
- **User can postpone NetSupport School installation**
  You can specify the number of times a user can postpone the installation. If the user does choose to postpone, they will be re-prompted at hourly intervals or the next time they restart the workstation whichever comes earlier.

Message tab

You can specify a custom message to be displayed at each workstation while the installation is in progress.

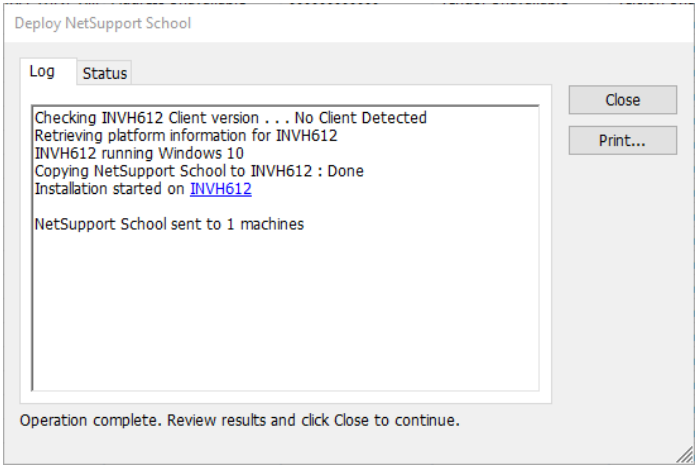
Restart tab

These options are only applicable if the target PCs require a forced restart to complete the installation.

Note: If you have asked for verification that the Client is running (see Options tab), you must choose an option that will force the workstations to be restarted immediately.

- **Advise user to restart machine**
  At the completion of the deployment, a message will be displayed at workstations asking the user to restart the PC at the next convenient opportunity. Do not choose if the note above applies.
- **Insist user restarts machine**
  A message will be displayed at workstations advising the user to restart the PC to complete the installation.
- **Force restart**
  At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
- **Automatic restart if not logged on**
  If the workstation being deployed to is not logged on, a restart will commence automatically.

6. When you have completed all five tabs, click **OK** to return to the Deploy Summary dialog. You can review your selections and edit if required.
7. Click **Deploy** to commence the installation. A progress dialog will appear, enabling you to monitor the deployment as it installs on each workstation.



The dialog has two tabs:

Log tab enables you to monitor the deployment as it reaches each workstation.

Status tab lists the stage the deployment has reached on each workstation. For example, the installation may be complete on one machine but still in progress on another.

8. Click **Close** to return to the Deploy main window when the installation is complete.

Deploy a Client Configuration

Using NetSupport School Deploy, you can remotely deploy a Client Configuration file containing specific Client settings.

1. Select the required workstations.
2. Choose {Deploy}{Client Configuration} from the Deploy Main window drop-down menu.

   Or

   Right click the selected workstations and choose **Deploy** - **Client Configuration**.
3. The Deploy Summary dialog will appear.
4. Click **Properties** to enter the details for the deployment.
5. Click **Browse** to specify the folder containing the Client Configuration file that is to be deployed. The default configuration file is CLIENT32U.INI and is stored in the NetSupport School installation directory.

   Note: The default configuration file for Clients pre-v12.50 is CLIENT32.INI.
6. Click **Edit** to access the Client Configurator in order to make changes to the Configuration file.
7. You can specify additional Client parameters if required. For example, this may be the location of an additional Configuration file to which you want to add specific user credentials (name and password).
8. For the new settings to take effect immediately, the Client Service will be automatically restarted after the deployment. If a restart is not required, uncheck the **Restart the Client service** box.
9. Click **OK** to return to the Summary dialog. You can view the contents of the configuration file by clicking on the file name.
10. Click **Deploy**. A progress dialog will appear, enabling you to monitor the status of the deployment.
11. Click **Close** when complete.

Deploy a NetSupport School Licence File

When installing a NetSupport School package, a licence file is sent to each workstation. However, there may be occasions when the licence information needs updating. For example, you have purchased additional licences and the licence file needs updating to reflect this. By using NetSupport School Deploy you can remotely update the file on user workstations.

1. Select the required workstations.
2. Choose {Deploy}{NetSupport School Licence file} from the Deploy Main window drop-down menu.

   Or

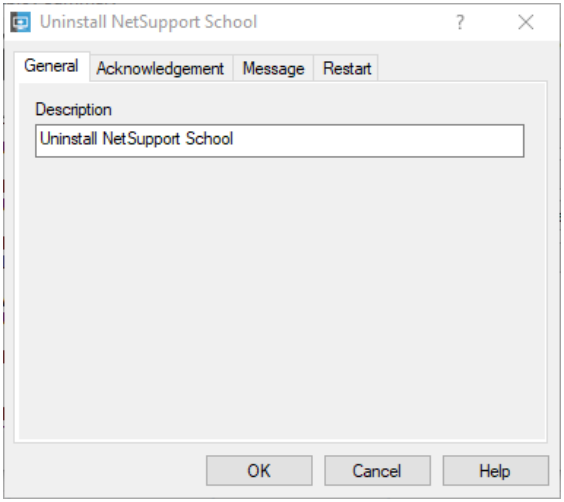
   Right click the selected workstations and choose **Deploy** - **NetSupport School Licence file**.
3. The Deploy Summary dialog will appear.
4. Click **Properties** to enter the details for the deployment.
5. Click **Browse** to specify the folder containing the licence file that is to be deployed. The default file is NSM.LIC.
6. For the new settings to take effect immediately, the Client Service will be automatically restarted after the deployment. If a restart is not required, uncheck the **Restart the Client service** box.
7. Click **OK** to return to the Summary dialog. You can view the contents of the licence file by clicking on the file name.
8. Click **Deploy**. A progress dialog will appear, enabling you to monitor the status of the deployment.
9. Click **Close** when complete.

Remote Uninstall

Using NetSupport School Deploy, you can remotely uninstall a NetSupport School package.

1. Select the required workstations.
2. Choose {Deploy}{Uninstall NetSupport School} from the Deploy Main window drop-down menu.

   Or
   Right click the selected workstations and choose **Deploy**-**Uninstall NetSupport School**.
3. The Deploy Summary dialog will appear.
4. Click **Properties** to enter the details for the deployment. The Uninstall NetSupport School dialog will appear.



5. Enter the properties for the deployment by selecting the four tabs in turn.

   General tab
   Provides a description of the package being uninstalled.

   Acknowledgement tab
   Consider whether the workstations will be in use when commencing the deploy. You can choose to:

- **Uninstall NetSupport School Immediately**
  No prompt will be received at the workstations being deployed to.
- **Warn user before uninstalling NetSupport School**
  The user will receive a prompt and needs to click **OK** for the uninstall to commence. Users cannot cancel this.
- **User can postpone uninstall of NetSupport School**
  You can specify the number of times a user can postpone the uninstall. If the user does choose to postpone, they will be prompted the next time they restart the workstation.

Message tab
You can specify a custom message to be displayed at each workstation while the uninstall is in progress.

Restart tab
To completely remove all NetSupport School files, the workstations must be restarted.

- **Insist user restarts machine**
  A message will be displayed at workstations advising the user to restart the PC to complete the process.
- **Force restart**
  At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
- **Automatic restart if not logged in**
  If the workstation being deployed to is not logged in, a restart will commence automatically.

6. When you have completed all four tabs, click **OK** to return to the Deploy Summary dialog. You can review your selections and edit if required.
7. Click **Deploy** to commence the uninstall. A progress dialog will appear, enabling you to monitor the deployment as it uninstalls each workstation.
8. Click **Close** when complete.

Pre-Define Settings for a Future Deployment

There may be occasions when you want to defer a deployment until a more convenient time of the day. With NetSupport School Deploy, you can prepare the settings in advance and choose when to perform the deployment.

Note: You select the workstations to deploy to when you are ready to run the deployment.

To prepare the settings for a future deployment

1. Choose {Deploy}{Configuration} from the Deploy main window drop-down menu.
2. The Deploy List dialog will appear. Select the required Deploy option. (Package, Client Configuration, Licence file or Uninstall)
3. Click **Properties** and enter the required settings.
4. When all settings are entered, click **Close** to return to the Deploy main window.

To run the deployment

1. Select the workstations to Deploy to. See Preparing a Deployment.
2. Choose {Deploy} from the main window drop-down menu.

   Or

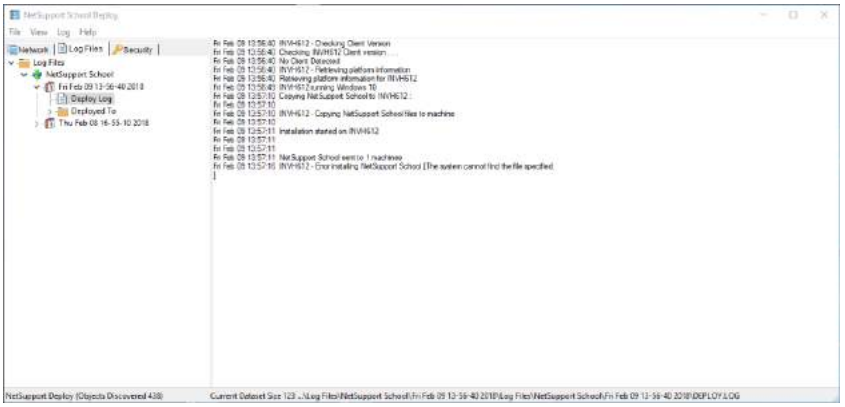
   Right click the selected workstations and choose **Deploy**.
3. Select the required Deploy option.
4. The Deploy Summary dialog will appear, showing your pre-defined selections. You can edit these if required.
5. Click **Deploy** to start the deployment.

Log Files

When using NetSupport School Deploy, information about each deployment, whether a package install, licence update, configuration download or uninstall, is recorded. This provides a useful reminder each time you use the utility of what you have previously deployed. The information is stored in a Log File.

To view Log Files

1. From the NetSupport School Deploy main window, select the Log Files tab.



2. In the left-hand pane of the main window, increase or decrease the Tree view to see a description of each type of deployment, the date and time the deployment took place and the workstations that were deployed to.
3. As you select an item from the left-hand pane, itemised information about that deployment will appear in the right-hand pane.

Printing a Log File

1. Select the required Log File in the Tree view.
2. Choose {Log}{Print} from the Deploy Main window drop-down menu.

Deleting a Log File

1. Select the required Log File in the Tree view.
2. Choose {Log}{Delete} from the Deploy Main window drop-down menu.

STARTING NETSUPPORT SCHOOL

This section will guide you through starting NetSupport School.

The main point to remember when using NetSupport School is that the workstation that is taking control of other workstations is called the Control or Tutor, and the workstations being controlled are called the Clients or Students.

Note: This guide assumes you have already installed NetSupport School. If you have not done this, do so now. See the Installation section for details.

Starting NetSupport School

After installation, the Student program is automatically loaded on the Student machines as they start up.

To start the NetSupport School Tutor program, double click the **NetSupport School Tutor Console** icon in your NetSupport School Program Group or choose {Start}{Programs}{NetSupport School}{NetSupport School Tutor Console}.

Note: On Windows 8, only the Tutor and Tech Console icons will appear in the Start screen. You can access the other NetSupport School components by right-clicking and selecting **All Apps** along the bottom of the screen. If you want any of the other NetSupport School components to appear on the Start screen, right-click the item and choose **Pin to Start**.

NetSupport School provides three modes for viewing the Tutor user interface: advanced, intermediate and easy. Advanced mode provides full access to all of NetSupport School's features and functions. Intermediate mode provides access to the primary features and frequently used teaching tools. Easy mode provides access to a focused set of classroom management features needed to maintain control over a class. When NetSupport School loads, you will be asked how you would like to use it.

The Welcome wizard will appear if you have chosen advanced or intermediate mode. From here, you can deploy the Student software onto new computers in your current classroom, by clicking **Classroom**. If you need to deploy the Student software across your network or need more advanced options, click **Network** to open the NetSupport School Deploy

utility. To just start the Tutor program, click **Start** and the Class wizard will appear.

The Class wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.

Note: The options available in the Class wizard will depend on the Tutor user interface mode you have selected.

As the Tutor program loads, NetSupport School will then browse the network for the specified Students. While it is searching, the browsing message will be displayed. All connected Students will have their icons displayed in the Control window. A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

Note: If you have selected the 'Chrome students only' or 'Tablet students only' licence types during installation, the NetSupport School Tutor Console will reflect the features available for these Students.

You can enter or alter the lesson details for the current class in Normal view. This pane can be minimised by clicking the  button.

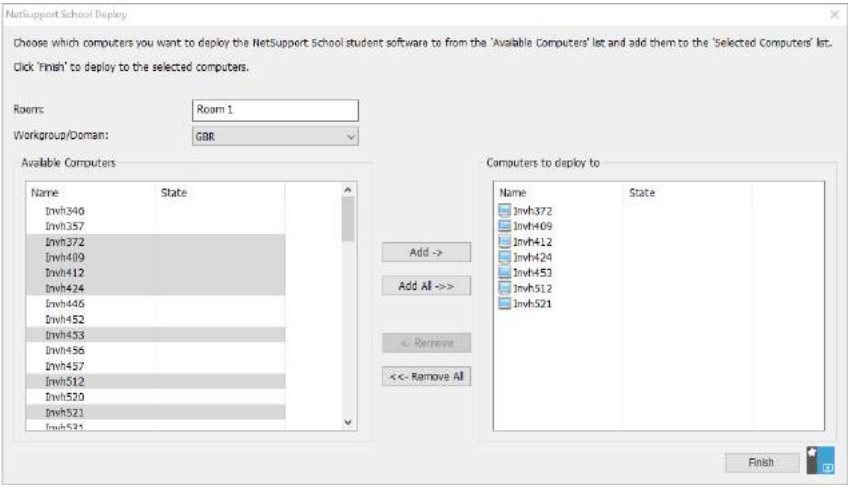
Note: To prevent the Tech Console from automatically connecting to the Tutor workstation, ensure the NetSupport School Student is installed and set the **Enable User Acknowledge** option in the Student Configurator. You will have to confirm the connection before it can take place.

NetSupport School Deploy - Room Mode

NetSupport School provides a quick and easy way to assign PCs to a particular room and quickly deploy the Student software to those machines. The Tutor specifies the required room at the start of a lesson and will connect to all computers in that room.

Note: If you need to deploy the Student software across your network or need more advanced deploy options, you will need to use the NetSupport School Deploy utility. This can be accessed by clicking **Network** on the NetSupport School Start-up wizard or selecting {Start}{Programs}{NetSupport School}{NetSupport School Deploy}.

1. From the NetSupport School Start-up wizard, select **Classroom**.
2. The NetSupport School Deploy dialog will appear.



3. Enter the room to assign the computers.
4. The drop-down list will display all the available domains and workgroups, you can also deploy to specific IP ranges by selecting **Add a new IP range** from the list.
5. Select the required group, the available computers will be displayed in the Available Computers list.
6. Select the computer(s) to deploy the Student software to and click **Add**. The computer(s) will be moved to the 'Computers to deploy to' list.

7. Click **Finish** to commence the installation. A progress dialog will appear, enabling you to monitor the deployment as it installs on each computer.
8. The NetSupport School Student software will be deployed to the requested machine and assigned to the room specified.

Note: You can also access the NetSupport School Basic Deploy dialog from the Tutor Configurator. Select {School}{Configuration – Network and Wireless Settings} from the Control window drop-down menu and click the **Deploy** button.

Finding and Connecting to Students

The Class wizard enables the Tutor to select the connection mode that best suits their requirements. The Class wizard is displayed when the Tutor program is initially started and when a class is restarted. You can also specify how Students are connected to and configure these settings in the Tutor Configuration; select {School}{Configuration - Student Selection} from the Control window drop-down menu.

The connection methods available are:

- **Room Mode**
  Connect to Student computers by room(s).

- **PC Mode**
  Connect to a fixed list of Student computers by machine name.

- **User Mode**
  Connect to a fixed list of Students (by logged on user name).

- **Browse Mode**
  Browse the network and connect to Student computers with a specific machine name.

- **SIS Mode**
  Connect to your SIS environment using OneRoster or Google Classroom.

The default method is 'Room Mode'.

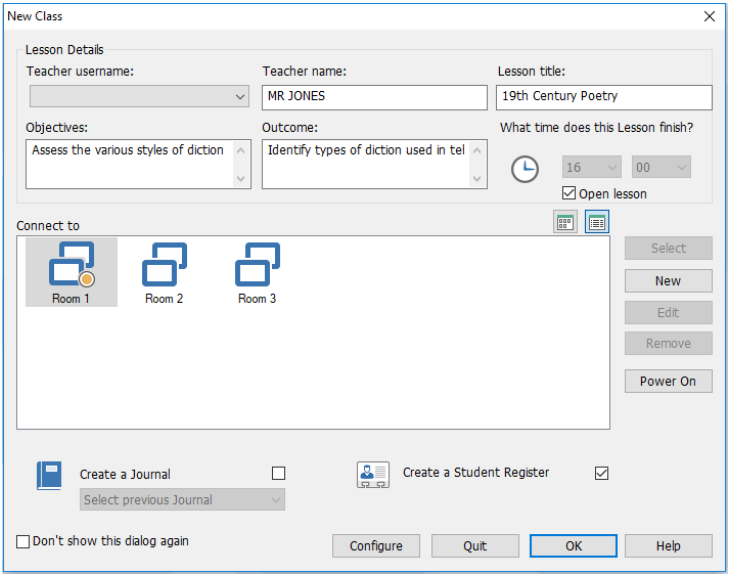
Notes:

- If the expected Students are not found, it may be because NetSupport School has not been configured to browse the required networks. See *Configuring NetSupport School for Subnet Browsing* for more information.
- If a 'Name Server/Gateway' has been configured, the Tutor program will use the details registered here rather than perform a browse across the network.
- It is essential that you have a logical naming convention for the Student workstations. If you need to change the names of any Student workstations see Configuring the Student workstations.

Class Wizard

The Class wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.

Note: The options displayed will depend on the Tutor user interface mode you selected at startup.



Lesson Details

You have the option to input the teacher name, lesson title, lesson objectives and outcomes. If these details are completed, they will form part of the Student Register and be displayed in the Student Toolbar.

Note: The Teacher username field will only be available when connected to SIS mode. Select the required teacher name from the drop-down list; a list of classes will appear in the Connect to pane.

What time does this Lesson finish?
Enter the time you want the class to finish; a timer will appear while the lesson is in progress. If you do not want the lesson to be timed, enable the **Open Lesson** option.

Connect to
Select the method to locate and connect to Students.
Click **New** to create a connection method for your class. The Select Start-up Mode dialog will appear: you can connect by a Room, a list of PC names, a list of Student logon names or browse the local network to locate Students.

Note: To connect using SIS mode, you need to click **Configure**. For further information, see Connecting to Students using SIS Mode.

When the connection method for your class has been defined, it appears in the Class wizard and is available for selection. Double click the required class or highlight the class and click **Select**.

Once the connection list is populated with the required class(es), you can click the **Large Icon** and **Details View** buttons to switch view mode. Details View is particularly useful when connecting using SIS Mode as it will import additional class details, if previously entered into your student information system, to further help identify the correct item if a number of similarly named classes are listed.

To modify an existing class, select the required class and click **Edit**. The dialog relating to the method of connection will appear, allowing you to modify the details.

Note: For SIS Mode connections the Edit dialog is read-only, allowing you to view the imported SIS data including the individual student names.

To delete a class, select the required class and click **Remove**.

Power On
Turns on all computers when connecting by Room or PC names.

Ad-hoc room
From here, you can enter an ad-hoc room to connect to. This option will only be displayed if the Prompt at start-up option has been selected in the Tutor Configuration – Student Selection settings.

Create a Journal
Allows you to start or open an existing Journal.

Create a Student Register
Before the lesson starts, you can prompt the Students to login with their names. These will be displayed at the Tutor instead of the machine names.

Don't show this dialog again
By checking this box, the Class wizard will not appear at start-up.

Note: To re-activate the Class wizard to appear at start-up, set the **Display Class Wizard** option in the start-up section of the configuration.

Configure
Provides access to a selection of Tutor configuration settings that allow you to apply network settings, such as, enabling the NetSupport Connectivity Server and choosing which connection method to use.

Click **OK** to start the lesson. The Tutor will now browse and connect to Students using the selected connection mode. If you have asked for Students to register their names, the Register Student dialog will appear.

Connect to Students via Room Mode

NetSupport School provides a quick and easy method to connect to the machines in a given room. An intuitive start-up wizard enables you to assign PCs to a particular room and quickly deploy the student software to those machines. At the start of a lesson, the teacher simply indicates which of the pre-defined rooms they want to connect to. 'Roaming' Students also have the option of connecting to a designated room.

The Room settings can also be configured at the Student in the NetSupport School Student Configurator.

Connecting using the Class wizard

1. In the Class wizard, select **New**.
2. Click **Room Mode**.
3. The NetSupport School Room Mode dialog will appear.
4. Enter the name of the new room. Multiple rooms can be entered (separate each value with a plus symbol), one class will be created containing the rooms.
5. To make this the active connection method, select **Make this the active connection method.**
6. Click **OK**.
7. The new class will appear in the Class wizard. If you have not made this class the active connection method, highlight the class, click **Select** and click **OK**.
8. The Tutor will browse for and connect to all Students found and display their icons in the Control window.

Connecting using the Tutor Configurator

1. Select {School}{Configuration} from the Control window drop-down menu.
2. Select **Student Selection**.
3. Click the **Connect to Students in Room(s)** option and enter the required room. Multiple rooms can be entered (separate each value with a plus symbol), one class will be created containing the rooms.
4. To choose from a list of rooms in the Class wizard, click **Select from list of rooms**. Enter the required room names, separating each value with a comma.
5. To allow students to join your room, click **Acknowledge Roaming Students**.
6. Click **Prompt at startup** if you want the Tutor to be prompted to enter a room value each time the Tutor starts.

7. Click **OK**.
8. Click **Yes** to re-initialise the Tutor configurator.
9. The Tutor will connect to all Students found and display their icons in the Control window.

Note: A warning icon will be displayed next to Students that have been unable to connect. Mouse over this icon to see the reason for the failed connection.

Students manually connecting to a room

Roaming Students can be configured to either manually enter the room or choose from a list of available rooms from the Student icon in the taskbar. If the Student icon is hidden in the taskbar, the Student can still manually enter the room by running the setroom.exe. This file is located in the Program folder on the Student machine.

Note: For a roaming Student to be able to connect to a room, you must ensure that the **Acknowledge Roaming Students** option is selected in the Tutor Configurator. In the Student Configurator, one of the following mobile options must be selected: **This is a mobile computer and may be in one of the following room**s or **This is a mobile computer and its room will be entered manually**. For Students to be able to browse all available rooms, select **Display all available rooms**.

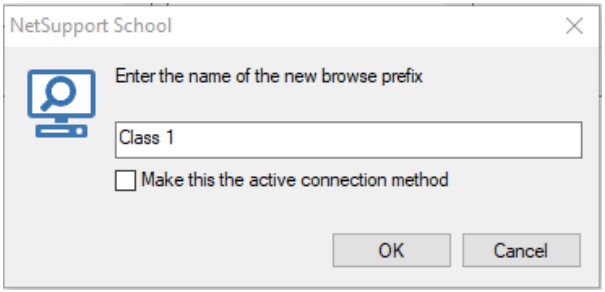
1. Select the NetSupport School Student icon from the taskbar and choose {Commands}{Enter/Leave Room} from the Student drop-down menu.
   Or
   Right click the Student icon and choose **Enter/Leave Room**.
2. The Enter/Leave Room dialog will appear and, depending on the option set in the Student Configurator, the Student can enter the required room name, choose a room from a drop-down list, or see all available rooms.
3. Click **OK** or **Enter Room**.
4. The Student will connect to the selected room and appear at the Tutor Console.

Connect to Students using Browse Mode

Browse Mode allows you to browse the local network and connect to all available Students that match your search criteria.

Connecting using the Class wizard

1. In the Class wizard, select **New**.
2. Click **Browse Mode**.
3. The NetSupport School Browse dialog will appear.



4. Enter the first few characters of the Student names that you want to connect to. For example, entering Class1 would connect to all workstations whose Student name started with Class1. e.g. Class1_Wk1, Class1_Wk2 etc. Wildcards can be applied.
5. To make this the active connection method, select **Make this the active connection method**.
6. Click **OK**.
7. The new class will appear in the Class wizard. Click **OK**.
8. The Tutor will browse for and connect to all Students found and display their icons in the Control window.

Connecting using the Tutor Configurator

1. Select {School}{Configuration} from the Control window drop-down menu.
2. Select **Student Selection**.
3. Click **Browse and connect to Students starting with**: and enter the first few characters of the Student names you want to connect to. Wildcards can be applied. This can be left blank to search for all Students.
4. Click **OK**.
5. Click **Yes** to re-initialise the Tutor configurator.
6. The Tutor will browse for and connect to all Students found and display their icons in the Tutor Console.

Notes:

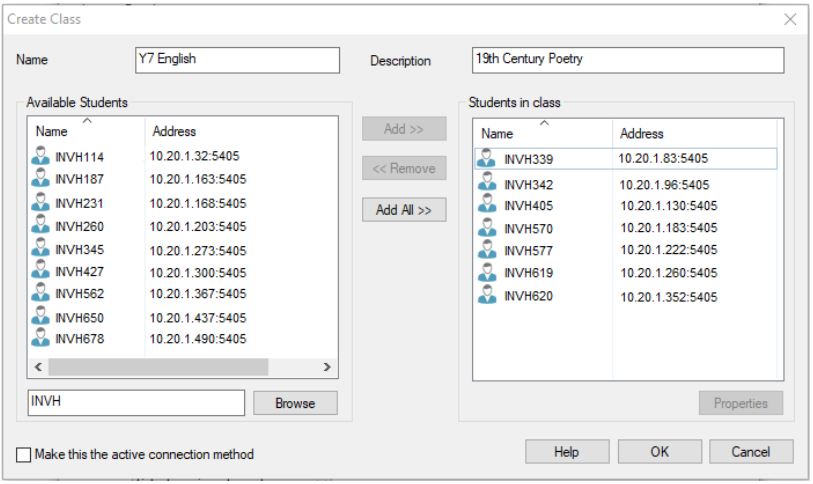
- If a workstation was not available at the time the Tutor initialised, you can subsequently connect to it by clicking the **Manage Class** icon in the toolbar and then clicking **Refresh**. This will re-search the network and connect any additional Clients meeting the criteria.
- If required, a message can be displayed at the Student workstation when a connection is made. See the Configuring the Student section of this manual.
- A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

Connect to Students using PC Mode

PC Mode allows you to connect to a fixed list of Student computers by machine name. When connecting to Students using PC mode, the Students will become part of the Fixed list of PCs. The Fixed list of PCs is a list of available Students that have been found on the network. These details are stored in the Client.NSS file.

Connecting using the Class wizard

1. In the Class wizard, click **New**.
2. Click **PC Mode**.
3. The Create Class dialog will appear.



4. Specify a name and description for your class.

5. Enter a prefix for the Students' computer names in the text box (leave blank to search all computers).
6. Click **Browse**.
7. All Students matching the prefix will appear in the 'Available Students' list.
8. Select the Student icons to include in your class and click **Add**.
9. To make this the active connection method, select **Make this the active connection method**.
10. Click **OK**.
11. The new class will appear in the Class wizard. Click **OK**.
12. The Tutor will connect to the selected Students and display their icons in the Control window. These Students have now been added to the Fixed list of PCs.

Connecting using the Tutor Configurator

1. Select {School}{Configuration} from the Control window drop-down menu.
2. Select **Student Selection**.
3. Click **Connect to a list of Students**.
4. Click **OK**.
5. Click **Yes** to re-initialise the Tutor configurator.
6. The Class wizard will appear. Follow the above steps in 'Connecting using the Class wizard'.

To remove Students from the Fixed list of PCs

1. Choose {School}{Manage Class - Modify Class} from the Control window drop-down menu.
   Or
   Click the **Manage Class** icon in the toolbar and select **Modify Class**.
2. The Modify Class dialog will appear.
3. Select the Student icon from the 'Student in class' list.
4. Click **Remove**.
5. The Student is now available but is not part of the fixed list of PCs.
6. Click **OK**.
7. The Student icon will be removed from the Control window.

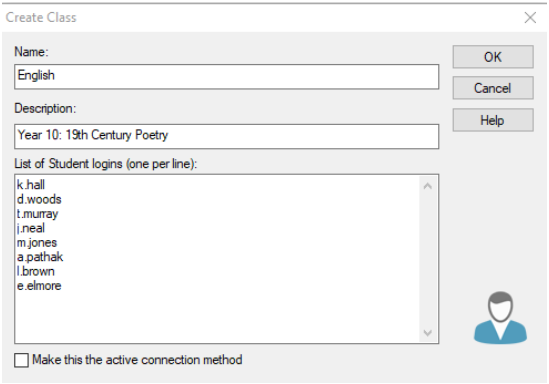
Note: In order to reconnect to a removed Student, you must browse for them and add them to the 'Students in class' list.

Connect to Students using User Mode

User Mode allows you to connect to a fixed list of Students by their logged on user name. When connecting to Students using User Mode, the Students will become part of the Fixed list of Users. The Fixed list of Users is a list of available Students that have been found on the network. These details are stored in the Client.NSS file.

Connecting using the Class wizard

1. In the Class wizard, click **New**.
2. Click **User Mode**.
3. The Create Class dialog will appear.



4. Specify a name and description for the class.
5. Enter the Student logon names, one per line.
6. To make this the active connection method, select **Make this the active connection method**.
7. Click **OK**.
8. The new class will appear in the Class wizard. Click **OK**.
9. The Tutor will browse for and connect to the Students and display their icons in the Control window. These Students have now been added to the Fixed list of Users.

Connecting using the Tutor Configurator

1. Select {School}{Configuration} from the Control window drop-down menu.
2. Select **Student Selection**.
3. Click **Connect to a list of Students** and then click **This is a list of student user names**.
4. Click **OK**.
5. Click **Yes** to re-initialise the Tutor configurator.

6. The Class wizard will appear. Follow the above steps in 'Connecting using the Class wizard'.

To modify Students in the Fixed list of Users

1. Choose {School}{Manage Class - Modify Class from the Control window drop-down menu.
   Or
   Click the **Manage Class** icon in the toolbar and select **Modify Class**.
2. The Modify Class will appear.
3. Delete or add the required Student logon names to the list.
4. Click **OK**.

Connect to Students using SIS Mode

NetSupport School provides direct integration with SIS (Student Information Systems) using OneRoster or Google Classroom, allowing you to instantly access your SIS classrooms and student accounts at the start of a NetSupport-managed lesson.

Note: The NetSupport Connectivity Server must be installed on a Windows Server to use this method.

Configuring the NetSupport Connectivity Server

1. Right click the **NetSupport Connectivity Server** icon in the taskbar and select **Configure Connectivity Server**.
2. Select the Classes tab. Enter your OneRoster Tenant ID and associated NetSupport School Security/API key, browse for OneRoster CSV files or if using Google Classroom, browse for the JSON file and sign into Google G Suite with administrator credentials (click here for information on how to set up a Google Classroom Project and create the required JSON files).

   Note: A Connectivity Server key will need to be created and also entered at both the Tutor and Student.
3. Open the NetSupport School Tutor and in the Class wizard, click **Configure**.
4. In the Tutor Network and Wireless settings, select **Use Name & Connectivity Server**, click **Settings** and enter the Connectivity Server IP address, port and key you created.
5. Click **OK**.

Connecting to Students

1. In the Class wizard, click **Configure**.

2. In Student Selection, select **Connect to SIS** and select the required school name from the drop-down list.
3. Click **OK**.
4. Select the required teacher from the Teacher username drop-down list.
5. A list of available classes will appear. Double click the required class. If the displayed list contains duplicate or similarly named classes that makes it difficult to identify the required item, click the **Details View** button to see additional information. The class **Location** and **Periods** columns, if defined in your data, will also be imported.
6. The Tutor will browse for and connect to all Students found and display their icons in the Control window.

Notes:

- If you are using Active Directory, the Teacher username field in the Class wizard will be pre-populated with the logged on user's name and a list of available classes will be displayed. You can switch to a different teacher from the drop-down list or click **Configure** and choose a different school name from SIS Mode.
- If you are integrating with Google Classroom and there is a photo associated with the student account, this will be displayed instead of the standard Student icon. To turn this off, choose {View}{Current Settings - User Interface - Tutor} from the Control window drop-down menu and clear the **Display Student photos from Google Classroom** check box.

Class Lists

With NetSupport School, you have the option to create Class lists, this provides you with a quick and convenient way of saving multiple Student lists for all your different classes. The Class list can then be loaded at the start of a lesson and you can quickly connect to the Student machines.

Class lists are created automatically when using PC Mode or User Mode Class connection mode, you can switch to these modes in the NetSupport School Tutor Configurator or in the Class wizard.

Note: A command line utility can be used to generate Class lists outside the Tutor program. The 'Class List Processor' enables you to produce Class lists in advance based on data that may have been supplied from an external source. The file, *classlistprocessor.exe* is installed in the Program Folder along with explanatory notes as to its use, *classlistprocessordocumentation.txt*.

To end a class

1. Choose {School}{Manage Class - End Class} from the Control window drop-down menu.

   Or

   Click the **Manage** icon in the toolbar and select **End Class**.
2. Your current class will be ended and the Class wizard will appear, allowing you to start a new lesson.

Notes:

- If the Tutor machine does not have write access to the Class lists folder, the Tutor will not be able to create new Class lists or edit existing ones.
- You can specify the location for the Class lists to be stored by using the following registry key and then specifying a location;

  Files\Classlist

  [HKEY_LOCAL_MACHINE\SOFTWARE\Productive Computer Insight\PCICTL\ConfigList\Standard]

  "Files\\Classlist"="C:\\Temp"

Connecting to NetSupport School for Mac Students

NetSupport School for Mac is a classroom management tool providing support for Mac classrooms. The NetSupport School Tutor can also connect to NetSupport School for Mac Students if required.

Before the NetSupport School Tutor is loaded, copy the NSA.LIC into the NetSupport School program directory:

32bit C:\Program Files\ NetSupport\NetSupport School
64bit C:\Program Files(x86)\ NetSupport\NetSupport School

The NetSupport School Tutor will then allow connections to NetSupport School for Mac Students. Licence count restrictions will apply to each individual product.

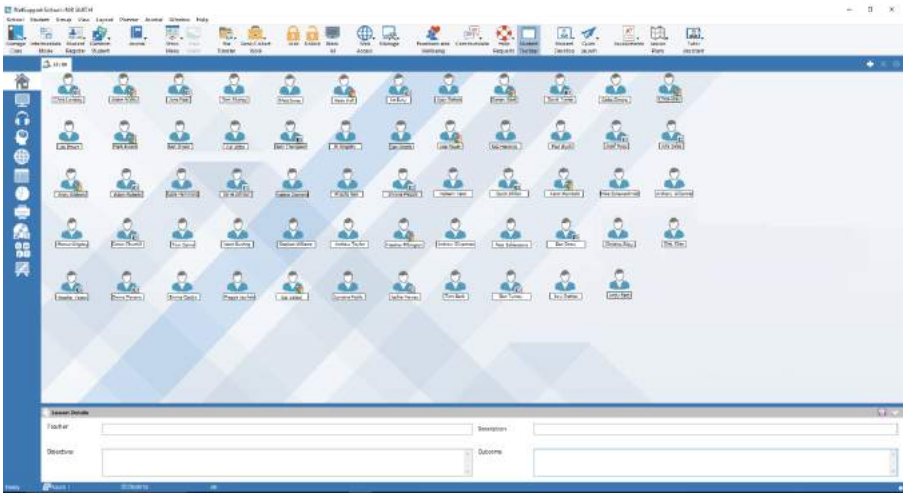
Note: Mac Students will only have functionality that is available in NetSupport School for Mac.

To find out more information about NetSupport School for Mac, click here.

The Control Window

The Control window is the primary interface for:

- Configuring the Tutor (Control)
- Connecting to Student workstations
- Maintaining Student information
- Selecting which Student workstations to work with
- Selecting tasks to carry out.



The Title bar



This indicates that you are in the Control window and displays the name of the NetSupport School Tutor workstation.

The Menu bar



The menu bar contains a series of drop-down menus that can be used to access the various tools and configuration utilities. These menus can be used to select Student workstations to work with, as well as maintaining and organising Student workstations into workgroups.

The Toolbar



The toolbar contains shortcuts to many of the most frequently used tasks and tools. Positioning the cursor over an icon will display a brief description of its function. For convenience, features that are of a similar nature (e.g. Show, Show Video, and Show Replay Files) are grouped within the same toolbar icon. However, you can add these as individual icons if you prefer.

Some drop-down menus will have a small pin in the top right-hand corner when expanded. Clicking this pin turns the menu into a floating window, which is displayed until you close the window.

To customise the toolbar, choose {View}{Toolbar - Customise} or right click the toolbar and choose **Customise**.

NetSupport provides three modes to view the user interface: advanced, which provides full access to all NetSupport School's features, intermediate, which provides access to the primary features and frequently used teaching tools and easy, which provides access to a focused set of classroom management features. You can switch between advanced and intermediate mode by clicking the **Intermediate Mode**/**Advanced Mode** icon on the toolbar. Easy mode can only be selected when the Tutor Console first starts up.

The Quick View bar



The Quick View bar is used to switch between currently connected Students. Clicking on the icon containing the required Student's name enables you to immediately view that Student.

To enable/disable the Quick View bar, choose {View}{Toolbar – Quick View}.

The Lesson bar



The Lesson bar allows you to create a lesson and provides tools to manage the lesson once in progress. A progress bar will advise the Tutor on the current activity and time remaining.
To enable/disable the Lesson bar, choose {View}{Toolbar – Lesson Plan}.

The Group bar

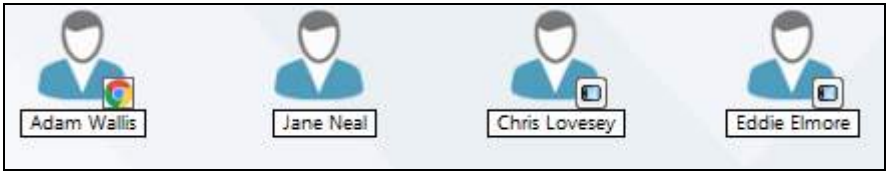


Until you have defined groups of Students, only the "All" group will appear on this toolbar. Once defined, the group name along with the number of members will appear and the Group tool icons will become fully active, allowing you to add, delete and change group properties.

With the required Student group selected, properties such as the displayed name and icon image can be changed by choosing {Group}{Customise} or {Group}{Properties} from the Control window drop-down menu.

To enable/disable the Group bar, choose {View}{Toolbar – Group bar}.

The List view



The List view displays the currently connected Students or Groups. You can switch the display mode between large and small icons, lists and detailed view from the drop-down {View} menu.

When you mouse over a Student icon, details of the student machine are displayed.

Student properties, such as the displayed name, can be changed by selecting {Student}{Properties} from the Control window drop-down menu. The Student icon image can be customised; select {Student}{Customise} from the Control window drop-down menu.

The wireless status and battery power level can be displayed next to the Student icon when in thumbnail mode or list view. You can choose which indicators to display in the Tutor User Interface settings.

Note: Student names can also be customised using the Student Register function.

The List view can be viewed in the following modes:



Normal View



Monitor Mode



Audio View



Q&A View



Web View



Application View



Survey View



Print View



Device View



Typing View



Whiteboard View

Note: You can customise the view modes that are displayed by right clicking on the left-hand side of the Control window and clicking **Customise**.

Click the individual icons on the left hand side of the Control window or choose {View}{Normal/ Monitor/ Audio/ Q&A/Web/ Application/ Survey / Print/ Device/ Typing/ Whiteboard view} from the Control window drop-down menu to change mode. The default view mode is Normal View.

Note: Student thumbnails can be viewed full screen by pressing **F11**.

The Status bar

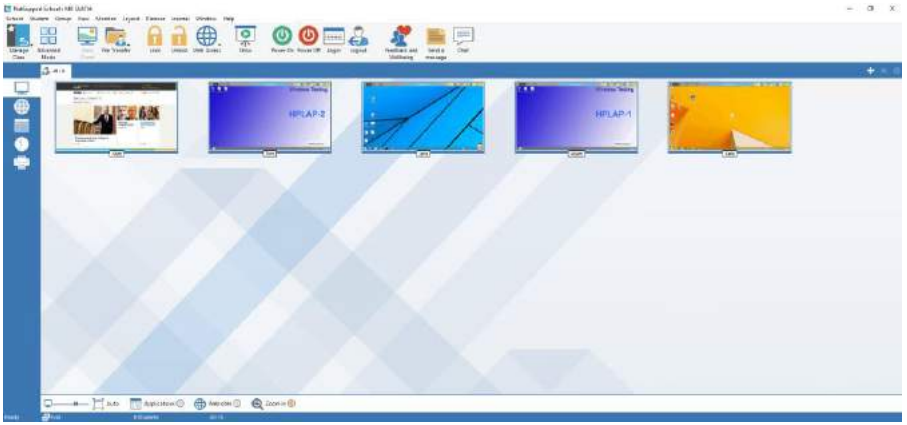


The Status bar is displayed at the bottom of the Control window. It shows the status of the Tutor, the current connection method, the number of currently connected Students and number of Students in the selected group. The current class list and status of the Journal will be also be displayed when they are enabled.

To enable/disable the Status bar, choose {View}{Status bar}.

Intermediate Mode

NetSupport School provides three modes for viewing the Tutor user interface: advanced, intermediate and easy. Advanced mode provides full access to all of NetSupport School's features and functions. Intermediate mode provides access to the primary features and frequently used teaching tools. Easy mode provides access to a focused set of classroom management features needed to maintain control over a class.



Using intermediate mode

1. Start the NetSupport School Tutor Console.
2. Click .
3. Click **Start**.
4. Enter the required details in the Class wizard, choose the class to connect to and click **OK**.
5. The Tutor Console will load in intermediate mode.

To switch the user interface between modes

1. Select {View}{Intermediate Mode} from the Control window drop-down menu.
2. A green tick will be displayed next to **Intermediate Mode** indicating when you are in that mode.

Or

1. Click the **Intermediate Mode**/**Advanced Mode** icon on the toolbar.

Note: You can only select easy mode when the Tutor Console first starts.

By default, the available view modes in intermediate mode are:

- Monitor mode
- Web Monitoring
- Application Monitoring
- Student Survey
- Print Monitoring

Note: To customise the view modes, right click on the left-hand side of the Control window and click **Customise**.

By default, the available features on the toolbar in intermediate mode are:

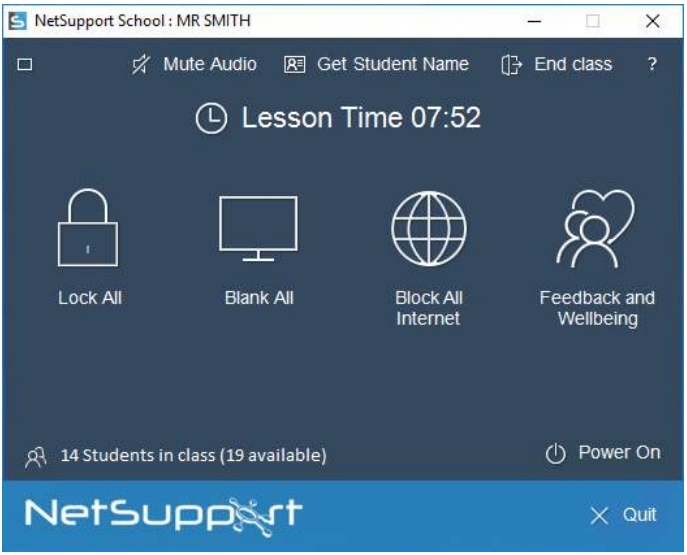
- View Students
- File Transfer
- Lock/unlock Students' keyboards and mice
- Set the level of web access
- Show
- Power Students on/off
- Login Students
- Logout Students
- Student feedback and wellbeing
- Send a message
- Chat.

Easy Mode

NetSupport School provides three modes for viewing the Tutor user interface: advanced, intermediate and easy. Advanced mode provides full access to all of NetSupport School's features and functions. Intermediate mode provides access to the primary features and frequently used teaching tools. Easy mode provides access to a focused set of classroom management features needed to maintain control over a class.

Using easy mode

1. Start the NetSupport School Tutor Console.
2. Click .
3. Click **Start**.
4. Enter the required details in the Class wizard, choose the class to connect to and click **OK**.
5. The Tutor Console will appear in easy mode.



6. From here, you can see the number of Students in your class, the time the lesson has been running for and you can access the features by clicking on the required icon. Click **Power On** to power on Student machines. You can request the Student names by clicking **Get Student Names**. The lesson timer can be paused by clicking on it.

7. The user interface can be minimised by clicking the **Minimise** icon (🔳). When minimised, it will remain on top of any other open windows. Click the **Minimise** icon again to restore.
8. To end the class and start a new one, click **End Class**. Click **Quit** to exit the Tutor Console.

Note: The **Power On** icon will only appear if there are Student machines that need to be powered on.

The available features in easy mode are:

- Lock/unlock Students' keyboards and mice
- Blank Student screens
- Power Students on
- Block all internet access
- Request Student feedback and wellbeing
- Mute audio at Students
- Lesson timer
- See Student help requests
- Get Student names.

Tutor Toolbar

The Tutor Toolbar provides details of the current lesson to the Tutor and access to key NetSupport School functions when the Tutor program is minimised. The Tutor can mute sound at all of the Students, add notes to the Student Journal, Scan, Chat, Message, Announce, Show, Lock/Unlock Students, Blank Student screens and block all internet access by clicking the relevant icon. When the Tutor program is maximised, the Tutor Toolbar will disappear and any settings applied will show in the Control window.



Note: The Tutor program can be maximised by double clicking the NetSupport School Tutor desktop icon.

To disable the Tutor Toolbar, choose {View}{Current Settings - User Interface - Tutor} from the Control window drop-down menu and uncheck **Show Tutor Toolbar on minimizing**.

Note: There is also a Student Toolbar that can be activated at the Student, providing feedback on the current lesson.

Student Automatic Login

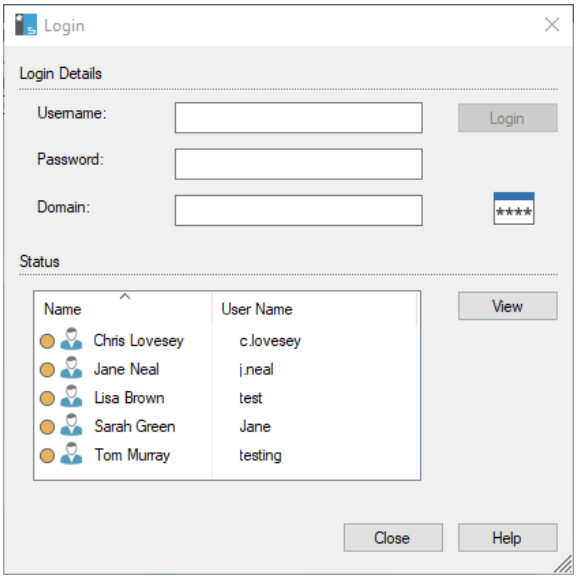
If a generic naming convention is used for your classroom PCs, you can automatically log the Students in to save time at the start of a lesson.

To automatically login Student machines

1. Select the Student machine(s) you wish to login.
2. Choose {Student}{Power Management - Login} from the Control window drop-down menu.

   Or

   Click the **Manage** icon on the Control toolbar and choose **Login**.
3. The Auto Login dialog will appear.



4. Enter the user name, password and domain and click **Login**. The user name will appear once the login has been successful.
5. You can also view Student screens from this dialog, select the required Student and click **View**.
6. Click **Close** when complete.

Student Register

By default, NetSupport School will display the machine name of the Student workstation in the Control window. However, there may be times when you want the control to display the actual name of the Student and request additional information.

The Student Register option enables the Tutor to prompt the Students for their details.

Note: You can also change the name of the Student workstation by editing the Client Properties Details tab.

To prompt Students to log in:

1. If specific Student details are required select the relevant Student icons in the Control window. Alternatively, to prompt all connected Students, leave the icons unselected.
2. Choose {School}{Student Register} from the Control window drop-down menu.

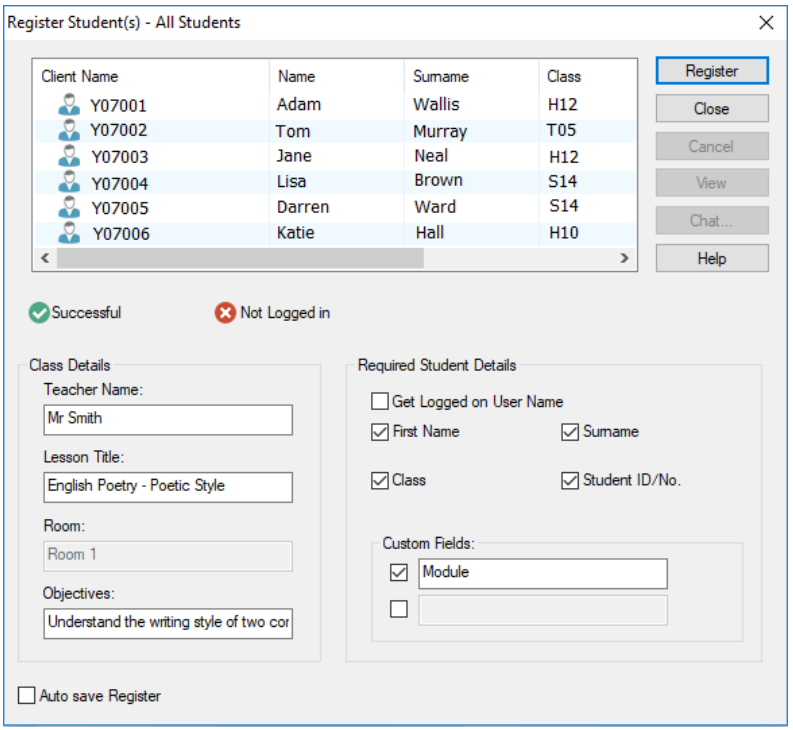
   Or

   Click the **Student Register** icon on the toolbar.
3. Select **Sign In** from the available options.
4. The Student Register dialog will appear. The Tutor can then select the information that the Student will be required to complete.

Note: The Student Register will also appear if you check **Create a Student Register** in the Class wizard.

Student Register Dialog

This dialog enables the Tutor to create a customised registration form, which will prompt Students for their details. By selecting a name, the Tutor can also interact with Students using the View and Chat options.



Class Details

If required, the teacher name, lesson title, room and lesson objectives can be included on the registration form that is sent to Students. These details will be completed if you have already input them in the Class wizard.

Note: By default, the start-up mode is Connect to Student in Room(s). In this mode, the Room field displays the room specified at start-up, and cannot be changed.

Required Student Details

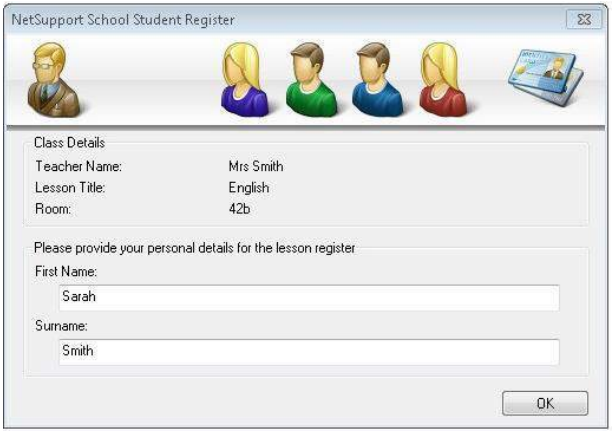
Decide which details to prompt the Students for. You can also add two custom fields to the form.

Note: If the **Get Logged on User Name** option is selected, the first name and surname will be greyed out and the Student name will automatically default to the login name.

Auto Save Register

Student registration details can be viewed in a report, but this will be lost when the Tutor disconnects. If you want to store a copy of the report, check this option. You will be prompted for a file name, location and file format (CSV, HTML or XML).

Click **Register** to send the form to Student machines. You can monitor progress as the Students respond. Click **Close** when all Students have signed in, the Student icon in the Control window will now display the registered name.



Sign out

At the end of a lesson, you can reset the Student names using the sign out option.

1. Choose {School}{Student Register} from the Control window drop-down menu.

   Or

   Click the **Student Register** icon on the toolbar.
2. Select **Sign Out** from the available options. Confirm that you want to unregister the Students.

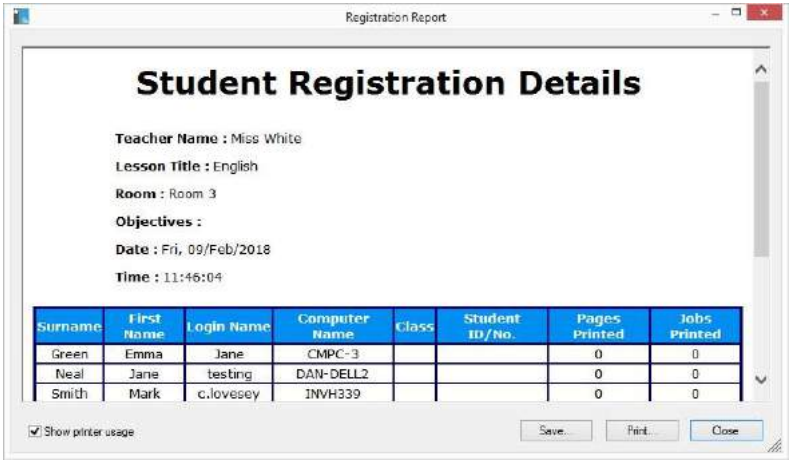
Registration report

Student registration and printer usage details can be viewed in a report, but this will be lost when the Tutor disconnects.

1. Choose {School}{Student Register} from the Control window drop-down menu.

   Or

   Click the **Student Register** icon on the toolbar.
2. Select **Registration Report** from the available options.



Notes:

- If you want to store a copy of the report ensure that the **Auto Save Register** option is enabled in the Student Register dialog when requesting the Student details. The report can be stored in CSV, HTML or XML format.
- To quickly print a copy of the report, click the **Student Register** icon and then click **Quick Print**.

To display the login name of Students

When registering Student details, rather than prompt them for their actual name you can default to their login name.

1. Choose {View}{Current Settings – User Interface - Tutor} from the Control window drop-down menu.
2. Check **Display Student User Names**.

3. Click **OK**.

To save Students login name

Enable this option to permanently store the Students login name.

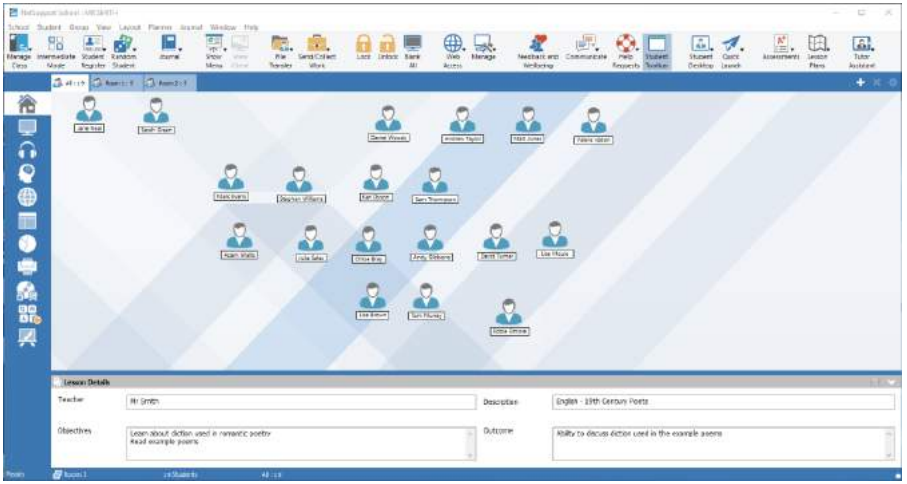
1. Choose {View}{Current Settings – User Interface} from the Control window drop-down menu.
2. Check **Remember Student User/Login names**.
3. Click OK.

Working with Classroom Layouts

Once you have selected a classroom or group, you can rearrange the individual Student icons in the Control List view to reflect the layout of the classroom. A background image can also be added to further customise the Control view.

When using Room mode, the classroom layout will be automatically saved against the room selected. When you start the Tutor and select your Room, the layout will automatically load.

Note: For information on how to save and load layouts when not in Room mode, visit our Knowledge Base and refer to product article **Changes to the layout functionality when using Room mode**.



To arrange icons

1. Select the Student icon and drag it to the desired position.

To lock a layout

1. Arrange the Student icons to the required positions.
2. Choose {Layout}{Lock Layout} from the control window drop-down menu.
3. Student icons will be fixed in position and unable to be moved.

Note: The current classroom layout can be printed, select {Layout}{Print Layout} from the Control window drop-down menu.

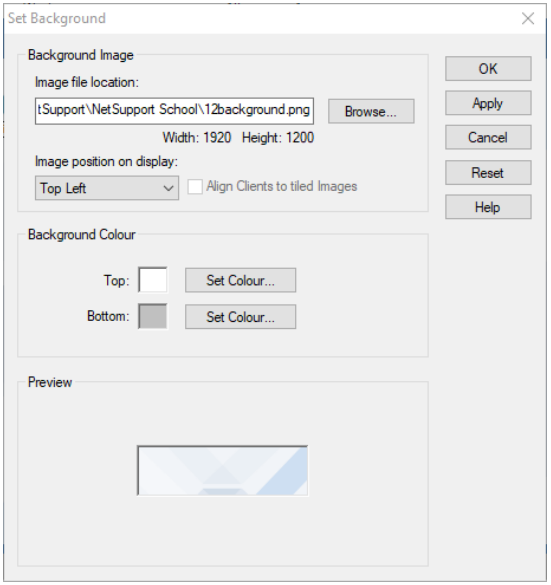
Setting a background

As well as tailoring the position of Student icons in the Control List view to reflect the layout of the classroom, you can choose alternative images to decorate the background and enhance the layout of the icons.

Note: Background layouts support .BMP, .PNG and transparent images.

To set a background

1. Choose {Layout – Set Background) from the Control window drop-down menu.
2. The Set Background dialog will appear.



3. Select the location of the image you wish to use. The default .BMP files are stored in the NetSupport School program folder. A preview of the selected image is provided.
4. Select the **Image position on display** drop-down to select the position of the image. If you select **Tile**, you can also choose to align the Student icons on the image.
5. If required, select a background colour.

6. Click **OK** to add the background to the Control window.

If you wish to clear the currently set background, choose {Layout – Clear Background}.

Power Management – Power on/Power off

Power consumption equates largely with heat generation and increased energy consumption. With millions of workstations in use, and sometimes hundreds located within the same company or School, the desire to conserve energy has grown from a minor-issue to a major issue over the last ten years.

Power Management is a technique that enables hardware and software to reduce system power consumption. It works by shutting down portions of the hardware during periods of downtime, meaning that the workstation is ready to work when you are and conserve energy when you are not.

Student Power On

To power on a NetSupport School Student, the workstation must have a Wake-on-LAN network adapter and a BIOS that will support it (consult your network adapter documentation for more information), the Student must also be 'known' to the Tutor. The Tutor sends a Wake-on-LAN packet to the Student network adapter, which instructs the workstation to power on.

To power on a NetSupport School Student

1. Select the icon(s) of the Students you wish to power on.
2. Choose {Student}{Power Management – Power On} from the Control window drop-down menu.

   Or

   Click the **Manage** icon on the toolbar and choose **Power On**.
3. The Student workstations will now power on.

Student Power Off

NetSupport School uses the Advanced Power Management (APM) features of the Windows Operating System (where supported), to provide Student power down capabilities. APM relies on the Student workstation having an ATX motherboard and ATX power supply.

A Tutor can remotely power off a Student workstation using the NetSupport School Power Management function.

To power off a NetSupport School Student

1. Ensure all open applications at the Student workstations are closed.
2. Select the icon(s) of the Students you wish to power off.
3. Choose {Student}{Power Management – Power Off} from the Control window drop-down menu.

   Or

   Click the **Manage** icon drop-down arrow on the toolbar and select **Power Off**.

   Or

   If displayed, click the **Power Off** icon on the toolbar.
4. The Student workstations will now power off.

Client Disconnects from an Active Session

During an active session, you may find that Students inadvertently disconnect, for example, when they reboot their machine. Each time a Student disconnects a message will appear advising which Student has disconnected, you can dismiss this prompt or leave to timeout as it will allow you to carry on working, this message can be disabled if required.

To disable the disconnect prompt

1. Select {View}{Current Settings - User Interface - Tutor} from the Control window drop-down menu.
2. Select the **Silent Disconnect** option and Click **OK**. The next time a Student disconnects no message will be displayed.

Note: To automatically reconnect to Students when they become available, ensure that the **Automatically Reconnect to Students** option is selected in the Tutor User Interface Settings.

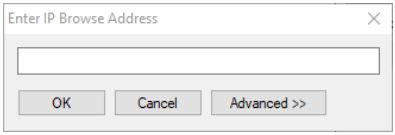
Configuring NetSupport School for Subnet Browsing

If your network is running across multiple TCP/IP subnets, you need to configure NetSupport School to use the additional subnets when browsing for Students.

Before configuring NetSupport School to browse on a remote IP subnet, it is useful to understand how IP addresses are made up and, in particular, what an IP broadcast address is. **See** Understanding IP Addresses.

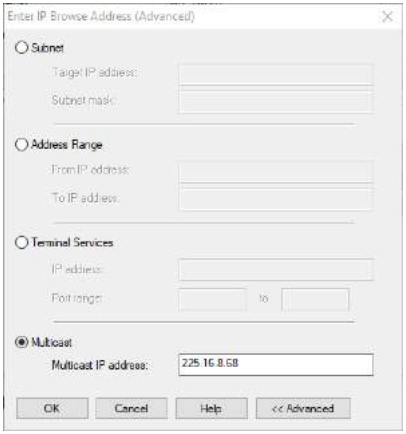
To configure the NetSupport School Tutor to browse IP subnets

1. Select {School}{Configuration} from the Control window drop-down menu.
2. From the Configuration options, choose **Network and Wireless Settings**.
3. Click the **Settings** button under Browsing.
4. The Configure TCP/IP Client Browsing dialog will appear.
5. Click **Add** and enter the broadcast address of the network you wish to browse if known.



Or

To enable NetSupport School to calculate the broadcast address, click **Advanced** and enter a target IP address followed by the subnet mask or enter the required address range.



6. Click **OK**.

Notes:

- When adding the address of a remote subnet, you must ensure that the broadcast address for the local subnet is also present. If not, the Tutor will not find any local Students when you perform a browse.
- Some network routers will suppress broadcast packets from being transmitted across WAN links. If this is the case, then even if the Tutor is correctly configured, you will not be able to browse the remote subnet.

Understanding IP Addresses

An IP address is made up of 4 bytes, each byte being made up of eight bits, which can have a value of 1 or 0. This gives possible IP addresses of 0.0.0.0 to 255.255.255.255.

Each IP address is also split into two portions, a network portion, which identifies the network the device is on, and the local or host portion, which identifies a particular device.

The subnet mask defines the position of this split between the network and host portions of the address, which is associated with the address. The subnet mask is also a four-byte number. Each bit in the subnet mask that is set to 1 denotes that the corresponding bit in the IP address is part of the network portion.

For example, if we have an IP address of 10.10.2.21 and a subnet mask of 255.255.255.0

IP Address	10 . 10 . 2 . 21
Subnet Mask	255 . 255 . 255 . 0
IP Address in Binary	00001010.00001010.00000010.00010101
Subnet Mask in Binary	11111111.11111111.11111111.00000000
Network Portion of IP Address	00001010.00001010.00000010.00000000
Host Portion of IP Address	00000000.00000000.00000000.00010101
Network Portion of IP Address	10 . 10 . 2 . 0
Host Portion of IP Address	0 . 0 . 0 21

Therefore, when we send an IP packet to 10.10.2.21, we are actually sending a packet to device 21 on network 10.10.2.0

In the example above, the network 10.10.2.0 can have 256 host addresses, 0 to 255. However, two of the host addresses, the first and last, on each IP network are reserved. The reserved host address with all bits set to 0 is the network address, and the one with bits set to 1 is the broadcast address.

In our example network of 10.10.2.0;

10.10.2.0 is the network address

10.10.2.255 is the broadcast address.

When an IP packet is sent to a networks broadcast address each device on the IP network will receive this packet.

It is this IP network broadcast address, which is used when configuring NetSupport School Control to browse on an IP subnet other than its own.

Implementing NetSupport School in a Terminal Server Environment

A NetSupport School Tutor can connect to Students within a Terminal Server environment.

For ease of implementation, NetSupport School provides a downloadable setup package which will guide you through the required installation and configuration processes. For full instructions, please visit our Knowledge Base and refer to product article **Setting up NetSupport School to run in a Microsoft Terminal Server environment**.

Note: Terminal Server and other thin clients, may not be configured to use the NetSupport School Name and Connectivity Server.

Connecting to a NetSupport School Student running in a Terminal Server session

The preferred method to connect to the Students running in the Terminal Server Sessions is using the **Connect via Room Mode** option. Using this method, it's possible to configure the Students running in the Terminal Server sessions to be located in a particular room depending on the user logged onto the session.

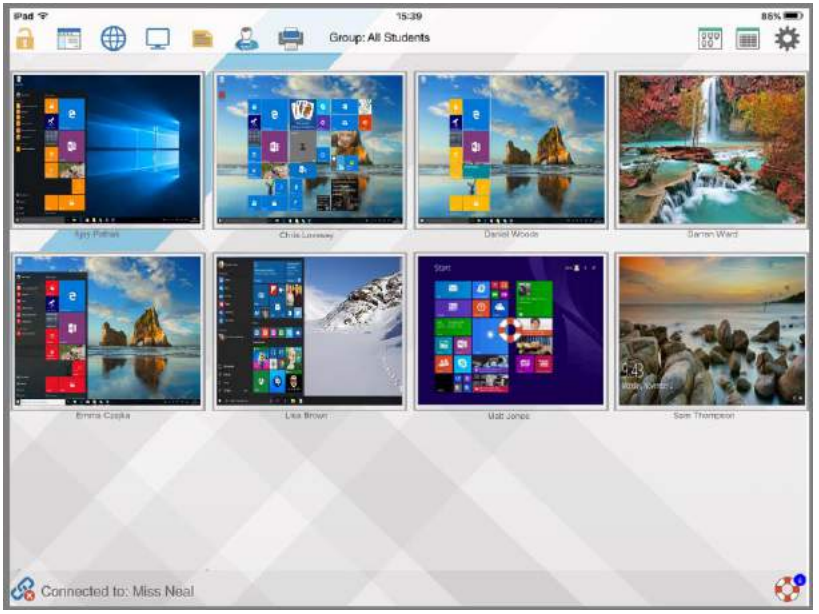
Once the Tutor is configured to the same room as the Students, it will automatically connect to all Students located in the room.

Note: The Student Terminal Server settings can be configured in the NetSupport School Student Configurator.

Installing and Configuring the NetSupport School Tutor Assistant

For use in your existing NetSupport School-managed classroom environment, the NetSupport School Tutor Assistant delivers greater mobility for teachers around the classroom and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

The NetSupport School Tutor Assistant works on iPad, iPhone, Android phones and tablets and Kindle Fire devices and is available for free from Apple iTunes, Google Play and the Amazon App store.



Stage 1 - Configuring the NetSupport School Tutor to connect to the NetSupport School Tutor Assistant

You will be prompted to configure the NetSupport School Tutor Assistant connections when the Tutor starts. From here, you can set a passcode to authenticate connections from the Tutor Assistant. To access the full Tutor Assistant configuration settings:

1. Select {View}{Current Settings - Tutor Assistant} from the Control window drop-down menu.
2. The Tutor Assistant configuration settings dialog will appear.

3. Enter a name for the NetSupport School Tutor that will appear at the Tutor Assistant.
4. Enter the connection port and if required, enter a connection password that the Tutor Assistant will need to enter to connect to the Tutor.
5. Decide whether to allow Tutor Assistants to be automatically authorised or manually authorised.
6. Click **Start** to start the Assistant Server – The current IP address will be displayed.
7. Click **OK**.

Stage 2 - Installing the NetSupport School Tutor Assistant

1. Download the NetSupport School Tutor Assistant from the appropriate App store.
2. Open the Tutor Assistant app.
3. Enter the IP address of the NetSupport School Tutor Console and the connection password (if set).
4. The default port is 37777. This can be changed but would also need to be amended at the NetSupport School Tutor.
5. Select **Connect** and the Tutor Assistant will connect to the selected Tutor Console.

Note: Depending on the settings in the Tutor Console, the Tutor Assistant may need to be authorised before it can connect to the Tutor Console.

The Tutor Assistant toolbar icon will change to  when the Tutor Assistant service is started and connections are allowed.

Features supported on tablets:

- Support for Android and iPad tablets.
- View student thumbnails.
- Send students a preset message.
- Block restricted websites.
- Set approved websites.
- Block all internet access.
- Lock/unlock student computers.
- Logoff student computers.
- Blank/unblank student screens.
- Restrict student printing.
- Set approved applications.

- Block restricted applications.
- Select a group of students.
- Details view – showing key student information in sortable columns.
- View student help request notifications.
- Zoom on student.
- Sort students by name/tutor order.
- View current application.
- View current websites.
- Set connection password.
- Tutor badge, displaying the number of currently connected Tutor Assistants.

Features supported on smartphones:

- Support for Android and Apple iOS smartphones.
- Send students a preset message.
- Block restricted websites.
- Set approved websites.
- Block all internet access.
- Lock/unlock student computers.
- Logoff student computers.
- Blank/unblank student screens.
- Restrict student printing.
- Set approved applications.
- Block restricted applications.
- Set connection password.

NetSupport School Windows 10 Teacher App

Provided in addition to the desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled devices. It is a complementary component and is available for download from the Windows Store.

Note: For further information on installing and using the Teacher App, please refer to our Windows 10 Teacher App manual.

Simplicity and ease of use are at the heart of the Teacher App and many of our core classroom features are provided within the new streamlined interface:

- Transfer documents and resources directly from local or cloud-based OneDrive files, to all or selected students.
- Copy key lesson content into and work with OneNote Class Notebooks using NetSupport's digital Student Journal feature.
- Direct integration with Microsoft School Data Sync, enabling teachers to instantly access their online Student Information Systems (SIS) classrooms and student accounts at the start of a NetSupport-managed lesson.
- Launch NetSupport School features using Cortana voice commands. "NetSupport blank screens!"
- Support for Microsoft Surface Dial - display a radial menu of NetSupport School features for quick and easy execution of common tasks.
- Multi-platform support – connect in any combination to Students using Windows, Chrome OS, Android, Apple Mac or iOS devices.
- Power on or off, log in/log out or reboot classroom computers.
- Present lesson objectives and expected outcomes.
- Gather and print a student attendance register.
- Monitor student help requests.
- Lock or blank students' screens to gain attention.
- Monitor student screen thumbnails.
- View individual students.
- Chat and send messages to the class.
- Monitor and restrict internet use.
- Monitor and control application use (desktop and store).
- Launch applications and websites on student screens.
- Conduct quick end of lesson surveys.
- Measure progress – including peer and individual assessment, scores and more.

- Prevent data being copied to or from USB storage and CDR/DVD devices, plus mute/unmute sound at student machines.
- Virtual whiteboard supported by a wealth of drawing tools for improved classroom collaboration.
- Toggle the NetSupport School Student Toolbar on or off on the fly.

Installing and Configuring NetSupport School on Google Chrome

NetSupport School delivers the tools you need to help maximise the effectiveness of computer-led teaching in a Google Chrome environment.

The NetSupport School Student for Google Chrome extension can be installed on each student machine running the Google Chrome OS. From the teacher's machine (Windows or Chrome OS), you can then connect to each Chromebook system, enabling you to monitor the screens and interact with each student quickly and efficiently.

Planning an installation

For a teacher to be able to monitor and interact with their students using Google Chromebooks, the NetSupport School NetSupport Connectivity Server must be installed on a Windows Server; the NetSupport School Tutor must be installed on either a Windows computer or on a Google Chrome device, and the NetSupport School Student for Google Chrome extension must be installed onto each of the students' Chromebooks.

Note: The NetSupport School Tutor app for Chrome can only connect to Google Chrome Students.

Installing the NetSupport School Tutor app for Chrome

1. Download the NetSupport School Tutor app for Chrome from the Google Chrome store.
2. Locate the NetSupport Tutor app for Chrome and launch this.
3. The NetSupport School Chrome Tutor will start and the Enter Licence dialog will appear.
4. Enter the licence details you have been provided with and click Licence or, click Evaluate to use the software for up to five student Chromebooks for 30 days.
5. The Connect dialog will appear.
6. Enter the Gateway address, port number and security key. This must be the same as set in the Name & Connectivity Server.
7. Choose whether to connect to your Google Chrome Students using Room name, User mode, Browse mode or SIS mode
8. Click **Connect**.

Note: You can use the Google Admin Console to centrally configure and deploy the NetSupport School Tutor app to the required teacher Chrome accounts. Click here for full instructions.

Configure NetSupport School to connect to Google Chrome Students

1. Select {School}{Configuration} from the Control drop-down window.
2. Select **Network and Wireless Settings**.
3. Under TCP/IP settings, select **Include Chromebooks** and click **Settings**.
4. Enter the Gateway address, port number and security key. This must be the same as set in the Name Server. Ensure that **Connect by Hostname** is not selected.
5. Click **OK**.
6. You can now browse for Google Chrome Students in Room mode, User mode, using the Fixed list or SIS mode.

Installing and configuring the NetSupport School Student for Google Chrome extension

If your organisation uses Google Apps for Domains, you can centrally manage the NetSupport School settings within the Google Admin Console, click here for full instructions.

1. Download the NetSupport School Chrome extension from the Google Chrome store: https://chrome.google.com/webstore
2. Enter the URL chrome://settings/extensions to access the 'Extensions' configuration page.
3. Locate the NetSupport School Student for Google Chrome extension and click **Options**.
4. Enter the Gateway address and port number of the Name & Connectivity Server.
5. If connecting to Students using Room mode, decide what room the Student is going to be assigned to.
6. Optionally, enter a name that identifies this Student.
7. Once you have entered the required student configuration options, it is recommended that you protect the settings by entering a password.
8. Click **Save** to store the configuration.
9. Rather than having to manually configure each Chromebook, multiple installations using the stored options can be centrally managed in the Google Admin Console. Click **Export As File** to create a configuration file containing the settings. Before the file is generated, you have the option to allow changes to the Client name and MAC address fields on the Options page. By default, the generated file will disable these two settings.
10. Click **Generate File**. By default, the file will be named Config.json. This file can then be uploaded in the Google Admin Console in order to centrally apply the NetSupport School Student configuration to the

required devices. If you require any assistance with this, our support team will be happy to help.

A connection status indicator is displayed at the Student, showing the current connection state between the Student device and Tutor machine. The indicator colours are:

Red = no connection.
Yellow = attempting a connection.
Orange = connected to the NetSupport Name & Connectivity Server.
Green = connected to NetSupport Tutor/current class.

Note: To ensure you retain full visibility of your students' internet use, it is recommended that you 'disallow' Incognito Mode in the Chrome OS User Settings via Google Apps for Education.

If you selected the 'Chrome Students Only' licence type during installation of the NetSupport School Windows Tutor, the Tutor will only display the features that are supported for Google Chrome Students.

From the NetSupport Tutor Chrome OS, the teacher can perform the following functionality on students' Chromebooks:

- View a crystal clear thumbnail of each student machine in a single view.
- Zoom in to view a larger thumbnail of any selected student Chromebook.
- The teacher can set objectives and expected outcomes for the current lesson.
- Ask students to register at the start of each lesson.
- Lock the student's mouse and keyboard when instructing.
- Send an instant survey or request for feedback to each student and display results in real-time.
- The teacher can open a discussion session that all or selected students can join, enter their comments and share with the rest of the class.
- Send an attention-grabbing message or instruction to each student machine.
- Request help facility - students can send a request for help to the teacher.
- Block unauthorised websites.
- Use approved websites only.
- Block all internet access.

- Launch a website on the student Chromebook.
- Block FTP access.
- Optimised performance for Chromebooks running on battery mode.
- Monitor and control the websites and web activity on student Chromebooks.
- Extra security with password-protected 'Options' setting on student Chromebooks.

Licensing for Google Chrome

Each Google Chrome device that connects to the Name and Connectivity Server needs to be licensed. Google Chrome Licences can be purchased independently of the main NetSupport School product and are registered with the Name and Connectivity Server by loading a new Licence file (NSW.LIC). This file controls the number of Google Chrome Students that can connect. If this file is not present, then the usual Name and Connectivity Licence file (NSM.LIC) will allow Google Chrome to connect, but this will reduce the Licence count available for NetSupport School Students.

e.g.
With both an NSM.LIC (10 user) and NSW.LIC (10 user) the software will independently limit to 10 connections of each type. With 10 NetSupport School Students connected, the 11th Google Chrome Student would be rejected.

With just a NSM.LIC (20 user) the software would limit to a maximum of 20 connections of regardless of whether they are from Google Chrome or standard NetSupport School Students.

Installing the NetSupport School Tutor for Android

For installation on a teacher's Android tablet, the NetSupport School Tutor for Android extends the product's capabilities into dedicated tablet-based classrooms, giving the teacher the power to connect to each student device and enabling real-time interaction and support.

Note: Student tablets must be running the NetSupport School Student app.

Installing the NetSupport School Tutor for Android
If you wish to manage the class as the teacher, you will need to install the NetSupport School Tutor (Control) on your device.

The NetSupport School Tutor for Android app works on Android v4.0.3 or later tablets and is available from the Google Play store.

For further information on installing and using the Tutor for Android, please refer to our Android Tutor manual.

Features

- View Student thumbnails
- Watch Student screen
- Real-time student assessment (Question and Answer mode)
- Class surveys
- Student register
- Lesson objectives
- Chat
- Sending messages
- Student request help
- Launch websites
- Student rewards
- File Transfer
- Lock/unlock student computers
- Blank Student screens
- WiFi/battery indicators
- Launch at Start-up. The NetSupport School Student for Android will launch when the device is powered on and will automatically sign in (where the device is located in a fixed room).

Installing and configuring the NetSupport School Student for Android

NetSupport School delivers the tools you need to help maximise the effectiveness of computer-led teaching on Android devices.

The NetSupport School Student for Android can be installed on each Android tablet. From the teacher's desktop, you can then connect to each system, enabling you to interact with each student quickly and efficiently.

The NetSupport School Student for Android app works on Android v5.0 or later tablets and is available for free from the Google Play store.

Note: A NetSupport School Tutor for Android app is available to use on your Android devices.

Set up and configure the NetSupport School Student for Android
You can pre-configure each device with the required password-protected classroom connectivity settings from the device or 'push' the settings to each device from within the NetSupport School Tutor program:

1. Select {School}{Tablet}{Apply Student Settings} from the Control drop-down window.
2. The Student Settings dialog will appear.
3. Select the students you wish to send the settings to.
4. To amend the configuration settings, click **Modify**.
5. The Modify Student Settings dialog will appear.
6. Set the required options and click **Save**.
7. If a password has already been set at the Android device, enter this.
8. Click **Send**.
9. You can now browse for Android Students in Room mode.

If you selected the 'Tablet students only' licence type during installation, the NetSupport School Tutor will only display the features that are supported for Tablet Students.

Note: In certain environments, the NetSupport School Tutor Console may not locate the Android Students during its browse. For further information on how to locate and connect to Android devices, please visit our Knowledge Base and refer to product article **What to do if the Android Students are not found by a Tutor Console browse at startup**.

Features supported on Android:

- Student register.
- Lesson objective.
- Receive messages from the Tutor.
- Student request help.
- Group or 1:1 chat.
- Student Survey.
- Lock/unlock student computers.
- Real time instruction (Show mode).
- View Student thumbnails.
- Watch Student screen.
- Student rewards.
- WiFi/battery indicators.
- Launch URL at the Student.
- Blank Student screen.
- Question and Answer mode.
- File Transfer.
- File Distribution.
- Launch at start-up. The NetSupport School Student for Android will launch when the device is powered on and will automatically sign in (where the device is located in a fixed room).

Installing and configuring the NetSupport Browser App (iOS)

NetSupport School delivers the tools you need to help maximise the effectiveness of computer-led teaching on iOS devices.

The app also supports NetSupport DNA's core desktop management capabilities, enabling you to gather key system inventory details and monitor online activity. For more information on NetSupport DNA, click here.

The NetSupport Browser App can be installed on each iOS device. From the teacher's desktop, you can then connect to each system, enabling you to interact with each student quickly and efficiently.

The NetSupport Browser App works on iOS v9.3.5 or later and is available for free from the iTunes store.

Note: NetSupport School functionality is supported on tablets only.

Set up and configure the NetSupport Browser App

You can pre-configure each device with the required password-protected classroom connectivity settings from the device or 'push' the settings to each device from within the NetSupport School Tutor program:

1. Select {School}{Tablet}{Apply Student Settings} from the Control drop-down window.
2. The Student Settings dialog will appear.
3. Select the students you wish to send the settings to.
4. To amend the configuration settings, click **Modify**.
5. The Modify Student Settings dialog will appear.
6. Set the required options and click **Save**.
7. If a password has already been set at the iOS device, enter this.
8. Click **Send**.
9. You can now browse for iOS Students in Room mode.

If you selected the 'Tablet students only' licence type during installation, the NetSupport School Tutor will only display the features that are supported for Tablet Students.

Features supported on iOS:

- **Student register** - The teacher can request standard and custom information from each student at the start of a lesson.
- **Lesson objectives** - If provided by the teacher, once connected, students are presented with details of the current lesson along with the objectives and expected learning outcomes.
- **Sending messages** - The teacher can broadcast messages to selected devices.
- **Chat** - The student and teacher can initiate a 1:1 chat session and participate in group discussions.
- **Request help** - Students can alert the teacher when they require assistance.
- **Lock screen** - The teacher can lock the app to gain attention.
- **Restrict Internet** -The teacher can employ a list of approved/restricted websites for use during the lesson.
- **Question and Answer module** - Enables the teacher to conduct instant student and peer assessment. Deliver questions verbally to the class, then select students to answer – randomly, first to answer or in teams. Bounce questions to multiple students and ask the class to peer assess a response.
- **Class survey** - Teachers can conduct on-the-fly surveys to gauge student knowledge and understanding.
- **Show screen** - While presenting, the teacher can show their desktop to connected devices.

Licensing for Tablets

Each Android or iOS Tablet that connects to the NetSupport School Tutor needs to be licensed. Licences for Tablets can be purchased independently of the main NetSupport School product and are registered with NetSupport School by loading a new Licence file (NST.LIC). This file controls the number of Tablet Students that can connect. If this file is not present, then the usual Licence File (NSM.LIC) will allow Tablet Students to connect, but this will reduce the Licence count available for NetSupport School Students.

e.g.
With both an NSM.LIC (10 user) and NST.LIC (10 user) the software will independently limit to 10 connections of each type. With 10 NetSupport School Students connected, the 11th Tablet Student would be rejected.

With just a NSM.LIC (20 user) the software would limit to a maximum of 20 connections of regardless of whether they are from Tablet Student or standard NetSupport School Students.

Integration with Active Directory

NetSupport School integrates with Microsoft's Active Directory structure enabling you to centrally manage Student configurations and Tutor configurations.

To make the task a little easier NetSupport supplies four ready-made Administrative Templates, NSS_Student_machine.adm, NSS_Student_User.adm, NSS_Tutor_Machine.adm and NSS_Tutor_User.adm containing the configurable options. When you install NetSupport the template is copied to the NetSupport program folder. In turn, you will need to copy this to the folder containing any existing ADM templates.

To apply Student configuration changes via Active Directory

1. At the Domain Controller, select the Active Directory Users and Computers tool.
2. Decide at which level to apply the policies, domain or organisational. Right click and select the Group Policy tab.
3. Select the desired policy to add the NetSupport template to and click **Edit**.
   Or
   Select **Add** to create a new Policy.
4. In the Group Policy Editor under Computer Configuration, select **Administrative Templates**.
5. Right click and select **Add/Remove Templates**.
6. Click **Add** and specify the location of NetSupport's ADM file and click **Open**. The new NetSupport policy will be added.
7. Click **Close**.

By default, each NetSupport policy option is disabled.

To enable certain configurations at the Student or Tutor using the NetSupport ADM Template files, you are required to enter an encrypted value, for example, the security key policy requires an encrypted security key to be entered. When configuring this through the ADM Template files, you cannot enter the security key in plain text as this would not be recognised by the Student, so you have to enter the encrypted security key value into the policy.

Note: Please refer to the NetSupport website support area, www.netsupportsoftware.com/support for the latest information on installing via Active Directory, Active Directory policy files, instructions on upgrading from previous versions and applying NetSupport Student profiles within Active Directory.

Using NetSupport School in a wireless classroom

It is recognised that wireless networks generally do not perform as reliably as wired networks as they use radio frequencies to transmit data and these are susceptible to interference. In addition, simultaneously connecting a large number of devices to a wireless access point will have a negative impact on the bandwidth allocated to each.

When using NetSupport School in an un-optimised wireless environment, the above can result in poor performance and student devices frequently disconnecting from the Tutor Console.

NetSupport School uses advanced techniques to limit the effects of an unreliable wireless network. For further information about planning an installation of NetSupport School within a wireless environment, please click here.

Optimising NetSupport School for use in a wireless environment
Once you have established a reliable wireless connection between the devices in your classroom, there are some settings within the Tutor Console that you can change to optimise performance on your wireless network.

A school will have a finite amount of network bandwidth available; viewing the students' screens, distributing files or broadcasting the teacher's screen simultaneously will consume this bandwidth.

NetSupport School provides multiple configuration options designed to reduce the amount of data sent across the network, which will result in improved performance. These options can be found under their respective configuration sections in the Tutor Console.

Note: For general advice on reconfiguring your access point. Please visit our Knowledge Base and refer to product article **Optimising NetSupport School on wireless networks**.

For a wireless environment, it is recommended that the options within the Performance section of the Tutor settings are set as follows:

Colour reduction – Allows you to set the maximum colour depth when viewing and showing to Students. By default, this is set to 256 (high) colours.

Low bandwidth mode - The number of video frames transferred will be reduced to around 5 per second. Setting this to Wireless will automatically turn on low bandwidth mode when wireless students have been detected.

Additionally, within the Network and Wireless Settings section of the Tutor Console, it is recommended that the following option is enabled when using NetSupport School on a wireless network:

Enable Broadcast Show and File Distribution –When broadcasting the teacher's screen or distributing files to multiple students, enabling this option will result in the screen data or files being sent to all machines simultaneously.

Finally, performance can further be enhanced by reducing the speed that the Tutor Console sends data onto the network to match the speed that the wireless access point can deliver the data. Sending data onto the network too quickly may result in packets being lost, which will result in the students requesting the data again and additional traffic being produced on the network.

For a wireless environment, it is recommended that the following options are set:

Wireless Network – Select this option to optimise NetSupport School for best performance in a wireless environment.

Maximum Throughput – This option provides the ability to fine tune the speed that the Tutor Console sends data to the connected student devices.

Using a NetSupport Connectivity Server/Gateway to Find Student PCs

The 'NetSupport Connectivity Server' or 'Name & Connectivity Server/Gateway', is provided as an optional installation component. Its purpose is to provide a simple and reliable method of locating and connecting to Student PCs in LAN/Wireless network environments. This can be particularly useful where students transport laptops from class to class, making it difficult for traditional connectivity options to find them.

Once configured, Student PCs connect to the Connectivity Server on start-up and register their availability and current IP address with the Server. At the Tutor end, when browsing to locate Students, a search of the Connectivity Server is performed rather than a UDP browse across the network. The Tutor program uses the IP address registered with the Connectivity Server.

The Connectivity Server can be used with all start-up modes.

The advantages of using a Connectivity Server over traditional browse options are:

- Negates the need to browse the network to locate Student PCs.
- Reduces the time taken to locate Students.
- Reduces the need to configure and maintain broadcast range entries in the Tutor configuration.
- More reliable connection method in wireless LAN environments. The Tutor uses the current IP address when establishing connections. Avoids problems in wireless environments where Student laptops change access points and are assigned new IP addresses.
- Connect to your SIS environment using OneRoster or Google Classroom.

The basic requirements for using a Connectivity Server are:

- It needs to be installed on a PC that is accessible to all Tutor and Student PCs.
- It needs to have a static IP address.
- The Tutor and Student PCs need to be configured to use the Connectivity Server.

The Connectivity Server, Tutor PC and Student PC must have a matching Connectivity Server Security key configured.

Installing and Configuring a NetSupport Connectivity Server

A 'NetSupport Connectivity Server' or 'Gateway' is designed to run on a machine that is accessible from both the Tutor and Student PCs. It must, therefore, have a fixed or static IP address. The Connectivity Server can be installed as a standalone component on the machine you wish to use, or along with other NetSupport School components.

When performing a NetSupport School installation, select the Name and Connectivity Server component from the Custom Setup screen. You will also need to configure the Server (Gateway) properties. At the end of the installation, the Connectivity Server Configuration dialog will appear or after installation, you can launch the dialog by right clicking on the **Connectivity Server** icon in the system tray, or from the NetSupport Connectivity Server Console File menu.

Note: To display the **Connectivity Server** icon in the system tray, choose {Start}{Programs}{Startup}{Connectivity Server}. On Windows 8 machines, right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Name Server Console** icon.

The Connectivity Server is configured with the IP address of the Connectivity Server machine and a security key. This same information must also be entered at both the Tutor and Student machine, thus validating connections between the various components.

Once the Tutor and Student connectivity options are set to use the designated Connectivity Server, each time the Student machine starts up, its current IP address will be registered with the Server. In turn, the Tutor will check the currently defined method for browsing for Students at start up but rather than performing a UDP browse of the network it will poll the Connectivity Server to find Students matching the criteria.

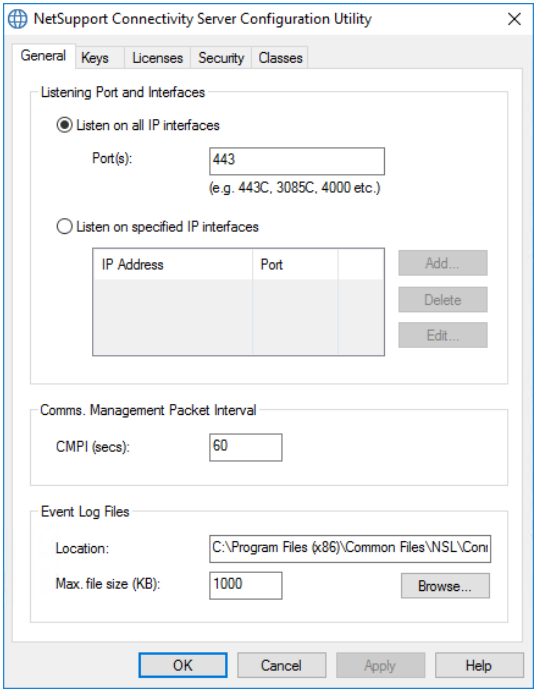
Note: If connecting to Students via the Name & Connectivity Server in Room mode, it is necessary to set the Name & Connectivity Server settings at the Tutor in both the Tutor Configurator and the Client Configurator.

NetSupport Connectivity Server Configuration Utility – General Properties

You use this dialog to configure the properties of the NetSupport Connectivity Server (Gateway)

You can access the dialog at the end of the installation, when the dialog will appear automatically, or via the **NetSupport Connectivity Server** icon which appears in the workstations system tray. Right-click the icon and select **Configure Connectivity Server**. The dialog can also be accessed from the NetSupport Connectivity Server Console select {File}{Configure Connectivity Server} from the drop-down menu. Alternatively, you can run the file Pcigwcfg.exe from the NetSupport School program folder.

Note: To display the **Connectivity Server** icon in the system tray, choose {Start}{Programs}{Startup}{NetSupport School Name Server Console}. On Windows 8 machines, right-click in the Start screen and choose All Apps at the bottom of the screen. Click the **NetSupport School Name Server Console** icon.



Listening Port and Interfaces

Listen on all IP interfaces
By default, the installed Connectivity Server component uses the local IP address(es) and communicates through port 443.

Listen on specified IP interfaces
If the Connectivity Server machine has multiple network cards installed, you can add the specific IP address to use. Click **Add** and enter the required address.

Note: The IP address of the Connectivity Server machine and key will also need to be configured at both the Tutor and Student workstation.

Comms. Management Packet Interval

CMPI (secs:)
When configured for Connectivity Server connections, the Client workstation confirms its availability by periodically polling the Connectivity Server. By default, a network packet is sent every 60 seconds, but you can change this if required.

Event Log Files

Connectivity Server activity during an active session is recorded in a text file, default GW001.LOG. This can be useful for checking which Clients and Controls have connected through the Connectivity Server.

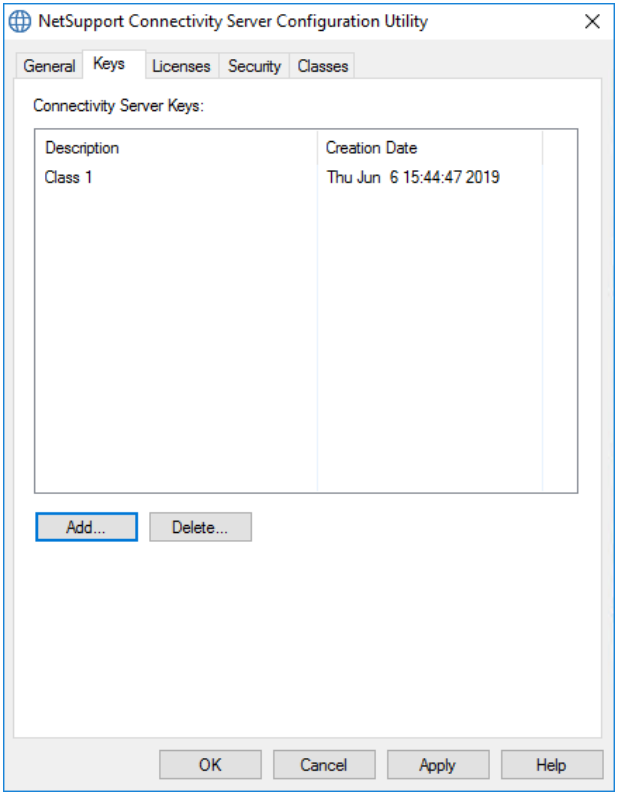
Location:
By default, the installed Connectivity Server component uses the local IP address(es) and communicates through port 443. Select **Browse** to specify an alternative path.

Max File Size (KB):
Over a period of time, the log file could become quite large, you can manage this by specifying a maximum file size. When the limit is reached, the existing information in the file is overwritten by the new records.

Note: For changes to the log file settings to take effect, you will need to restart the Gateway32 service.

NetSupport Connectivity Server Configuration Utility – Creating Keys

Access to a NetSupport Connectivity Server is protected by use of a security key.

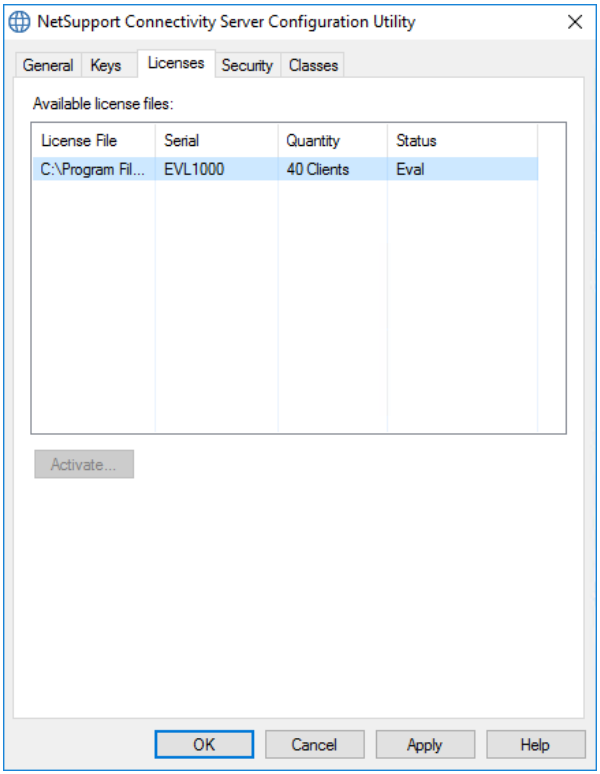


The Connectivity Server will not accept connections from a Tutor or Student unless a "Connectivity Server key" is specified, and that same key is also configured at both the Tutor and Student end. The Connectivity Server can support multiple keys, at least one key must be specified.

Select **Add** to specify the key. The Key must be at least 8 characters.

NetSupport Connectivity Server Configuration Utility - Licenses tab

Displays all licences stored in the NetSupport School directory, if you do not have an internet connection, you can manually activate your NetSupport School licence here.

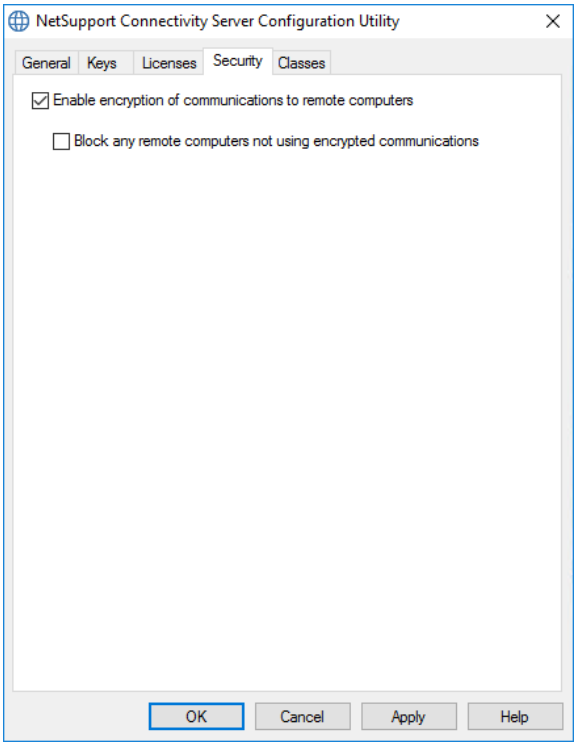


An activation code is required, contact NetSupport or your reseller for this. Click **Activate** and enter the code. You will then need to restart the Connectivity Server.

Note: If an internet connection is available, the licence will activate automatically and the Connectivity Server does not need to be restarted.

NetSupport Connectivity Server Configuration Utility - Security tab

The NetSupport Connectivity Server provides support for an enhanced level of encryption to be used when initiating communications from remote computers.



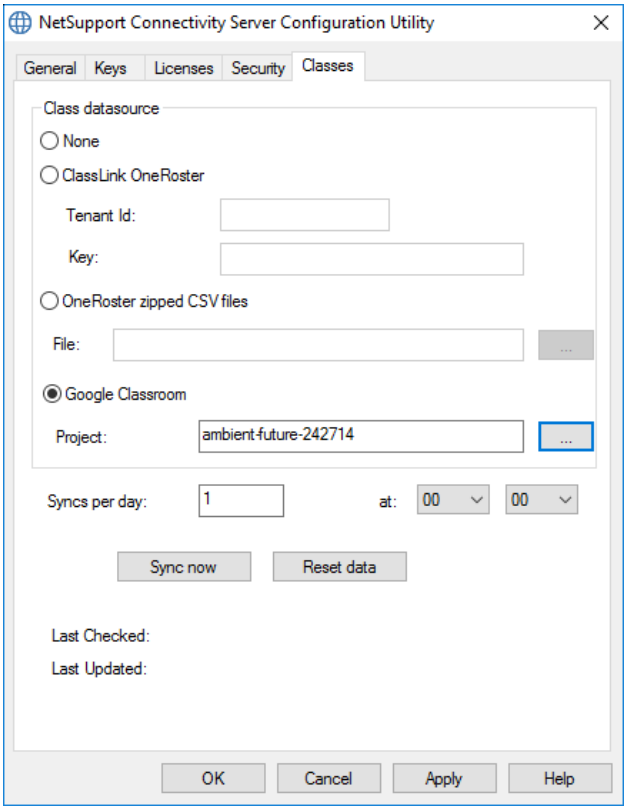
Enable encryption of communications to remote computers
When enabled all communications in the connection process are encrypted.

Note: The remote computers (Controls and Clients) need to be running version 10.61 or later.

Block any remote computers not using encrypted communications
Earlier versions of the Control and Client programs do not support the enhanced level of encryption. Selecting this option will block connections from remote computers running versions of the Control or Client software.

NetSupport Connectivity Server Configuration Utility - Classes tab

The NetSupport Connectivity Server provides direct integration with OneRoster or Google Classroom, providing access to your online SIS (Student Information Systems) classrooms and student accounts.



Class datasource

None

Selecting this option will remove any previously stored SIS information.

ClassLink OneRoster

Select this option to link to ClassLink OneRoster and enter your school's Tenant ID. For added validation, enter the matching NetSupport School Security/API Key provided in your Roster Server Portal. (The key can be

found in the OneRoster Server Portal by selecting, Applications > NetSupport School > API Key and Secret.)

OneRoster zipped CSV files
Alternatively, you can use zipped CSV files. Click  and browse to the required files.

Notes:
- The CSV files must conform to the OneRoster standard.
- The first time you configure the Connectivity Server to use OneRoster zip files, you must do a bulk export of your SIS data.

Google Classroom
Select this option to link to Google Classroom. Click  to browse for and select one of the JSON files that you have copied to the machine (both files must be present, but either file can be selected). Click here for information on how to set up a Google Classroom Project and create the required JSON files.

Click **Apply** and you will be prompted to sign into Google G Suite with administrator credentials and grant access to NetSupport School.

Syncs per day
By default, the Connectivity Server will sync with OneRoster or Google Classroom once a day. This can be amended by entering a different value here. You can also specify the time the sync will take place.

Click **Sync now** to synchronise the Connectivity Server. Clicking **Reset Data** will clear all previous data stored and, if there is a lot of data to download, it may take some time.

NetSupport Connectivity Server Console

The key to a successful remote support solution is the ability to locate and connect to devices no matter where they are. NetSupport School provides a range of connectivity methods as standard.

The NetSupport Connectivity Server is a central hub for managing all your NetSupport connections across the internet. From the Console, you can see what NetSupport Connectivity components are installed and in use.

NetSupport Connectivity Server Console
To open the NetSupport Connectivity Server, right-click the NetSupport Connectivity Server icon in the system tray and select Open or double click the icon.

An overview of how many Clients are currently connected is displayed. Further information can be found in each of the tabs:

Features
Shows you what components of the NetSupport Connectivity Server are installed.

Clients
Displays a list of all the NetSupport Clients that are currently connected to the NetSupport Connectivity Server.

Active sessions
Displays a list of current connections between a NetSupport Control and a NetSupport Client with the date and time that the connection started.

Services
Displays a list of NetSupport School Tutors that are active in Room mode. This allows NetSupport School Students to connect to the room through the Connectivity Server.

To configure the settings for the NetSupport Connectivity Server, select {File}{Configure Connectivity Server} from the drop-down menu.

Working with Groups

NetSupport School provides you with sophisticated grouping functions to enable you to manage and organise different groups of Students. You can use the following functions on groups as a whole:

- Show
- File Distribution
- Scan
- Execute
- Message
- Lock/Unlock
- Multimedia Support
- Send/Collect Work
- Chat
- Question and Answer team mode

To create a group

1. Choose {Group}{New} from the Control window drop-down menu.

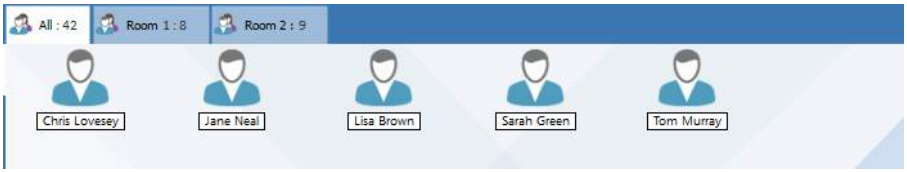
   Or

   Click the **New Group** icon on the Group bar.

   Or

   Right click the selected Student icons and choose **Add to Group** and select **New**.
2. A Group wizard dialog box appears that asks you to provide a name and brief description of the group. It will then assist you in creating your group.

Your newly created group will appear as a tab on the Group bar for quick access.



Group Students randomly

1. Choose {Group}{Group Randomly} from the Control window drop-down menu.
2. The Group Randomly dialog will appear.
3. Select how to group the teams. If randomly, enter the number of teams. If Student chooses a team, enter the team names; the Students will then be able to pick a team from a drop-down list. Click **OK**.
4. The newly created group(s) will appear as a tab on the Group bar.

Note: You can ungroup students by selecting {Group}{Ungroup} from the Control window drop-down menu.

To change the members of a group

1. Choose {Group}{Properties} from the Control window drop-down menu.

   Or

   Click the **Properties** icon on the Group bar.

   Or

   Click the **Properties** icon in the Control window.
2. Choose the Members tab and simply select the Student to be removed or added.
3. Click **OK**, when you are happy with the members of the group.

Or

1. Right click the selected Student icons and choose **Remove from Group**.

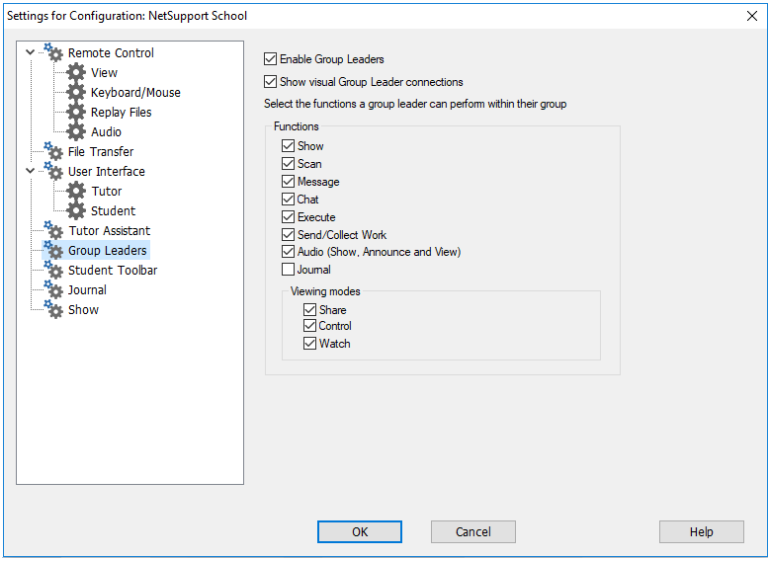
Group Leaders

When working with defined groups of Students, the Tutor can assign 'Group Leader' status to a selected member of the group. The designated leader can then take control of the group, performing many of the tasks that the main Tutor can. The main Tutor retains overall responsibility while a Group Leader is in place and can remove the status at any time.

To select the features to be made available to a Group Leader, choose **{View}{Current Settings – Group Leaders}** from the Control window drop-down menu.

Visual Group Leader connections can be displayed, allowing you easily see the link between a Group Leader and their Students in all views. Check **Show Visual Group Leader Connections** to enable this feature.

All Group Leader features are enabled by default but can be removed by un-checking the appropriate box.



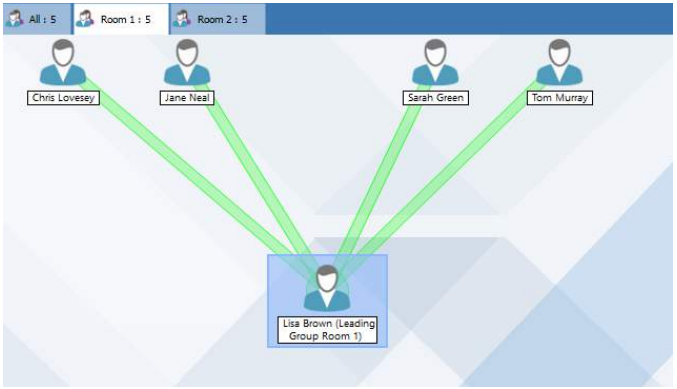
Assigning a Group Leader

1. Select the required group from the Group bar.
2. Select the required Student icon.
3. Choose {Student}{Group Leader} from the Control window drop-down menu.

   Or

   Right click the required Student and select **Group Leader**.

The Student icon in the Control window will be highlighted to indicate that they are a Group Leader. A connection bar showing the link from the Group Leader to the Students can also be displayed choose {View}{Current Settings - Group Leaders} from the Control window drop-down menu and enable **Show Visual Group Leader Connections**. Different groups will have different colour connection bars, these will be displayed in other views when in "Large Icons" layout.



The Student will receive a message indicating that they have been given Group Leader status. They can choose to run the Group Leader Control immediately or at a later stage by clicking on the **Group Leader** icon that will be created in their system tray or Student Toolbar.

Notes:

- Although a Student may be in more than one group, they can only lead one group at a time.
- Each defined group can have a Group Leader, even if one of the group members is already leading another group.
- The main Tutor can continue to monitor all Clients, including Group Leaders.

Suspend Group Leaders

During a Control session where Group Leaders are in place, the Tutor may want to perform a task without conflicting with something the Group Leaders are doing. Rather than remove and reinstate each Group Leader individually, you can globally suspend and reinstate Group Leader access as required.

To suspend Group Leaders

1. Choose {School}{Suspend Group Leaders} from the Control window drop-down menu.
2. All Group Leaders will be suspended.

To reinstate Group Leaders

1. Choose {School}{Suspend Group Leaders} from the Control window drop-down menu.
2. All Group Leaders will be reinstated.

Remove Group Leader

The main Control can remove Group Leader status from Students at any time.

To remove Group Leaders

1. From the Control window, select the group containing the required Student.
2. Right click the Client icon and select **Group Leader**.

   Or

   Choose {Student}{Group Leader} from the Control window drop-down menu.

The Student will receive a message informing them that Group Leader rights have been removed.

Customise Student and Group Icons

The Student and group icons displayed in the Control window can be customised to suit individual requirements. A choice of images can be used and you can apply these to the machine name or the logged on user.



Customise Client and/or group icons

1. Select {Student}{Customize} or {Group}{Customize} from the Control window drop-down menu.
2. The Image Customisation dialog will appear. Select one of the three tabs:

   All Computers — Applies the selected image to the machine name.

   Logged On User Name — Assigns the image to the user name so will load at whatever PC the Student logs onto. This option takes precedence over images applied to the machine name.

   Groups — Enables you to apply an image to each defined group of Students.
3. Select the Student name or group from the list and click **Modify**. If using the logged on user name option, click **Add** and enter the Student's logon name.
4. Browse for the required icon image. A number of default libraries (*.ncl) are provided in the Program folder, or you can select a picture of your own choosing. Highlight the required image and click **OK**. Repeat this process for any other Students and groups.
5. Click **OK** when complete.

Note: Individual Student and group icons can be changed by amending the properties of the selected item. Choose {Client}{Properties}{Details tab} or {Group}{Properties} from the Control window drop-down menu. Select **Customise** in the Appearance section.

USING NETSUPPORT SCHOOL

In this chapter…

You will discover how to use the wealth of features available to a Tutor (Control) user. From how to initiate a remote control session to how you then monitor and manage activity at the end-users desktop.

Locking Student Controls and Blanking Student Screens

When you perform a Show, the Students' mice and keyboards are automatically locked. There may, however, be other occasions when you want to lock Students' keyboards and mice.

You can only lock/unlock Students that are connected.

The keyboard and mouse can be configured to lock separately if required. From the Control window drop-down menu, choose {View}{Current Settings – User Interface - Student}.

To lock Students

1. Select the Student(s) or groups of Students you wish to lock.
2. From the Control window drop-down menu, choose {Student}{Lock Keyboard/Mouse}.

   Or

   From the toolbar, choose **Lock**.

   Or

   Right click the selected Student icons and choose **Lock Keyboard/Mouse**.
3. By default, a graphic will appear on the Student workstation, informing them that you have locked their mouse and keyboard.

To unlock Students

1. From the Control window drop-down menu, choose {Student}{Unlock Keyboard/Mouse}.

   Or

   From the toolbar, choose **Unlock**.

   Or

   Right click the selected Student icons and select **Unlock Keyboard/Mouse**.

To blank a Student's screen when locked

1. Choose {View}{Current Settings – User Interface - Student} from the Control window drop-down menu.
2. Check **Blank screen when Locking mouse and keyboard**.
3. Click **OK**.
4. Select the Student(s) or groups of Students you wish to lock.

5. From the Control window drop-down menu, choose {Student}{Lock Keyboard/Mouse}.
   Or
   From the toolbar, press the **Lock** icon.

Note: If you view a locked Student, the blank Student screen setting will no longer apply. To blank a Student screen when viewing, choose {Student}{Blank screen} from the View window drop-down menu. This is not available on Students running Windows 8 and above.

To display a graphic when locking a Student workstation

By default, a graphic is displayed on a Student's screen when the Tutor locks a Student's keyboard and mouse. You can choose to disable this and instead blank the Student screen - or the image can be changed if required.



1. Choose {View}{Current Settings – User Interface - Student} from the Control window drop-down menu.
2. Clear the display image when locking mouse and keyboard option.
3. Click **OK**.
4. The Student's screen will now be blanked when locked.

Notes:

- If you view a locked Student, the display graphic on a Student screen will no longer apply.
- If an image file cannot be located on the Student machine, a flashing message "This machine has been locked by the control user" will be displayed on the Student screen.

Change the graphic to be displayed
The image can be changed if necessary, by replacing the file or by using the Student Configurator to select an alternative file.

1. In the Student Configurator, choose {Advanced}.
2. The image file will display the default file.
3. Click **Browse** to select an alternative file, then **Open**.
4. The image file will display the new file.
5. Click **OK**.

Note: If you would like to display an image file that is not available on Student workstations, use the NetSupport School Deploy function to Deploy a Configurator setting to all connected Student workstations.

Viewing Student screens

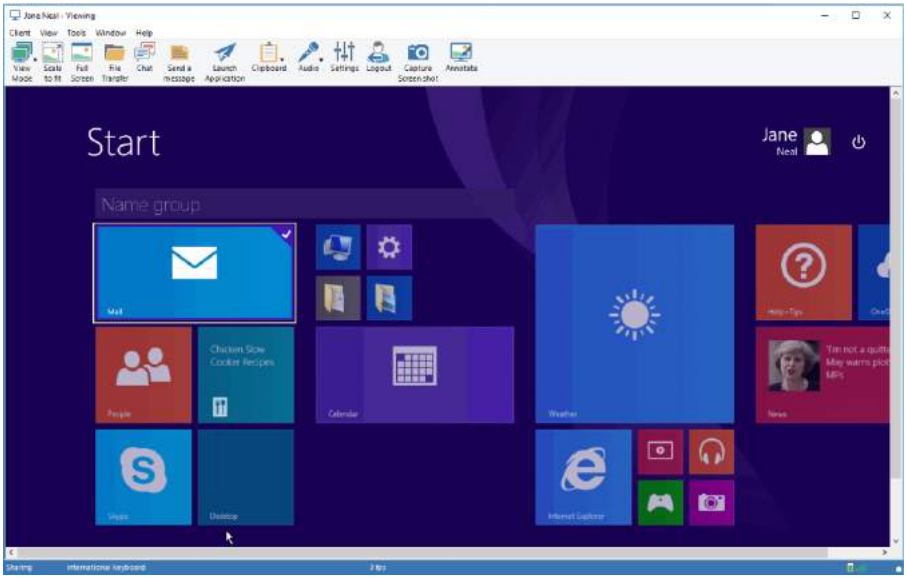
Having connected to a Student, you can now control it. This is called viewing. The Student's screen will be displayed in a window on the Tutor workstation. NetSupport School will allow you to view multiple Student screens, each in its own window, simultaneously.

Note: If required, a message can be displayed at the Student workstation confirming it is being viewed. See the Configuring the Student section of this manual.

The Quick view bar allows you to view a connected Student quickly and easily. When you connect to a Student, an icon with the Student's name will appear on the Quick view bar on the Control window. By clicking on an icon, you can view the Student's screen, by clicking on the icon while viewing, the View window will be closed.

To view a Student

1. Double click the required Student icon in the List view.
   Or
   With the required Student icon selected, choose {Student}{View} from the Control window drop-down menu.
   Or
   Click the **View Client** icon on the toolbar.
   Or
   Right click the Student icon and choose **View**.
   Or
   Click the required Student name on the Quick view toolbar.
2. The View window for that Student will appear at the Tutor. To aid navigation of the Student screen, a navigation panel with a thumbnail image of the screen is displayed enabling you to scroll the Student desktop more easily. Simply click and drag inside the thumbnail to view specific areas. The navigation panel can be enabled or disabled by selecting {View}{Navigation} from the View window drop-down menu.



Notes:

- For acceptable performance while viewing, ensure that the Student's Active Desktop is turned off.
- If the Student uses multiple monitors, you will be able to switch between the desktops by clicking the tabs displayed beneath the View window toolbar.
- If the Tutor and the Student are both using touch-enabled devices, the Tutor will be able to control the Student machine using touch commands.

To stop viewing and return to the Control window

Choose {Client}{Close} from the View window drop-down menu.

There are three modes in which you can view a Student workstation:

Share	The Student's screen will be displayed at both the Tutor and the Student. Both the Tutor and the Student will be able to enter keystrokes and mouse movements.
Watch	The Student's screen will be displayed at both the Tutor and the Student. Only the Student will be able to enter keystrokes and mouse movements. The user at the Tutor will be locked out.

Control The Student's screen will be displayed at both the Tutor and the Student. Only the Tutor will be able to enter keystrokes and mouse movements. The Student will be locked out.

To change the viewing mode

1. While viewing the Student, click the **View Mode** icon on the View window toolbar and select **Share**, **Watch** or **Control**.
   Or
   Select {Client}{Share/Watch/Control} from the View window drop-down menu.

Other View window options are:

Scale to fit

It may be that the Student is running in a higher resolution than the Tutor. In this case, choosing the **Scale to fit** option from the View window menu or toolbar will re-size its screen to fit the window in which it is displayed.

Keep Aspect

Maintains the correct aspect ratio of the remote screen.

Switching to Full Screen

Alternatively, you might choose to use the whole of the Tutor's screen to display the Student's screen. This is known as the full screen viewing. While viewing a Student in full screen, a floating toolbar will also be displayed. If you close this down, remember to use the hotkeys, usually CTRL+RSHIFT+LSHIFT, to get back to the Control window or press <PAUSE ALT> to display the drop-down menus.

Screen Scrape

NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Optimise
By default, when viewing a Student screen the colour depth is set to 256 (high) colours. This option allows you to change the quality when viewing Student screens.

Maximise View Area
Hides the View Menu bar, Status bar and Toolbar to use the maximum possible area to display the Student's screen without switching to full screen mode.

Touch border
When viewing a Student on a touch-enabled device (the Tutor must also be using a touch-enabled device), you can enable a touch border. This border makes it easier to access certain functionality when using drag touch gestures.

Blanking the Student's Screen While Viewing

For security reasons, you may require the Student screen to be blank while you are remotely controlling it.

Note: This feature is not available on Students running Windows 8 and above.

1. Choose {Client}{Blank screen} from the View window drop-down menu.
2. The Student's screen will be blanked.
3. To restore the screen, choose {Client}{Blank screen} from the View window drop-down menu.

Sending Ctrl+Alt+Delete while viewing

You can send Ctrl+Alt+Delete to a workstation that you are viewing.

To send Ctrl+Alt+Delete to a Student you are viewing

1. Press the Ctrl+Alt+Esc keys simultaneously.

Or

1. Choose {Client}{Send Ctrl+Alt+Delete} from the View window drop-down menu.
2. Click **Yes**, to confirm Send Ctrl+Alt+Delete.

Viewing multiple screens simultaneously

NetSupport School enables you to view multiple Students simultaneously, each in its own window. You can even scale their individual View windows to fit on the Tutor's screen.

To view multiple screens

1. From the Control window menu or any Student View menu, choose {Window}{Tile – View Windows}.
2. Your View windows will be tiled on the Tutor's screen. If you want to be able to see the entire Student's screen, then choose the **Scale to fit** option in the toolbar of each Student's View window.

Note: Scale to fit is set by default. To view the screen in normal resolution, turn off scale to fit.

Blank All Student Screens

Although you can blank a Student screen while it is being viewed, there may be occasions when you quickly want to blank all Student screens simultaneously.

To blank all Student screens

1. Choose {School}{Blank Screen} from the Control window drop-down menu.
   Or
   Click the **Blank All** icon on the Tutor toolbar.
2. The Student screens will be blanked.
3. To restore the screens, repeat the above process.

Remote Clipboard

During a View session, you can copy the content of the clipboard between Tutor and Student PCs.

The **Clipboard** icon, available on the View window toolbar, provides the following options:

Send Clipboard
Used when copying from the Tutor to a Student and using the {Edit}{Cut/Copy} menu option.

Retrieve Clipboard
Used when copying from the Student to the Tutor and using the {Edit}{Cut/Copy} menu option.

Auto
When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl-C & Ctrl-V) to automatically copy to and from the clipboard at both the Tutor and Student machines.

Sending the content of the clipboard from a Tutor to a Student workstation

1. View the required Student.
2. Open appropriate applications on the Student and Tutor workstations.
   Select and copy the required data from the application at the Tutor.

   If **Auto** is enabled using Ctrl-C copies the data directly to the clipboard.

   Or

   If you have used {Edit}{Cut/Copy}, return to the Student's view window and click the **Clipboard** icon on the View window toolbar and choose **Send Clipboard**.
3. To paste the data at the Student application, choose {Edit} from the Student application drop-down menu, select **Paste**.

   Or

   Use the short cut keys (Ctrl-V) to paste the data.

Sending the content of the clipboard from a Student to a Tutor workstation

1. View the required Student.
2. Open appropriate applications on the Student and Tutor workstations.
3. Copy the required data from the application at the Student as above but if using menu options rather than the shortcut keys, choose **Clipboard** – **Retrieve Clipboard** from the toolbar.
4. Return to the Tutor application and paste the data using the appropriate menu options or the short cut keys (Ctrl-V).

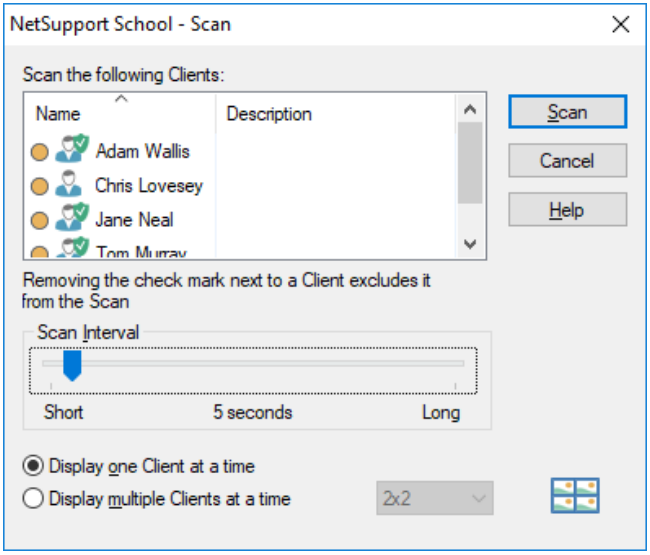
Scanning Students

The Scan function enables you to cycle through each connected Student in turn, displaying its screen on the Tutor. It is an alternative to viewing multiple Students in scaled windows, which may cause their screens to be unreadable.

Multiple Student screens can also be scanned in one Scan window.

To scan one Student screen at a time

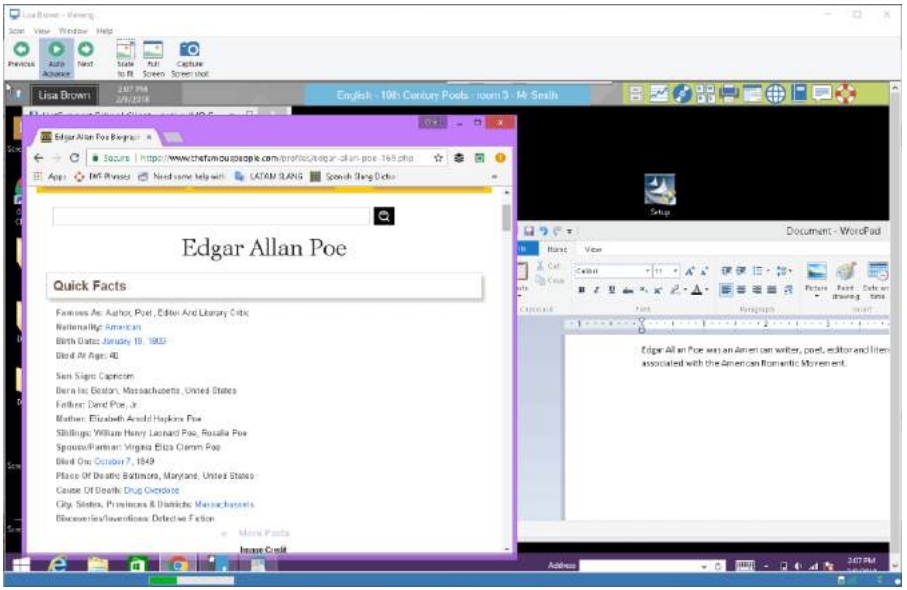
1. Choose {Group}{Scan} from the Control window drop-down menu.
2. The Scan dialog will appear.



3. Specify which Students to scan by removing or including the check mark next to the Student name.

Note: If you want to start scanning from a particular Student, select their icon in the Scan dialog.

4. Select the Scan interval.
5. Select **Display one Client at a time**.
6. Click **Scan**.
7. The Scan window will appear and immediately show you the first Student in the sequence. It will cycle through the selected Students, showing their screens on the Tutor until you end the scan.



The toolbar buttons for a single Student Scan window have the following functions: -

Previous, Auto Advance and Next buttons

You can turn auto timing on or off from the Scan window toolbar or choose to move forwards or backwards between individual Students. The **Previous** button shows the previous Student screen scanned. The **Next** button shows the next Student's screen in the scan cycle.

Scale to Fit

It may be that the Student is running in a higher resolution than the Tutor. In this case, choosing the **Scale to Fit** button will re-size its screen to fit the window in which it is displayed.

Full Screen

When scanning in full screen mode, you can use the Scan Floating toolbar to control the operation.

Capture Screen Shot

A snapshot of the current Student View window will be taken. You will then have the option to name and save the current screen contents to a file.

To end the Scan

1. Choose {Scan}{Close} from the Scan window drop-down menu.

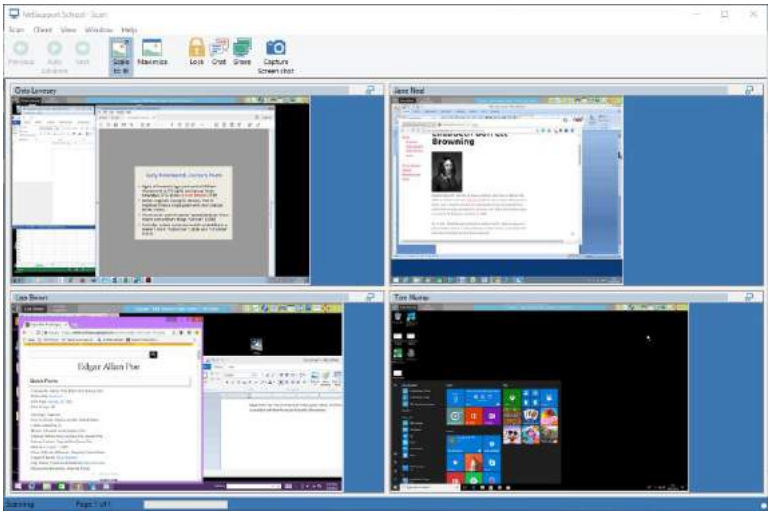
Scanning multiple screens simultaneously

Multiple Student screens can be scanned simultaneously in one Scan window.

To scan multiple screens simultaneously

1. Choose {Group}{Scan} from the Control window drop-down menu.
2. The Scan dialog will appear.
3. Specify which Students to scan by removing or including the check mark next to the Student name.
4. Select **Display multiple Clients at a time**.
5. Select the number of Student screens to be displayed in the Scan window.
6. If scanning more than four Student screens, select a scan interval.
7. Click **Scan**.
8. The Scan window will appear.

Note: If scanning more Student screens than the number of screens displayed in the Scan window, by using the **Next**, **Auto** and **Previous** buttons, you are able to switch between multiple Scan windows.



The toolbar buttons for a multiple Student Scan window have the following functions: -
Previous, Auto Advance and Next buttons

You can turn auto timing on or off from the Scan window toolbar or choose to move forwards or backwards between individual Students. The **Previous** button shows the previous Student screen scanned. The **Next** button shows the next Students screen in the scan cycle.

Scale to Fit

It may be that the Student is running in a higher resolution than the Tutor. In this case, choosing the **Scale to Fit** button will re-size its screen to fit the window in which it is displayed.

Maximise

To enlarge a Student View window. This button will be greyed out until you select a Student View window. To maximise the Student View window, click the **Maximise** button or click the box in the top right-hand corner of the Client View window.

Lock

To lock a selected Student's keyboard and mouse.

Chat

To initiate a chat session between a Student and the Tutor.

Share

To view a Student in Share Mode.

Capture Screen Shot

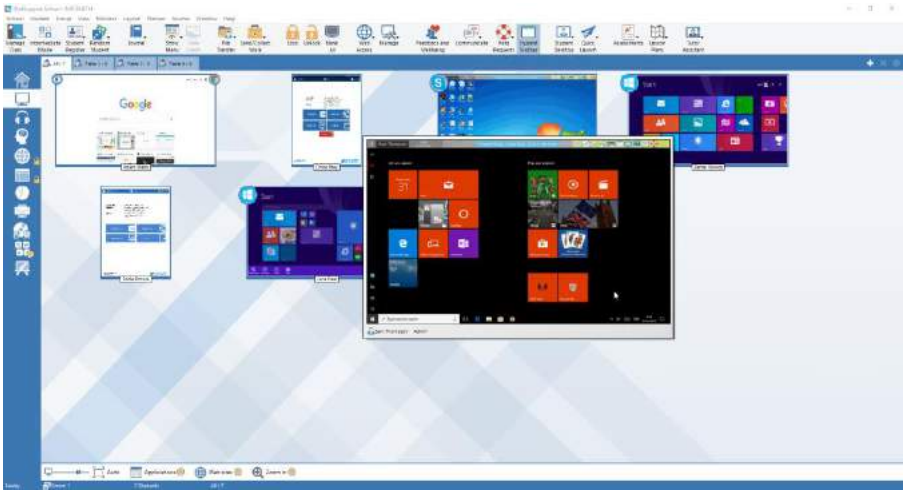
A snapshot of the current Student View window will be taken. You will then have the option to name and save the current screen contents to a file.

To end the scan

1. Choose {Scan}{Close} from the Scan window drop-down menu.

Monitor Mode

Monitor mode enables the Tutor to view multiple Student screens simultaneously. A convenient thumbnail view of each connected Student screen is displayed at the Tutor, providing a quick and easy method for monitoring Student activity. While in Monitor mode, the Tutor still has access to the full range of NetSupport School features such as View, Chat and File Transfer.



1. Choose {View}{Mode - Monitor View} from the Control window drop-down menu.

   Or

   Click the **Monitor Mode** icon on the left-hand side of the Control window.

The List view will display each Student thumbnail. By mousing over a thumbnail, you can zoom into that screen. Double-clicking on a thumbnail will open a view session to the selected Student, right-click and you can select from the full range of available Client features. For example, by selecting multiple thumbnails, you can invite those Students into a Chat session.

By default, the thumbnails will be displayed as 256 (medium) colours. To see higher quality thumbnails, you can switch this to unlimited colours. Choose {Monitor}{High Quality Thumbnails} from the Control window drop-down menu.

Note: The Zoom facility can be toggled on/off by selecting {Monitor}{Zoomed Mode} from the Control window drop-down menu or clicking the **Zoom In** icon at the bottom of the Control window.

Monitor mode provides a number of additional tools:

Customise thumbnail size

Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

1. Choose {Monitor}{Size} from the Control window drop-down menu.
2. Select the required size from the available options.

Or

1. Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-Fit size of student thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Choose {Monitor}{Auto fit Students} from the Control window drop-down menu.

   Or

   Click the **Auto** icon at the bottom of the Control window.

Note: The Tutor interface can be viewed full screen by pressing **F11** should more room be needed to view the Student thumbnails.

Changing the thumbnail refresh rate

Depending on how closely you want to monitor Student activity, you can adjust the frequency at which the thumbnails are refreshed.

1. Choose {Monitor}{Update} from the Control window drop-down menu.
2. Select the required time interval from the available options.

Show active application

When enabled, an icon will appear in the top right of each thumbnail indicating which application is currently active at the Student machine. In addition, if you have created approved and restricted application lists, a green (approved) or red (restricted) border will appear on the thumbnail, alerting you to any potential misuse of applications.

1. Choose {Monitor}{Show Active Application} from the Control window drop-down menu.

   Or

   Click the **Show Active Application** icon at the bottom of the Control window.

Show active website

Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting. If you have created approved and restricted web lists, a green (approved) or red (restricted) border will appear on the thumbnail, alerting you to any potential misuse of the internet.

1. Choose {Monitor}{Show Active Web Site} from the Control window drop-down menu.

   Or

   Click the **Show Active Web Site** icon at the bottom of the Control window.

Show help requests

If enabled, this option highlights when a Student has outstanding help requests. A flashing help icon appears in the bottom right of the relevant thumbnail.

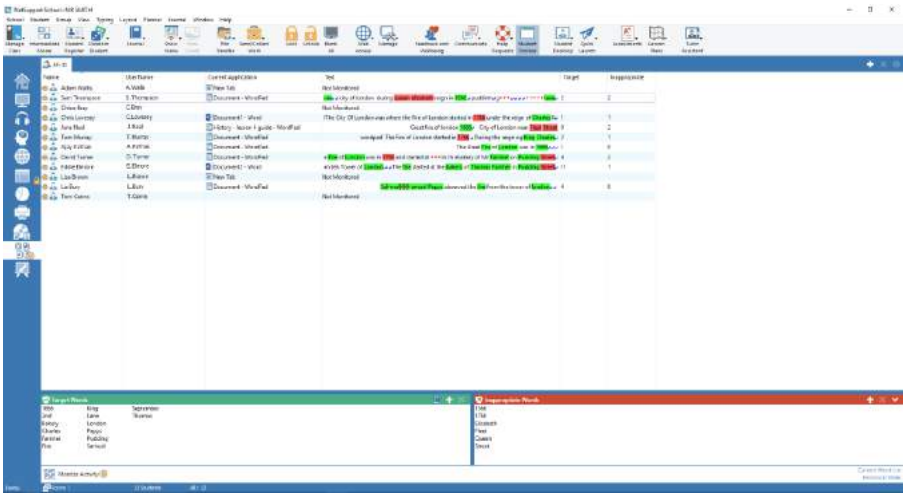
To enable/disable, choose {Monitor}{Show Help Requests} from the Control window drop-down menu.

Keyboard Monitoring

Allows the Tutor to monitor Students keyboard usage while using any approved application, providing a real-time insight into Student activity during a class. The Tutor can monitor the entire class, quickly viewing any typed content and keeping an eye on Student activity levels. To further enhance the monitoring process a Tutor can create 'target' and 'inappropriate' word lists when a Student types a word on the list it will be immediately highlighted at the Tutor

The keyboard monitor also provides a perfect monitoring tool when Students are online in forums or search forms.

Note: Keyboard Monitoring is not available in the following languages: Korean, Simplified Chinese, Traditional Chinese, Arabic, Japanese and Russian.



In 'Typing' mode, you can view details of target or inappropriate words and use the available icons to:

- Create a new word list.
- Load an existing word list.
- Monitor Student typing activity.

Note: "Details" layout is the default layout, you will be unable to view Keyboard Monitoring in any other layout.

The lower panes can be minimised to make more room for the Student thumbnails. Click the button.

The current application will be displayed along with the text the Student is typing, any target or inappropriate words will be identified with either a green (target) or red (inappropriate) visual indicator. A count of how many target/inappropriate words that have been typed by each Student will also be displayed.

Note: Keyboard Monitoring can be setup at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

The lower panes can be minimised to make more room for the Student thumbnails. Click the button.

Monitoring activity

1. Choose {View}{Mode - Typing View} from the Control window drop-down menu.
2. Choose {Typing}{Monitor} from the Control window drop-down menu.
   Or
   Click the **Monitor Activity** icon from the bottom of the Control window.
3. An icon showing the current application running on the Student workstation will be displayed next to each Student, along with any typed content and any target/inappropriate words will be identified.

Notes:

- If monitoring is enabled and you switch modes, an icon will be displayed on the keyboard tab to acknowledge that Keyboard monitoring is currently switched on.
- Inappropriate words can be obscured at the Tutor Console; select {Typing}{Obfuscate Inappropriate words at Tutor}.

Setting up Word Lists

While Keyboard monitoring provides real-time tracking of what Students are typing, you can ensure Students are on track during the lesson by creating target or inappropriate word lists. There may be certain words that you will expect Students to include during a written lesson. When a Student types a word on the list, it will be identified with a visual indicator, green (target) or red (inappropriate).

Notes:

- Word lists can be sent to the Student Journal, allowing the Student to refer back to this after the lesson. Choose {Typing}{ Add Target Word list to Journal} from the Control window drop-down menu.
- The target word list can be viewed in the Student Toolbar, choose {Typing}{Allow Students to View Target Words} from the Control window drop-down menu.

Add a word to your target or inappropriate list

1. Click **+** to add a word to your target or inappropriate list.
   Or
   Right click in the list box and select **Add Word**.
2. The Add Word list dialog will appear.
3. Type in the word to be added.
4. Click **OK**.
5. The word will appear under the target or inappropriate list.

Remove a word from your target or inappropriate list

1. To remove a word from the list, simply highlight the chosen word and click **X**.
   Or
   Right click in the list box and select **Remove Word**.

Create a new word list

1. Choose {Typing}{Create new Word List}.
2. A dialog will appear. Enter a file name and click **Create**.
3. A new blank Word list will appear.

Open an existing word list

1. Choose {Typing}{Load Existing Word List}.
2. Highlight the relevant file and click **Open**.
3. The existing Word list will appear.

Save a word list

1. Choose {Typing}{Save Word List as}.
2. A dialog will appear. Enter a file name and click **Save**.
3. The current Word list will be saved.

Notes:

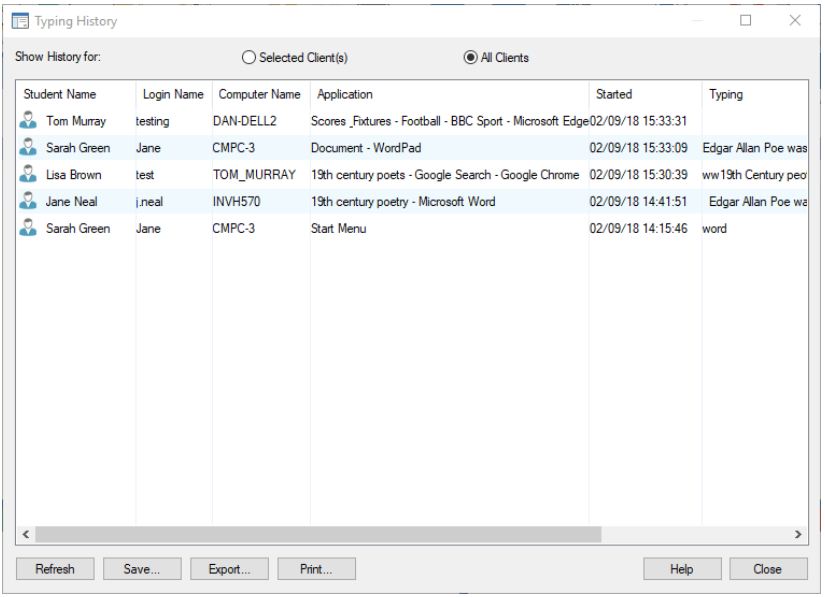
- Any changes that have been made to the new or existing Word list will be automatically saved when a new Word list is created or when you have exited from the NetSupport School program.
- The default word list is saved as NetSupport School.wdl.

View Typing History

This feature of Keyboard Monitoring enables you to monitor the Keyboard usage of connected Students and if required, store or print a permanent record.

1. In Typing view, choose {Typing}{History} from the Control window drop-down menu.
2. The Typing History dialog will appear.

   This provides details of the Students Keyboard activity during the currently connected session.



The available options are:

Show History for:

The list can be viewed by currently Selected Client or All Connected Clients.

Refresh

While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Print

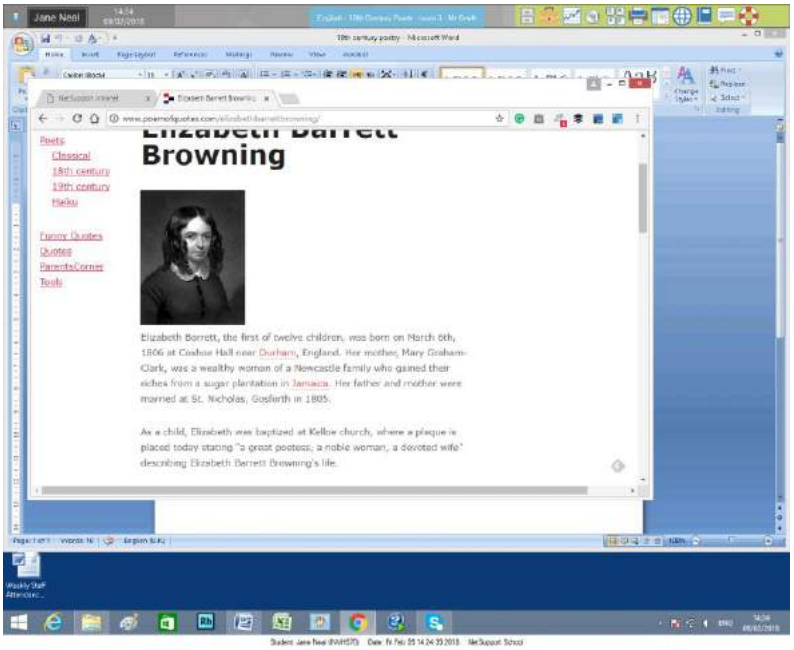
Prints details of the currently displayed items.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Screen Capture

Screen capture enables the Tutor to take a snapshot of the current Student screen whilst viewing or scanning and allows the Tutor to save the current screen contents to a file. The machine name, Student name, date, time and product name will also be recorded on the screen capture when saved.



Capture a Student's screen whilst viewing

1. When viewing a Student, choose {Tools}{Capture Screen} to capture the current screen contents.

   Or

   Click the **Capture Screen shot** icon on the toolbar.
2. A Save As dialog will appear.
3. Type in a file name.
4. Choose one of the three different file formats, .BMP, .JPG, and .PNG.
5. Click **Save**.

Capture a Student's screen whilst scanning

1. When scanning Student screens, choose {View}{Capture Screen} to capture the current screen contents.

   Or

   Click the **Capture Screen shot** icon on the toolbar.

   Notes:

   - When scanning multiple Students, a Student screen must be active (highlighted) for the screen capture feature to become available.
   - When capturing in the Scan session (one Student at a time), auto scan is temporarily suspended until the screen capture operation is complete. Once complete, auto scan is re-enabled automatically and the scan of the next Student continues.

2. A Save As dialog will appear.
3. Type in a file name.
4. Choose one of the three different file formats, .BMP, .JPG, and .PNG.
5. Click **Save**.

Showing to Students

The Show feature enables the Tutor user to emphasise key learning points by displaying the information on their screen to a selected Student or group of Students. You can also show a stored replay file, audio file a video or an application that is currently running at the Tutor.

During a Show, the Tutor can nominate a selected Student to take over the demonstration, making them the Show Leader.

Note: When showing the Tutor screen to Students, the screen information is sent to each Student machine in turn. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines, this can affect performance. In these circumstances, NetSupport School's Broadcast Show facility can be enabled, see Control Configurator, Connectivity. This results in the screen information being sent to all machines simultaneously, thus improving the speed of transfer.

Whilst reducing overall network traffic generated by NetSupport School, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your network administrator before using this feature.

The Show can be sent to Students using multicast. The broadcast will only be sent to machines included in the specified IP multicast address.

To include a 'snapshot' of the screen in the Student Journal, click **Print Screen** during the Show or right-click the **Show** icon on the taskbar. A dialog will appear displaying the image to be added to the Journal, notes can be added to accompany the image.

To Show a Tutor screen

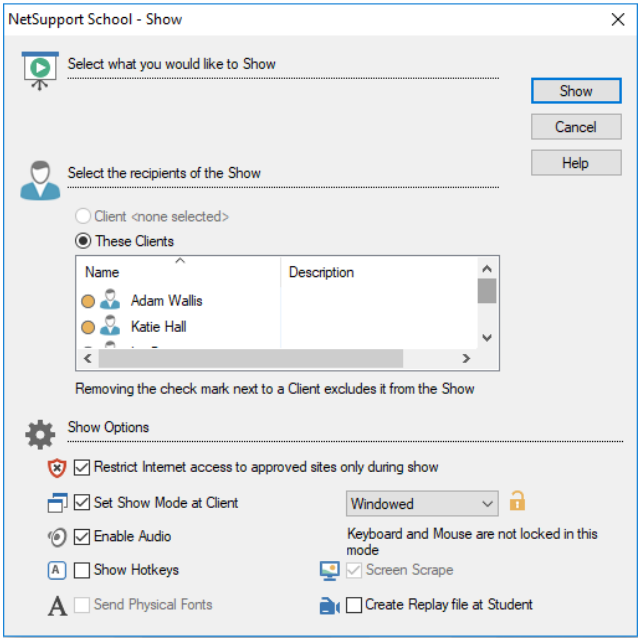
1. Click the **Show Menu** icon on the toolbar and choose **Show**.

   Note: Show options can be set by clicking the relevant icon at the bottom of the Show menu. To set further Show properties, click **More** or select {View}{Current Settings - Show} from the Control window drop-down menu.

2. Your desktop will be displayed to all connected Students.

Or

1. Choose {Student}{Show - Show} from the Control window drop-down menu.
   Or
   Right-click a selected Student icon and choose **Show**.
2. The Show dialog will appear.



In this dialog, you select the Student (or Students) that you will show your screen to and set any associated properties.

Select what you would like to Show

NetSupport School will identify if the Tutor is running multiple monitors, giving you the option to choose which one to show from the drop-down list. If you are unsure which the correct screen is, click **Identify**. Alternatively, select **Whole Desktop** to show all.

Select Recipients of the Show

Select the Student or Students that you will show your screen to.

Show Options

Restrict Internet access to approved sites only during a show

Allows the Tutor to only access websites that are on the Approved Site list, preventing inappropriate websites being displayed to Students during a Show.

Set Show Mode at Client (Windowed, Full Screen or Maximise Window)

This option allows you to show at the Student either in a small window, full screen or maximised window size. When showing in windowed and maximised window size, the Student's mouse and keyboard are not locked.

Enable Audio

This turns audio support on. If you are showing to only one Student, both the Tutor and Student can speak. If you are showing to many, only the Tutor can speak (announce).

Show Hotkeys

To ensure that all actions performed by the Tutor are visible to the Students during a Show, you can enable the use of hotkeys. Any key combinations that the Tutor uses, e.g. CTRL+V, will be displayed in a balloon at both the Tutor and Student screens.

Notes:

- If using a mixture of key combinations, e.g. ALT+V+T, NetSupport School will only display two consecutive keystrokes at any one time.
- This utility is only supported on Windows XP and above.

Send Physical Fonts

In order to reduce the volume of data being sent when sharing information of this nature, NetSupport School passes the font information by reference. The target workstation will refer to its own internal font mappings to find an appropriate match to the one that has been sent. In most cases, the same fonts will be available, but if there are instances where this isn't the case, you can send the full information. Check this box to enable.

Screen Scrape

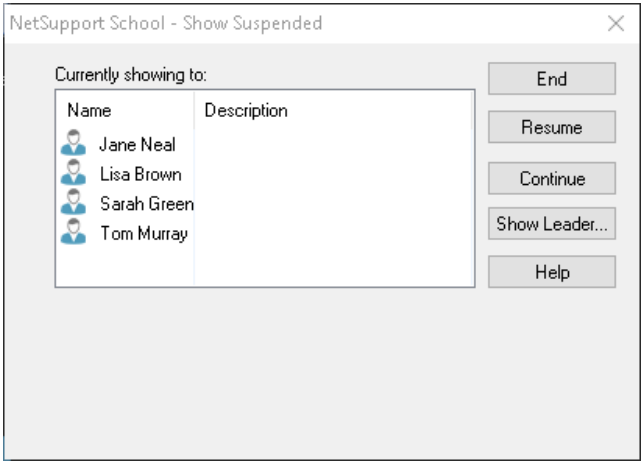
NetSupport School's favoured (and the most efficient) method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Create Replay File at Student

The Show session can be recorded and stored in a Replay File, giving Students the opportunity to play back the session at a later date.

To end the Show

1. Double click the **Show** icon on the taskbar.
   Or
   Double click the **NetSupport School Tutor** icon on the desktop.
2. This will display the Show Suspended dialog.



3. Click **End**.

Or

1. Right click the **Show** icon on the taskbar.
2. Click **End Show**.

Or

1. Use the hotkey combination CTRL+ALT+END.

To enable the Tutor to continue working in the background while Showing

1. Click the **Show** icon on the taskbar.
2. The Show Suspended dialog will be displayed.
3. Click **Continue**.

The Control window will be displayed and the Title bar will indicate that the Show is suspended. You can now continue to use the Tutor workstation without the Students seeing what you are doing. The Student screens will still display the previous Show.

To resume a Show while suspended

1. Click the **Show Menu** icon on the toolbar and choose **Resume**.
2. The Show Suspended dialog will be displayed on the Tutor screen from which you can choose to **End** or **Resume** the Show.

To end a Show while suspended

1. Choose {Student}{Show - End Show} from the Control window drop-down menu.
   Or
   Click the **Show Menu** icon on the toolbar and choose **End Show**.
2. Students will now see their own display.

To set a Show Leader while suspended

With the Show suspended, the Tutor can assign Show Leader status to one of the selected Students. This unlocks the mouse and keyboard of the Student, enabling them to take over the demonstration. The Tutor continues to oversee the Show and can end the Show as required.

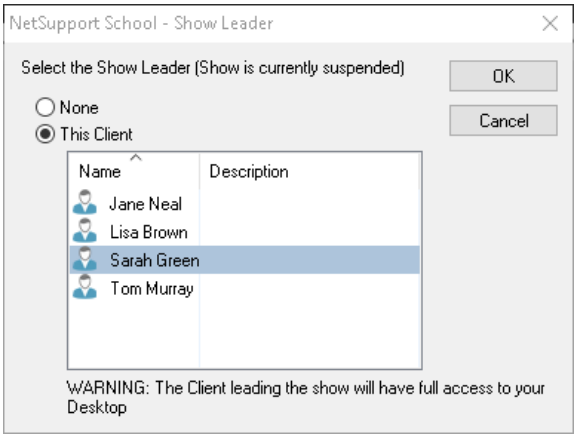
Show Leader

While the Tutor screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Tutor can assign Show Leader status to a selected Student. The mouse and keyboard of the Show Leader's PC are unlocked and they can continue the presentation on the Tutor's behalf.

The Tutor can still interact simultaneously with the Show Leader and can suspend or end the session as required.

To create a Show Leader

1. Start showing the Tutor screen to Students as normal.
2. When you are ready to create a Show Leader, click the **Show** icon on the taskbar.
3. This will display the Show Suspended dialog and the Show will be suspended. Student screens will still display the Tutor screen.
4. Click **Show Leader**.
5. The Show Leader dialog will be displayed.



Note: If the **Show icon on taskbar** option has previously been selected, you can create a Show Leader by right clicking on the icon and choosing **Show Leader**.

6. Click **This Client** and select the Student to make Show Leader.

Note: The Show Leader will have full access to your desktop.

7. Click **OK**.

8. The message 'You are leading the Show' will appear at the selected Students machine.
9. Click **Resume** to restart the Show.

The Show Leader and Tutor can now interact together in leading the Show.

Note: To remove the Show Leader, click **Show Leader** in the Show Suspend dialog and select **None**.

Exhibit - Showing a Student's screen on Student screens

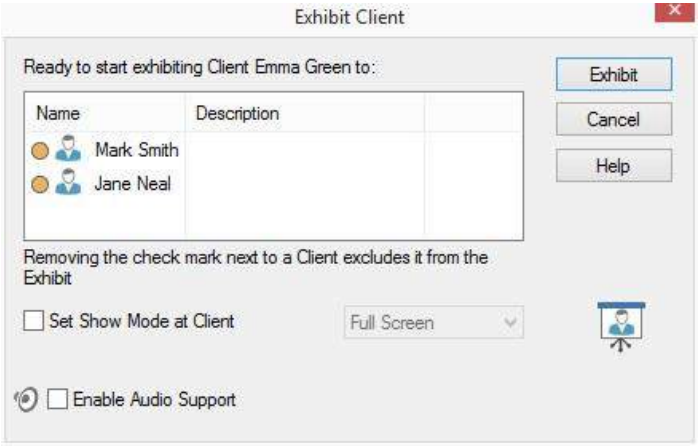
With NetSupport School, it is possible to Show the Tutor's screen to a number of connected Students. It is also possible to show an individual Student's screen on selected or all Students' screens. For example, Student 1 has produced some work, which you wish to show to the rest of the class.

To show a Students screen

1. Select the Student whose screen you want to show to the other Students.
2. Choose {Student}{Show - Exhibit this Student} from the drop-down menu.

   Or

   Right click the Student icon and choose **Show** - **Exhibit this Student**.
3. The Exhibit dialog will be displayed.



4. Select the Students you wish to include.
5. Set the show mode to be used at the Student screens (Full Screen, Windowed or Maximise window) and choose whether to enable audio support.
6. Click **Exhibit** to commence the Show.
7. The selected Student's screen will be then be displayed on the screens of the Tutor and the other Students. Only the Tutor and the exhibiting Student will be able to change the screen.

Note: You can also exhibit a Student's screen to others by clicking the **Show Menu** icon, selecting the Student to exhibit from the drop-down list under **Exhibit** and then clicking **Exhibit**.

Switching between full screen and windowed mode at the Tutor

While the Show is in progress, the exhibited screen appears 'windowed' at the Tutor. If preferred, you can switch to 'full screen' mode. While in full screen mode, a floating toolbar appears.



To switch between full screen and windowed mode

1. Select **Full Screen** from the toolbar.

   Or

   Choose {View}{Full Screen} from the drop-down menu.

Note: To return to windowed mode, click the **Full Screen** button on the floating toolbar or use the hotkeys <CTRL>+<LSHIFT>+<RSHIFT>.

Suspend or stop the exhibit

The Tutor can choose to end the exhibit or temporarily suspend it. While suspended, the Tutor and/or Student can prepare a new demonstration in the background. The previously exhibited screen remains on the other Student screens until the exhibit is resumed.

To suspend the exhibit

1. From the window toolbar or floating toolbar, choose **Suspend**.
2. While suspended, the Tutor and Exhibiting Student can work in the background. The other Student screens remain frozen.
3. To resume the exhibit, choose **Resume**.

To stop the exhibit

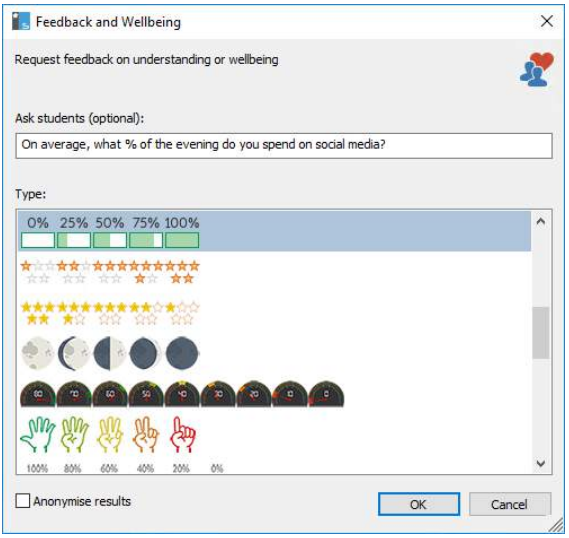
1. From the window toolbar or floating toolbar, choose **Stop**.

Student Feedback and Wellbeing

NetSupport School provides a simple and quick way to receive feedback from Students; helping to capture how they feel, their confidence in a topic and whether they need extra support. Teachers can choose between several visual options to send to Students. The Student then clicks on the appropriate icon and the feedback results are reported to the Tutor in a simple list view or bar chart.

Note: NetSupport School also offers more comprehensive ways to ask Students questions and collaborate with them, see Survey mode or Question and Answer module.

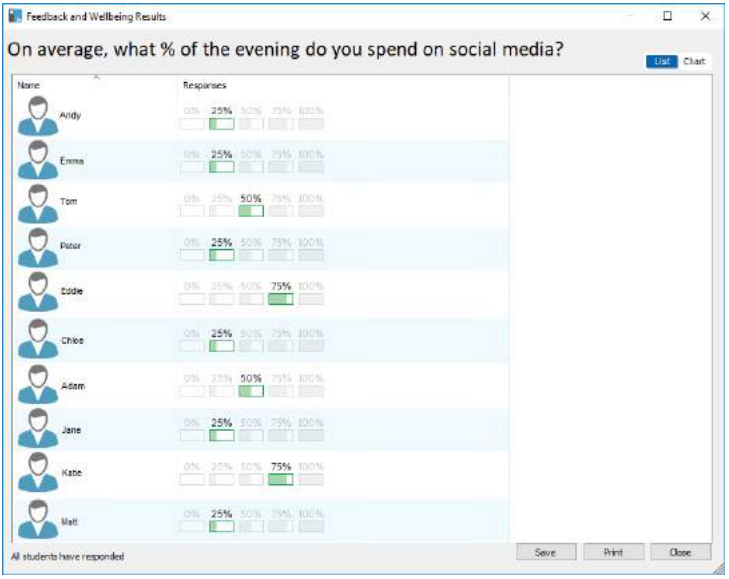
1. Select the **Feedback and Wellbeing** icon on the Tutor toolbar.
   Or
   Select the **Communicate** icon on the Tutor toolbar and select **Feedback and Wellbeing**.
   Or
   Select {Student}{Feedback and Wellbeing} from the Control window drop-down menu.
2. The Feedback and Wellbeing dialog will appear.



3. Enter the question to ask Students in the **Ask students** field (a drop-down list of the previous ten entries will appear, or you can type a new one - there is a 128 character limit), or you can verbally ask the

question. Select the visual indicators to send to Students. If you want the results to be anonymous, click **Anonymise results**.

4. Click **OK**.
5. At the Student, the Student Toolbar will switch to Feedback mode and a dialog will appear showing the question (if entered) and a selection of icons for them to choose from. The Student simply clicks on the required icon.
6. At the Tutor, a Feedback and Wellbeing Results dialog will appear, allowing you to see the results as they come back. The results can be viewed in a list or bar chart. To switch between views, use the **List** or **Chart** buttons. The results can be saved or printed by clicking the appropriate icon.

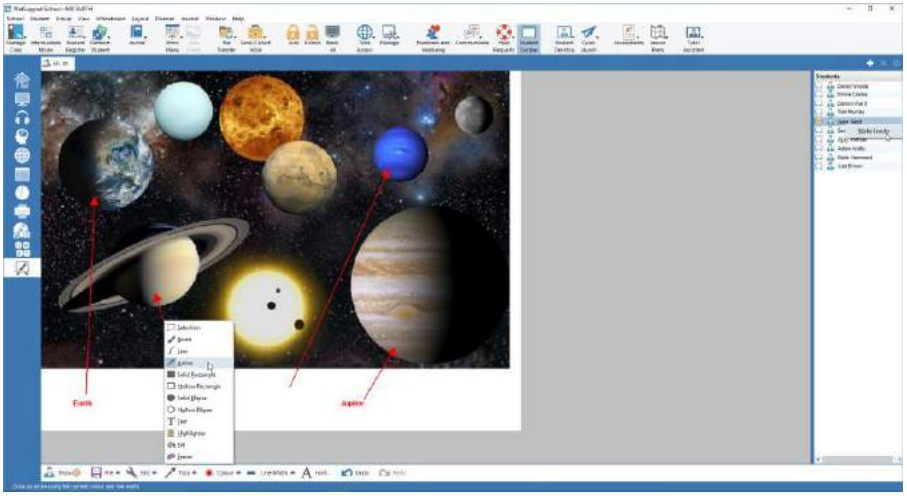


7. Click **Close** when finished.

Interactive Whiteboard

A full screen interactive whiteboard is provided, enabling the Tutor to use NetSupport School's annotation tools to highlight the screen and show the results to a selected group of Students.

Note: To include the whiteboard image in the Student Journal, choose {Whiteboard}{File - Add to Journal} from the Control window drop-down menu or click the **File** icon at the bottom of the Control window and select **Add to Journal**.



1. To switch to Whiteboard mode, choose {View}{Mode - Whiteboard View} from the Control window drop-down menu.

   Or

   Click the **Whiteboard** icon on the left-hand side of the Control window.

2. Use the range of annotation tools to highlight the screen and add any stored graphics. Choose {Whiteboard} from the Control window drop-down menu.

   Or

   Select the relevant icons at the bottom of the Control window.

3. If required, you can save the content of the whiteboard for later use. Choose {Whiteboard}{File- Save Whiteboard}.

   Or

Select the **File** icon at the bottom of the Control window and select **Save Whiteboard**.

To show the whiteboard to Students

1. If showing a stored whiteboard image, select {Whiteboard}{File – Load Image} from the Control window drop-down menu.

   Or

   Choose the **File** icon at the bottom of the Control window and select **Load Image**.
2. From the Group bar, select the group of Students to show the whiteboard to.
3. Choose {Whiteboard}{Show Whiteboard} from the Control window drop-down menu.

   Or

   Select the **Show** icon at the bottom of the Control window.
4. The content of the whiteboard will appear on the selected Student screens. The Tutor can continue to annotate the whiteboard in real-time.
5. To remove the whiteboard from Student screens, select {Whiteboard}{Show Whiteboard} from the drop-down menu.

   Or

   Select the **Show** icon at the bottom of the Control window.

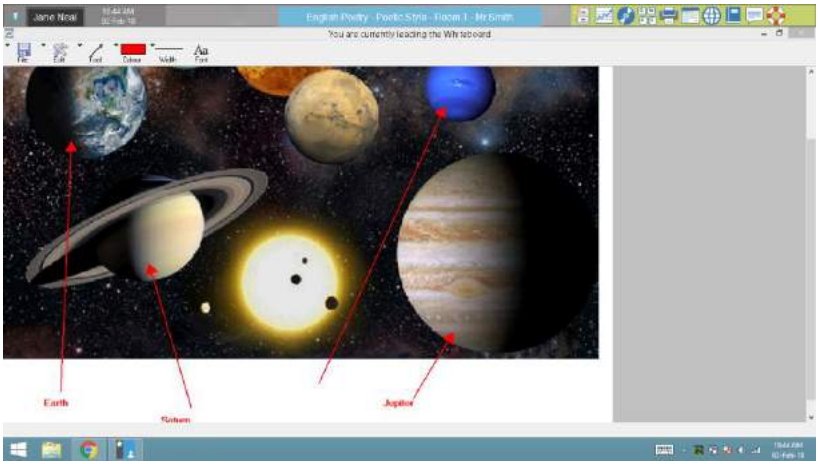
Whiteboard Leader

When Students are viewing the whiteboard, they cannot initially annotate the screen themselves. However, the Tutor can nominate a Student to be the 'Whiteboard Leader'. This activates the annotation options at the selected machine. The Tutor can switch control to any of the other participants as required by selecting their icon in the Student list.

1. Select the required Student from the Student list.
2. Choose {Whiteboard}{Make Student Leader} from the Control window drop-down menu.

   Or

   Right click the required icon in the Students list and select **Make Leader**.
3. The Student can now use the available tools to add content to the whiteboard.



4. Control can be switched to another Student by simply selecting their icon in the Student list and repeating step 2.

Note: The whiteboard leader can send the current whiteboard image to their Journal by selecting {Options}{Send to Journal} from the Whiteboard toolbar.

Annotating Screens

The Show, Exhibit and View features provide a useful annotate tool that can be used to highlight areas of a Tutor or Student's screen in order to emphasise a key learning point.

To annotate a Show screen

While the Tutor screen is being shown, the teacher may want to draw the student's attention to a particular area. The Annotate tools can be used to highlight the relevant part of the screen.

1. While showing, right click the **NetSupport School Showing** icon or the NetSupport School taskbar button and select **Annotate Screen**.
   Or
   Double click the **Annotate** icon.
2. The Annotate toolbar will appear.
3. Select the tool, colour etc and use the mouse to draw over the relevant part of the Tutor screen.

Note: If you do not want the Student's to see the screen being annotated in real-time, click **Suspend**. This freezes the Show enabling the Tutor to continue working in the background. Click **Suspend** again to restart the Show, this refreshes the display at the Student screens.

To annotate a screen while viewing

While viewing, the Tutor can use the annotate tools to highlight a particular area of the Student screen. In Share and Watch mode, the Student can also use the Annotate toolbar options. The Tutor can still use the other View window options while annotating, Chat, File Transfer etc.

1. View the required Student.
2. Select {Tools}{Annotate Screen} from the View window drop-down menu.
   Or
   Click the **Annotate** icon on the View window toolbar.
3. The Annotate toolbar will appear.

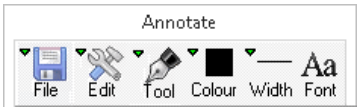
To annotate a screen while exhibiting

The screen of a Student that is being exhibited can be annotated in order to draw the attention of the other Students to a particular learning point.

Depending on the mode being used, both the Tutor and/or the exhibited Student can use the Annotate options.

1. Exhibit the required Student screen.
2. Select {Tools}{Annotate} from the Exhibit window drop-down menu.
   Or
   Click the **Annotate** icon on the Exhibit window toolbar.
3. The Annotate Toolbar will appear.

Annotate Toolbar



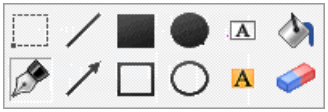
File

Save Screen	Saves the annotated screen to a file.
Save Selection	When the 'select region' tool is active, you can highlight an area of the screen and save it to a file.
Exit	Ends annotate but stays in Show, Exhibit or View mode.

Edit

Clear Annotations	Clears the annotations.
Undo	Undo the most recent annotation.
Redo	Redo an annotation that has been undone.

Tool Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw arrow, select region.



Colour	Sets the pen colour.
Width	Sets the width of the line.
Font	Sets text font.
Suspend	Suspends the Show allowing you to go back to the Control View window. (Not available when viewing or exhibiting)
End	Ends the Show and takes you back to Control View window. (Not available when viewing or exhibiting)

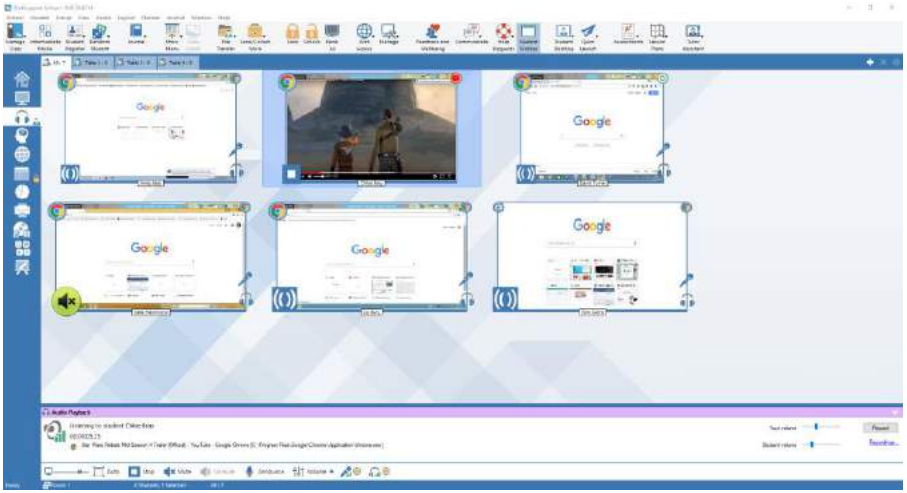
Audio Monitoring

Audio Monitoring allows the Tutor to monitor audio activity on all Students' workstations. The Tutor is instantly alerted to any microphone or speaker/headphone activity at the Student and can select one of the displayed Student thumbnails to listen to the audio being played on that PC. Audio activity can also be recorded and played back to Students.

Notes:

- If the Student toolbar is enabled, Students will be advised when their audio activity is being listened to or recorded.
- Windows XP/2003 64bit systems do not support audio output from software applications to be captured.

1. Choose {View}{Mode - Audio View} from the Control window drop-down menu.
   Or
   Select the **Audio** icon on the left-hand side of the Control window.



A thumbnail of each connected Student screen is displayed and the microphone or headphone icon will indicate that there is audio activity at the Student workstation.

The lower panes can be minimised to make more room for the Student thumbnails. Click the button.

Notes:
- You can remove the microphone and headphone icons from Student thumbnails by clicking the microphone and/or headphone icon at the bottom of the Control window.
- Audio Monitoring can be set up at start-up. Choose {School} {Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Listen to Student audio

1. Select the required Student in the List view.
2. Select {Audio}{Listen to Student} from the Control window drop-down menu.
   Or
   Click the **Listen** icon on the required Student thumbnail.
   Or
   Click the **Listen** icon at the bottom of the Control window.
3. Details of the Student you are listening to, the active application and how long you have been listening is displayed in the Audio Playback window.
4. To stop listening, click the **Stop** icon at the bottom of the Control window.

Record audio activity

1. While listening to audio activity, click the **Record** button in the Audio Playback window.
2. The Audio Playback window will show that you are now recording the audio.
3. To stop recording and to carry on listening to the audio, click the Stop button in the Audio Playback window.

Note: To access all stored recordings, click the **Recordings link** in the Audio Playback window.

Volume control

You can control the volume at both the Tutor and the Student.

1. Click the **Volume** icon at the bottom of the Control window.
2. Adjust the volume controls. You can mute sound and lock the Student volume from here.
   Or

While listening to audio use the slider bars in the Audio Playback window to adjust the volume.

Mute sound at the Student

Sound can be muted at all Student machines.

1. Choose {Audio}{Mute Sound} from the Control window drop-down menu
   Or
   Click the **Mute Sound** icon at the bottom of the control window.

Or

1. Click the **Volume** icon at the bottom of the Control window.
2. Select the **Mute** option.

Note: By default, sound will be muted at Students when locking the mouse/keyboard or blanking screens. This option can be disabled in the Student User Interface Configuration settings.

Customise thumbnail size

Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-Fit size of Student thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Click the **Auto** icon at the bottom of the Control window.

Notes:

- You can send an audio announcement to Students' headphones or speakers. Click the **Announce** icon at the bottom of the Control window. The Announce dialog will appear.
- Recordings can be played back to Students using the Show function.

Using Audio Support

NetSupport School allows you to use audible communications to connected Students, via microphones, headphones and speakers during View and Show. NetSupport School will only operate audio if the workstations have audio support installed.

Note: NetSupport School also allows you to monitor all Student audio activity, see Audio Monitoring for further information.

The Announce Function

This feature sends the audio announcement to all the selected students headphones or speakers. They will be able to hear the Tutor but will not be able to speak back.

To make an announcement

1. Choose {Student}{Announce} from the Control window drop-down menu bar.

   Or

   Click the **Communicate** icon drop-down arrow on the Control toolbar and select **Announce**.

   Or

   If displayed, click the **Announce** icon on the toolbar.

   Or

   In Audio Monitoring view, click the **Announce** icon at the bottom of the Control window.
2. The Announce dialog box will appear, include or exclude Students from the announcement, then click the **Announce** button.
3. A dialog box will then appear indicating that you can now announce. Click **OK** when you have finished speaking.

Using Audio while Viewing

When viewing a Student, you can conduct a , audible chat session.

To use audio while viewing

1. Click the **Audio** icon in the View window toolbar.
2. The audio options will be displayed. From here, you can:
   - Turn audio on or off
   - Enable only the Tutor or the Student to talk
   - Set the microphone sensitivity
   - Select the audio quality.

Using Audio while Showing

When showing to a Student, you can conduct a two-way audible chat session.

To use audio while showing

1. In the Show Configuration dialog box, select the **Enable Audio Support** check box.
   Or
   From the **Show Menu** icon in the toolbar, ensure the **Audio** option is enabled.
2. During the show only the Tutor has announce functionality.

The audio settings set in the Tutor Configurator Audio option will apply during these sessions.

Adjusting Audio settings

You can adjust the audio settings within NetSupport School to match the capabilities of your multimedia workstations or to fine tune performance. However, you should note that the higher the quality of sound you select, the greater the volume of data that needs to be sent. This can affect screen update performance on slower workstations.

To access the volume controls

1. Right click the **Speaker** icon in the taskbar.

To change other options such as sound quality, do one of the following:

Global Method (changes default setting for all Students)

1. Choose {View}{Current Settings – Audio} from the Control window drop-down menu

Individual Student method (During a Show or View)

1. While viewing the Student.
2. Choose {View}{Settings for Client – Audio} from the View window drop-down menu.
3. The Audio Setting dialog will be displayed. This allows you to set the following properties.

Volume Settings Adjustments

Threshold	Microphone sensitivity.
Microphone	Volume of microphone.
Speaker	Volume of speakers.

Enable Options

On	Turn audio on.
Off	Turn audio off.
Talk	Set the Tutor audio to talk function only.
Listen	Set the Tutor audio to listen function only.

NetSupport School Video Player

NetSupport School provides exceptional multimedia support with full audio, video and remote control capabilities.

While the Video Player can be used to run a video file on the local workstation, NetSupport School's remote control capabilities combined with full audio support enable you to use this tool to enhance training sessions and demonstrations across multiple PCs simultaneously.

All standard video files, for example, .avi and .mpg, are supported. The Video Player runs locally on each Student workstation and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimised as only the data to control the player, e.g. start, stop, pause and synchronisation packets, are sent. If each Student machine retrieves the video file from a network drive, you will place additional demands on the network.

For optimum performance, store the video files locally on each workstation, you may wish to use File Distribution to do this.

Other influencing factors will be:

- The number of Student workstations accessing the file.
- The speed of the network, e.g.: 10/100 MB.
- The size of the video file.
- Student workstation memory/performance specification.
- Other traffic on the network.

Notes:

- If the video file to be played does not exist on the Student machine NetSupport School will automatically send it to the Student.
- If a Student workstation is required to retrieve files from a Server, for smooth operation, ensure that the Student workstation has sufficient access rights to the relevant drive and files.
- The quality of the display will be affected by the video adapter of the workstation and how the screen resolution is configured.

Play a video file on a workstation

1. Choose {Student}{Show - Show Video} from the Control window drop-down menu.

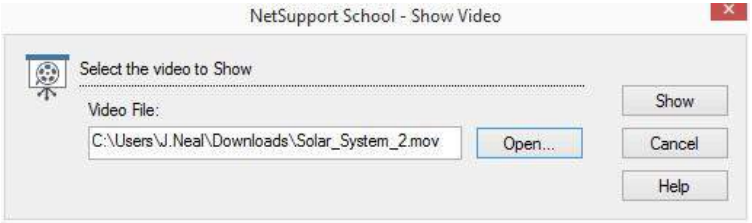
   Or

   Right click a Student icon in the List view and choose **Show** - **Show Video**.

   Or

   Click the **Show Menu** icon on the Control toolbar and choose **Show Video**.

2. The Show Video dialog will appear.



   In the Video File field enter the location and name of the required video, you can select **Open** to browse for the file.

3. Click **Show**.

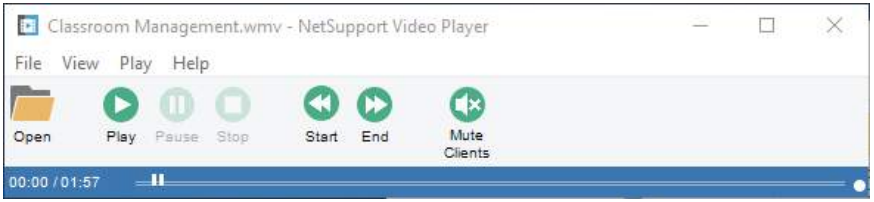
   A check will be made to ensure that the video file is available at the Student. If not, the video file will be automatically copied to the Student machine.

4. When the video file is launched, the Video Player Control Panel appears. Standard operations are available, play, stop, pause etc.

Note: While the video is running, the Student workstations are locked.

NetSupport School Video Player Control Panel

The Video Player Control Panel operates in a similar manner to all audio and visual aids. Although the commands on the toolbar perform the same actions as would be expected please find a detailed explanation below.



File Menu - The File drop-down menu contains the following options:

Open
Allows you to select and load the appropriate video file.

Close
Closes the open video file.

Exit
Shuts down the Video Player.

View Menu - The View drop-down menu contains the following options:
Toolbar
Hides and displays the Video Player toolbar.

Status Bar
Hides and displays the Status bar of the Video Player.

Zoom
Resizes the video screen.

Play Menu - The Play drop-down menu contains the following options:

Play
Starts the loaded video file.

Stop
Returns to the beginning of the loaded video file.

Pause
Blanks the Students video screen and pauses the video file at the Tutor workstation.

Repeat
The video file will be repeated until the Tutor stops this.

Start
Returns to the beginning of the video file.

End
Fast forwards to the end of the video file.

Mute Clients
If students are not using headphones while they are watching a video, the sound coming from each workstation can be distracting. This option turns audio off at the Student workstations but leaves it on at the Tutor machine.

Help Menu - Provides access to the on-line help and general version information.

Using Replay Files

When a Tutor remote controls a Student workstation, they can record the screen, keyboard and mouse activity taking place. In addition, if the PCs are configured for audio, any narration that takes place can also be recorded.

The information is stored in a file that can be replayed at the Tutor machine and, if required, shown to other Students.

The Replay facility can be configured to record at all or individual Student machines. Local activity at the Tutor machine can also be recorded.

Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored Replay File becomes available for playback.

A Show session can also be recorded, enabling Students to playback the demonstration at their convenience.

By default, a Replay File is saved as a .rpf file, these can be converted to AVI or WMV video files. Pre-set options will be provided for converting Replay Files to video files. More advanced users can access the Replay conversion utility where you can control video resolution, audio quality, start and end points of the video and much more. To launch the Replay Conversion utility, select {Start}{Programs}{NetSupport School}{NetSupport School Replay}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School Replay icon.

Note: Replay Files store screen images and can, therefore, become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old files are deleted on a regular basis.

Record Replay Files for all Students

This procedure enables the Tutor to create a Replay File at any Student workstation that it remote controls.

1. Choose {View}{Current Settings - Replay Files} from the Control window drop-down menu. The Replay Files dialog will appear.
2. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at any Student machine.
3. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for audio, you can record any microphone narration from the Tutor. Check this box to enable.

   Note: Desktop sounds, music, etc, are unable to be recorded.
4. **Prefix Files With Client name**

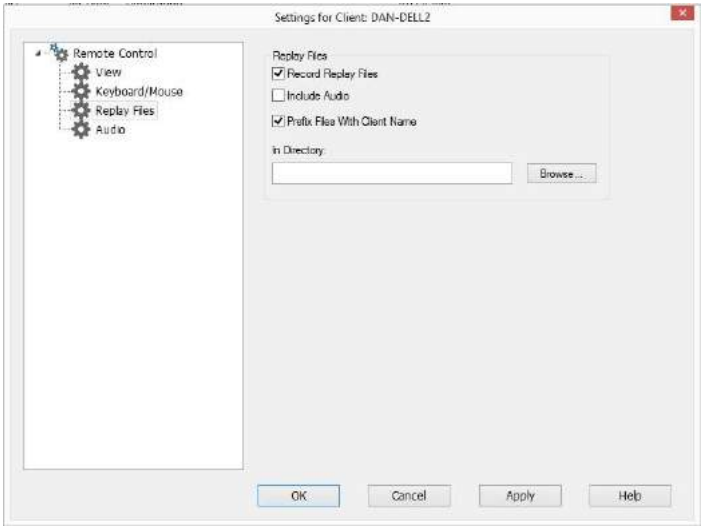
   In order to identify each Replay File, file names are prefixed with the Student name and the date/time of the recording. Alternatively, by unchecking this box, the files will be named sequentially in the format 00000001.rpf etc.
5. **In Folder**

   Specify where the Replay Files are to be stored.
6. Click **OK**.

Record Replay Files for Individual Students

This procedure enables Replay Files to be created at selected Student workstations.

1. View the required Student machine.
2. Choose {View}{Settings for Client - Replay Files} from the View window drop-down menu. The Replay Files dialog will appear.



3. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at this Student machine.
4. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for audio, you can record any microphone narration from the Tutor. Check this box to enable.

   Note: Desktop sounds, music, etc, are unable to be recorded.

5. **Prefix Files With Client name**

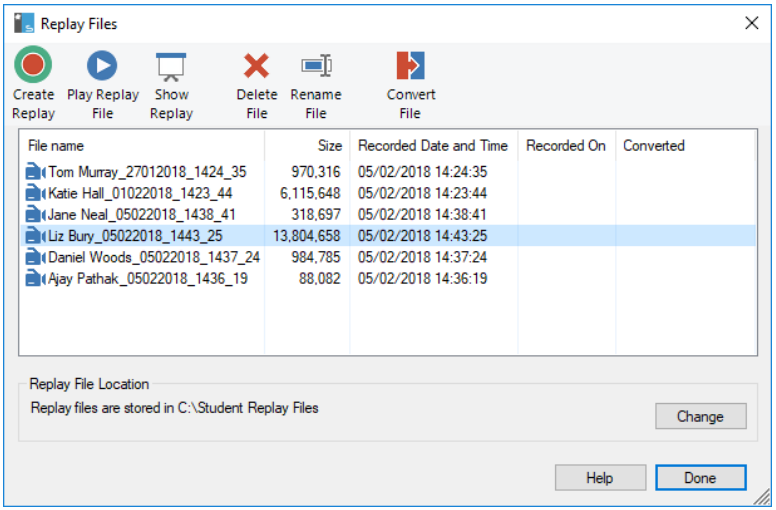
   In order to identify each Replay File, file names are prefixed with the Student name and the date/time of the recording. Alternatively, by unchecking this box, the files will be named sequentially in the format 00000001.rpf etc.

6. **In Folder**
   Specify where the Replay Files are to be stored. A separate folder can be specified for each Student.
7. Click **OK**. Recording will start immediately, close the View session to stop recording.
8. Repeat steps 1-7 for any other Student machines.

Record Replay Files at the Tutor

Activity at the local machine can be recorded and shown to Students.

1. Choose {School}{Record Files} from the Control window drop-down menu.
2. The Replay Files dialog will appear. Existing Replay Files will be listed.



3. Click **Change** to specify where you want the Replay Files stored.
4. Click **Create Replay** to start recording.
5. A dialog will appear, you can choose 'include audio' if the workstation is configured for audio. Click **OK**.
6. The **Recording** icon will appear in the taskbar.
7. To stop recording, double click the **Recording** icon.

By default, file names will be prefixed with 'Local' and the date and time of the recording. You can rename the file by overtyping the default name. The Replay File will appear in the list.

Watching Replay Files

Stored Replay Files can be watched by Tutors and, if required, shown to Students.

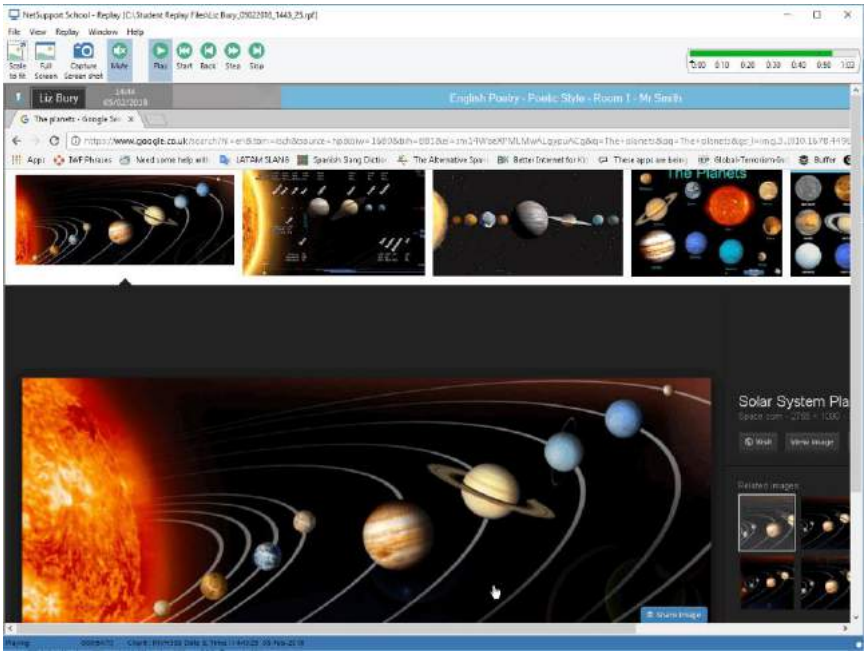
At a local level, the NetSupport School Student program also provides a Replay option enabling Students to launch files.

At the Control

1. Choose {School}{Replay Files} from the Control window drop-down menu.

   Or

   If displayed, click the **Playback** icon on the toolbar.
2. Select the required Replay File and click **Play Replay File**.
3. The Replay window will open and start playing the file.



4. Choose {File}{Close} from the drop-down menu to close the window.

At the Student

1. Right-click the NetSupport School Student icon in the system tray and choose **Replay**.

   Or

   Double-click the Student icon and choose {Commands}{Replay} from the drop-down menu.
2. Navigate to the folder where the Replay Files are stored.
3. Select the file to replay.
4. Click **Open**. The Replay window will appear. Use the Replay Controls to start/stop the file.

Replay Window - Control Panel

When viewing a replay file in full screen mode a control panel is displayed, this provides the controls for playing the recorded information. The control panel contains a replay time index that indicates where in the Replay File you currently are and displays information about the file being played.



The individual sub-menus and available functions are:

Stop and play

The **Stop** button is shown when you are playing a replay file and the **Play** button when the file is stopped. Only one of these buttons is displayed at a time. The file is played until the end is reached or the pause marker is encountered.

Rewind

Start playing the file from the beginning if it is already playing otherwise moves the replay index to the beginning of the file.

Skip to previous marker

Moves the replay index to the previous activity marker or to the beginning of the file if there isn't one. These markers are added at points when lots of activity was recorded at the Student.

Frame advance

Advance the replay index to the next frame. Press and hold this button to fast-forward through the replay file.

Skip to next marker

Moves the replay index to the next activity marker or to the end of the file if there isn't one.

Mute

Turn audio on/off within the Replay File.

Other information

The current time index is displayed to the right of these controls in the hh:mm:ss.ms format. The name of the Student that the replay was recorded on, the date and time are displayed at the bottom of the window.

Replay marker

This marker can be positioned anywhere within the time frame of the Replay File. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.

Showing Replay Files to Students

Using NetSupport School's Show feature, a Tutor can show a stored Replay File to any number of connected Students.

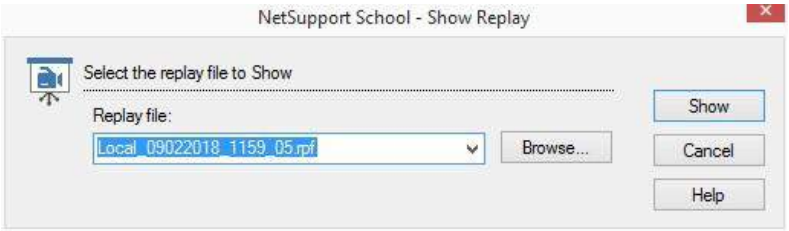
1. Click the **Show Menu** icon on the Control toolbar and choose **Show Replay**.

   Or

   Choose {Student}{Show - Show Replay} from the Control window drop-down menu.

   Or

   Choose {School}{Replay Files} from the Control window drop-down menu and select **Show Replay**.
2. The Show Replay dialog will appear.



3. Browse for and select the required Replay File.
4. Click **Show**.
5. The Replay window will open at the Tutor machine and start playing the Replay File to the selected Students.
6. Click **End** on the Replay window toolbar to end the show.

Converting Replay Files to Video Files

NetSupport School Replay files can be converted to video files allowing them to be played outside of NetSupport School on a range of media players. Replay files can be converted to WMV and AVI formats.

Converting a Replay File

1. Select {School}{Replay Files} from The Control window.
2. The Replay Files dialog will open.
3. Select the Replay File to convert and click **Convert File**.
4. The wizard will guide you through the conversion process.

Using the Replay Conversion Utility

For more advanced options when converting Replay Files, a Replay Conversion utility is provided allowing you to control video resolution, audio quality, start and end points of the video and much more.

Note: The Replay Conversion utility is installed by default when installing the NetSupport School Tutor or Tech Console. You can also install the utility as a standalone component.

---

1. Select {Start}{Programs}{NetSupport School}{NetSupport School Replay Conversion Utility}.

   Note: On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the **NetSupport School Replay Conversion Utility** icon.

   ---

2. The Replay Conversion utility will open.
3. Browse for the required Replay File and set the required properties.
4. Click **Start Encoding**.

Show Application

The Show feature enables you to display the Tutor screen to Students. However, if a number of programs are open at the Tutor, there may be occasions when you want to show a single application in isolation.

To show an application

1. Choose {Student}{Show - Show Application} from the Control window drop-down menu.

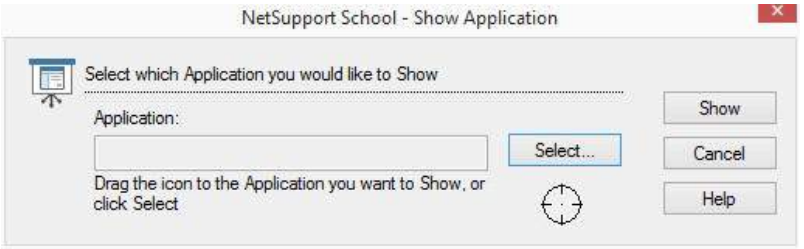
   Or

   Right click a selected Student icon and choose **Show Application**.

   Or

   Click the **Show Menu** icon on the Control toolbar and choose **Show Application**.

2. The Show Application dialog will appear.



3. Drag the icon to the required application on the Tutor's desktop and release. (A pink border will appear around the selected application as you move the mouse around the desktop)

   Or

   Click **Select** and choose the application from the displayed list.

   Note: NetSupport School will identify if the Tutor is running multiple monitors, giving you the option to confirm which one the selected application is sited on. If you are unsure which the correct screen is, click **Identify**. If only one monitor is detected, select **Whole Desktop**.

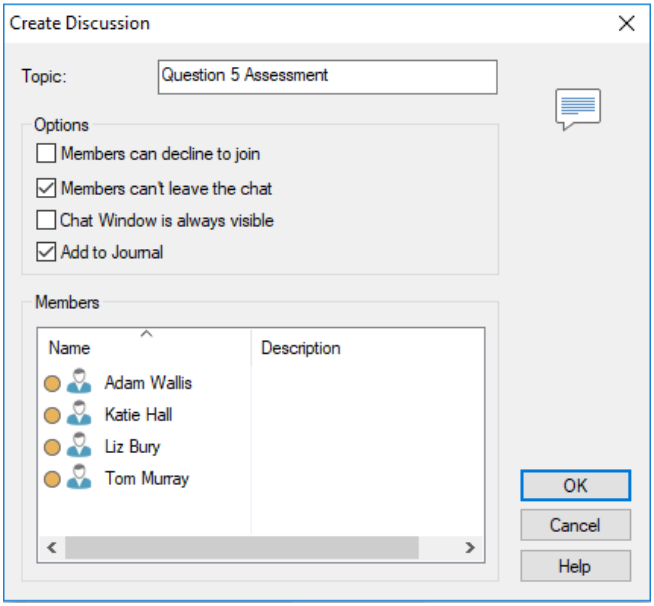
4. Click **Show**.

Chatting to Students

NetSupport School allows you to Chat to any number of connected Students simultaneously, via a scrolling text window.

To Chat to Students

1. Select the Students or group of Students you want to Chat to in the List view. If you do not select a Student icon, all connected Students will be included.
   Choose {Student}{Chat} from the Control window drop-down menu.
   Or
   Click the **Communicate** icon on the Control toolbar and choose **Chat**.
   Or
   Right click an individual Student and choose **Chat**.
2. The Chat Properties dialog will appear.



The Chat Properties dialog has the following options:

Topic

If required, enter a title or description for the subject to be discussed in the Chat session. This will appear in the Title bar of the Chat window that is displayed at the Student machines. If left blank, the Tutor name will appear.

Members
To exclude Students from the Chat session, remove the check mark next to the Student name.

Options

Members can decline to join
If checked, a message will appear at the Students machine, inviting them to join the Chat session. They can choose to join or decline.

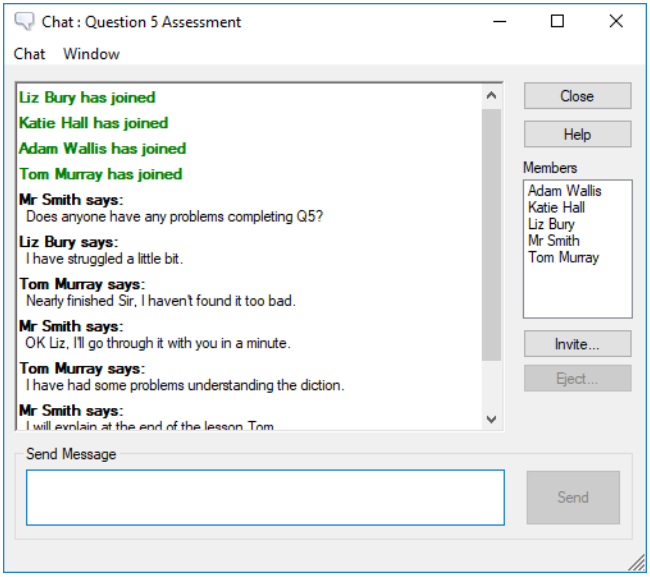
Members can't leave the chat
If checked, the option for Students to leave the Chat session will be removed.

Chat Window is always visible
If checked, the Chat window remains on the Students' desktop for the duration of the Chat session. Members cannot minimise the window.

Add to Journal
Adds the contents of the Chat session to the Student Journal.

Confirm which Students to include in the Chat session and select any additional properties that should apply. Click **OK** to start the Chat session.

4. The Chat window will appear at the Tutor and Student workstations.



The Chat Window

This window is displayed at each participating member's machine and lists the progress of the Chat session. Only the Tutor or Group Leader can add or remove Students from the session.

Unless the option is disabled in the Chat Properties dialog, Students can choose to leave the session.

The following options are available from the Chat Window:-

Chat Menu

The content of a Chat session can be stored for future reference.

Choose **Save As** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

Each message is restricted to 128 characters. Check **Auto Send long message** to automatically send the message when the limit is reached.

You can add the content of the Chat session to the Student Journal by selecting **Add to Journal**.

Window Menu

Only the Tutor's Chat window will have a window drop-down menu. This menu enables you to swap between opened screens or tile them.

Chat Progress

The main body of the Chat window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

Send Message

This is where you type your comments. Type the message and press Enter or click **Send**. Each message is restricted to 128 characters. You can automatically send the message when the limit is reached, select {Chat}{Auto Send long Message} from the Chat window drop-down menu.

Note: Emoticons can be included within the message.

Close

Ends the Chat session.

Members
Members currently included in the Chat session are listed here. The Tutor can add or remove Students from the Chat session as required. Unless disabled, Students have the option to leave the session of their own accord.

Invite
The Chat Properties dialog is initially used to select the Students to include/exclude from the Chat session. To add Students when the Chat session is in progress, click **Invite**. The Add Members dialog will appear, select the required Students and click **Add**. You can send a copy of the Chat progress to new members by checking the **Send discussion history** box.

Note: Students that have been removed or have decided to leave the Chat session can be invited back.

Eject
To remove Students from the Chat session, select the Student in the Members list and click **Eject**. Ejected Students can be invited back into the session if required.

Notes:

- Students can also initiate Chat sessions by opening the Student main window and choosing {Commands}{Chat} or by clicking on the **Chat** icon on the Student Toolbar.
- By default, the Student can only Chat to the Control. However, the Tutor can enable the option for Students to Chat to each other by selecting {View}{Current Settings - User Interface - Student} from the Control window drop-down menu and checking **Student to Student Chat**.

Chat to a Student whilst viewing

1. Choose {Tools}{Chat} from the View window drop-down menu.
   Or
   Click the **Chat** icon on the toolbar.
2. The Chat window will appear on the Tutor and Student workstation.

To end Chat

1. Choose {Close} from the Chat window.

Sending a Message to Students

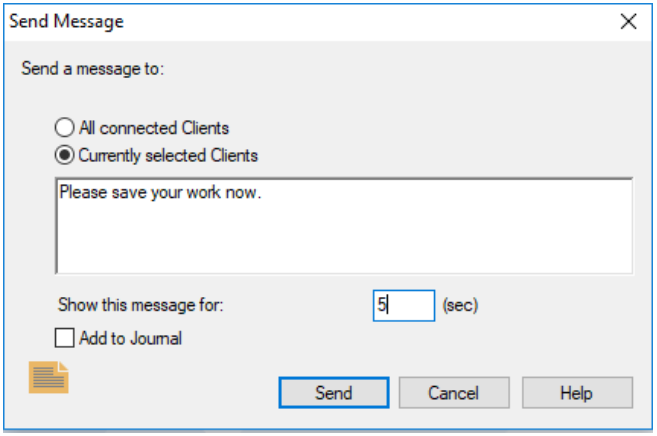
With NetSupport School, you can send a message to all connected Students or the currently selected Students. If you send the same message on a regular basis, you can store up to four pre-defined messages.

To enter and send a new message

1. Select the Students you want to send the message to.
2. Right click and choose {Message}{Message}.
   Or
   Choose {Student}{Message - Message} from the Control **window** drop-down menu.
   Or
   Click the **Communicate** icon on the Control toolbar and select **Send a Message**.
   Or
   If displayed, click the **Send a Message** icon on the toolbar.
3. The Message dialog box will appear. Choose whether to send the message to all connected Students or only the currently selected Students. Enter the message and decide whether to show the message at the Student PCs for a specified time.

   Note: If the Student Journal has been started, you will have the option to add the message to this.

4. Click **Send**. The message will be displayed in a dialog at the Student screens and will remain until the user closes the dialog or the specified time limit expires.



To send a quick message

1. Click the **Communicate** icon on the toolbar.
2. Enter the message under **Quick Message** and click **Send**.
3. The message will be sent to all connected Students.

Send a Message Whilst Viewing

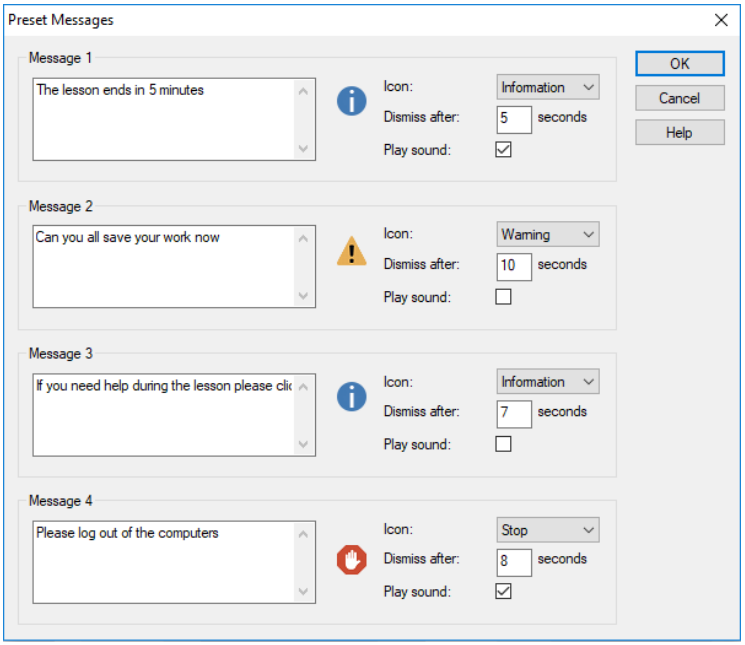
1. Choose {Client}{Message} from the View **window** drop-down menu.
   Or
   Click the **Send a Message** icon on the toolbar.
2. The Send Message dialog box will appear.
3. Enter your message.
4. Click **Send**.

The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks **OK**.

Creating Preset Messages

You can store up to four commonly used text messages that can be quickly broadcast to Students using the Message feature.

1. Click **Communicate** on the toolbar and select **Edi**t under **Preset Messages**.
   Or
   Select {Student}{Message - Preset Messages} from the Control window drop-down menu.
   Or
   Right click a Student icon and choose **Message** - **Preset Messages**.



2. Enter the required text message(s).
3. Set any additional properties for each of the messages.
   - Indicate how long the message should remain on the Students screen.
   - Choose an icon to be displayed alongside the message. This can be used to quickly identify the type of message, Information, Question, Warning, and Stop.

- You can further highlight the message by playing a sound at the Student machine.

4. Click **OK** when ready.

To send a pre-defined message

1. Select the required Student icons.
2. Right-click and select **Message**.

   Or

   Choose {Student}{Message} from the drop-down menu.

   Or

   Click the **Communicate** icon.
3. Each of the pre-defined messages will be displayed, click the required item to send the message to Students.

   Or

   To create a new message, select **Preset Messages**.

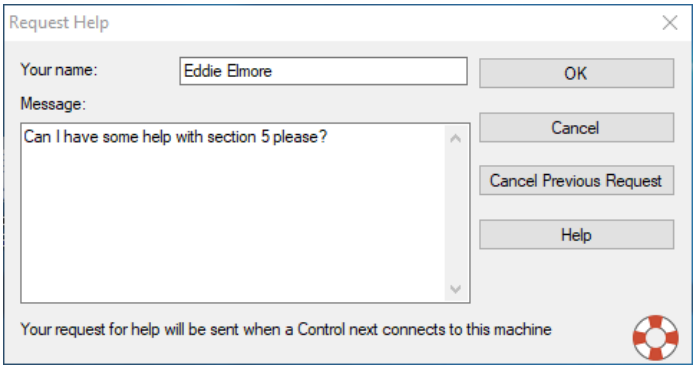
Help Requests

NetSupport School allows a Student to request help from a Tutor. They do this either by selecting the Request Help command from the Student menu (assuming that it has not been configured for quiet mode, which hides the Student icon) or by pressing the hotkeys set in the Student Configurator.

Note: If the Student Toolbar is enabled, Students can request help by clicking on the **Help request** icon.

To request help

1. Press the hotkeys, usually ALT+LSHIFT+RSHIFT.
   Or
   Click the **Help Request** icon in the Student toolbar.
   Or
   Right click the Student icon in the taskbar and select {Request Help}.
2. This opens a dialog box into which they type the message.



3. Click **OK**.
4. The help request will then be sent to the connected Tutor.

Note: Students can send an alert to the Tutor when work is complete, they need help or they need urgent help. They do this by clicking the **Help Request** icon in the Student toolbar, selecting an option from the Alert Teacher drop-down list and clicking **OK**. The Student toolbar will change colour depending on the alert selected. The Student icon at the Tutor will change colour to notify the Tutor what alert has been raised; green for work is complete, amber for help needed and red for urgent help needed.

The Tutor can request support directly from a lab technician or network manager, a **Get Support** icon will be displayed in the Control window toolbar allowing the Tutor to chat or send a message directly to the lab technician or network manager. This feature will need to be enabled in the Tech Console, speak to your lab technician or network manager for further information.

If a Student raises a help request an alert will be raised at the Tutor, provided it currently has that Student connected. Any outstanding help requests will be visible to the Tutor with a **Help Request** icon displayed next to the Student and a badge indicating the number of outstanding help requests on the toolbar. This will show until that help request has been cleared.

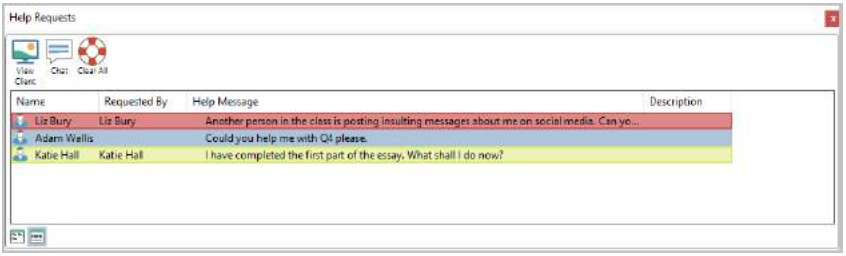


To display current help requests

1. Choose {School}{Help Requests} from the Control window drop-down menu bar.

   Or

   Click the **Help Request** icon on the toolbar.
2. The Help Request window will open and list the requests.



   If there are any help requests pending since the last time the Tutor connected to the Student, the Help Request window will open as the Tutor initialises.
3. By clicking on the **View Client** or **Chat** toolbar buttons, you can reply to the Student's help request.

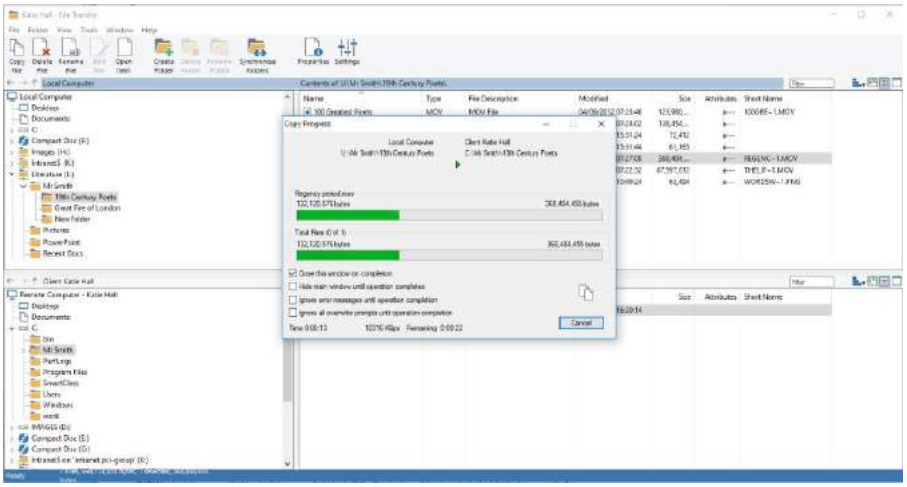
Note: If a Student has raised an alert at the Tutor, the Student icon at the Tutor will change colour to notify the Tutor what alert has been raised; green for work is complete, amber for help needed and red for urgent help needed. You can switch these alerts off in the Tutor configuration.

4. Once the help request has been dealt with, right click on the required Student's request and select **Clear Help**. To clear all help requests, click the **Clear All** icon in the Help Request window. A Student can also clear previous help requests from the Request Help dialog.

Transferring Files

NetSupport School includes sophisticated File Transfer functionality that enables you to transfer files to and from the Tutor and Student.

Note: File Transfer functionality can be configured by clicking the **File Transfer** icon on the toolbar and selecting **File Transfer** options.



The Tutor's folder structure and the files in each folder are displayed in the top half of the window. The Student's folder structure and the files in each folder are displayed in the lower half of the window.

To copy files and folders from a Tutor to a Student

1. Select the required Student in the List view.
2. Click the **File Transfer** icon on the toolbar and choose **File Transfer**.

   Or

   Choose {Student}{File Transfer} from the Control window drop-down menu.

   Or

   Right-click the selected Student icons and choose **File Transfer**.

   Or

   If you are viewing the Student, select the **File Transfer** icon on the View window toolbar.
3. The File Transfer window to that Student will open.

4. From the Student Tree view, select the destination drive or folder into which the items will be copied.

   Note: The path to any open folders (Explorer windows) on the Student desktop is displayed at the top of the File Transfer window to enable quick selection. This is only supported on Windows Vista and above.

5. From the Tutor List, select the item(s) to be copied to the Student.
6. Click the toolbar **Copy File** button.
7. A confirmation dialog will be displayed, click **Yes**.
8. A Copy Progress dialog will be displayed, showing the progress of the File Transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

Notes:

- The required item(s) can also be 'dragged' from the Tutor view and 'dropped' into the appropriate folder in the Student view.
- When a file is transferred to Android Students, it will be copied across to the File Explorer for the Students to access.

To copy files and Folders from a Student to a Tutor

1. Select the required Student in the List view.
2. Click the **File Transfer** icon on the toolbar and choose **File Transfer**.

   Or

   Choose {Student}{File Transfer} from the Control window drop-down menu.

   Or

   Right-click the selected Student icons and choose **File Transfer**.

   Or

   If you are viewing the Student, select the **File Transfer** icon on the View window toolbar.
3. The File Transfer window to that Student will open.
4. From the Tutor Tree view, select the destination drive or folder into which the items will be copied.

   Note: The path to any open folders (Explorer windows) on the Student desktop is displayed at the top of the File Transfer window to enable quick selection. This is only supported on Windows Vista and above.

5. From the Student List view, select the item(s) to be copied to the Tutor.

6. Click the toolbar **Copy File** button.
7. A confirmation dialog will be displayed, click **Yes**.
8. A Copy Progress dialog will be displayed, showing the progress of the File Transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

Note: The required item(s) can also be 'dragged' from the Student view and 'dropped' into the appropriate folder in the Tutor view.

To transfer files between Students

With NetSupport School's File Transfer it is also possible to copy files and folders between two Students. To do this, connect to each Student and display the File Transfer window for each.

Arrange the File Transfer windows so you can see both Students and simply drag file/folders from one to the other.

You can see more of a Student's files and folders by moving the horizontal sizing bar or clicking on the  button located above the Student's folder tree.

Synchronising Folders

You can synchronise the contents of selected directories on the Tutor and Student. When you synchronise two directories, any new or updated files in either folder will be automatically copied to the other folder.

To synchronise folders

1. Open a File Transfer window with the required Student.
2. Select the Tutor folder from the Control Tree view to be synchronised with the Student.
3. Select the Student folder from the Student Tree view to be synchronised with the Tutor.
4. Click the **Synchronise Folders** icon in the toolbar.
5. The Synchronise Folders dialog will be displayed.
6. Check the displayed paths of the two selected folders.
7. Choose to include the subdirectories by selecting the **Include Subdirectories** check box.
8. To automatically overwrite newer versions of existing files, select **Overwrite All**.
9. Choose **OK**.
10. A confirmation dialog will be displayed, click **Yes**.
11. The Folder Synchronisation progress dialog will be displayed.

12. When completed, the result will be displayed in the Folder Synchronisation Results dialog box.
13. Click **OK**.

Deleting files and folders

You can delete files and folders from either a Tutor or Student machine using the File Transfer window.

To delete a file

1. Select the file you wish to delete.
2. Click the toolbar **Delete File** button.
3. A confirmation dialog will be displayed, click **Yes**.

To delete a Folder

1. Select the folder you wish to delete.
2. Click the toolbar **Delete Folder** button.
3. The Remove Folder dialog will be displayed.
4. Select the **Include Contents** check box.
5. Click **Yes**.

Notes:

- You cannot remove more than one folder at a time. If you have several folders selected in the List view when performing the delete operation, only the last selected folder will be removed.
- By default, all files deleted from the local pane will be sent to the Recycle bin, this can be changed in the File Transfer settings.

Distributing Files

As well as enabling you to transfer files to and from individual Students, NetSupport School also allows you to distribute files to multiple Students simultaneously.

You can distribute files to:

- All connected Students.
- Selected Students.
- A pre-defined group of Students.

Note: When distributing files to Students, the files are sent to each Student machine in turn. In some network environments where there is limited network bandwidth available or when broadcasting to larger numbers of machines, this can affect performance. In these circumstances, NetSupport School's Broadcast File Distribution facility can be enabled. This results in the files being sent to all machines simultaneously, thus improving the speed of transfer.

Whilst reducing overall network traffic generated by NetSupport School, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your network administrator before using this feature.

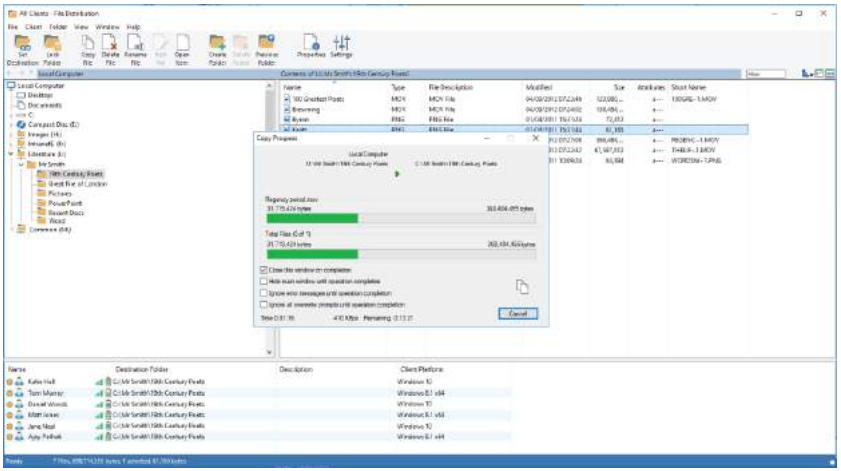
File Distribution can be sent to Students using multicast. The broadcast will only be sent to machines included in the specified IP multicast address.

To distribute files to a defined group of Students

1. Select the appropriate tab from the Group bar in the Control window.
2. Click the **File Transfer** icon drop-down arrow on the toolbar, selecting **File Distribution** from the list of features.

   Or

   If displayed, select the **File Distribution** icon on the toolbar.
3. The File Distribution window will appear.



4. From the local pane Tree view, select the item(s) to be copied to the Students.
5. The location on the Student workstations where the files/folders are copied to is called the destination folder. Unless otherwise specified, the Student destination folder will be the same as the item(s) location on the Tutor workstation. If the Student does not have the same folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.
   Or
   To set a specific destination folder on the Student workstation, select the Student icon in the Remote pane and click **Set Destination** in the toolbar. Specify a destination then click **OK**.
6. Click **Copy**.
7. A Copy Progress dialog will be displayed, showing the progress of the transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

To distribute files to a selected number of Students

1. Click the **File Transfer** icon drop-down arrow on the toolbar, selecting **File Distribution** from the list of features.
   Or
   If displayed, select the **File Distribution** icon on the toolbar.
2. The File Distribution window will appear.
3. In the remote pane, indicate which Students you wish to copy files to by selecting the Student name.

4. From the local pane Tree view, select the item(s) to be copied to the Clients.
5. The location on the Student workstations where the files/folders are copied to is called the destination folder. Unless otherwise specified, the Student destination folder will be the same as the item(s) location on the Tutor workstation. If the Student does not have the same folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.

   Or

   To set a specific destination folder on the Student workstation, right click the Student icon in the remote pane and choose **Set Destination**. Specify a destination then click **OK**.
6. Click **Copy**.
7. A Copy Progress dialog will be displayed, showing the progress of the transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

Note: When a file is distributed to Android Students, it will be copied across to the File Explorer for the Students to access.

Sending and Collecting Work

The Send/Collect Work feature enables you to send a document or a number of documents to individual or multiple Student workstations. You can then collect Students' responses on your workstation.

To send work

Two methods are available for sending pre-prepared work files to Student workstations:

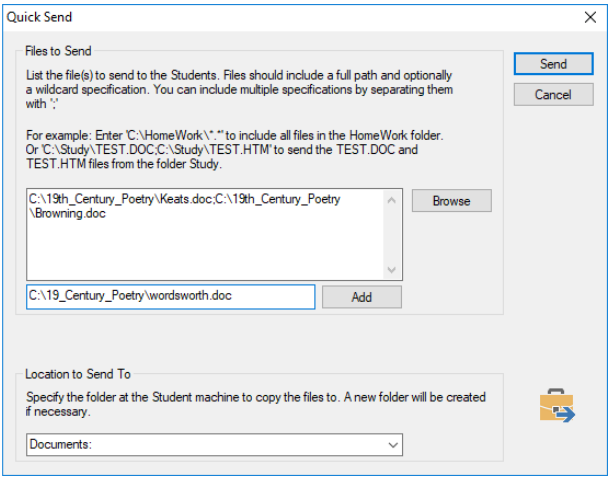
- **Quick Send** is useful for one-off operations where you want to send work to all connected Students or a defined group of Students.
- **Advanced Send** enables you to store the properties of an operation that will be performed regularly and provides greater flexibility as to which Students the work is sent to.

To send work using quick send

1. Decide which Students to send work to, all or a defined group. You cannot select individual Students using Quick Send.
2. Choose {School}{Send/Collect Work – Quick Send} from the Control window drop-down menu.

   Or

   Click the **Send/Collect Work** icon on the Control toolbar and choose **Send Work**.
3. The Quick Send dialog will appear.



4. List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'

   Or

   Click the **Browse** button to locate the file(s).

   Or

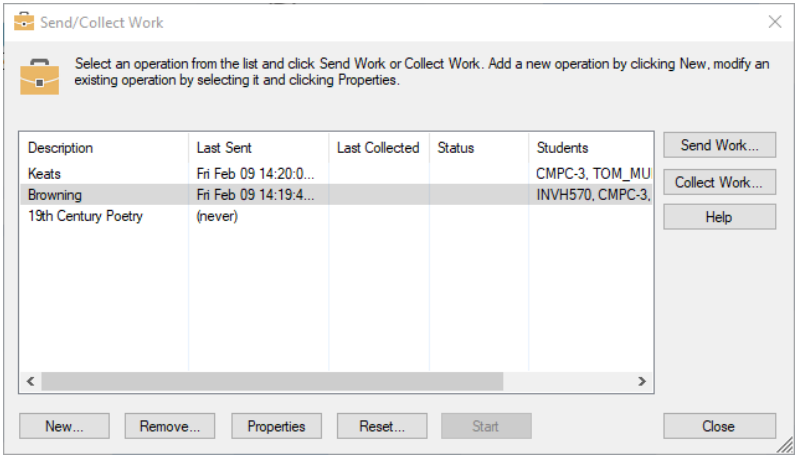
   Enter the path for the file or folder in the edit box and click **Add**.
5. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
6. Click **Send**.
7. The result of the operation will be displayed for you to check that the work has been sent successfully.

To send work using advanced send

1. Decide which Students to send work to, all or a defined group. You will have the opportunity to exclude Students if required.
2. Choose {School}{Send/Collect Work - Advanced} from the Control window drop-down menu bar.

   Or

   Click the **Send/Collect Work** icon on the Control toolbar and select **Send/Collect**.
3. The Send/Collect Work wizard will open.



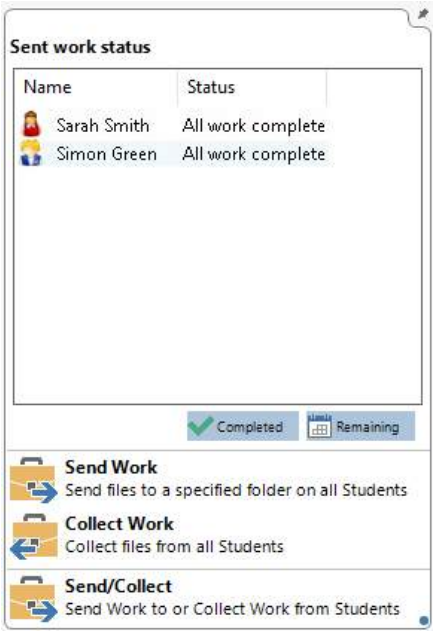
4. Select an operation from the list and click **Send Work**. The Select Students dialog will appear.

   Or

Add a new operation by clicking **New** and completing the wizard.

Once work has been sent to the Students, you will be able to see the current status from the Send/Collect Work icon drop-down menu. You can toggle between showing Students who have completed their work or those with items remaining.

The Students can open work items from the Student toolbar and click when a work item is complete, this will then update the status in the Send/Collect Work icon drop-down menu.



To collect work

Two methods are available for retrieving completed work files from Student workstations:

- The **Quick Collect** option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.
- **Advanced Collect** lets you select the file(s) to retrieve from a list of pre-defined Send/Collect operations and provides greater flexibility as to which Students the work is collected from.

To collect work using quick collect

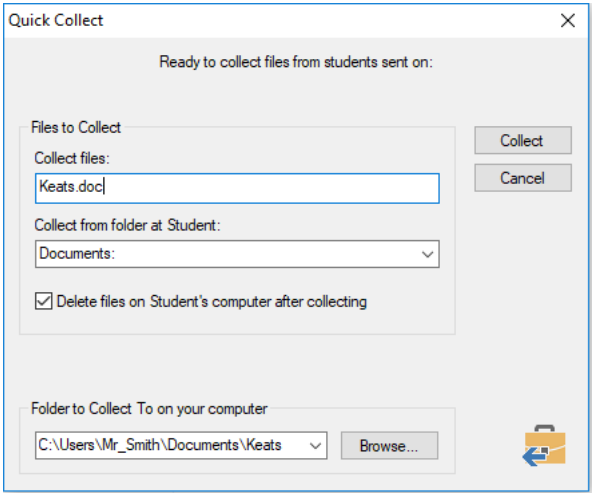
1. Choose {School}{Send/Collect Work – Quick Collect} from the Control window drop-down menu.

   Or

   Click the **Send/Collect Work** icon on the Control toolbar and select **Collect Work**.

   Or

   If displayed, click the **Collect Work** icon on the Control toolbar.
2. The Quick Collect dialog will appear.



3. Specify the name of the file(s) to collect, e.g. ***.*** or **Test1.TXT;Test2.TXT**
4. Specify the folder that the file(s) are stored in, e.g., C:\TEMP, and whether you want to remove the file from the Student workstation after it has been collected.
5. Specify the folder on the Tutor workstation to collect the file(s) in, e.g., C:\ TEMP
6. Click **Collect**.
7. The result of the operation will be displayed for you to check that the work has been collected successfully.

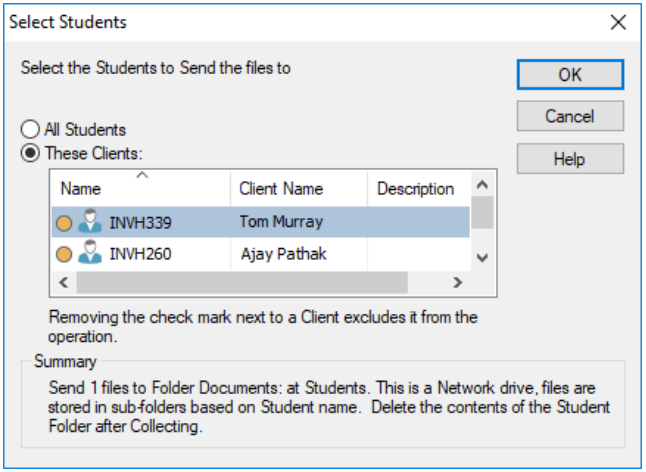
To collect work using advanced collect

1. Choose {School}{Send/Collect Work - Advanced} from the Control window drop-down menu bar.

Or

Click the **Send/Collect** icon drop-down arrow on the Control toolbar and select **Send/Collect**.

2. The Send/Collect Work wizard will open.
3. Select the required operation from the list and click **Collect Work**.
4. The Select Students dialog will appear. Select the Students that you want to retrieve the file(s) from.



5. Click **OK**.
6. The result of the operation will be displayed for you to check that the work has been collected successfully.

To change the properties of an operation

1. Choose {School}{Send/Collect Work - Advanced} from the Control window drop-down menu bar.

   Or

   Click the **Send/Collect Work** icon on the Control toolbar and select **Send/Collect**.
2. The Send/Collect Work wizard will open.
3. Select an operation from the list and click **Properties**.
4. The Properties dialog will appear.
5. Adjust as necessary.

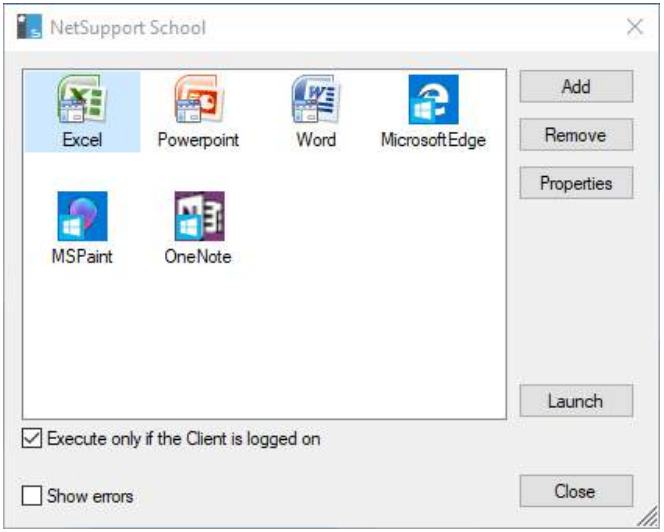
Remotely Launching applications on Student workstations

This feature allows you to execute or open a software application, on a Student or a group of Student workstations without actually remote controlling them. For example, after showing Students how to use a MS Office application, you might want to start the application on their workstations.

Note: The application itself must be installed on, or available to, the Student workstations.

To launch an application on a Student workstation

1. Select the required Student.
2. Choose {Student}{Launch Application} from the Control window drop-down menu.
3. The Launch Application dialog will appear.



4. Click **Add**.
5. Enter the name and path of the application to execute at the Student.
   Or
   Click the **Browse** button and select an executable application on the Tutor workstation.

Notes:

- When adding applications on Windows machines that have the Microsoft Store, two tabs will be displayed in the Application Properties dialog. The 'Desktop Application' tab allows you to add standard Windows applications as detailed above. The 'Windows Store Application' tab lists Windows applications.
- Check that Student applications are stored in the same location as the Tutor to ensure successful execution.
- If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, **"C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls"**.

6. Click **OK**.
7. The application icon will be displayed in the Launch Application dialog and saved for future use.

Note: If you only want to execute applications to Students that are logged on select the option **Execute Only if the Client is Logged on**.

8. Select the required application and click **Launch**.

Note: Before clicking **Launch**, you have the option to tick the **Show Errors** box. This will notify you of any errors when launching applications at Students. This option is only available will launching to multiple Students.

To launch an application on a group of Students

1. Select the required Group tab.
2. Choose {Group}{Launch Applications} from the Control window drop-down menu bar.
3. The Launch Application dialog will appear.
4. Click **Add**.
5. Enter the name and path of the application to launch at the Students.

   Or

   Click the **Browse** button and select an executable application on the Tutor workstation.

   Note: Check that Student applications are stored in the same location as the Tutor to ensure successful execution.

6. Click **OK**.

7. The application icon will be displayed in the Launch Application dialog and saved for future use.

   Note: If you only want to execute applications to Students that are logged on select the option **Execute Only if the Client is Logged on**.

8. Select the required application and click **Launch**.

Launch an application on a Student workstation whilst viewing

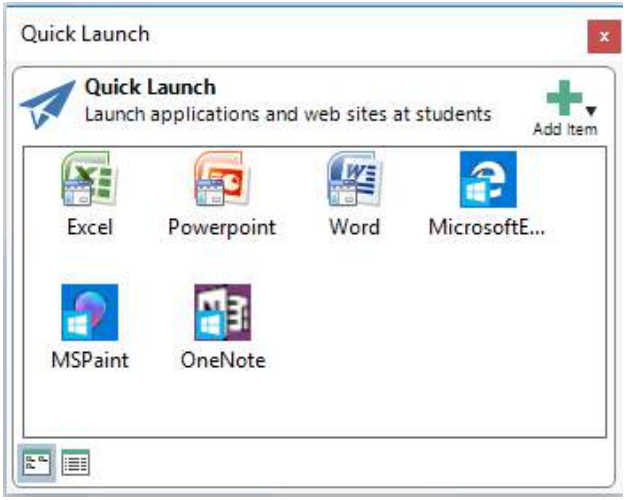
1. Choose {Client}{Launch Application} from the View window drop-down menu.

   Or

   Click the **Launch Application** icon on the toolbar.
2. The Launch Application dialog will appear.
3. Select the application to launch or click **Add** to add a new one.
4. Click **Launch**.

Quick Launch

Enables you to launch an application or website to Students without having to direct your way through the drop-down menus.



1. Click **Quick Launch** on the toolbar.
2. Click **Add Item** and select to add either an application or website.

   Or

   Drag the required application into the window.

3. Right click the required application or website and select **Launch at Students**.

Note: You can edit the properties of a saved application or website. Right click the required item in the Quick Launch window and click **Properties**.

To edit a saved executable application

1. Open the Launch Application dialog.
2. Select the application to edit.
3. Click **Properties**.
4. Edit the required details and click **OK**.
5. Click **Close**.

To remove a saved executable application

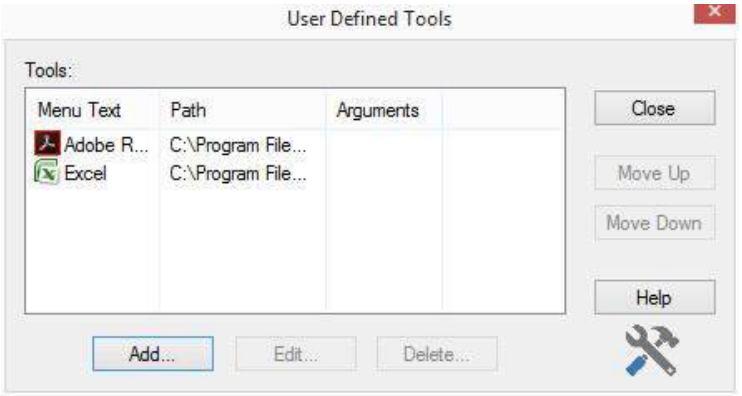
1. Open the Launch Application dialog.
2. Select the application to remove.
3. Click **Remove**.
4. Click **Close**.

User Defined Tools

As well as allowing a Tutor to launch applications at Student workstations, you can automatically run a task on a Tutor workstation using a Defined Tool.

To add a tool

1. Choose {School}{Tools – Edit} from the Control window drop-down menu.
2. The User Defined Tool dialog will appear.



3. Click the **Add** button.
4. The Add Tool dialog will appear.
5. Enter the required information.
6. Click **OK**. The new tool will be listed on the Tools menu.
7. Click **Close**.

To run a tool

1. Choose {School}{Tools} from the Control window drop-down menus.
2. Select the tool you wish to run. The tool will automatically run.

To edit a tool

1. Choose {School}{Tools – Edit} from the Control window drop-down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to edit.
4. Click the **Edit** button.
5. The Edit dialog will appear.

6. Edit the appropriate information, click **OK**.

To delete a tool

1. Choose {School}{Tools – Edit} from the Control window drop-down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to delete.
4. Click the **Delete** button.
5. A confirmation dialog will appear, click **Yes**. The tool will be removed.

Rebooting or Logging out Students

Having connected to a Student or group of Students, you are able to remotely log out or reboot the Student workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

To reboot or log out a Student

1. Select a Client or group of Students.
2. Choose {Student}{Power Management - Reboot or Logout} from the Control window drop-down menu.

   Or

   Click the **Manage** icon drop-down arrow on the Control toolbar and select **Reboot** or **Logout**.

   Or

   If displayed, click the **Reboot** or **Logout** icon on the toolbar.
3. A message will appear, confirming the Student(s) included in the reboot/log out.
4. Click **Yes** to continue.

To reboot or log out a Student whilst viewing

1. Choose {Client}{Reboot or Logout} from the View window drop-down menu.
2. A message will appear, confirming the Student included in the reboot/log out.
3. Click **Yes** to continue.

Manage User Account

NetSupport School allows you to manage users (reset and unlock passwords) that are part of Active Directory, allowing you to easily reset Student passwords at the end of a lesson, if required. You can see user accounts that have been locked, unlock the account or assign a new password.

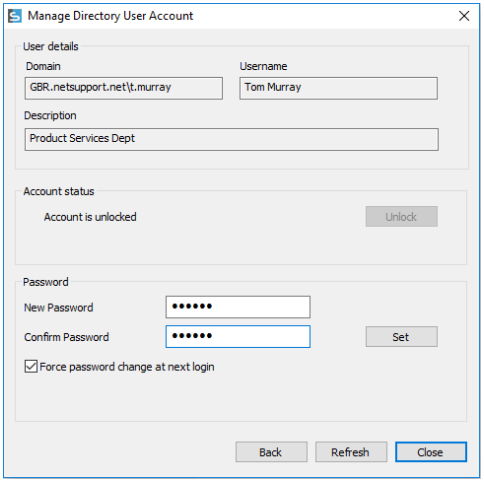
If non-domain administrators want to use this facility, you will need to apply the appropriate rights to them. Please contact our Support team for full instructions on how to do this.

To reset a Student password

1. Select the Student to reset the password for.

   Note: You can select all or a group of Students to reset the password for.

2. Select {Student}{Reset Password} from the Control window drop-down menu.
   Or
   Click the **Manage** icon in the toolbar and select **Manage Account**.
   Or
   Select {Tools}{Reset Password} from the Tech Console window drop-down menu.
3. The Active Directory User Account dialog will appear. The logged on user name for the selected Student will be displayed. Click **Modify**.
4. The Manage Directory User Account dialog will appear.



From here, you can see the current user details, unlock the account and set a new password. When setting a new password, you can force the user to change this when they next log in.

Note: If you selected multiple Students, you will only be able to set a new password and not unlock accounts or force a password change.

Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific websites. In addition, the Tutor can temporarily suspend all internet access.

Note: Supported Internet Browsers for Internet metering and restrictions are IE 8 or higher, Microsoft Edge, Firefox 2 or higher and Google Chrome. The following supports Internet restrictions only: Opera 9 and higher.

1. Choose {View}{Mode - Web View} from the Control window drop-down menu.

   Or

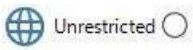
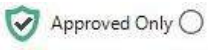
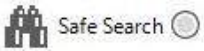
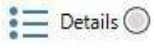
   Click the **Web Control** icon on the left-hand side of the Control window.



In 'Web' Mode, you can view details of approved or restricted websites and use the available icons to:



Turn on/off a central policy that has been created in the Tech Console.

	Revert back to unrestricted access if restrictions have been in place.
	Activate the "Approved Site list". The Student will only be able to view websites that are in the approved list. All other websites are blocked. When the Student accesses the internet, they are forced to choose an approved website rather than being able to surf at will.
	Activate the "Restricted Site" list. The Student will not be able to view websites that are in the restricted list but will be able to view all other websites.
	Restrict all access to the internet.
	Activate "Safe Search" mode. Stops inappropriate websites being displayed while Students are using search engines.
	Activate "Block FTP" sites. Block Students from accessing FTP sites.
	Switch between large icons and Details view in the List view.

Note: A padlock will be displayed next to the Web Control view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration or by clicking the **Policy** icon at the bottom of the Control window.

The Web Control Module can be used to perform the following functions:

Identify websites currently running on the Student workstation

In the List view, the Student icons can be viewed in two different ways: large icons or Details view. Choose {View}{Large icons/Details} or right click in the List view and select one of these options to change the layout of the Student icons. You can also click the **Details** icon at the bottom of the Control window.

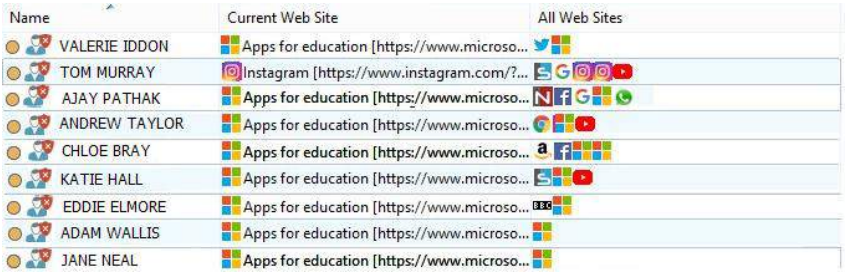
The lower panes can be minimised to make more room for the Student thumbnails. Click the button.

An icon is displayed next to the Student icon, informing the Tutor of the current Student activity. This icon will be the default Internet Explorer icon or a personalised website icon.

Large icons



Details



If the website is currently listed in the approved or restricted lists, then a visual green (approved) or red (restricted) identifier is shown surrounding the website icon to make identification easier.

If the List view is in "Details" layout, then a list of all other website's running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student icons can also be rearranged by the Tutor. Right click in the List view and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name	Student icons will be arranged in alphabetical order according to their Student name/ display name/ Student Register name.
By Current Website	Student icons will be arranged in alphabetical order according to the current website the Student is viewing.
By All Websites	Student icons will be arranged in alphabetical order according to the running websites on the Student workstation.

By Policy	Student icons will be arranged in alphabetical order according to the current policy set in the Tech Console. This option will only be displayed if there is a policy in force.

Selection of one of the above options is identified by an orange dot.

Auto Arrange	If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A green tick will identify selection of this option. To deselect this option, simply re-click **Auto Arrange** and the tick will disappear.
Ascending	If this option has been selected, the student icons will appear in ascending order according to the previously selected option above. A green tick will identify selection of this option. To deselect this option, simply re-click **Ascending** and the tick will disappear. This will arrange the Student icons in descending order.
Align to Image Centres	This option will only be available if a background image has been set to tile. This will align the Student icons to the centre of the image.

Close the current/running website on a Student workstation

1. To close a website on a Student workstation, choose {View}{Details}.
2. The Details List view will appear.
3. Right click a website under **Current Web Site** or **All Web Sites**.
4. Choose **Close Browser**.

The website will be closed at the Student machine and the website icon will disappear from the List view.

Note: By right clicking on a website icon in the approved or restricted list, the Tutor is able to close a website on all connected Students, by choosing **Close at Students**.

Change the current website running on a Student workstation

1. To change the current website running on a Student workstation, choose {View}{Details}.
2. The Details list view will appear.
3. Right click a website icon listed under **All Web Sites**.
4. Choose **Activate**.
5. The newly activated website will now replace the current website running on the Student workstation.
6. The icon listed under **Current Web Site** will be replaced with the newly activated website icon.

Launch a website on all connected Students

1. Right click a website icon in the **Approved Sites** list.
2. Choose **Send to Students**.
3. The website will be launched on all connected Student workstations.
4. In the List view, the launched website icon will appear in the current website list.

Or

1. Highlight a website in the **Approved Applications** list.
2. Drag and drop the highlighted website into the List view.
3. The website will be launched on all connected Student workstations.
4. In the List view, the launched website icon will appear in the current website list.

Setting up an Approved or Restricted Website List



Approved Sites

When activated, the Student is only able to view the URLs specified on this list. A page will appear at the Student machines displaying the list of approved sites that they can choose from. This will only appear if the Student Toolbar is disabled.



Restricted Sites

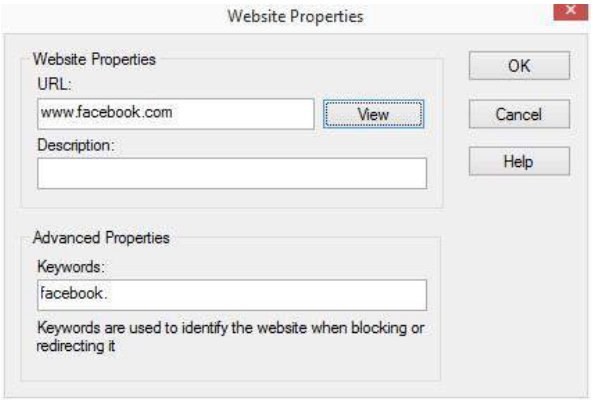
When activated, the Student is unable to view the URLs specified on this list. However, all other sites can be viewed.

Notes:

- To ensure Students are only viewing the appropriate pages in a website you can approve/restrict Sub-URLs, specific web pages and have different parts of the same website approved/restricted. i.e. www.bbc.co.uk/learning can be restricted but www.bbc.co.uk/learning/history can be approved. Students will only be able to view pages relating to history and not view pages relating to Science or English.
- Web restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Add a website to your approved or restricted list

1. Click **+** to add a URL to your approved or restricted list.
   Or
   Right click in the list boxes and select **Add Website**.
2. The Add Website dialog will appear.



3. Type in the website address under URL, e.g. www.netsupportschool.com
4. Type in the description, e.g. NetSupport School (this is optional).

5. Click **OK**.
6. The website icon and description will appear under the approved or restricted list.

Note: By default, keywords are entered to prevent/ allow a Student to view a URL that includes these keywords. This can be used to deal with websites that are re-directed.

Or

1. Choose {View}{Details}.
2. Right click a website icon in the List view under **Current Web Site** or **All Web Sites**
3. Choose **Add to Approved List**.
   Or
   Choose **Add to Restricted List**.
4. The website icon and description will appear under the approved or restricted list.

Note: You can also add a website to the approved or restricted list from the Co-Browser.

Remove a website from your approved or restricted list

1. To remove a website from the list, simply highlight the chosen URL and click **x**.
   Or
   Right click in the list boxes and select **Remove Site**.

Apply approved or restricted websites

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students, select their icons in the List view
2. To apply these restrictions, choose {Web}{Allow Approved Websites Only or Block Restricted Websites}
   Or
   Click the relevant restriction icon at the bottom of the Control window.

Or
Click the **Web Access** icon on the Control toolbar and choose **Approved Only** or **Block Restricted**.

3. To acknowledge which restriction has been activated, an appropriate indicator will appear next to the Student icons (Large icons only). Red for restricted, green for approved.
4. If a Student is currently viewing a website included in the activated restriction list, they will be redirected to a message stating that the website has been blocked by the Tutor.

Notes:

- You can amend the URL that restricted websites will be redirected to. Choose {School}{Configuration}{Administration - Security} from the Control window drop-down menu and enter the required URL under **Redirect URL**.
- Full internet redirection is supported on Internet Explorer, Netscape (in IE Mode) and browsers that provide IE-based rendering. For Mozilla and Firefox, the browser window will close.
- You can specify a time limit that certain internet permissions apply for. Select {Web}{Allow access for limited time}. Once the time limit has expired, the permission will revert to "Block All".



End approved or restricted websites

1. To remove the restrictions for individual Students, select their icons in the List view.

2. Choose {Web}{Unrestricted Access} from the drop-down menu
   Or
   Click the **Unrestricted** icon at the bottom of the Control window.
   Or
   Click the **Web Access** icon on the Control toolbar and choose Unrestricted.
3. The green or red indicator will be removed from the selected Student icons.

Note: Because internet browsers often hold the results of recent web access attempts in cache memory, lifting an internet restriction may not appear to take effect immediately. If this happens, you may have to restart the browser. The same situation may arise if you are using an application which requires internet access to a site that has been blocked. Once the restriction has been lifted, you may need to restart the application for it to recognise the change.

Block all web access

Allows you to block all access to the internet for Students. An indicator will appear next to the Student icons to confirm internet usage is suspended.

Note: If the **Block All** icon is displayed on the toolbar, clicking this will instantly block all web access for all Students.

1. If you want to block web access for individual Students, select their icons in the List view.
2. Choose {Web}{Restrict all Websites} from the Control window drop-down menu.
   Or
   Click the **Restrict All** icon at the bottom of the Control window.
   Or
   Click the **Web Access** icon on the toolbar and choose **Restrict All**.
3. All web access will be blocked for the selected Students.

Note: You can also block web access for all connected Students from the Tutor Toolbar.

Include proxy overrides

Allows you to include websites that have been added to the Proxy Settings Exceptions list, when using the Approved Website list.

1. Choose {Web}{Include Proxy Overrides} from the Control window drop-down menu.
2. Apply the Approved Websites Only list.
3. Students will only be able to view websites from the Approved list and the Proxy Settings Exception list.

Note: Websites listed in the Proxy Settings Exception list will not appear in the list of approved websites at the Student.

Apply SafeSearch mode

The SafeSearch feature overrides the search settings for most leading search engines and prevents inappropriate content being returned within search results.

Note: When using Google, searches can be performed using HTTPS instead of HTTP; SafeSearch is unable to filter HTTPS web pages. You can block HTTPS for Google, see https://support.google.com/websearch/answer/186669?hl=en for more information.

1. Choose {Web}{Safe Search Mode} from the Control window drop-down menu.
   Or
   Click the **Safe Search** icon at the bottom of the Control window.

Block FTP sites

Prevent Students from accessing FTP sites to stop the exchanging of files.

1. Choose {Web}{Block FTP Sites} from the Control window drop-down menu.
   Or
   Click the **Block FTP** icon at the bottom of the Control window.
2. Access to FTP sites will now be blocked.

Create a new website list

1. To create a new Website list, choose {Web}{Create new Website List}.
2. A dialog will appear. Enter a file name and click **Create**.
3. A new blank Website list will appear.

Note: The default Website list is saved as NetSupport School.web

Open an existing website list

1. To open an existing Website list, choose {Web}{Load Existing Website List}
2. Highlight the relevant file and click **Open**.
3. The existing Website list will appear.

Save a website list

1. To save a current Website list, choose {Web}{Save Website List as} from the drop-down menu.
2. A dialog will appear. Enter a file name and click **Save**.
3. The current Website list will be saved.

Note: Any changes that have been made to the new or existing Website list will be automatically saved when a new Website list is created, or when you exit out of the NetSupport School program.

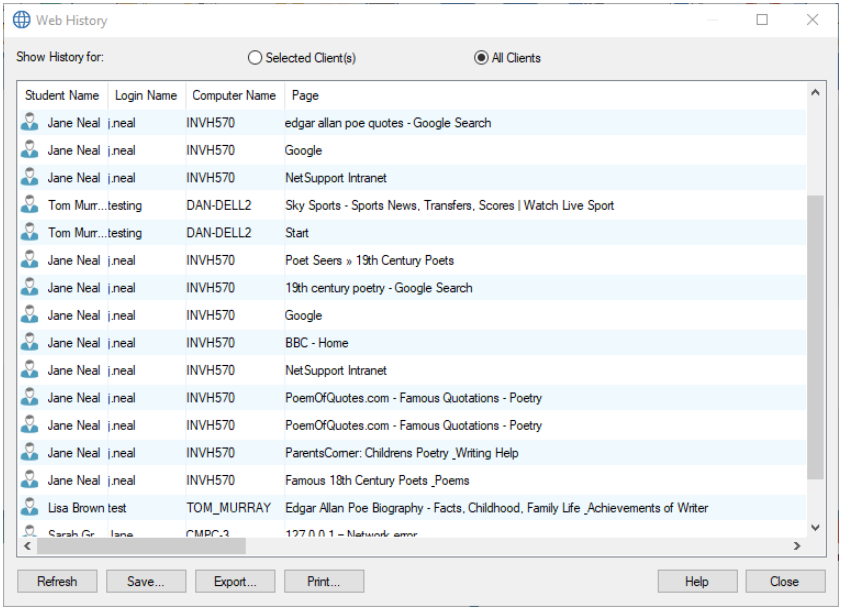
View Web History

This feature of the Web Control Module enables you to monitor the websites being visited by connected Students and, if required, store or print a permanent record.

Note: Students' web history can be automatically saved to the Tutor Journal when the Tutor Console is shut down. To enable this setting, select {View}{Current settings - User Interface - Tutor} from the Control window drop-down menu and select the **Save Student Web history to Tutor Journal** option.

1. In Web view, choose {Web}{History} from the Control window drop-down menu.
2. The Web History dialog will appear.

   This provides details of the sites visited by the Student(s) during the currently connected session.



The available options are:

Show Web History for:

The list can be viewed by currently **Selected Client** or **All Connected Clients**.

Refresh

While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Co-Browser

NetSupport School provides the Tutor and Students with a shared Web Browser. This enables the Tutor to lead a browser session, navigating Students through various web pages, with the added security of locking the Students so they can only view the pages opened by the Tutor.

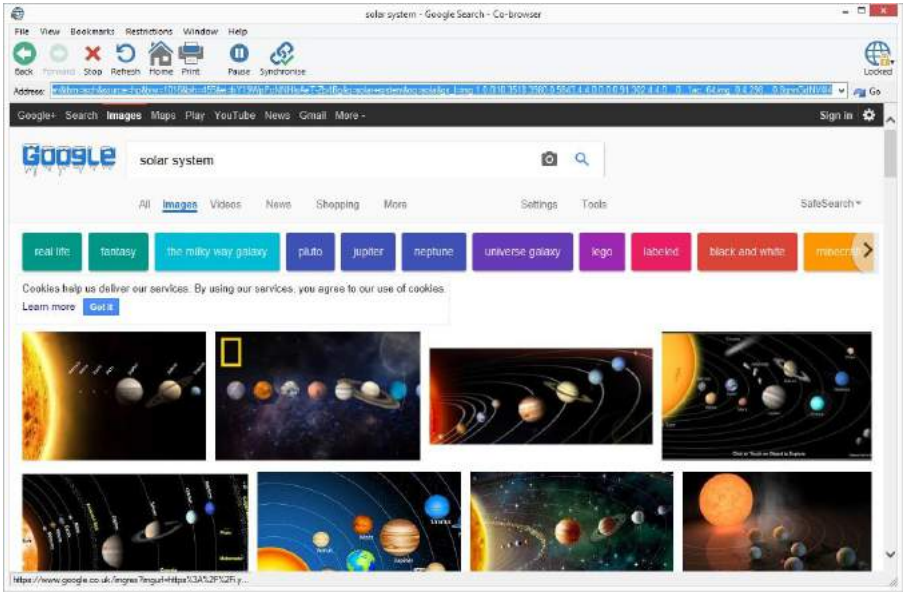
Note: The Co-Browser is not supported with websites that use Flash Navigation or Java Scripting.

To open a Co-Browse session

1. Select the Client(s) that are to be included in the session.
2. Choose {Student}{Co-Browse} from the Co-Browse window drop-down menu.

   Or

   If displayed, click the **Co-Browse** icon on the toolbar.
3. The Co-Browse window will open and also appear on the selected Student machines. From here, you can open web pages and create new tabs that allow you to navigate between web pages.



Using the Co-Browser

Using the Co-Browser is a very straightforward process with a simple to use interface. Once the Co-Browser is active on the selected Students screens, you can guide Students through a variety of web pages to suit the needs of your lesson. You can view multiple websites by creating new tabs which allows you to easily switch between different web sites.

To create a new tab

1. Select {File}{New tab} from the Co-Browser drop-down menu.
2. A new tab will appear. Enter the website address in the Address bar and select **Go**.
3. The website will be displayed under the new tab.

To approve/restrict websites

You can add websites to the approved or restricted lists in the Web Control Module from the Co-Browser window.

1. Select the website you wish to approve or restrict.
2. Choose {Restrictions}{Add to Approved Sites or Add to Restricted Sites} from the Co-Browser drop-down menu.
3. The website will now either be approved or restricted and this will apply to the Students when using the Co-Browser.

Notes:

- There are three different modes that you can apply to Students while they are using the Co-Browser, Locked, Restricted and Free, by default, the Students will be locked.
- You can pause the Students Co-Browse session by selecting the **Pause** icon on the toolbar. This may be useful if you wish to perform any functions you don't wish the Students to see.
- To set the Students web pages to the same as the Tutor's click the **Synchronise** icon on the toolbar.

Lock/Unlock Students in the Co-browser

There are several different modes you can apply to the Students when using the Co-Browser. **Lock Students**, lets you guide Students through a selection of web pages with Students having no control over what they are viewing. **Restrict Students**, enables Students to have some control but only view web pages that you have selected. **Free Students** gives Students full control over the websites they can access.

Note: Whilst the Students are unlocked, any restrictions applied in the Web Control Module will apply to the Students in the Co-Browser session.

To lock students

1. Select {File}{Lock Students} from the Co-Browser drop-down menu.
   Or
   Click the **Lock/Unlock** icon on the toolbar and select **Lock Students**.
2. Students will now be locked, they will only be able to view websites that the Tutor shows them, with no access to any of the Co-Browse functions.

To free students

1. Select {File}{Free Students} from the Co-Browser drop-down menu.
   Or
   Click the **Lock/Unlock** icon on the toolbar and select **Free Students**.
2. Students will now have control over the Co-Browser and will be able to open new websites etc. Any web pages or tabs selected by the Tutor will be left open.

To restrict students

1. Select {File}{Restrict Students} from the Co-Browser drop-down menu.

   Or

   Click the **Lock/Unlock** icon on the toolbar and select **Restrict Students**.

Students will be unlocked, but they will only be able to access web pages or tabs left open by the Tutor. Students will not have access to other websites or be able to open links on existing pages.

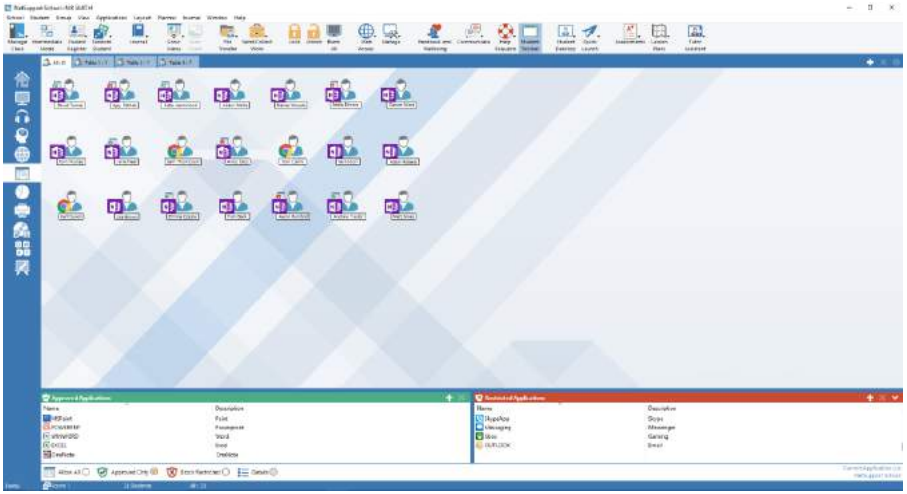
Application Control Module

The Application Control module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

1. Choose {View}{Mode - Application View} from the Control window drop-down menu.

   Or

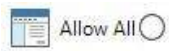
   Click the **Application Control** icon on the left-hand side of the Control window.



In 'Applications' Mode, you can view details of approved or restricted applications and use the available icons to:



Turn on/off a central policy that has been created in the Tech Console.



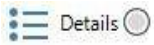
Revert back to unrestricted access if application restrictions have been in place.



Activate the "Approved Applications" list. The Student will only be able to run applications that are in the approved list. All other applications are blocked.



Activate the "Restricted Applications" list. The Student will not be able to run applications that are in the restricted list but will be able to run all other applications.



Switch between large icons and Details view in the List view.

Note: A padlock will be displayed next to the Application Control view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration or by clicking the **Policy** icon at the bottom of the Control window.

The Application Control Module can be used to perform the following functions:

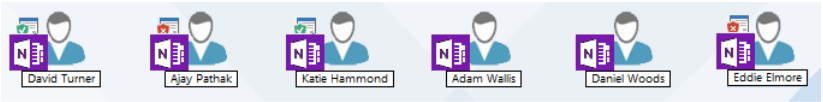
Identify applications currently running on the Student workstation

In the List view, the Student icons can be viewed in two different ways: large icons or Details view. Choose {View}{Large icons/Details} or right click in the List view and select one of these options to change the layout of the Student icons. You can also click the **Details** icon at the bottom of the Control window.

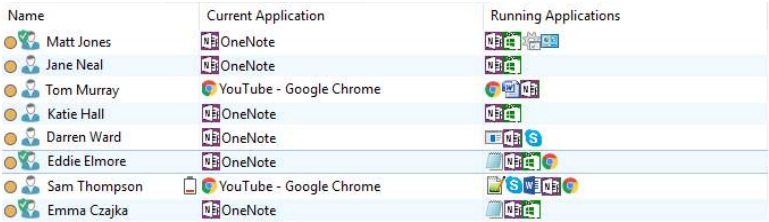
The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

An icon is displayed next to the Student icon, informing the Tutor of the current application in use.

Large icons



Details



If the application is currently listed in the approved or restricted lists, then a visual green (approved) or red (restricted) identifier is shown surrounding the application icon to make identification easier. If the List view is in "Details" layout, then a list of all other applications running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student and Application icons can also be rearranged by the Tutor. Right click in the List view and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name	Student icons will be arranged in alphabetical order according to their Student name/ display name/ Student Register name.
By Current Application	Student icons will be arranged in alphabetical order according to the current application.
By Running Applications	Student icons will be arranged in alphabetical order according to the running applications on the Student workstation.
By Policy	Student icons will be arranged in alphabetical order according to the current policy set in the Tech Console. This option will only be displayed if there is a policy in force.

Selection of one of the above options is identified by an orange dot.

Auto Arrange	If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A green tick will identify selection of this option. To deselect this option, simply re-click **Auto Arrange** and the tick will disappear.
Ascending	If this option has been selected, the Student icons will appear in ascending order according to the previously selected option above. A green tick will identify selection of this option. To deselect this option, simply re-click **Ascending** and the tick will disappear. This will arrange the Student icons in descending order.

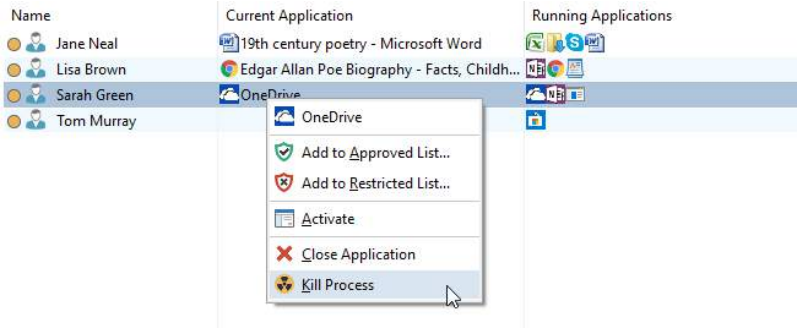
Align to Image Centres This option will only be available if a background image has been set to tile. This will align the Student icons to the centre of the image.

Close current/running applications on a Student workstation

The Tutor has two options when closing down an application on a Student workstation:

Close Close down an application but respect any applications requests at the Student, e.g. to save file before closing.

Kill Force the application to close, without any application prompts.



1. To close an application running on a Student workstation, choose {View}{Details).
2. The Details List view will appear.
3. Right click an application icon listed under **Current Application** or **Running Application** in the List view.
4. Choose **Close Application** or **Kill Process**.
5. The application will be closed at the Student workstation and the icon will disappear from the List view.

Note: By right clicking on an application in the approved or restricted list, the Tutor is able to close a running application on all connected Students.

To close all applications at the Student
All running applications at the Student will be forced to close.

Note: This feature is not supported for Windows Store applications. Only standard Windows desktop applications will be closed.

1. Select the Students you wish to close applications at.
2. Select the **Student Desktop** icon on the toolbar.
3. Click **Clear Desktop** and then click **Yes**.

Change the current application running on a Student workstation

1. To change the current application running on a Student machine, choose {View}{Details).
2. The Details list view will appear.
3. Right click an application icon listed under **Running Applications**.
4. Choose **Activate**.
5. The current application running on the Student workstation will now be replaced by the newly activated application.
6. The icon listed under **Current Application** will be replaced with the newly activated application icon.

Note: You can minimise all applications at Student machines. Select **Student Desktop** on the toolbar and click **Show Desktop** or select {Applications}{Show Desktop} from the Control drop-down window.

Launch an application on all connected Students

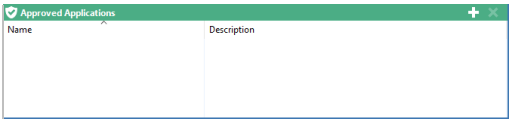
1. Right click an application icon in the **Approved Applications** list.
2. Choose **Send to Students**.
3. The application will be launched on all connected Student workstations.
4. In the List view, the launched application icon will appear in the Current Application list.

Or

1. Highlight an application in the **Approved Applications** list.
2. Drag and drop the highlighted application into the List view.
3. The application will be launched on all connected Student workstations.

4. In the List view, the launched application icon will appear in the current application list.

Setting up Approved or Restricted Applications



Approved Applications

The Student is only able to run the applications specified on this list.



Restricted Applications

The Student is unable to run the applications specified on this list.

Note: Application restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Add an application to your approved or restricted list

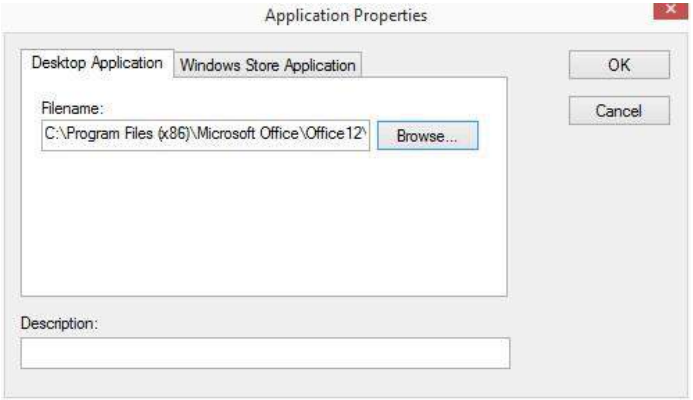
1. Click **+** to add an application to your list.

   Or

   Right click in the List boxes and select **Add Application**.

   Or

   Drag and drop applications from your desktop or Start Menu into the Approved or Restricted list box.
2. The Add Application dialog will appear.



3. Type in the .exe file name (e.g. winword.exe) under 'file name' or browse for your chosen application.
4. Type in the description, e.g. Microsoft Word.

Note: When adding applications on Windows machines that have the Microsoft Store, two tabs will be displayed in the Application Properties dialog. The 'Desktop Application' tab allows you to add standard Windows applications as detailed above or you can add 'Windows Store Applications'.

5. Click **OK**.
6. The application icon, name and description will appear in your Approved or Restricted list box.

Or

1. Choose {View}{Details}.
2. Right click an application icon in the List view under "Current Application" or "Running Applications".
3. Choose **Add to Approved List**.
   Or
   Choose **Add to Restricted List**.
4. The application icon and description will appear in the approved or restricted list.

Remove an application from your approved or restricted list

1. To remove an application from the list, simply highlight the chosen application and click **x**.
   Or
   Right click in the list boxes and select **Remove Application**.

Note: The default application list is NetSupport School.app.

Apply approved or restricted applications

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students, select their icons in the List view
2. To apply these restrictions, choose {Applications}{Allow Approved Applications Only or Block Restricted Applications}.

Or

Click the **Approved Only** or **Block Restricted** icon at the bottom of the Control window.

3. To acknowledge which restriction has been activated, an appropriate indicator will appear next to the Student icons (when viewing Large icons only). Red for restricted, green for approved.
4. If a Student is currently running an application included in your activated restriction list, an Application Blocked dialog will appear on their screen, stating the application that has been blocked by the Tutor. This will also appear if a Student attempts to run any of the applications included on the restriction list.





End approved or restricted applications

1. To remove the restrictions for individual Students, select their icons in the List view.
2. Choose {Applications}{Unrestricted Access} from the drop-down menu

   Or

   Click the **Allow All** icon at the bottom of the Control window.
3. The green or red indicator will be removed from the selected Student icons.

Note: Removing a restriction may not appear to take effect immediately. You may need to restart the application for it to recognise the change.

Create a new application list

1. To create a new application list, choose {Applications} {Create New Application List}
2. A dialog will appear. Enter a file name and click **Save**.
3. A new blank application list will appear.

Note: Application lists can be assigned to different Tutor users by setting up a Tutor Profile. See Tutor Profiles.

Open an existing application list

1. To open an existing application list, choose {Applications} {Load Existing Applications List}
2. Highlight the relevant file and click **Open**.
3. The existing application list will appear.

Save an application list

1. To save the current application list, choose {Application}{Save Application List as}.
2. A dialog will appear. Enter a file name and click **Save**.
3. The current application list will be saved.

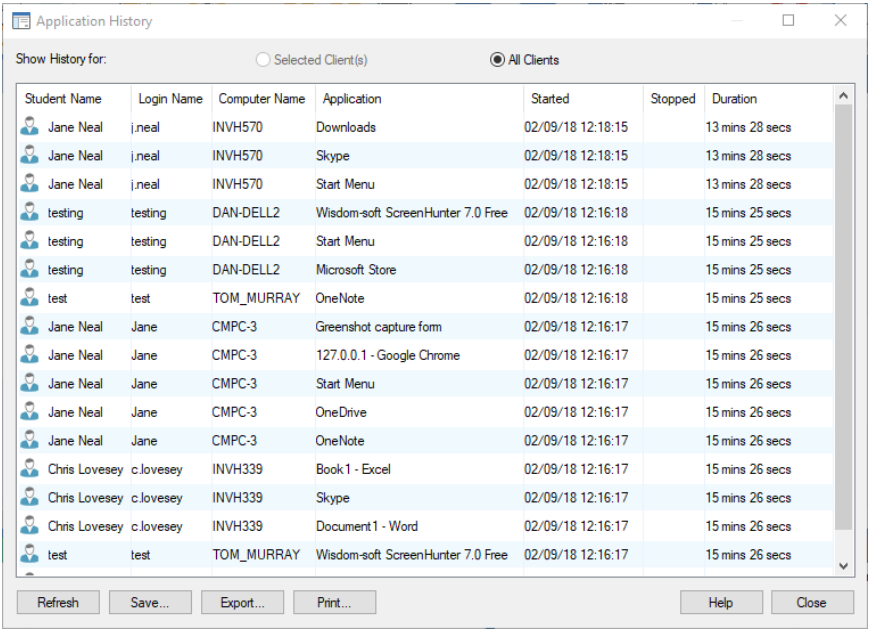
Note: Any changes that have been made to the new or existing applications lists will be automatically saved when a new applications list is created, or when you exit the NetSupport School program.

View Application History

This feature of the Application Control Module enables you to monitor the applications being used by connected Students and, if required, store or print a permanent record.

1. In Applications view, choose {Applications}{History} from the Control window drop-down menu.
2. The Application History dialog will appear.

   This provides details of any application used by the Student(s) during the currently connected session.



The available options are:

Show Application History for:

The list can be viewed by currently **Selected Client** or **All Connected Clients**.

Refresh

While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

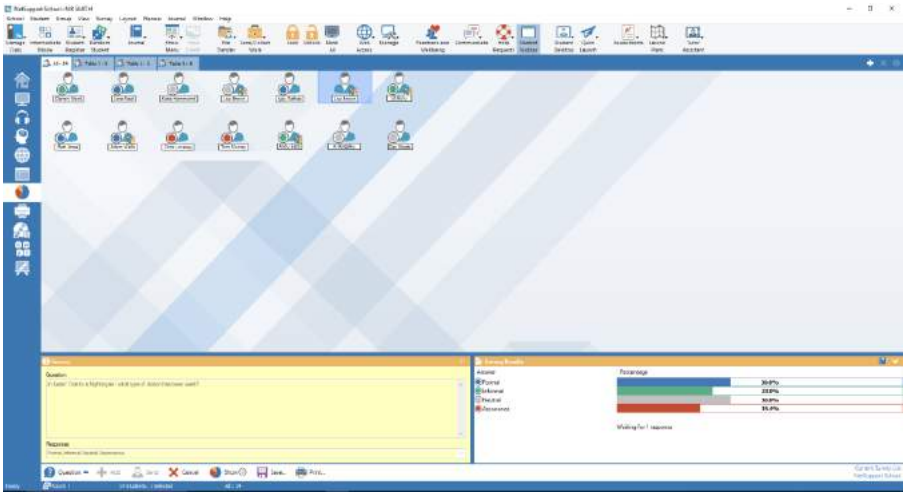
Close

Closes the History dialog but details will continue to be recorded while the Tutor is connected.

Student Surveys

The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question, together with a selection of pre-defined responses. Student responses are gathered at the Tutor with the results shown as an overall percentage and by individual Student. Results can be shown to Students in the form of a pie chart, Students must respond before they can view the results.

Students can also be temporarily 'grouped' by response enabling you to see in an instant who selected the same answer. This could be useful if you felt a quick follow-up question or message to particular Students was required.



The basic procedure for sending a survey to Students is:

1. Choose {View}{Mode - Survey View} from the Control window drop-down menu.

   Or

   Select the **Student Survey** icon from the left-hand side of the Control window.

   Or

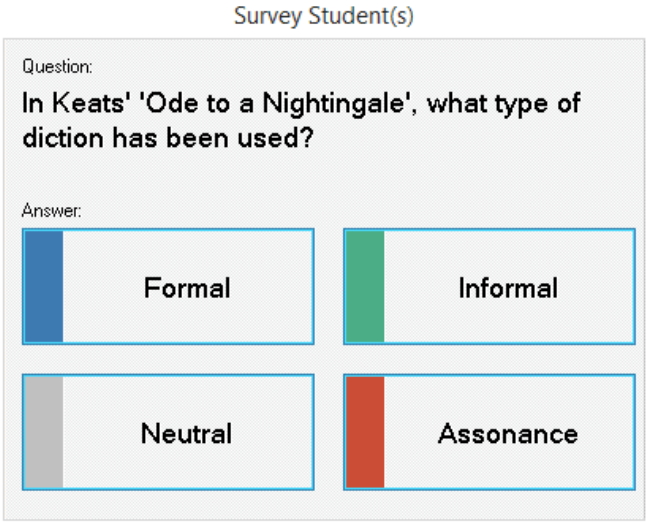
   Click the **Assessments** icon on the toolbar and select **Survey**.
2. Select the Students to include in the survey. This can be all Students in the list view, selected Students or a defined group of Students.
3. Enter a question in the box provided.

4. Select the responses/answers to the question. These can either be chosen from the drop-down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.
5. Send the survey to Students by choosing {Survey}{Send} from the Control window drop-down menu.

   Or

   Click the **Send** icon displayed at the bottom of the Survey pane.

   A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the answer.



6. As Students submit their answers, the Survey Results pane will display the percentage response for each option. The Client icon will also flag how the individual Student answered. By choosing {View}{Details} from the Control window drop menu you can sort the Students by result. Alternatively, you can sort the Students into temporary groups by response. Choose {Survey}{Auto Group Students} from the Control window drop-down menu.
7. When the survey is complete, remove it from the screen by choosing {Survey}{Cancel Survey} from the Control window drop-down menu.

   Or

   Click the **Cancel** icon displayed at the bottom of the Survey pane.

Note: The survey will be cleared from all machines whether the Student has responded or not.

Show survey results to Students

1. Choose {Survey}{Show Results to Students} from the Control window drop-down list.
   Or
   Click the **Show** icon at the bottom of the Control window.
2. The results will be displayed as a pie chart on the Students screen.

Note: Survey results will only be displayed if the Student Toolbar is running and the Student has submitted their answer.

Save survey results

The survey can be saved to a .CSV file.

1. Choose {Survey}{Save Results} from the Control window drop-down menu.
   Or
   Click the **Save** icon at the bottom of the Survey pane.

Print survey results

Before clearing the survey, you can print a permanent record of the results.

1. Choose {Survey}{Print Results} from the Control window drop-down menu.
   Or
   Click the **Print** icon displayed at the bottom of the Survey pane.

Note: The Student results can be added to the Student Journal, choose {Survey}{Add Results to Journal} from the Control window drop-down menu or click the **Add Survey Results to Journal** icon.

Survey Lists

Surveys can be re-used by adding them to a Survey list. NetSupport School provides a default list, NetSupport School.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

Create a Survey list

1. In Survey view, choose {Survey}{Create New Survey List} from the Control window drop-down menu.
2. Enter a name for the file and click **Create**.
3. Any new surveys you enter will be added to the list.

Load a Survey list

1. In Survey view, choose {Survey}{Load Existing Survey List} from the Control window drop-down menu.
2. Select the required list and click **Open**.

Using Survey lists

With the required Survey list loaded, you can enter new questions or use and manage previously stored questions and responses.

To add a new question to a Survey list

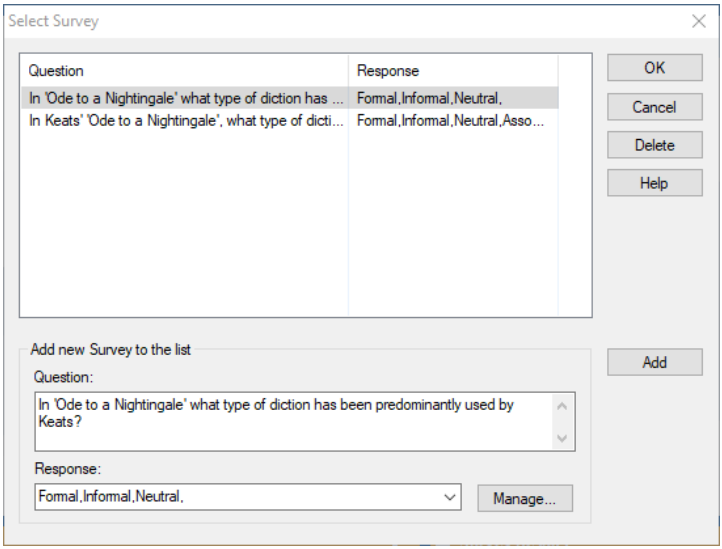
1. In the Student Survey pane, enter the question and choose the required responses from the drop-down list or add new options if the defaults aren't appropriate.
2. Send the survey to Students. The survey will automatically be stored in the current list.

   Or

   Rather than send the survey immediately, choose {Survey}{Add Survey to List} from the Control window drop-down menu or click the **Add** icon displayed at the bottom of the Survey pane to store the question and responses for future use.

To use an existing survey

1. In the Student Survey pane, click the **Select/Add Question** icon (white cross). The Select Survey dialog will appear.



2. Select a question from the list and click **OK**.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Manage questions and responses

As well as enabling you to choose an existing Survey, the Select Survey dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. If the Survey list does not currently include the required question, enter the new question along with the responses, in the boxes provided and click **Add**.

   Or

   To edit an existing question, select it from the list, change the question and/or the responses and click **Add**.

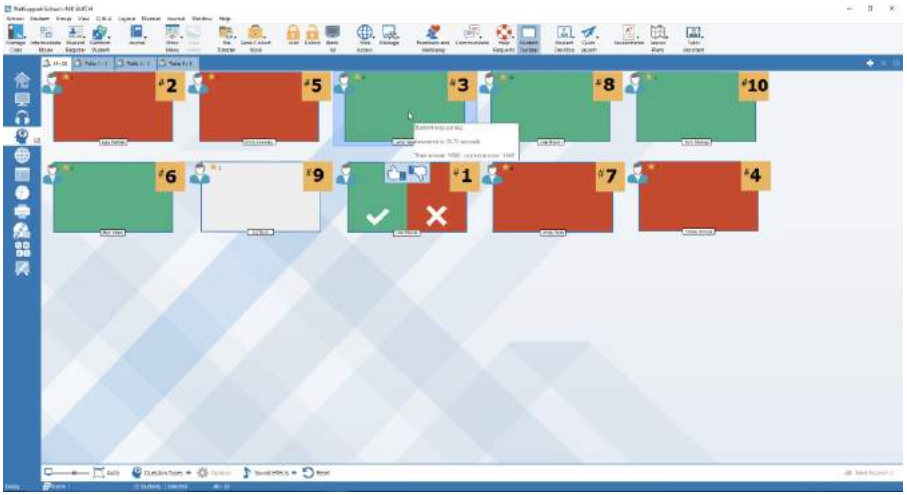
Note:	If you change the question it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

2. To use the question in a survey, select it from the list and click **OK**.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Note: When you use customised responses in a survey, they will be attached to that question only. If you want to make the responses available to other surveys, they need to be added to the default drop-down list. Click **Manage**, the Manage Responses dialog will appear, enter the required responses and click **Add**.

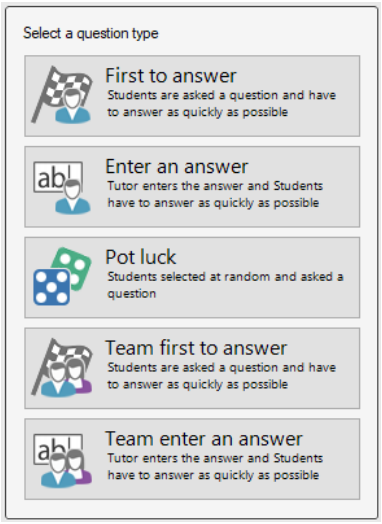
Question and Answer Module

NetSupport School's Question and Answer module is a unique collaborative tool that enables teachers to reinforce key learning points and instantly gauge student understanding during a lesson. You can verbally ask questions to the whole class, gauge student answers and understanding, bounce questions around the classroom, develop peer assessment opportunities as well as track rewards against both the individual and, where appropriate, teams.



Note: The Student Toolbar will be enabled and displayed at the Student, even if the toolbar is turned off at the Tutor.

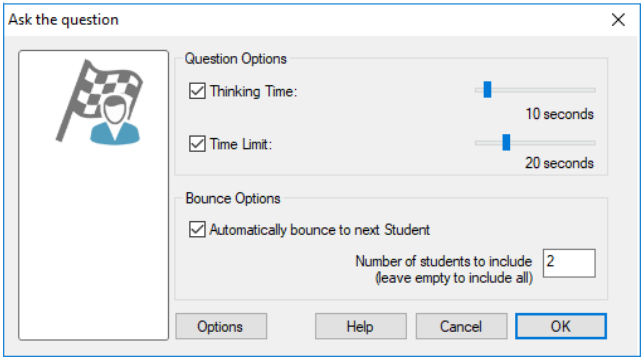
1. Choose {View}{Mode - Q&A View} from the Control window drop-down menu.
   Or
   Click the **Q&A** Control icon on the left-hand side of the Control window.
   Or
   Click the **Assessments** icon on the toolbar and select **Question and Answer**.
2. The Question Types dialog will appear.



There are five types of questions to choose from:

First to answer
Enter an answer
Pot luck
Team first to answer
Team enter an answer

3. Select a question type to continue.
4. The Ask the question dialog is displayed. Set the required properties for the question and click **OK**.



5. Click **Go** to start the Question and Answer session.

6. The Tutor will display the Student thumbnails. From here, you can see who has responded and mark their answers.

A Question and Answer dialog is displayed at the Student, showing the current question type and any awards the Student has received. Students will be able to see the current state of all Students for each question. You can also choose to show the results to Students, this can be set in the Question & Answer Options dialog.

Note: Questions can also be started from the Q&A menu. Select {Q&A}{Question Type} from the Control window drop-down menu or click the **Question Types** button at the bottom of the Control window.

Question and Answer Module - First to Answer Question Type
The teacher asks a verbal question and the Students click to answer. The 'top x' fastest responders will be displayed and the quickest Student is asked for their answer. You then decide whether this is correct or not and rewards can be awarded or deducted.

Note: Questions can be bounced to the next quickest Student when more than one Student has been selected. This can be done automatically by selecting the **Automatically bounce to next Student** option in the Ask the question dialog or manually by selecting {Q&A}{Bounce Question} from the Control window drop-down menu or clicking the **Bounce** icon at the bottom of the Control window.

A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set.

You can choose to exclude a Student from the next round if they have already answered a question, ensuring all Students have a fair chance to answer a question.

Question and Answer Mode - Enter an Answer Question Type
The teacher enters the answer to the next question in advance and then verbally asks the question. Students are prompted to enter their answer. Results are instantly displayed to the class and rewards can be awarded or deducted.

Note: You can determine whether the answer is case sensitive or not.

A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set. You can choose to exclude a Student from the next round if they have already answered a question, ensuring all Students have a fair chance to answer a question.

Question and Answer Mode - Pot Luck Question Type
The teacher decides how many Students to select randomly, NetSupport School will pick and order them. A Student is then randomly selected and you verbally ask a question and the Student answers. You then decide whether this is correct or not and have the option to 'bounce' the question to another random Student. Rewards can be awarded or deducted.

Note: Questions can be bounced when more than one Student has been selected. This can be done automatically by selecting the **Allow question bounce** option or manually by selecting {Q&A}{Bounce Question} from the Control window drop-down menu or clicking the **Bounce** icon at the bottom of the Control window.

If a Student has answered correctly, you can allow them to select the next random Student.

Note: If a Student has answered, they will not be randomly selected again during this session, unless the **Only Select Students Once** option is unselected.

You can also select a Student randomly by selecting {Student}{Select Random Student} from the Control window drop-down menu.

Question and Answer Module - Tutor Interface

Once the question type has been selected and the options chosen, Student thumbnails will be displayed in the Tutor. The thumbnails allow you to see who has responded and mark their answers more easily.

Customise thumbnail size

Student thumbnails can be resized to suit personal preferences.

1. Choose {Q&A}{Size} from the Control window drop-down menu.
2. Select the required size from the available options.

Or

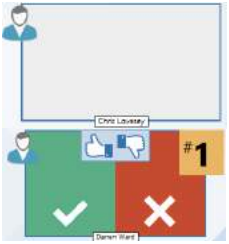
1. Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-fit size of Student thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Click the **Auto** icon at the bottom of the Control window.

The following icons can be displayed at the Tutor:



Student has not yet answered.

The Student has answered. You can mark their answer correct or incorrect by clicking on the tick or cross. Clicking the thumbs up/down button allows the rest of the class to peer assess the answer. The yellow number indicates which position the Student has answered in.



Student has been marked correct. The number of rewards the Student currently has is also displayed.



Student has been marked incorrect.



Student is excluded from the round.



The time ran out in enter an answer mode before the Student answered.



A Student is being peer assessed. The green and red area will fill in a bar chart style as the Students respond.



Student thought the answer was correct in peer assess mode.



Student thought the answer was incorrect in peer assess mode.



During a pot luck question student icons flash in this state to indicate they might be selected. A corresponding large '?' is also shown at Student screens.

Using the Question and Answer Module

Once a Question and Answer session has begun, you will be able to see who has responded and mark Student answers by clicking the tick or cross on the Student's thumbnail. Awards can be given for a correct answer and deducted for an incorrect answer, you can configure these options in the Question & Answer options dialog. Students can see their current awards in the Question and Answer dialog.

Note: Rewards can be allocated/deducted outside of a Question and Answer session, select {Student}{Rewards} from the Control window drop-down menu.

Questions can be bounced around the class encouraging discussion. You can also ask Students to peer assess an answer to find out if they thought it was correct or not.

You can move onto the next round by selecting {Q&A}{Next Round} from the Control window drop-down menu or clicking on the **Next Round** icon at the bottom of the Control window. A new session for the current question type can be started by selecting {Q&A}{New} from the Control window drop-down menu. You can stop the current question type and clear Question and Answer dialogs on the Student machines by clicking **Reset** at the bottom of the Control window.

Excluding Students

To ensure all Students are involved equally in the process, you can choose to exclude specific students, those that have already answered a question, from the next round of questioning.

Students are automatically excluded from a round if either of the **Exclude** options in the Question & Answer options dialog have been selected. Students can be manually excluded, right click the Student and select **Exclude Student from round**.

Sound Effects

You can include sound effects to be played at the Tutor and Students. Sounds will be played at the Tutor when a Student answers, at the Student when the Answer dialog is displayed and at both when randomly selecting a Student and when the thinking time or time limit is at 5 and 2.5 seconds. Sounds effects will be turned on by default.

1. Click the **Sound effects** icon at the bottom of the Control window.
2. Select the relevant option to turn sound effects on/off at the Tutor or Student.
3. Use the slider bar to adjust the volume. This can be locked at the Student if required.

Bouncing questions
To encourage discussion across the class, you can bounce a question to the next Student asking if they have an answer or what they thought of the previous answer.

Note: You can only bounce a question for first to answer and pot luck question types when more than one Student has been selected.

Questions can be automatically bounced to the next Student who has responded as soon as you click the tick or cross. Select the **Automatically bounce to next Student** option in the Ask the question dialog. The question will be bounced around the Students for the number of times specified.

Manually bounce questions
If you haven't selected the automatically bounce option, you can still bounce questions to the next available Student.

1. Select {Q&A}{Bounce Question} from the Control window drop-down menu.
   Or
   Right click the Student and select **Bounce Question**.
   Or
   Click the **Bounce** icon at the bottom of the Control window.

When a question has been bounced the display changes to show who now has the question and where it came from. The next Student can answer and this can continue around the whole class until all Students who have answered have been included.

Peer Assessment

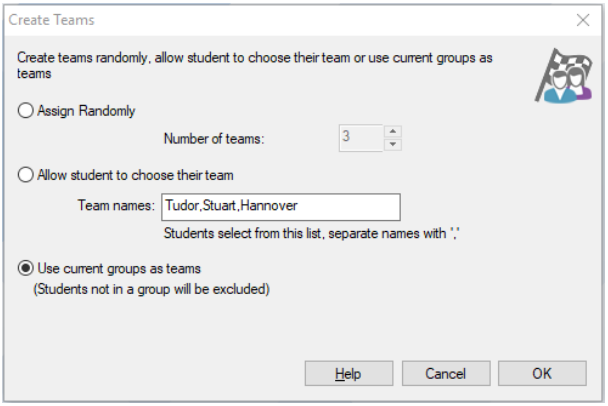
Peer assessment allows Students to give feedback in response to an answer given by one of their classmates. After a question has been answered, you can ask the rest of the class to assess the answer by clicking on the  button. A dialog appears at Student screens asking them to decide if the answer was correct or not. As the Students answer the Student thumbnail at the Tutor will change to reflect the number of Students who think their answer is right or wrong.

Question and Answer Team Mode

Students can be placed in teams allowing them to compete for rewards as a group. You can use team mode when selecting **Team first to answer** or **Team enter an answer** question types. Teams can be created randomly or Students can pick a team to join. Custom team names can be created and you can customise the colour allocated to the team.

Using team mode

1. Select **Team first to answer** or **Team enter an answer** from the Question type dialog.
   Or
   Select {Q&A}{Question Type} from the Control window drop-down menu and select the required question type.
   Or
   Select the **Question Types** icon at the bottom of the Control window and select the required question type.
2. Select the required properties for the question in the Ask the question dialog. Click **OK**.
3. The Create Teams dialog will appear.



4. Select how to group the teams. If randomly, enter the number of teams. If Student chooses a team, enter the team names; the Students will then be able to pick a team from a drop-down list. Click **OK**.
5. The Team Summary dialog will appear showing how many Students are in each team. NetSupport School randomly allocates colours to teams; you can change this by clicking the colour and selecting a new colour.
6. Click **OK**. The question and answer session will start as normal.

The Tutor screen will display which team each Student is in. The default Group bar is replaced with one containing the teams. The team statistics will be displayed to students in the Question and Answer dialog. Rewards are awarded to both the individual Student and the team.

Printer Management

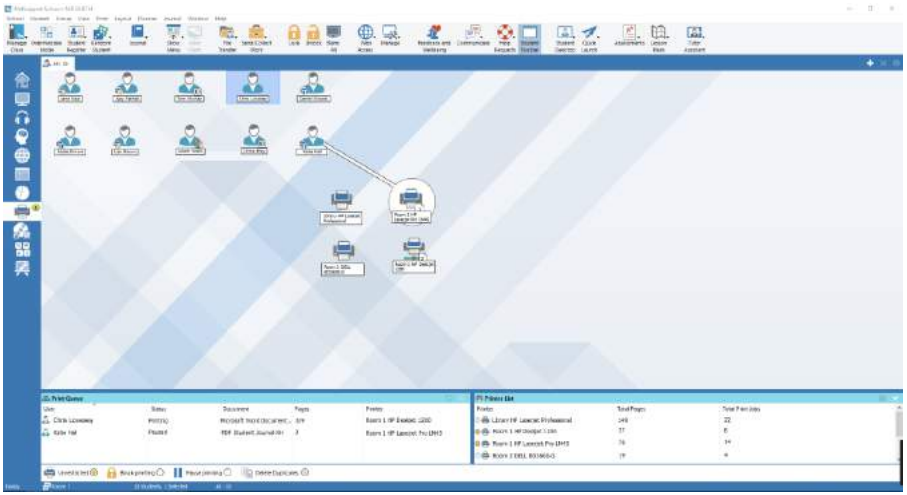
Print Management gives the Tutor total control over printer usage within the classroom, the Tutor can monitor and control all printing activity by connected Students or printer. Students can be prevented from printing, be assigned page limits or require Tutor authorisation to print.

The print management feature supports multiple printers within a classroom, prevents the addition, deletion or modification of existing printers and provides printing usage summaries as part of the Student register.

Notes:

- Printers must be added to Student workstations before the Tutor connects.
- A padlock will be displayed next to the **Print Management** icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration.

1. Choose {View}{Mode - Print View} from the Control window drop-down menu.
   Or
   Click the **Print Management** icon on the left-hand side of the Control window.



In the List view, the Student icons can be viewed in two different ways. Choose {View}{Large icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large icons" layout, an icon is displayed next to the Student icon, informing the Tutor of the current print activity. If the List view is in "Details" layout, a summary of the print activity for each Student is displayed.

The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

To keep track of print usage while in other areas of the Tutor program, select {Print}{Show Printers} from the Control window drop-down menu. The printer icon will be displayed in all other views allowing you to see jobs as they happen, pause, delete and resume printing.

Notes:

- All printers will be displayed when you select **Show Printers**. You can remove printers by deselecting the printer in the Printer list.
- When a Student is printing, a connection bar will be displayed from the printer to the Student who is printing. The connection bar will only be displayed for local printers.

Using Print Management

Printers must be added to the Student workstation before the Tutor connects, once connected to Students, printers cannot be added, removed or modified. All printers that are attached to Student workstations will appear in the Printer List. Student print jobs will be displayed in the Print Queue, giving you an overview of who is printing, what is being printed, how many pages are printing and the current print status. From here, you can delete or resume printing for Students.

Notes:

- If **Show printers** is enabled, you can pause, delete and resume jobs via the printer icon in any view.
- Print restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

If the Student Toolbar is enabled, Students will be notified of the current print status.

Setting print thresholds

Print thresholds can be applied for an individual print job, allowing the Tutor to specify the maximum number of pages Students can print. If the Student exceeds this limit, the print job will be automatically paused or deleted.

1. Choose {Print}{Set Print Thresholds} from the Control window drop-down menu.
2. The Print Thresholds dialog will appear, allowing you to apply the relevant settings.

Pause printing

1. Select the required Students in the List view.
2. Choose {Print}{Pause Printing} from the Control window drop-down menu.
   Or
   Click the **Pause Printing** icon at the bottom of the Control window.
3. The Print status for the selected Student(s) will now show as paused.

Or

1. Select the required printer in the Printer list.

2. Right click and choose **Pause**.
3. Printing will be paused for the selected printer.

Block all printing

1. Select the required Students in the List view.
2. Choose {Print}{Block All Printing} from the Control window drop-down menu.
   Or
   Click the **Block Printing** icon at the bottom of the Control window.
3. The Print status for the selected Student(s) will now show as blocked.

Or

1. Select the required printer in the Printer list.
2. Right click and choose **Block**.
3. Printing will be blocked for the selected printer.

Delete print jobs

You can delete all print jobs, selected print jobs or all print jobs for a Student.

1. Select the required print job(s) in the print queue.
2. Right click and choose **Delete**/ **Delete All**/ **Delete All jobs for xxx**.
3. The selected print job(s) will be deleted.

Deleting duplicate print jobs

1. Choose {Print}{Delete Duplicates} from the Control window drop-down menu.
   Or
   Click the **Duplicate** icon at the bottom of the Control window.
2. Duplicate print jobs will now be deleted.

Resume printing

Allows you to restart printing after it has been paused or blocked.

1. Select the required Students in the List view.
2. Choose {Print}{Resume Printing} from the Control window drop-down menu.
   Or
   Click the **Unrestricted** icon at the bottom of the Control window.
3. Printing will now be resumed.

Or

1. Select the required printer in the Printer list.
2. Right click and choose **Resume**.
3. Printing will be resumed for the selected printer.

Note: You can also resume printing for Student(s) in the print queue. Select the required print job, right click and choose **Resume**.

Printer properties

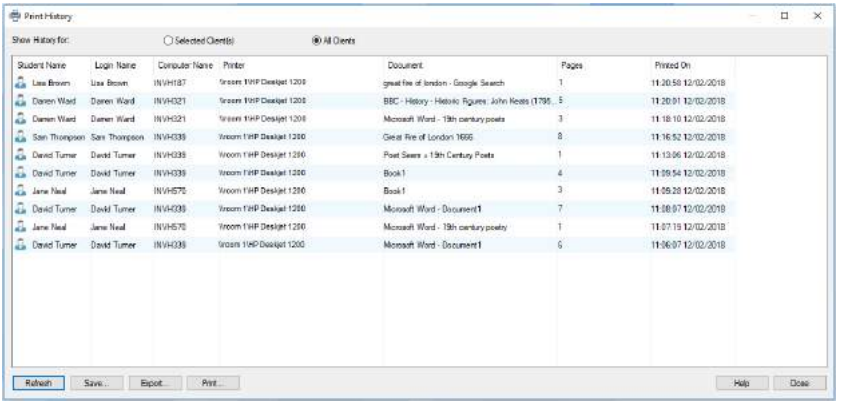
Allows you to change the image, display name of the printer and reset the total page and job count.

1. Select the **Printer** icon in the List view.
   Or
   Select the required printer in the Printer list.
2. Right click and choose **Properties**.
3. Amend the required properties.

View Print History

This feature of Print Management enables you to monitor the print usage of connected Students and if required, store or print a permanent record.

1. In Print view, choose {Print}{History} from the Control window drop-down menu.
2. The Print History dialog will appear.
   This provides details of the Students print activity during the currently connected session.



The available options are:

Show History for:

The list can be viewed by currently Selected Client or All Connected Clients.

Refresh

While viewing the list, click **Refresh** at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

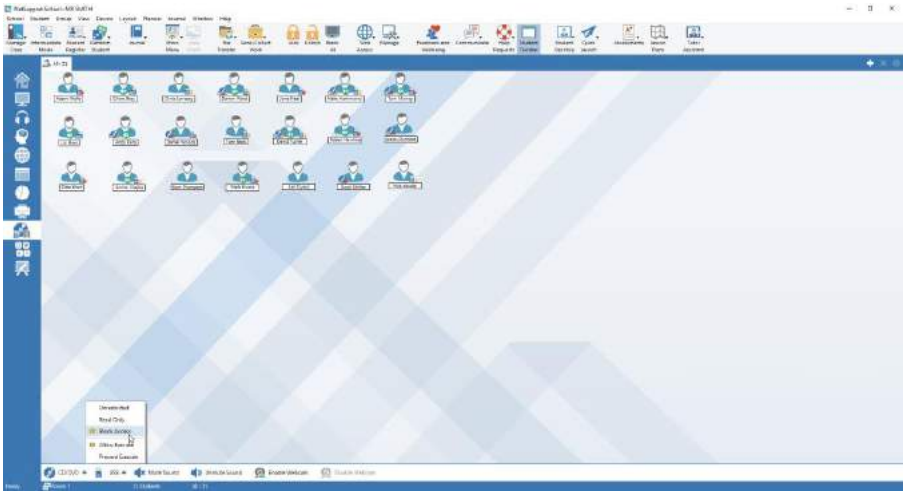
Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Device Control

The Device Control feature allows the Tutor to protect against external sources during a Lesson. The Tutor can prevent data from being copied to or from USB devices and CD/DVD drives. In addition, the Tutor can provide read-only access, allowing Students to view files from devices but prevents them from copying files to them. The Tutor can also prevent Students from using the webcam on their device.

1. Choose {View}{Mode - Device View} from the Control window drop-down menu.
   Or
   Click the **Device Control** icon on the left-hand side of the Control window.



Note: A padlock will be displayed next to the Device Control view icon when there are global policy restrictions in force. You can override the restrictions in the Tutor configuration.

In the List view, the Student icons can be viewed in two ways. Choose {View}{Large icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large icons" layout, an icon is displayed next to the Student icon, informing the Tutor of the current device restrictions. If the List view is in "Details" layout, a summary of device restrictions for each Student is displayed.

Note: Device restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Block access to CD/DVD or USB devices

1. Select the required Students in the List view
2. Choose {Device}{CD/USB - Block Access} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Block Access**.

Read-only access to CD/DVD or USB devices

Provide Students with read-only access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/USB - Read Only} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Read Only**.

Unrestricted access

Provide Students with full access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/USB - Unrestricted} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **US**B icon at the bottom of the Control window and choose **Unrestricted**.

Disable execute

Prevent Students from running programs from CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/USB - Prevent Execute} from the Control window drop-down menu.
   Or
   Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Prevent Execute**.

Note: To allow access to execute, select {Device}{CD/USB - Allow Execute} from the Control window drop-down menu.

Mute sound on Student workstations

1. Choose {Device}{Mute Sound} from the Control window drop-down menu.
   Or
   Click the **Mute Sound** icon at the bottom of the Control window.
2. Sound will be muted on the Student workstations.

Disable the webcam on Student workstations

Prevent Students from using the webcam.

1. Select the required Students in the List view.
2. Choose {Device}{Disable Webcam} from the Control window drop-down menu.
   Or
   Click the **Disable Webcam** icon at the bottom of the Control window.
3. The webcam at the selected Students will be disabled.

Note: To allow access to webcams, select {Device}{Enable Webcam} from the Control window drop-down menu.

Tutor Profiles

NetSupport School allows you to set up multiple Tutor Profiles for different Tutor users, each with a pre-defined set of options. On starting the Tutor program, if multiple profiles have been created, a dialog is displayed that allows the user to select which profile to use.

The main benefit of creating a profile is to be able to store ready-made lists of approved/restricted applications, websites and keywords rather than have the user create these at the start of each lesson.

Having created your Application, Website or Word list, as detailed in the Web Control, Application Control and Keyboard Monitoring sections, the files can then be added to a Tutor Profile.

Note: As well as Website, Application and keyword lists, other areas of the program that can be profiled are Layouts, Student Surveys, Client lists, Group lists, the location for storing test results, exams and Class lists.

To create a Tutor Profile

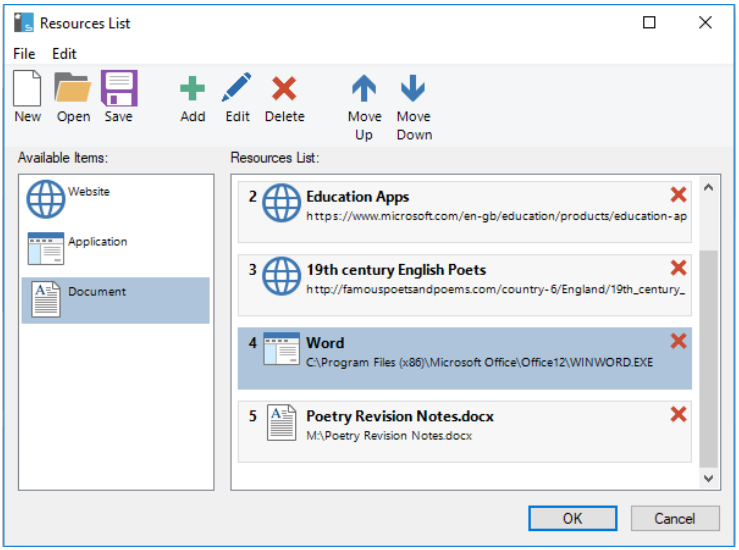
1. Create the files, containing details of approved/restricted websites, applications etc that are to be included in the profile.
2. Choose {School}{Configuration}{Administration – Profile} from the Control window drop-down menu. The list of existing Tutor Profiles will appear, NetSupport School is the default.
3. To create a new profile, select **Add**. The Create New Configuration dialog will appear.
4. Enter a name for the profile. Functionality for the profile can be 'copied from' an existing Tutor configuration, the default NetSupport School or a user defined profile. Click **OK**. The name will be added to the profile list.
5. To change the content of the profile, click **Edit**. The File Locations dialog will appear.
6. In each category, select the file to be used in the profile. The Folder locations dialog allows you to change where items are located.
7. Click **OK**.

Each time the Tutor program is started, the user will be presented with a list of locally stored Profiles to choose from. Should you wish to share Profiles across a network, the /R command line instruction can be used to launch the Tutor program with a centrally available profile.

For example, from the NetSupport School program folder run the command; **pcinssui /rN:\SampleProfile.cfg**. If the profile, in this example SampleProfile.cfg, does not currently exist a default will be loaded, enabling you to add your own values. Once you exit the Tutor program the profile will be stored in the specified location.

Manage Student Resources

Students can now easily access any resources required during a lesson. The Tutor can create a resource list and add links to websites, applications and documents, this list is then displayed in the Student Toolbar providing Students with a quick and easy way to access the required resources.



To create a resource list

1. Select {School}{Manage Student Resources} from the Control window drop-down menu.
2. The Resources List window will appear.
3. Select the required resource from the Available Items list and either drag and drop to the Resource List or click the **Add** icon in the toolbar. You will be prompted to enter a description and location for the resource.
4. The order of the list can be sorted using the appropriate arrows.
5. Click **Save** and specify a file name for the list, once saved the resources will be displayed in the Student Toolbar.

Student Journal

NetSupport School provides a Journal feature, allowing key lesson resources to be captured and automatically included in a PDF file for post-lesson review by each student and as a record of content covered for teachers. Not only can teachers add notes and resources used during the lesson directly to each Student Journal, the Students are able to add their own notes making this a truly personalised document.

Note: A PDF reader will be required to view the Journal.

By default, the Journal is located in:

Windows Vista and above
C:\Users\"Logged on User"\Documents\Journals

Windows XP
C:\Documents and Settings\"Logged on User"\My Documents\Journal

Configuring the Journal
You can customise the settings for the Journal (at both the Student and Tutor) and change the location of where the Journal is stored.

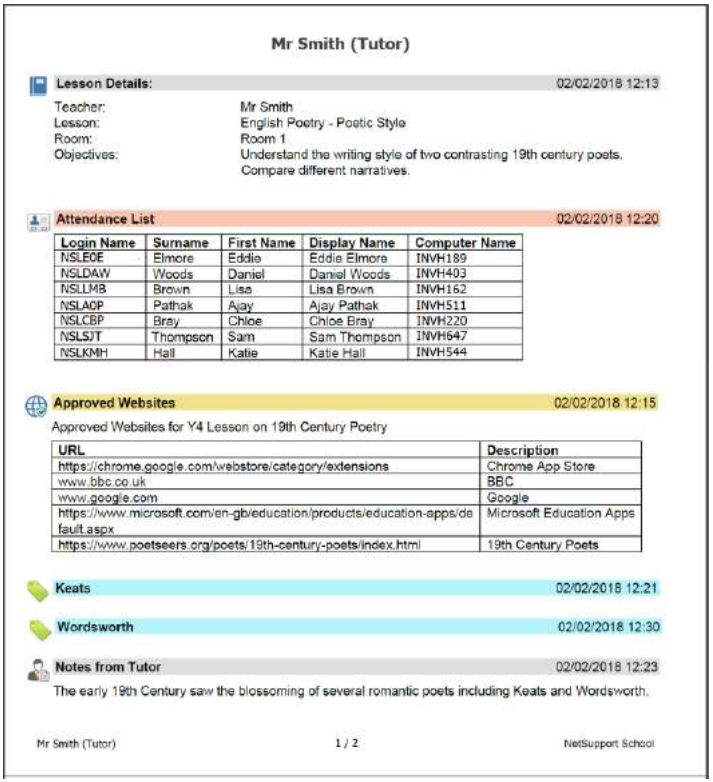
Tutor Journal
1. Select {View}{Current settings - Journal} from the Control window drop-down menu.

Student Journal
1. Choose {Start}{NetSupport School}{NetSupport School Student Configurator - Journal}. On Windows 8 machines, right click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Student Configurator** icon.

Items that can be included within the Journal are:
- Lesson details and objectives.
- URLs of websites used during the lesson.
- Copies of any class chat transcripts.
- Class or group survey results.
- Individual Student test results.
- Virtual whiteboard screens.
- Screenshots from within a presentation (and supporting explanation).
- Target keywords.

- Teacher notes.
- Individual Student notes.

Note: Students' web history can be automatically saved to the Tutor Journal when the Tutor Console is shut down. To enable this setting, select {View}{Current settings - User Interface - Tutor} from the Control window drop-down menu and select the **Save Student Web history to Tutor Journal** option.



Mr Smith (Tutor)

Lesson Details: 02/02/2018 12:13

Teacher: Mr Smith
Lesson: English Poetry - Poetic Style
Room: Room 1
Objectives: Understand the writing style of two contrasting 19th century poets. Compare different narratives.

Attendance List 02/02/2018 12:20

Login Name	Surname	First Name	Display Name	Computer Name
NSLE0E	Elmore	Eddie	Eddie Elmore	INVH189
NSLDAW	Woods	Daniel	Daniel Woods	INVH403
NSLLMB	Brown	Lisa	Lisa Brown	INVH162
NSLA0P	Pathak	Ajay	Ajay Pathak	INVH511
NSLCBP	Bray	Chloe	Chloe Bray	INVH220
NSLSJT	Thompson	Sam	Sam Thompson	INVH647
NSLKMH	Hall	Katie	Katie Hall	INVH544

Approved Websites 02/02/2018 12:15

Approved Websites for Y4 Lesson on 19th Century Poetry

URL	Description
https://chrome.google.com/webstore/category/extensions	Chrome App Store
www.bbc.co.uk	BBC
www.google.com	Google
https://www.microsoft.com/en-gb/education/products/education-apps/default.aspx	Microsoft Education Apps
https://www.poetseers.org/poets/19th-century-poets/index.html	19th Century Poets

Keats 02/02/2018 12:21

Wordsworth 02/02/2018 12:30

Notes from Tutor 02/02/2018 12:23

The early 19th Century saw the blossoming of several romantic poets including Keats and Wordsworth.

Mr Smith (Tutor) 1 / 2 NetSupport School

Starting a Journal
The Journal will automatically start when any of the **Send to Journal** options are selected.

1. Select {Journal}{Create New Journal} from the control window drop-down menu.

Or
Click the **Journal** icon and select **Start**.

Note: If the Tutor Console is closed or the Student is restarted, the current Journal will be closed. You can open an existing Journal, select {Journal}{Open existing Journal} or click the **Journal** icon and choose the previous Journal from the drop-down list and click **Open**.

Adding notes/images to the Journal

1. Select the required Students in the List view.
2. Choose {Student}{Add notes to Journal} from the Control window drop-down menu.
   Or
   Select {Journal}{Add - Notes} from the Control window drop-down menu.
   Or
   Right click and select **Add notes to Journal**.
   Or
   Click the **Journal** icon in the toolbar and click the **Notes** icon in the **Add** section.
3. The **Add Notes to Journal** dialog will appear.
4. Enter the required notes and/or image, select which Students to send this to and click **OK**.

Notes:

- You can quickly add a note to all Student Journals. Click the **Journal** icon on the toolbar, enter the required note under **Quick Note** and click **Add**.
- You can remove the last item added to the Journal. Select {Journal}{Undo last add} from the Control window drop-down menu.

Students can view and add notes to their Journal by selecting the NetSupport School Client icon from the taskbar and choosing {Commands}{Add Notes to Journal/View Journal} or from the **Journal** icon in the Student Toolbar.

Note: Students will be unable to add notes if the Student Toolbar and Client icon are not visible.

Viewing a Journal

1. Select {Journal}{View Journal} from the Control window drop-down menu.
   Or
   Click the **Journal** icon and select **View Journal**.

Note: You can print a copy of the current Journal. Click the **Journal** icon in the toolbar and then click the **Print** icon in the **View Journal** section.

Synchronise Journals

You can synchronise the Tutor Journal with the Students to ensure the Student Journals are up-to-date. Any items that are missing will be added to the Student Journals, this will not affect any information that the Student has added. Select {Journal}{Synchronise Journals} from the Control window drop-down menu.

Lesson Planner

A NetSupport School lesson plan enables a Tutor to structure a session around a pre-defined set of tasks with appropriate timings and prompts allocated to each part of the plan.

Common NetSupport School functionality can be built into the plan, such as run test, send/collect work, scan and show.

To create a lesson plan

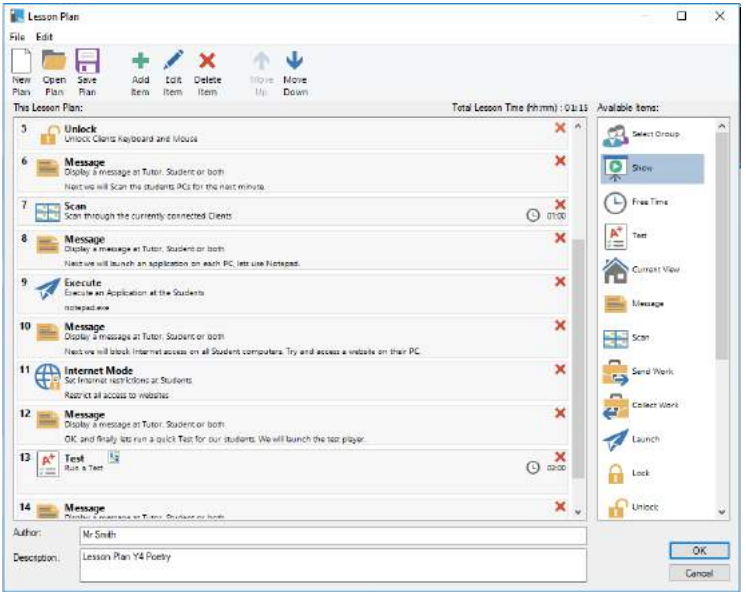
1. Choose {Planner}{Manage Planner} from the Control window drop-down menu.

   Or

   Click the **Lesson Plans** icon on the Tutor toolbar and choose **Manage Plans**.

   Or

   If displayed, click the icon on the Lesson Plan bar.
2. The Lesson Plan window will appear.



3. To create a new lesson, click **New Plan** on the toolbar or, to re-load a saved lesson, click **Open Plan**.

4. From the Available Items list, drag the required task and drop it into the window. Enter any additional properties that are required. You can edit and move tasks in the Lesson Plan using the appropriate icons on the toolbar.
5. If required, enter the author and a description for the Lesson Plan.
6. Click **Save Plan** and enter a name for the plan.
7. Click **Save**.
8. The Lesson Plan window will display the lesson content, total time, author and description of the lesson.
9. To start the currently loaded lesson, click **OK** or click **Cancel** to close the window.

Note: Once you have saved a lesson plan, you can run this directly from the **Lesson Plans** icon in the toolbar or the Planner drop-down menu in the Control window. You will not be able to edit the tasks in a lesson plan from here.

Managing a Lesson Plan

When a lesson is activated, a progress bar will appear at the Tutor. The Tutor will be prompted before each task is due to begin and they can choose whether to continue or abort. At any point during a task, you can use the tools on the Lesson bar to pause, skip to next item or abort the lesson.

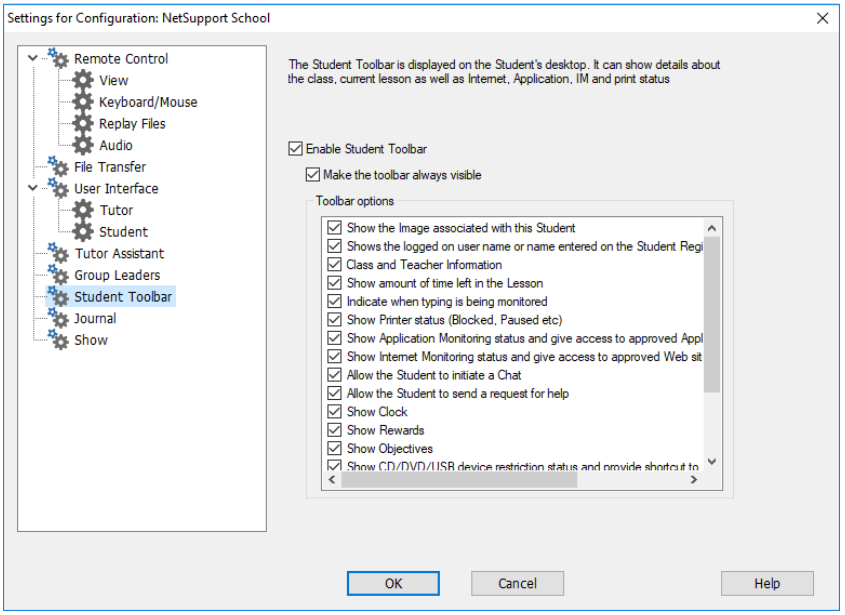
Note: If you simply want a timed session without the need to run a pre-defined Lesson Plan, select {Planner}{Set Class Time} from the Control window drop-down menu. This enables you to select an end time for the lesson or the duration, you can choose to send a message or lock the Students' mice and keyboards when the lesson ends. The timer will appear on the Lesson bar at the Tutor and the Student Toolbar - it can be switched off by selecting {Planner}{Set Class Time} and clicking **Remove**. The timer shows hours/minutes until there are 5 minutes remaining, when it will switch to minutes/seconds. A quick lesson timer can also be set by selecting the **Lesson Plans** icon on the toolbar, entering the duration in minutes in the Quick Lesson Timer section and clicking **Start**.

Student Toolbar

The Student Toolbar provides feedback to the Student on the current lesson, time remaining, current websites and applications that are available, the status of print, audio and keyboard monitoring and quick access to initiate a Chat session and request help. Students can also access their USB memory stick, Student Journal, work items that have been sent and any resources from the toolbar. It can be set to be always visible at the top of the Student screen or to auto-hide.



All features included on the toolbar can be customised by the Tutor. To select the features to be made available on the toolbar, choose {View}{Current Settings – Student Toolbar} from the Control window drop-down menu.



Enable the toolbar and decide whether to make it always visible. Alternatively, if the toolbar is minimised, the Student can mouse over the top of their screen to make it appear. If the Tutor changes a setting that affects a toolbar option, a message will appear. For example, enabling internet restrictions.

Note: You can quickly show/hide the Student Toolbar by selecting {View}{Student Toolbar - Show/Hide} from the Control window drop-down menu or by clicking the **Toolbar** icon on the Control window toolbar.

The following toolbar options can be turned on or off as required:

Shows the image associated with this Student.	Displays the Student icon image.
Shows the Students logged on user name or the name entered on the Student Register.	Shows the Students logged on user name or the name entered on the Student Register.
Class and teacher information.	Displays details of the current class, teacher name, subject and room.
Show amount of time left in the lesson.	If a timed lesson is in progress, indicates the time remaining.
Indicate when typing is being monitored.	Advises the Student when keyboard monitoring is active.
Shows the current printer status (blocked, paused etc).	The Students will see the current printer status.
Show Application Monitoring status and give access to approved applications.	Indicates to Students the current status of Application Monitoring, restricted or unrestricted access. If restrictions apply, the list of approved applications will be displayed when Students click the **Toolbar** icon.
Show Internet Monitoring status and give access to approved websites.	Indicates to Students the current status of Internet Monitoring, restricted or unrestricted access. If restrictions apply, the list of approved websites will be displayed when Students click the **Toolbar** icon.
Allow the Student to initiate a Chat.	Enables the Student to initiate a Chat session.
Allow the Student to send a request for help.	Enables the Student to send a help request to the Tutor.

Show clock.	Displays the time and date.
Show rewards.	Shows any rewards that have been given to the Student.
Show objectives.	If lesson objectives have been set, they will be displayed.
Show CD/DVD/USB device restrictions status and provide shortcut to USB memory stick.	Allows Students to access their USB memory stick from the Toolbar and display any device restrictions.
Allow Students to access their Journal.	Allows Students to view and add notes to their Journal from the Student Toolbar.
Allow Students to access resources (applications, websites, documents or folders) that you define.	Allows Student to access any resources you have defined from the toolbar.
Show when you are listening to or recording the audio at the Student.	Advises Students when they are being listened to or if you are recording their audio.
Show list of files sent to work on.	Displays the files that have been sent via the Send/Collect work feature. The Student can work through these and indicate when they have been completed.

Note: A Tutor Toolbar is also available, this provides access to key NetSupport School features when the Tutor program is minimised.

Student Rewards

NetSupport School provides the Tutor with the ability to 'reward' Students for good behaviour. During a lesson, a Tutor can give individual Students a reward, in the form of a star, which is reflected on the main toolbar. The number of rewards a Student has can be viewed by mousing over the Student icon in Normal view.

Note: The Student Toolbar must be switched on to use this feature.

Giving rewards to Students

1. Select the required Student in the List view.
2. Choose {Student}{Rewards - Give a Reward} from the Control window drop-down menu.
   Or
   Right click an individual Student and choose **Reward** - **Give a Reward**.
3. A star will appear on the Student Toolbar.

Removing rewards

1. Select the required Student in the List view.
2. Choose {Student}{Rewards - Remove a Reward} from the Control window drop-down menu.
   Or
   Right click an individual Student and choose **Reward** - **Remove a Reward**.
3. A star will be removed from the Student Toolbar.

Note: All rewards can be removed from a Student by selecting {Student}{Rewards – Remove all Rewards} from the Control window drop-down menu.

CONFIGURING THE STUDENT WORKSTATION

NetSupport School Students are configured using the NetSupport School Student (Client) Configurator from the NetSupport School Program Group.

The Student Configurator has eight options:

Network Settings

Set the network transport that the Student will use for communicating with the Tutor program. It must be the same as that set at the Student.

Room

Specify where to connect the Student when using Room mode.

Security

Set passwords to protect the configuration and prevent unauthorised access to the Student workstation.

Audio

Set the audio settings for the Student. Both the Student and the Tutor workstations must have audio hardware installed in order to use NetSupport School's audio features.

User Interface

Customise the interface between the Student and Tutor.

Advanced

Set a personalised Student name and the behaviour of certain remote control features.

Student Journal

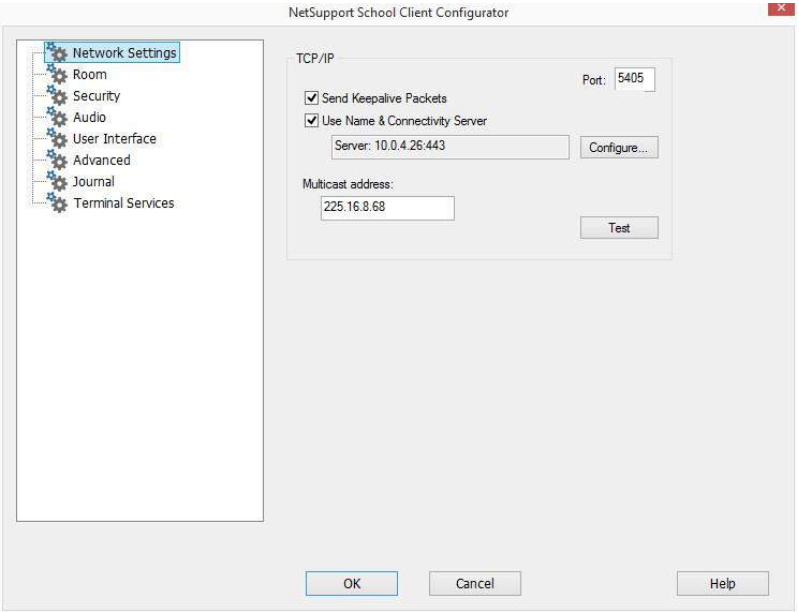
Customise the settings for the Student Journal.

Terminal Services

Allows you to configure the Terminal Services settings for the Student.

Network Settings

Allows you to set up the network transport for a Student. It must be the same as that set at the Tutor.



TCP/IP

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport School is 5405.

Send Keep Alive Packets

Some TCP stacks send Keep Alive Packets. In some circumstances, it may be desirable to disable this. For example, on an ISDN line where a TCP/IP client is loaded a symptom may occur where the ISDN line is brought up unintentionally.

Use Name & Connectivity Server (Gateway)

Enable this option if you want the Students current IP address to register with a designated 'NetSupport Connectivity Server/Gateway' on start up. Click **Configure** and enter the IP address of the Connectivity Server along with the matching security key.

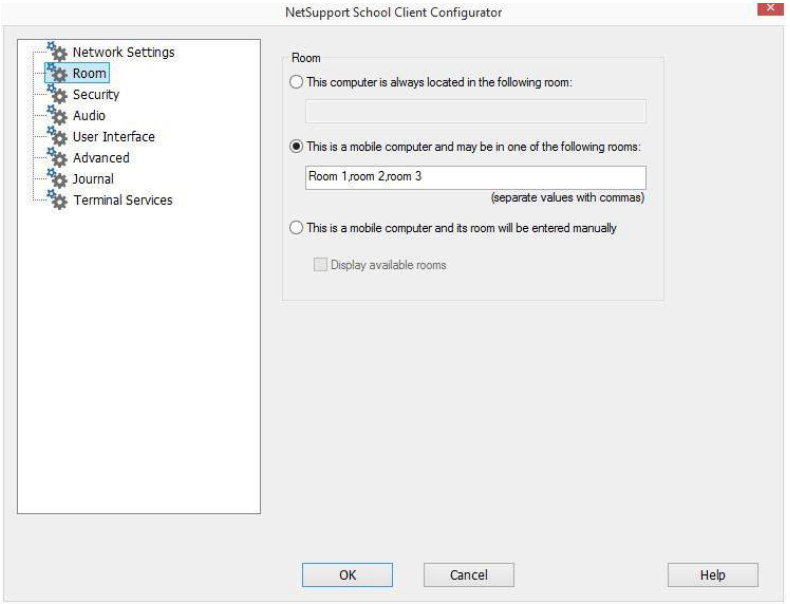
Multicast address
This is the IP multicast address that the Student is listening on.

Notes:
- If you are using routers, you must ensure that they are configured to pass through data using this port.
- Changing port could interfere with other TCP/IP applications.

Click **Test** to check that the protocol is correctly installed on this workstation.

Room Settings

Allows you to specify the room settings for Students when connecting via Room mode.



This Computer is always located in the following room:
If the computer is always located in the same room, select this option and enter the required room.

This is a mobile computer and may be in one of the following rooms:

Select this option if the computer could be located in different rooms, enter the required rooms and separate each value with a comma.

This is a mobile computer and its room will be entered manually

Select this option if the computer is a mobile computer. The Student will then have an option from the Student icon in the taskbar to manually enter the room.

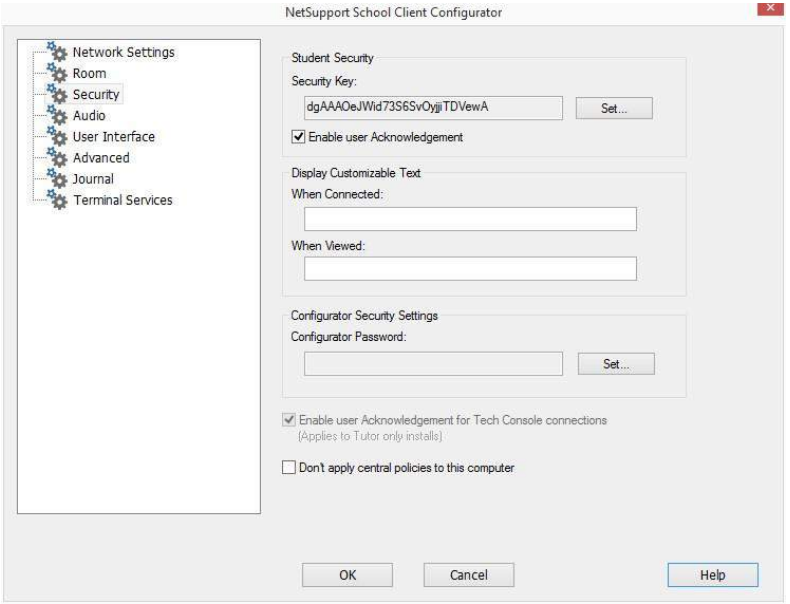
Display available rooms

A list of available rooms will be displayed, allowing Students to choose which one to connect to.

Note: If the Student icon is hidden in the taskbar, the Student can still manually enter the room by running the setroom.exe. This file is located in the NetSupport School Program folder on the Student machine.

Security Settings

This property sheet is used to set security at the Student.



Student Security

Security Key

This sets a security key that must be the same as that set at the Tutor before the Tutor will be allowed to connect. This setting is optional. If there is no security key set here, any Tutor may connect, regardless of the security key set at the Tutor.

Enable User Acknowledgement

If enabled, a Remote Control session cannot take place until the Student has confirmed that they accept the link being made.

Display Customisable Text

When Connected

The message entered here is displayed at the Student machine when a Student connects to it.

When Viewed

The message entered here is displayed at the Student machine when it is being viewed by the Tutor.

Configurator Security Settings

Configurator Password

As an extra level of security, you can associate a password with a Configuration file. This prevents unauthorised amendment of this Student's configuration. When the Configurator is next started, the user must enter the required password before being able to change any Student parameters in this Configuration file. Choose **Set**, to set your password.

Enable user acknowledgement for Tech Console connections (applies to Tutor only installs)

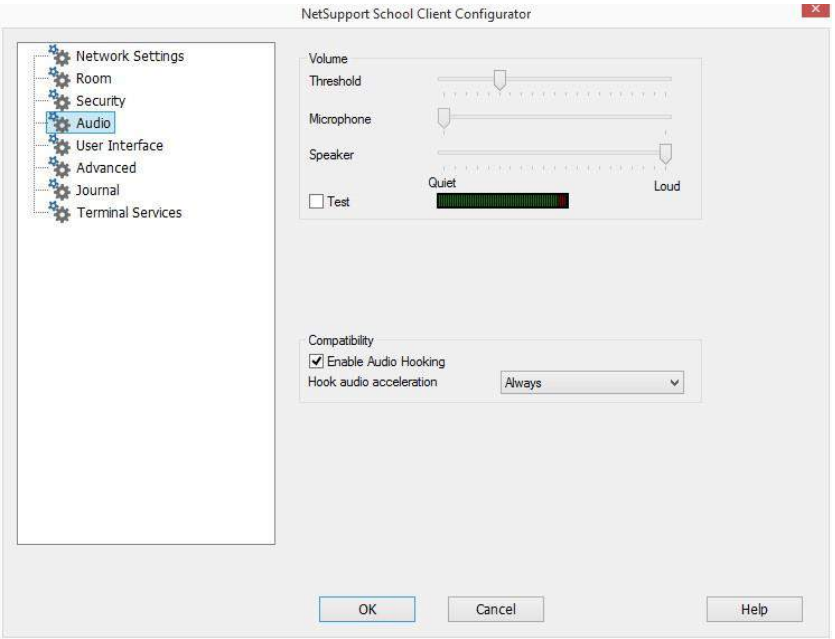
If enabled, the Tech Console will not be able to connect to a Tutor machine until the Tutor has confirmed that they accept the link being made.

Note: By default, Windows XP machines will automatically request user acknowledgement from the Tutor, you will need to enable then disable this option to turn this off.

Don't apply central policies to this computer
Any policy restrictions set in the Tech Console will not be applied at this Student machine.

Audio Settings

Set the audio settings for the Student. Both the Student and Tutor workstations must have audio hardware installed in order to use NetSupport School's audio features.



Volume

Threshold	microphone sensitivity.
Microphone	volume of microphone.
Speaker	volume of speakers.

Hook audio acceleration
Sets the hardware acceleration level for the Students.

Never
Leaves the acceleration level at full.

While Connected

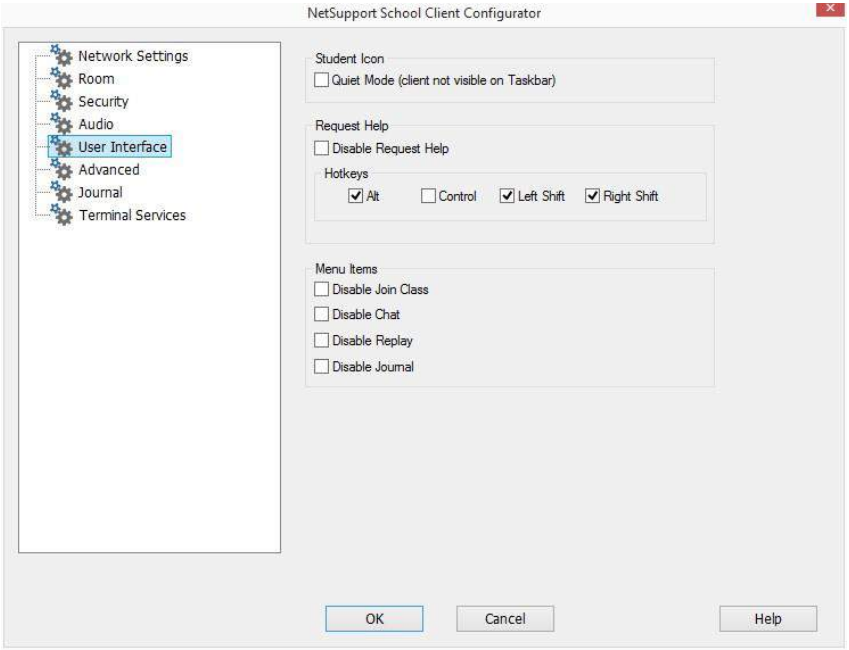
The acceleration level will be moved to basic while connected.

Always

The acceleration level will be moved to basic.

User Interface Settings

This property sheet is used for customising the interface between the Student and Tutor.



Student icon

Quiet Mode

If this box is checked, there will be no indication at the Student workstation, that the Student program is loaded. This is useful for preventing Students from manually unloading or otherwise misusing the Student program.

Request Help

Disable Request Help

Prevents the Student user from being able to use the request help function.

Hotkeys

These are the keys that the user at the Student will need to press to obtain access to the Request help function. The default is ALT + Left Shift + Right Shift. Note that some keyboards do not recognise a three key combination so if you experience problems try changing to a two-key combination.

Menu Items

Disable Join Class

Prevents the Student from being able to use the Join Class function

Disable Chat

Prevents the Student from being able to use the Chat function.

Disable Replay

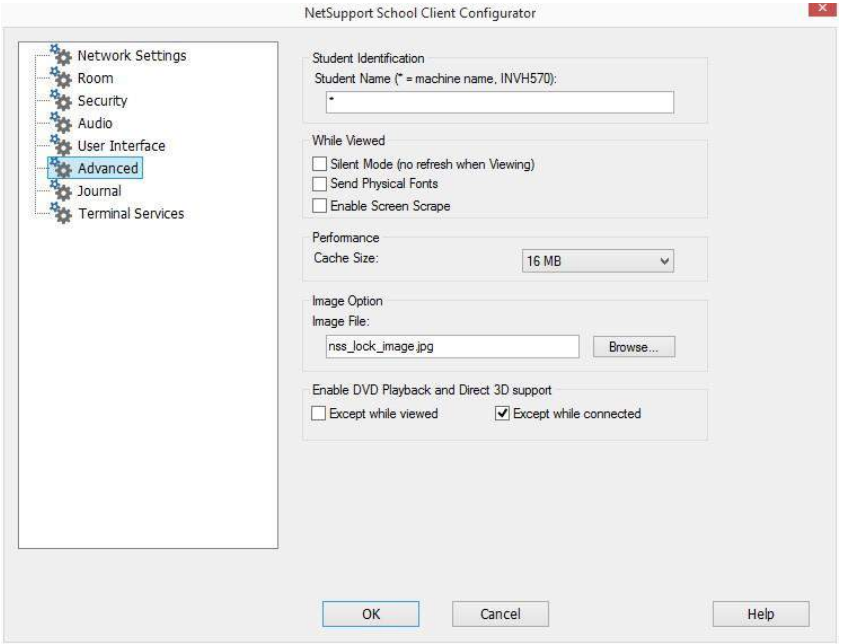
Prevents the Student from being able to open Replay Files.

Disable Journal

Disables the Journal options in the NetSupport School Student icon on the taskbar. Students will still be able to access the Journal from the Student toolbar.

Advanced Settings

This property sheet enables further personalisation of the Student's configuration. A meaningful Student name can be used rather than the machine name, or you can specify a particular image to load when the Student's keyboard and mouse are locked rather than use NetSupport School's default.



Student Identification

Student name

This is the name that the Student will be known as on the network for NetSupport School purposes. It must be a unique name of up to 15 characters.

You should try to use a sensible naming convention to help you identify which workstation is which. It is also important to prefix each name in a group of related Students with the same few characters, as this will be used when the Tutor connects to establish the workgroup. For example, you might start the name of each workstation in the same room with the prefix CLASS1_. Then configure the Tutor to connect to all Students starting with CLASS1_ will avoid Student workstations outside of this room being inadvertently connected and receiving a show.

You can use an asterisk (*) to cause the Student name to default to the machine name (also known as the computer name).

Note: Although internally the Tutor connects to Students by referring to their Student name, the user at the Tutor can configure the Tutor program to display a different name.

While Viewed

Silent Mode

Allows the Tutor to connect and view a Student without the Student's knowledge. If Silent Mode is not selected the Student's screen and mouse icon will flicker notifying the Student that a connection has been made and their screen is being viewed.

Send Physical Fonts

When a Windows Student is sending its screen to a Tutor, it passes the font information by reference to reduce the volume of data sent.

The Tutor refers to its own internal font mappings and uses the closest matching that it has to the one being displayed at the Student. In most cases, the same fonts will be available at both the Student and the Tutor and so what is displayed on the screen will appear identical.

However, there may be occasions when a close match cannot be found. In these cases, it is desirable that the Student sends the Tutor the full information that it requires to display the data in the same font.

Setting this option forces *TrueType* text to be sent as glyphs (i.e. character shapes), rather than character codes. This guarantees that they will be displayed correctly at the Tutor.

This will, however, impact on performance, especially on Dial-up lines, and is not usually required.

Enable Screen Scrape

NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Performance

Cache size

Screen data that has been recently sent to the Tutor by the Student is cached to improve performance. A larger cache improves performance, at the expense of using more memory at both the Student and the Tutor.

Setting this option enables you to tailor the cache size in order to achieve maximum performance. The Student and the Tutor use the same size cache, the lowest cache value will be used so you must ensure that you set this at both the Student and the Tutor for this to be effective.

Image Option

Image File

When a Student's keyboard and mouse have been locked, a default image, **nss_lock_image.jpg**, appears on their screen. Alternatively, you may prefer to specify an image personal to your organisation.

Note: If you do not want to display an image, you can choose to blank the Student's screen when locked instead. Select {View}{Current Settings - User Interface - Student} from the Control window drop-down menu and clear the **Display image when locking mouse and keyboard** check box. The **Blank screen when locking mouse and keyboard** check box will automatically be selected.

Enable DVD Playback and Direct 3D support (Win XP and above only)

On Windows XP and above, NetSupport School uses the Microsoft Mirror Driver to capture screen data for view sessions. However, while hooked into the Mirror Driver it is not possible to play DVD's. Therefore, if you do need the capability to play DVD's, NetSupport School provides options which load and unload the Mirror Driver as required.

Except While Viewed

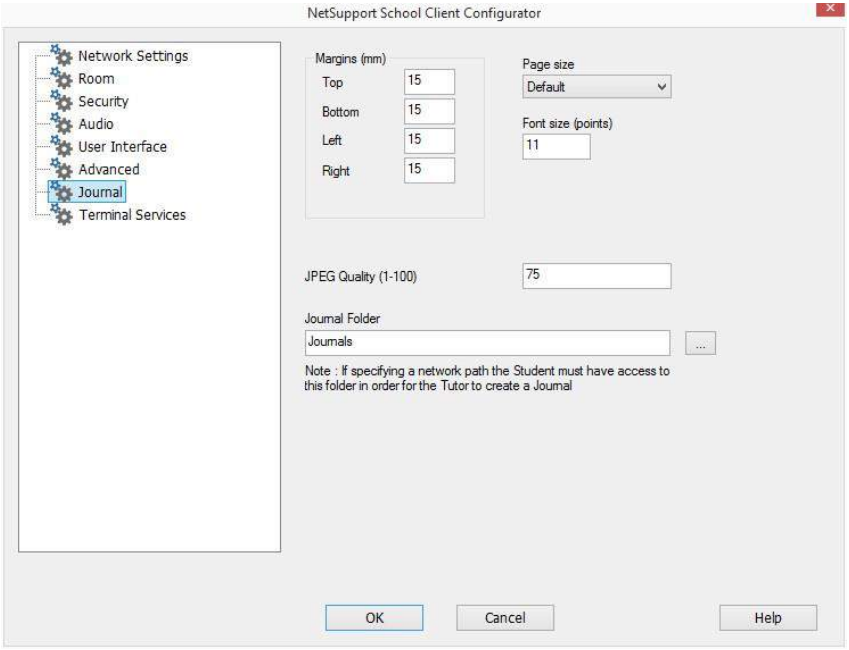
If checked, DVD support is enabled but will be disabled for the duration of a view session while the Mirror Driver is loaded.

Except While Connected

If checked, DVD support is suspended while a connection to the Student is in place.

Student Journal Settings

A Student Journal is provided allowing key information from the lesson to be stored in a portable PDF file. You can use these options to customise the settings for the Student Journal.



Margins (mm)
If required, you can adjust the top, bottom, left and right margins for the Journal.

Page Size
Select the required page size for the Student Journal.

Font Size (points)
Set the font size to be used in the Journal.

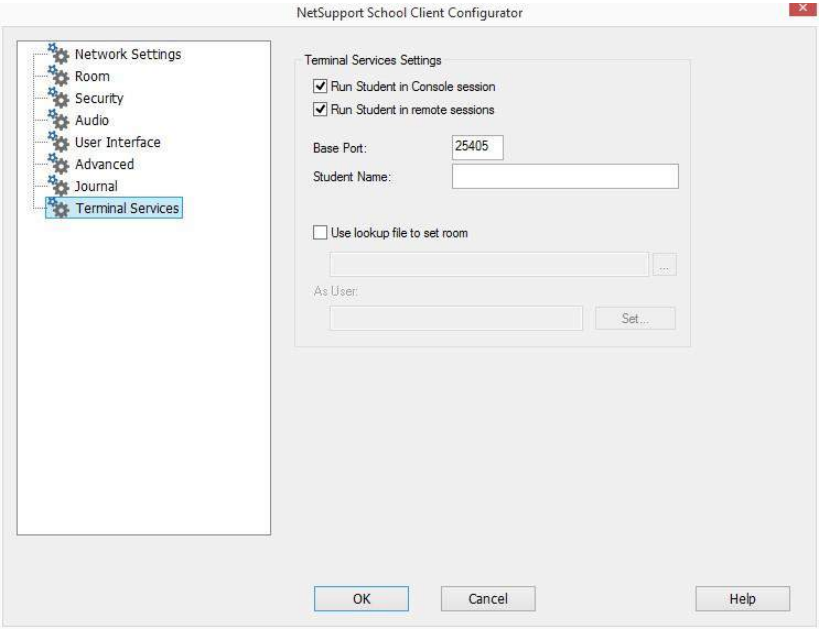
Jpeg Quality (0-100)
Allows you to set the quality of images in the Journal, this is set to 75 by default.

Journal Folder
Specify where you want the Student Journal to be stored.

Terminal Services Settings

You can configure the settings for the Student Terminal Server here.

Note: Terminal Server and other thin clients, may not be configured to use the NetSupport School Name and Connectivity Server



Terminal Services Settings

Run Student in Console Session

Unchecking this option will stop the Student from running in a Console session.

Run Student in remote sessions

Unchecking this option will stop the Student from running in remote sessions.

Note: The above two options are not supported on Windows MultiPoint Server 2012.

Base Port

Enter the required base port number, the default value is 25405.

Student name

Enter the required name for the Student, if left blank a unique ID will be displayed (defaults to %CLIENTNAME%). When entering a Student name, you must include at least one environment variable, e.g. %computername%.

Use lookup file to set room

Checking this option allows you to allocate Students to different rooms when connecting via Room mode, a 'lookup file' containing the Student name and required room must be used. The 'lookup file' should be saved with a .csv extension and should be in the format "Student Identifier", "Room value".

Note: For full instructions, please visit our Knowledge Base and refer to product article **Setting up NetSupport School to run in a Microsoft Terminal Server environment**.

CONFIGURING THE TUTOR WORKSTATION

To configure the NetSupport School Tutor, choose {School} {Configuration} from the Control window drop-down menu.

The Tutor Configurator has the following options:

Start Options

Allows you to specify the start-up options for the Tutor and also set the level of access for the various modes.

Network and Wireless Settings

This is used for setting the network transport that the Tutor will use for communicating with the Student program. It must be the same as that set at the Student. You can also set the name and description for the Tutor.

Performance

Allows you to set low bandwidth and colour reduction settings to lower data sent across the networking when performing a View or Show.

Student Selection

This is used to specify the mode to connect to Students when the Tutor program starts.

NetSupport Protect

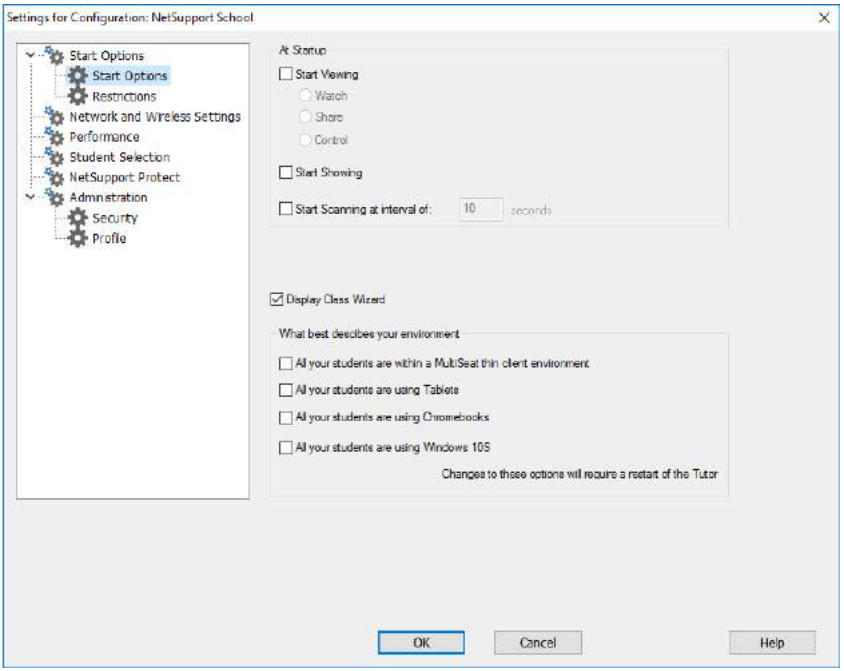
If installed, enables you to disable desktop protection.

Administration

Enables you to set an additional password if the Configuration options are to be protected and to create pre-defined Tutor profiles.

Start Options

Use these options to specify the start-up options for the Tutor.



At Start-up

Start Viewing

If this box is checked, when the Tutor initialises, it will connect to all Students and immediately start Viewing them. You can choose which mode to view the Students in: Share, Watch or Control.

Start Showing

If this box is checked, when the Tutor initialises, it will connect to all Students and immediately start showing the Tutor's screen to them.

Start Scanning

If this box is checked, when the Tutor initialises, it will connect to all Students and immediately start scanning them.

Display Class Wizard

If this box is checked the Class wizard will appear at start-up.

What best describes your environment?

All your students are within a MultiSeat thin client environment
If you are connecting to students within a MultiSeat thin client environment, you may want the NetSupport School Tutor to display only the features that apply to these Students.

All your students are using Tablets
If you are connecting to students using tablets, you may want the NetSupport School Tutor to display only the features that apply to these Students.

All your students are using Chromebooks
If you are connecting to students using Chromebooks, you may want the NetSupport School Tutor to display only the features that apply to these Students.

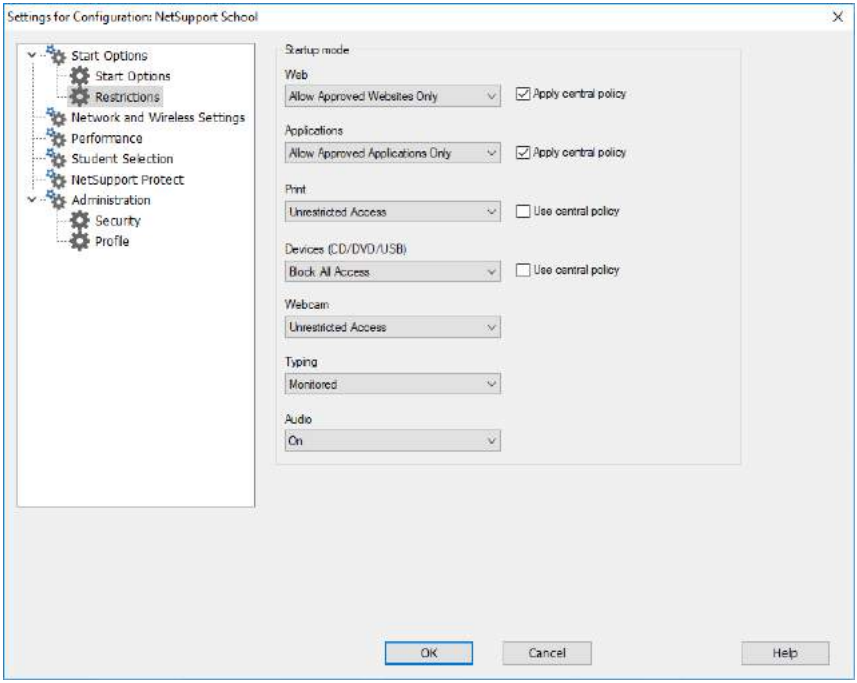
All your students are using Windows 10S
If all your students are using Windows 10S, you many want the NetSupport School Tutor to display only the features that apply to Windows 10S Students.

Selecting one of these options will provide you with a cut-down version of the NetSupport School Tutor.

Note: A restart of the NetSupport School Tutor will be required each time a change to these options is made.

Tutor Start-up Restrictions

Access levels and restrictions for NetSupport School features can now be defined at start-up, ensuring they come into force as soon as the Tutor is started.



Apply global policy
Applies the global policy restrictions that have been created in the Tech Console.

Applications
Set the level of access for the Application Control Module.

Apply global policy
Applies the global policy restrictions that have been created in the Tech Console.

Print
Choose the level of access for the Printer Management mode.

Use global policy
Applies the global policy restrictions that have been created in the Tech Console.

Devices (CD/DVD/USB)
Choose the level of access for the Device Control mode.

Use global policy
Applies the global policy restrictions that have been created in the Tech Console.

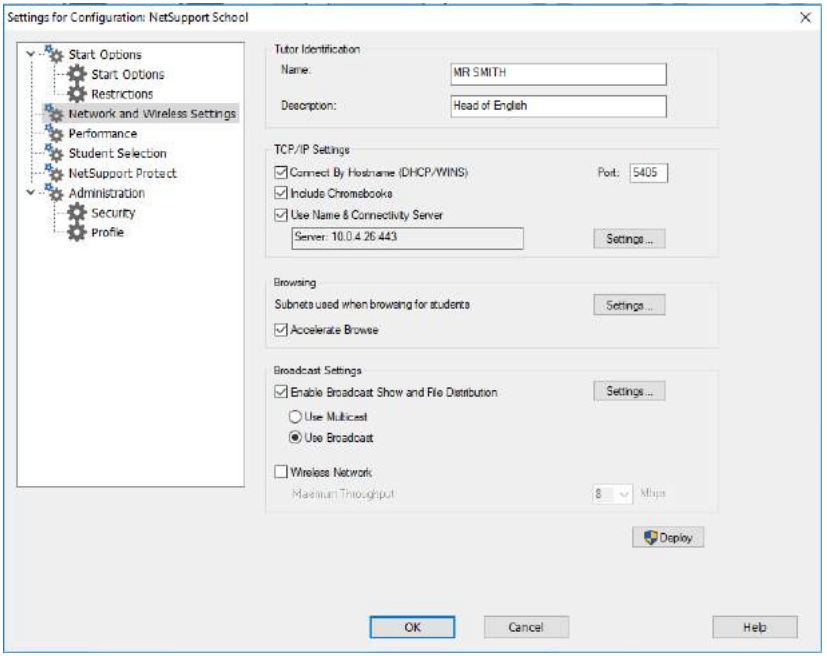
Webcam
Choose whether to allow or block access to webcams at Student machines.

Audio
Enable Audio monitoring or mute audio at the Students machines.

Typing
Choose whether or not to monitor Students keyboard usage in Keyboard Monitoring mode.

Network and Wireless Settings

This is primarily used for setting the network transport that the Tutor will use for communicating with the Students. It must be the same as that set at the Students. You can also set the name and description for the Tutor.



Tutor Identification

Use these options to personalise the Tutor machines configuration.

Name

This is the name by which the Tutor will be known on the network. Setting it to an asterisk defaults to the machine or computer name.

Description

This is used to provide a description for the Tutor program itself. This is displayed in the Title bar of the Student program.

TCP/IP Settings

Connect by Hostname (DHCP/WINS networks)
Normally, the Tutor connects to a Student by IP address rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Student workstation is restarted. Checking this option forces the Tutor to connect by hostname.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport School is 5405.

Note: If you are using routers, you must ensure that they are configured to pass through data using this port.

Include Chromebooks
NetSupport School provides support for Google Chromebooks. This option includes Google Chromebooks when performing a search.

Note: The IP address of the Connectivity Server/Gateway along with the matching security key needs to be entered - click **Settings**.

Use Name & Connectivity Server (Gateway)

Enable this option if you want to search for Students whose IP addresses are registered with a defined NetSupport Connectivity Server/Gateway. The currently configured browse at Start-up option will still apply, but rather than perform a UDP browse of the network, the Tutor program will search the Connectivity Server for Students matching the specified criteria. Click **Settings** and enter the IP address of the Connectivity Server/Gateway along with the matching security key.

Note: When using the Name & Connectivity Server, please ensure **Connect By Hostname (DHCP/WINS)** is disabled to avoid conflicts.

Browsing

Subnets used when browsing for students

When you are running a network with multiple subnets or addresses, you need to configure the broadcast addresses for each effective network. When a browse is performed, the broadcast messages are sent to these addresses.

Accelerate Browse

Increases the browse and connection speed to Students. This is set by default.

Note: A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

Broadcast Settings

Enable Broadcast Show and File Distribution

When performing a show or distributing files to Students, the screen information/files are sent to each Student machine in turn. Enabling Broadcast Show and File Distribution results in the screen information and files being sent to all machines simultaneously. In some network environments, where there is limited network bandwidth available or when broadcasting to larger numbers of machines, this will provide significant performance benefits.

Whilst reducing overall network traffic generated by NetSupport School, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your network administrator before using this feature.

Note: Show and File Distribution can be sent using multicast instead of UDP/broadcast. This means that the multicast packet will only be sent to machines included in the specified IP multicast address. Select **Use Multicast** to switch to this method.

Settings

If the **Broadcast Show and File Distribution** option is enabled, select this option to set the multicast or broadcast address. The Broadcast Settings dialog will appear. If multiple Tutors are attempting to use UDP/Broadcast Show simultaneously on the same subnet, it is recommended that each uses a unique port to avoid conflict.

Wireless Network

Check this option in order to optimise Show performance across a wireless network.

Note: NetSupport School will automatically detect any wireless Students and enable this option to improve performance.

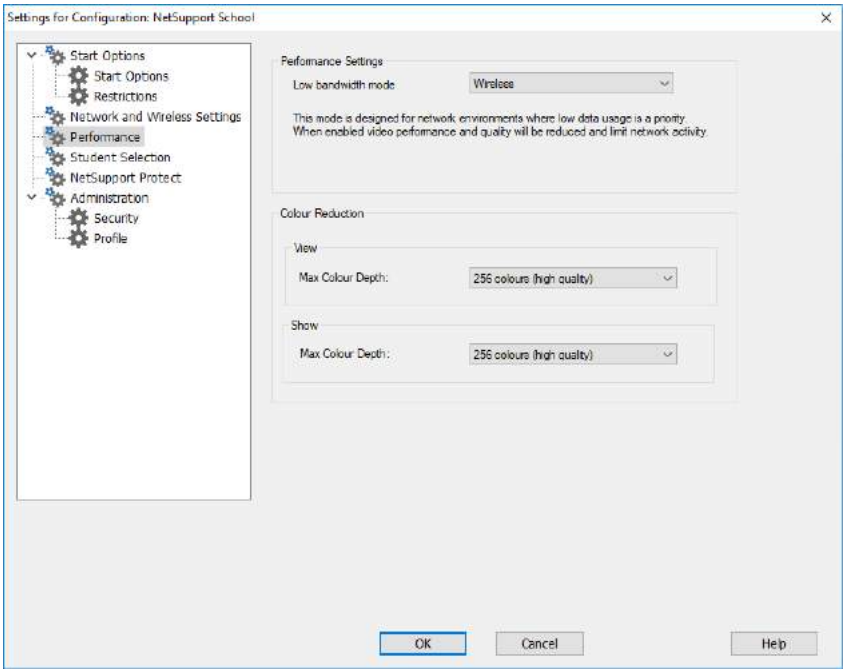
Maximum throughput
Controls the level of data sent across the network to your wireless access point. The default data rate is 8 Mbps. If required, this can be altered to reflect the speed of the router.

Note: When a Tutor detects wireless Students or is itself wirelessly connected, it will automatically reduce the maximum data output to whatever has been configured in the Maximum throughput settings, regardless of whether the wireless network checkbox has been selected. This behaviour cannot be turned off.

Deploy
Opens the NetSupport School Basic Deploy dialog, allowing you to deploy Student software to PCs in a particular room.

Performance Settings

Allows you to set low bandwidth and colour reduction settings to lower the amount of data sent across the network.



Performance

Low bandwidth mode

This mode is designed for network environments where low data usage is a priority. When enabled, video performance will be reduced to limit network activity.

Select the mode from the drop-down list: Never, Always or Wireless. The Wireless option will automatically turn on low bandwidth mode when wireless students have been detected.

Colour reduction

View

Allows you to select the maximum colour depth when viewing Students. By default, this will be set to 256 (high) colours.

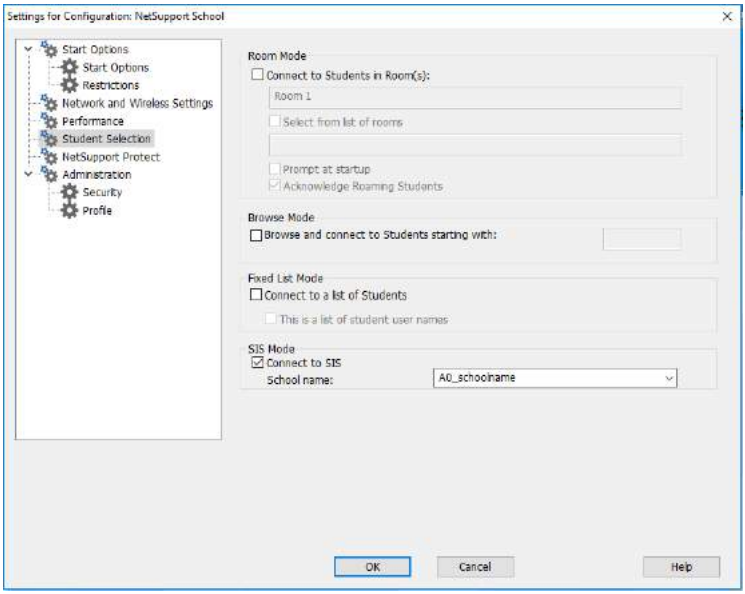
Show
Allows you to select the maximum colour depth when showing to Students.

Note: These options will have negligible visual impact when remotely viewing or showing applications but may be seen when viewing or showing multimedia. Typically, these options should be applied only when network utilisation is a priority.

Student Selection

Use these options to pre-determine the Students to connect to when the Tutor program starts and in what mode.

Note: If a 'NetSupport Connectivity Server/Gateway' has been configured, the Tutor program will use the details registered here rather than perform a browse across the network.



Room Mode

Connect to Students in Room(s)

Allows you to connect to the machines in a given room. Specify the room you wish to connect to. Multiple rooms can be entered (separate each value with a plus symbol), one class will be created containing the rooms.

Select from a list of rooms

Allows you to choose from a list of rooms to connect to at start-up. Enter the required rooms and separate each value with a comma.

Prompt at startup

You will be prompted to specify a room when the Tutor program starts.

Acknowledge Roaming Students

Allows roaming Students to connect to your room.

Note: The Room settings can be configured at the Student in the NetSupport School Student Configurator.

Browse Mode

Browse and connect to Students starting with

If this box is checked NetSupport School will browse and immediately connect to all Students starting with the prefix set in the text box.

Fixed List Mode

Connect to a List of Students

Allows you to connect to a fixed list of Student computers by machine name.

This is a list of student user names

Select this option if you are connecting to a list of Student logged on user names.

Note: You can set the list of Student machine/user names in the Class wizard.

SIS Mode

Connect to SIS

Allows you to connect to your SIS data. The NetSupport Connectivity Server needs to be synced with OneRoster/Google Classroom to use this connection method. Once connected, select the required school name from the drop-down list.

Notes:

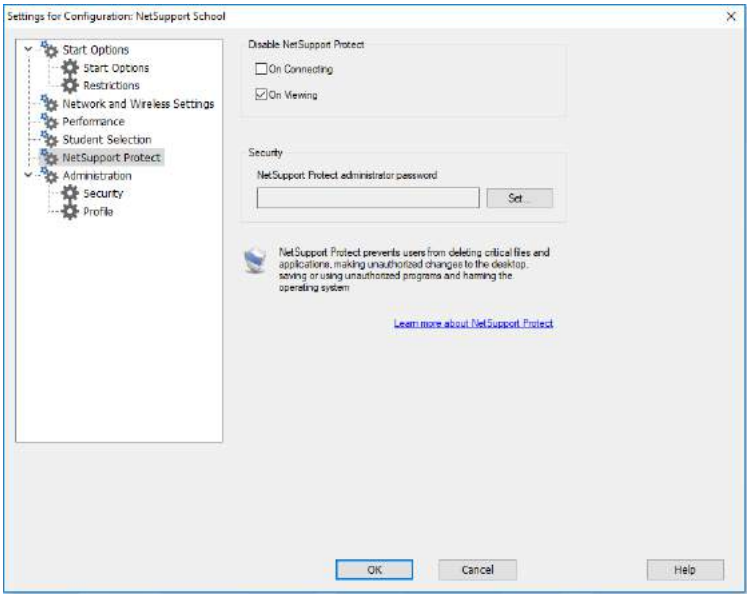
- If the expected Students are not found, it may be because NetSupport School has not been configured to browse the required networks. See *Configuring NetSupport School for Subnet Browsing* for more information.
- If connecting to Students via the Name & Connectivity Server in Room mode, it is necessary to set the Name & Connectivity Server settings at the Tutor in **both** the Tutor Configurator and the Student Configurator.

NetSupport Protect – Switch Desktop Protection Off

NetSupport's desktop security product, NetSupport Protect, compliments NetSupport School's range of functionality by further protecting Windows® operating systems and desktops from unwanted or malicious changes.

If NetSupport Protect is installed on the Student machine, you may need to disable the protection in order to conduct your remote control session.

To disable NetSupport Protect, choose {School}{Configuration – NetSupport Protect} from the Control window drop-down menu.



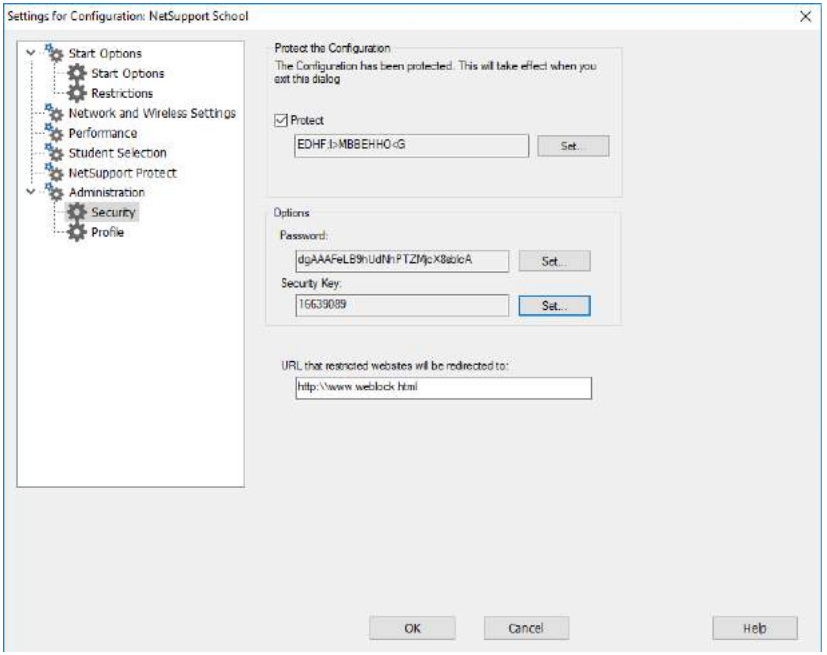
Disable NetSupport Protect
Decide whether to switch protection off when you first connect to the Student machines or when you open a view session.

Security
A NetSupport Protect configuration should be secured with an administrator password. You will need to enter that password here as confirmation that you are authorised to turn desktop protection off.

Administration - Security Settings

Protect the Configuration

The Tutor Configuration can be protected by setting a password. This acts independently of the Tutor password if set.



Check the **Protect** box to set the password.

Each time a Tutor user subsequently wants to make changes to the configuration, they will be prompted to enter the password.

Options

Password

Setting a password will mean that the next time the Tutor program is started the user will be prompted to enter a password. If they do not enter the correct password, they will not be able to start the Tutor.

Security Key

You can set a security key that will ensure that only Tutors and Students with matching keys are able to connect. Setting an asterisk * defaults the

security key to be the same as the serial number. Note that this must set at both the Tutor and the Student. If a security key is set here, this Tutor will only connect to Students with the same, or no, security key.

Redirect URL

Allows you to specify the URL that Students will be redirected to if they try to access restricted websites.

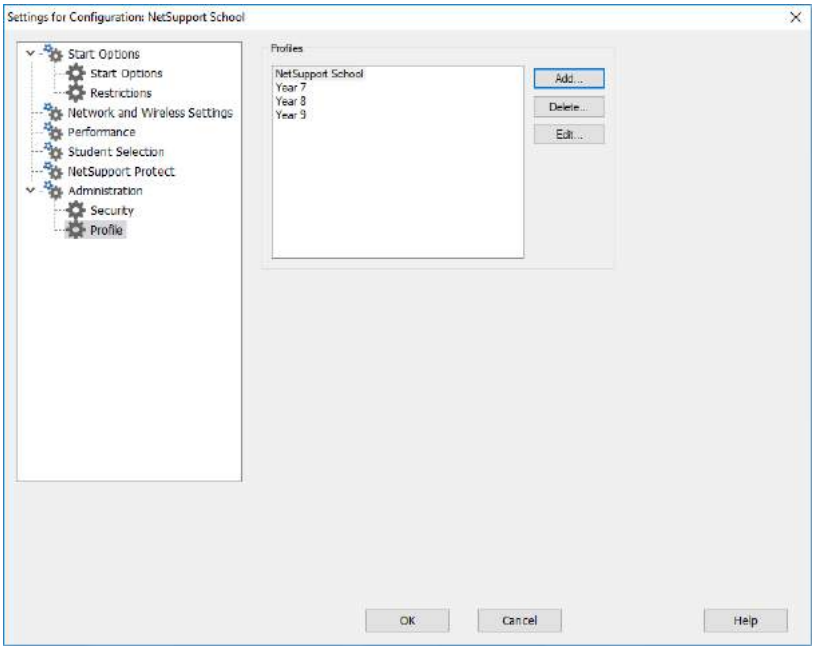
Shared Data

Checking this option allows you to share data files with other users.

By default, on a new install, this option will be disabled.
By default, on an upgrade, this option will be enabled.

Administration - Profiles

This property sheet enables you to add, edit or delete Tutor Profiles.



After creating, for example, an approved or restricted list of websites and applications, you can add the files containing this information to a Tutor Profile. On entering the Tutor program, the user simply selects the required profile to load the pre-defined settings. See the Tutor Profiles section of this manual for more information.

- Click **Add** to create a new Tutor Profile.
- To remove a profile, select the profile name and click **Delete**.
- To choose the files to include in a new or existing profile, select the profile name and click **Edit**.

The following areas of the product can be profiled. Click **Change** and browse for the appropriate files to include in the Tutor Profile.

File Locations

Applications File
Contains details of approved and restricted application packages. The default file name is NetSupport School.app. See Application Control

Module for more information about creating pre-defined lists of approved or restricted applications.

Web Site File
Contains details of approved and restricted websites. The default file name is NetSupport School.web. See Web Control Module for more information about creating pre-defined lists of approved or restricted websites.

Survey File

Identifies the location of stored Student Surveys. The default file name is NetSupport School.sul. See Student Surveys for more information.

Layout File
Stores the position of the Student machines as they appear in the Control window and, if specified, a background image. The default file name is LAYOUT.LYT. See Working with Classroom Layouts for more information.

Word List File
Contains details of target and inappropriate keywords. The default file name is NetSupport School.wdl. See Keyboard Monitoring for further information.

Folder
Testing Console Report Folder
Specify a location for storing test results.

Testing Console Exam Folder
Specify a location for storing exams.

Class List Folder
Specify a location for storing Class Lists.

Journal Folder
Specify the location for storing Student Journals.

Audio Recordings Folder
Specify the location for storing audio recordings.

Advanced

Pre-defined Student and Group lists can also be included in a Tutor Profile, but these aren't enabled by default. Before deciding to apply

these to a profile, consider the current method of browsing for Students on start-up as you may not want to override this.

Client File
Contains a list of Known Client machines that the Tutor program attempts to connect to when loading. The default file name is CLIENT.NSS. See Class lists for more information.

Group File
Contains the details of any Student Groups that have been created. The default file name is GROUP.NSS. See Working with Groups for more information.

Use shared data files

Checking this option allows you to share data with other users.

CONFIGURING REMOTE CONTROL SETTINGS

NetSupport School provides a range of customisable options enabling you to tailor each Remote Control session to suit specific requirements and conditions.

The Tutor has the option of applying settings globally or, in some instances, at individual Student level.

To adjust global configuration settings

1. From the Control window drop-down menu, choose {View}{Current Settings}.
2. The Settings dialog will appear, select the relevant option;

   Remote Control
   - View
   - Keyboard/Mouse
   - Replay Files
   - Audio

   File Transfer
   User Interface
   - Tutor
   - Student

   Tutor Assistant
   Group Leaders
   Student Toolbar
   Journal
   Show

3. Configure the options to be enabled or disabled.
4. Click **OK** when complete. The selected settings will apply to all Students and will automatically be saved for future Tutor sessions.

Configuration settings for individual Students

The View, Keyboard/Mouse, Replay Files and Audio settings can be customised for individual Students. For example, on one Student, you may want to use compression because it is on a slow link, but on another you may want to turn compression off.

To adjust settings for individual Students

1. View the required Student.
2. Choose {View}{Settings for Client} from the View window drop-down menu.

3. The Settings dialog will appear, select the relevant option, **View, Keyboard/Mouse, Replay Files** or **Audio**.
4. Configure the options to be enabled or disabled during the View session.

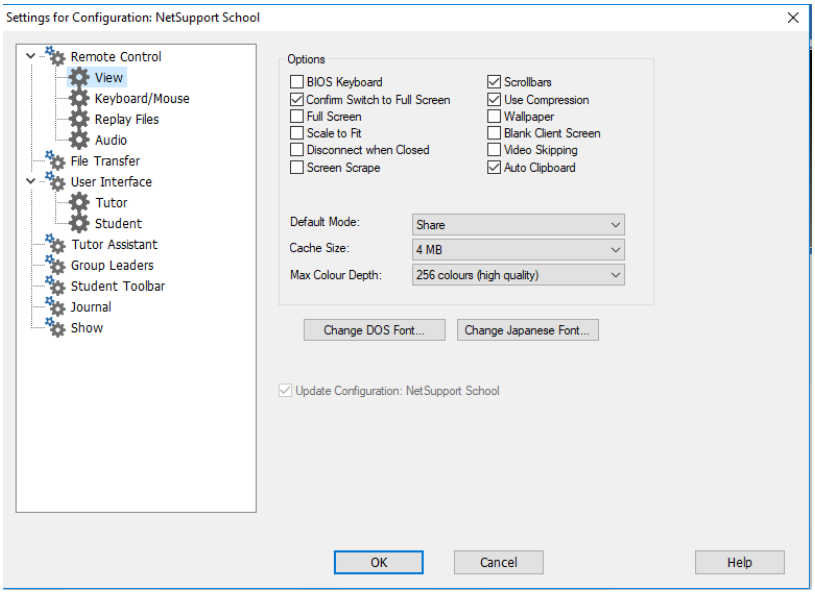
Note: If you want to change the settings permanently, check the **Update Configuration NetSupport School** box.

Tutor View Settings

This property sheet provides configuration options for the viewing of Student workstations.

The View settings can be configured in two ways:

1. To apply the settings for all Student View sessions, choose {View}{Current Settings - View} from the Control window drop-down menu.
2. To apply the settings for an individual Student View session, View the Student and choose {View}{Settings for Client - View} from the View window drop-down menu.



A brief description of the available options follows:

BIOS Keyboard

Checking this option causes the Tutor to emulate keystrokes on the Student, at the BIOS level rather than the hardware level. Use this if an application at the Student does not appear to be correctly accepting keystrokes from the Tutor. Only use this option if you are experiencing problems with the default low-level keyboard option.

Confirm Switch to Full Screen

When this box is checked, you will be prompted to confirm switching to full screen mode.

Full Screen
Checking this option will force the Tutor to view a Student in full screen mode rather than in a windowed mode.

Scale to Fit
Check this option if you want the contents of the View window to be automatically shrunk to fit the sizeable frame.

Disconnect when closed
Check this option to disconnect from a Student when a View window is closed.

Screen Scrape
NetSupport School's favoured (and the most efficient) method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable screen scrape mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Scrollbars
You can turn off scrollbars on the view windows by checking this option. This is useful when using auto-scroll, as you gain a little extra workspace.

Use Compression
Check this box to enable compression when viewing a Student's screen. The state of this checkbox is also reflected in the Client Properties.

Wallpaper
Check this box if you want the Student's wallpaper to be visible when viewing. Normally this is turned off to improve performance, so expect the screen update speed to be impacted by selecting this option.

Blank Client screen
This enables the Tutor to blank the Student screen in any of the View modes.

Note: This feature is not available on Students running Windows 8 and above.

Video Skipping
A Tutor's viewing performance can be configured using video skipping. The Tutor program will not display Student screen updates if a subsequent update to the area of the screen is made. Unticking the box will result in all Student screen updates being displayed at the Tutor.

Auto Clipboard
When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl-C & Ctrl-V) to automatically copy to and from the clipboard at both the Tutor and Student machines.

Default Mode
When you view a Student, by default, you start viewing in Share mode. If you prefer to start viewing in a different way, change the style from the list provided.

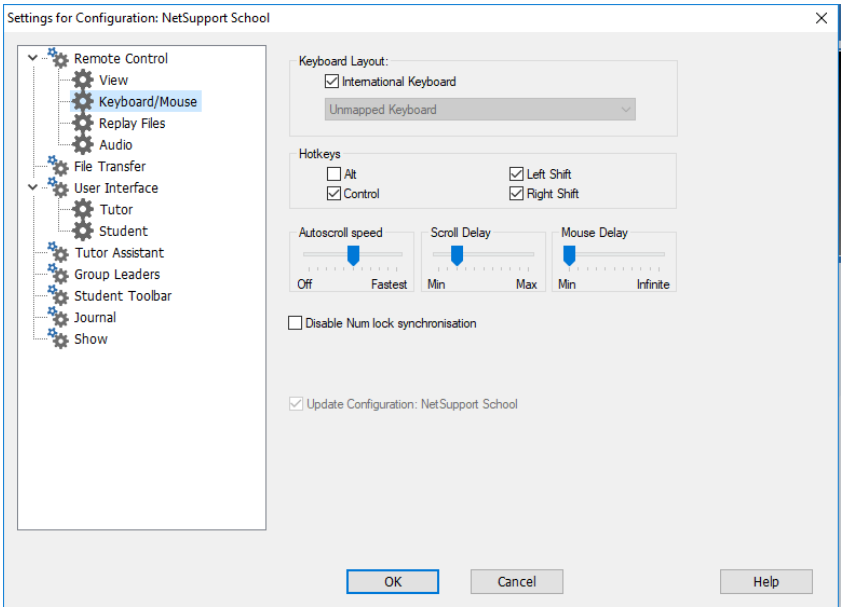
Cache Size
The NetSupport School Tutor contains a cache to help improve overall performance. The cache sizes range from 256KB to 16Mb and a separate cache is allocated to each Student connection. If you are running applications on the Student that use lots of or large bitmaps, increase the cache size to improve the performance.

Max Colour Depth
When you connect to a Student, you can restrict the colour depth that is sent. This is done to reduce the amount of traffic between the Student and Tutor.

Change DOS Font
Use this dialog to select the font to use when displaying DOS screens. This will be from Windows Students running full screen DOS boxes. Windows uses a graphic character set for displaying DOS screens. The higher the resolution that you are running Windows in the larger the font size you will need to set to get an accurate representation of a DOS screen.

Change Japanese Font
Use this dialog to select the font to use when displaying Japanese DOS screens.

Tutor Keyboard/Mouse Settings



Keyboard Layout

International keyboard

An international keyboard layout will be used at the Tutor during a view session.

To specify a different keyboard layout to be used at the Tutor while viewing, select the required layout from the drop-down list. Select from the list provided a keyboard layout to be used at the Tutor while viewing. These layouts map keys on the Tutor to keys on the Student machine. If both Student and Tutor are using the same keyboard layout, you should select **Unmapped Keyboard** from the list.

Hotkeys

When you are viewing a Student in full screen mode, hotkeys provide a way of returning to the possibly hidden user interface. If the screen resolution at the Student is smaller than the resolution of the Tutor, you can simply click your mouse button outside the View window to stop viewing and display the view window again. Check the boxes in this group to determine the keys that are used as hotkeys.

Autoscroll Speed
When you are viewing a Student's screen, the Tutor can automatically scroll the contents when the mouse moves close to the edges of the window. Adjusting the sliding control sets the speed at which the view scrolls, from not at all to very fast.

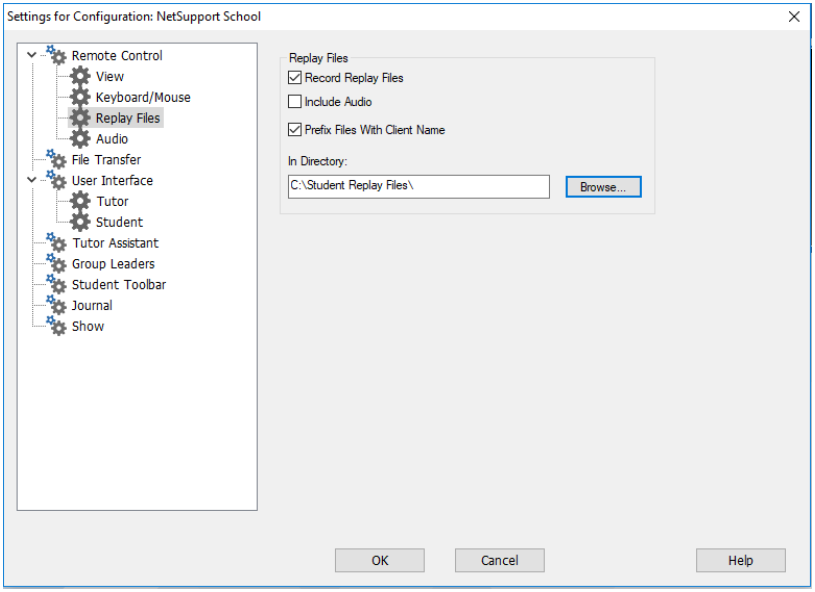
Scroll Delay
When auto-scroll is enabled, you can change the delay before the scroll is activated. If you want the view to scroll as soon as the mouse is at an edge of the screen, move the slider towards **Min**. If you prefer a longer delay before the auto scroll takes effect, move the slider towards **Max**.

Mouse Delay
Adjusting the mouse delay allows you to reduce the rate at which mouse updates are sent from the Tutor to the Student when controlling or sharing. Move the slider control towards **Infinite** to reduce the rate and conserve bandwidth, or towards **Min** for the best mouse response. This is useful on dial-up or very slow networks.

Disable Num Lock Synchronisation
Check this option if using a laptop as the Tutor machine to ensure that the keyboards behaviour corresponds with that of a standard desktop machine.

Replay File Settings

The Replay Files feature enables the Tutor to record and play back the screen activity that takes place at a Student workstation while it is being remote controlled/viewed.



Record Replay Files
Check this option to enable the recording of Replay Files. A Replay File will be created each time the Tutor opens a view session at any Student machine.

Include Audio
In addition to the screen, mouse and keyboard activity, if the workstation is configured for audio, you can record any microphone narration from the Tutor.

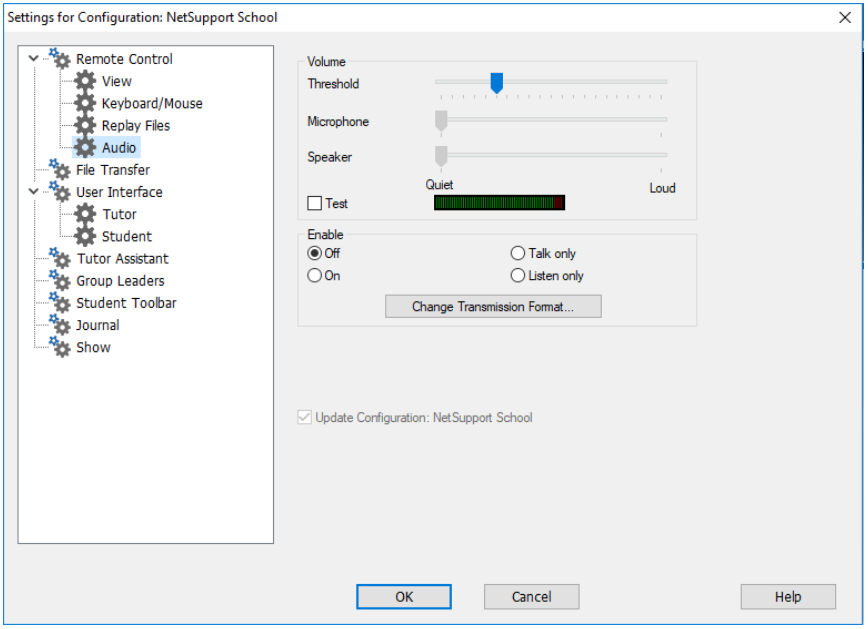
Note: Desktop sounds, music are unable to be recorded.

Prefix Files with Client name
In order to identify each Replay File, file names are prefixed with the Client name and the date/time of the recording. Alternatively, by unchecking this box, the files will be named sequentially in the format 00000001.rpf etc.

In Folder
Specify where the Replay Files should be stored.

Audio Settings

This property sheet provides configuration options for using audio support.



The audio settings can be configured in two ways:

1. To apply the settings for all Student sessions, choose {View}{Current Settings-Audio} from the Control window drop-down menu.
2. To apply the settings for an individual Student session, View the Student and choose {View}{Settings for Client - Audio} from the View window drop-down menu.

Volume

Threshold	Microphone sensitivity.
Microphone	Volume of microphone.
Speaker	Volume of speakers.

Test
Check this box to test all of the above settings.

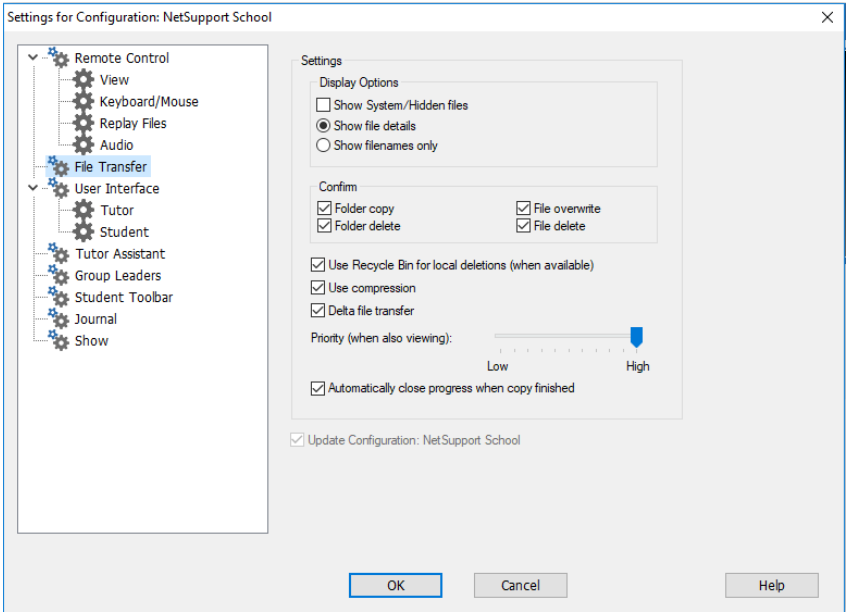
Enable

On	Turn audio on.
Off	Turn audio off.
Talk	Turn the Tutor audio to talk function only.
Listen	Turn the Tutor audio to listen function only.

Selecting the **Change transmission format** buttons allows you to change the transmission format. Use only the level you need for acceptable quality. High quality settings can affect screen update performance.

Tutor File Transfer Settings

You can configure the File Transfer settings in NetSupport School. From the Control window drop-down menu, choose {View}{Current Settings - File Transfer}. Here you can alter the way in which information is displayed and set safety features such as confirmation before performing a damaging operation.



Display Options

Show System/Hidden files

Check this box to display all files with system and hidden attributes. By default, this option is unchecked.

Show file details
Select this option to display multiple columns of information for each file in the list. These show the file size, modified date, attributes and short file name. You can toggle between this state and the file names only state, by using the list style buttons in the File Transfer User Interface.

Show file names only
Select this option to only display file names in the file lists. This allows you to display more files at the same time than with file details. You can toggle between this state and the Details state, by using the list style buttons in the File Transfer User Interface.

Confirm
When you perform potentially dangerous file operations, such as deleting a folder or file, you can make the Tutor display a Confirmation dialog box. This helps prevent accidental loss of data. If you are familiar with the User Interface, you can turn these options off as required. By default, all the confirmation settings are turned on.

Folder copy
Make the user confirm before copying a folder structure.

Folder delete
Make the user confirm before deleting a folder structure.

File overwrite
If checked, displays a confirmation dialog before overwriting an existing file. However, if unchecked the confirmation message will still appear if system/hidden files are about to be overwritten.

File delete
Display a confirmation dialog before deleting one or more files.

Use Recycle Bin for local deletions (when available)
All files deleted from the local pane will be sent to the recycle bin, this is enabled by default.

Use Compression
Check this box to enable the use of compression. When you are communicating with a Student, whether it is a File Transfer, View or Chat session, the data being sent and received will be compressed. This also provides a means of security, as the data will also be encrypted.

Delta File Transfer
Delta File Transfer improves performance by skipping the transfer of information that is unchanged. If the file being transferred already exists in the destination folder, only the changed parts of the file will be updated.

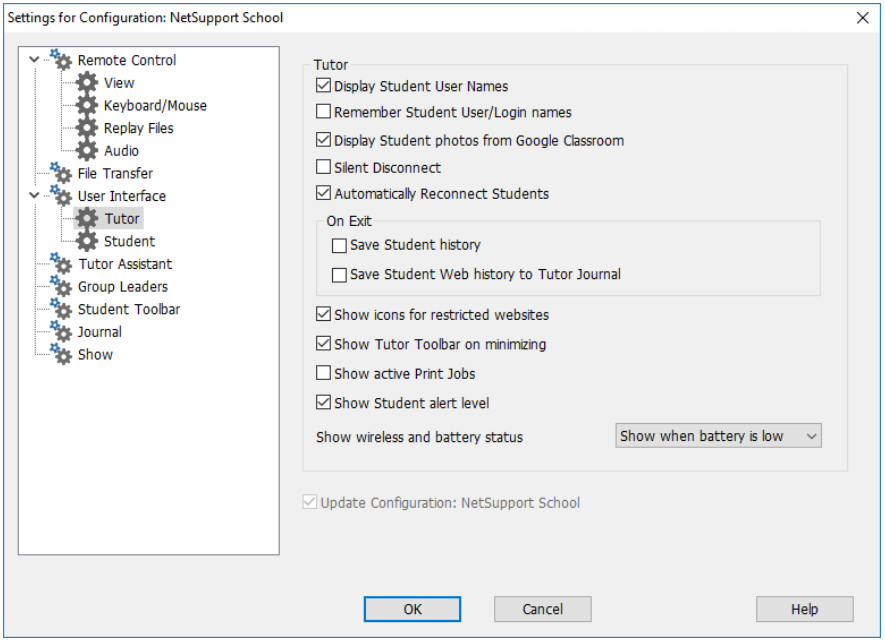
Delta File Transfer is enabled by default.

Priority (when also viewing)
When you are transferring files and viewing a Students' screen at the same time, each operation impacts the performance of the other. You can reduce the priority of a File Transfer operation to make the viewing more responsive and vice-versa. Slide the control to the left to give the File Transfer higher priority, or to the right to give Student views higher priority. If you are not viewing a Student, this setting is ignored.

Automatically close progress when copy finished
Closes the File transfer progress dialog automatically on completion. Un-tick this option if you want to see the File transfer results.

Tutor User Interface Settings

The behaviour of the following interface options can be adjusted by selecting {View}{Current Settings User Interface - Student} from the Control window drop-down menu.



Display Student User Names
Check this option to retrieve and display the login name of the Student on the Control window when you perform a Student Register.

Remember Student user/login names
Check this option to save the Student user/login names in the Known Client list.

Display Student photos from Google Classroom
If you are integrating with Google Classroom and a photo is associated with the student account, you can choose to display the photo as the Student icon in the Tutor Console.

Silent Disconnect
Should a Student inadvertently disconnect from the Tutor during a session, a prompt appears at the Tutor machine. Check this option to disable this warning.

Automatically Reconnect to Students
Ensures that Student machines automatically rejoin a live remote control session should they inadvertently disconnect.

On Exit
Save Student history
Check this option to automatically save Internet, Application, Print and Typing history to a CSV file when the Tutor is shut down.

Save Student Web history to Tutor Journal
This option will automatically save Students' web history to the Tutor Journal when the Tutor is closed down.

Show icons for restricted websites
By default, the website icon for restricted websites is displayed. If you have numerous restricted websites, you may want to disable these icons, so you are not using excessive Windows Resources.

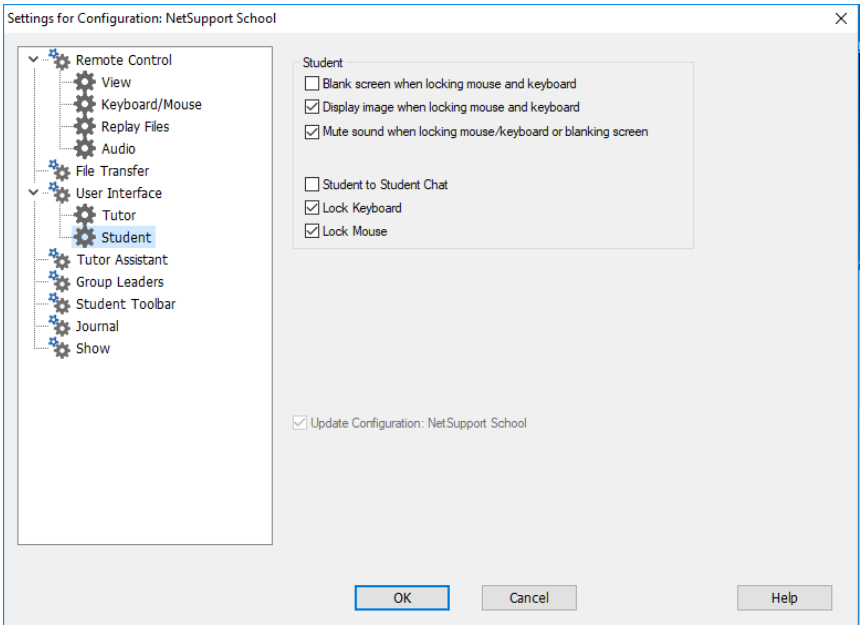
Show Tutor Toolbar on minimizing
When the Tutor program is minimised, the Tutor Toolbar will be displayed, providing access to key NetSupport School features. Uncheck this option to disable this.

Show active Print Jobs
Displays any active print jobs in all views.

Show Student alert level
Students can raise an alert from the Student Toolbar, the Student icon will change colour at the Tutor depending on the type of alert raised. This option enables you to show or hide these alerts.

Show wireless and battery status
You can choose to display both the wireless and battery status or just show the battery level when it drops below 10%.

Student User Interface Settings



Blank screen when locking mouse and keyboard
Blanks the Student screen when their keyboard and mouse are locked. You can also blank a Student screen while viewing.

Display image when locking mouse and keyboard
Displays a full-screen image on the Student screen when their keyboard and mouse are locked. The default NetSupport School image can be replaced by one of your own choosing by setting the location of the file in the Student Configurator - Student Advanced Settings dialog.

Mute sound when locking mouse/keyboard or blanking screen
Sound will be muted at Students when locking the mouse/keyboard or blanking the screen.

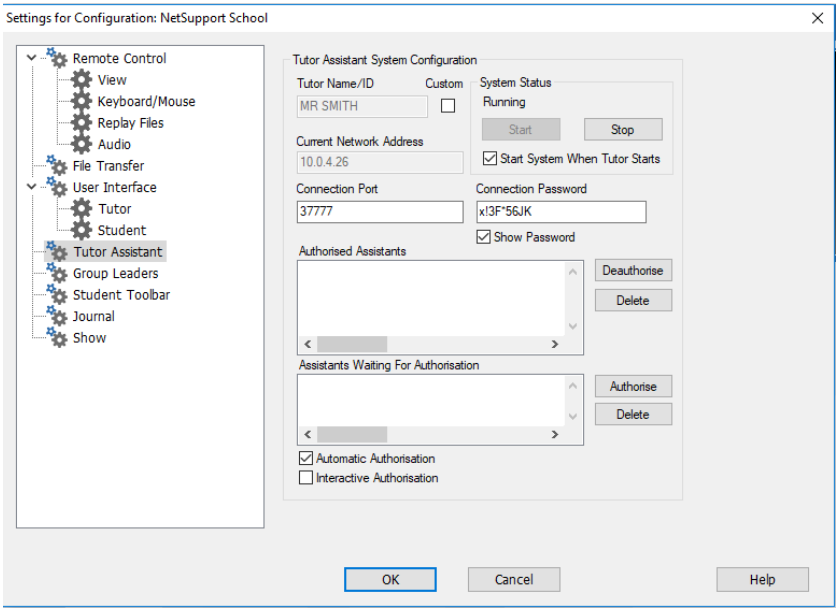
Student to Student Chat
Check this option to enable Students to initiate a group Chat session with other connected Students.

Lock/Unlock
When using the lock function, the Students mouse and keyboard are locked by default. However, there may be occasions when you still want the Student to be able to use their mouse or keyboard.
Check/uncheck the appropriate box(es) as required.

Note: Both boxes must be checked when the **Blank screen when locking mouse and keyboard** option is used.

Tutor Assistant Settings

Configure the settings for the NetSupport School Tutor Assistant.



Tutor Name/ID
The name that appears at the Tutor Assistant. Selecting **Custom** allows you to enter your own name for the Tutor.

System Status
Shows the current system status. You can start and stop the system from here.

Start System when Tutor Starts
The system will automatically start when the Tutor starts.

Current Network Address
The network address for the Tutor.

Connection Port
Enter the port number. The default port is 37777.

Connection Password
Enter the password that Tutor Assistants will use to connect to the Tutor.

Show Password
Displays the connection password.

Authorised Assistants
Lists the Tutor Assistants that have been authorised to connect to the Tutor. You can remove or unauthorise the Assistants from here.

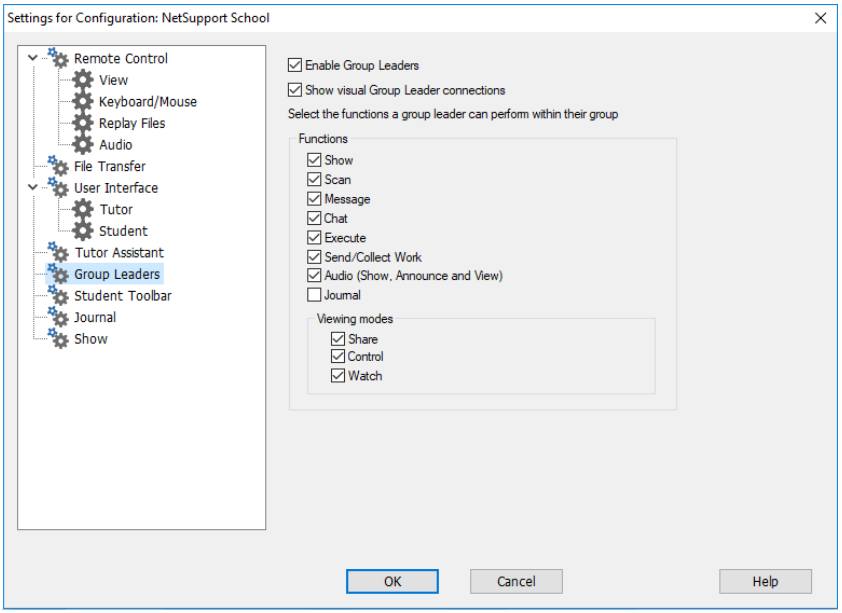
Assistants waiting for Authorisation
Lists the Tutor Assistants waiting for authorisation to connect to the Tutor. Click **Authorise** to approve the Assistant.

Automatic Authorisation
Tutor Assistants will be automatically authorised once they have entered the correct password.

Interactive Authorisation
Tutor Assistants will require manual authorisation to connect to the Tutor.

Group Leader Settings

When working with defined groups of Students, the Tutor can assign Group Leader status to a selected member of the group.



Enable Group Leaders
Enables the Group Leader function.

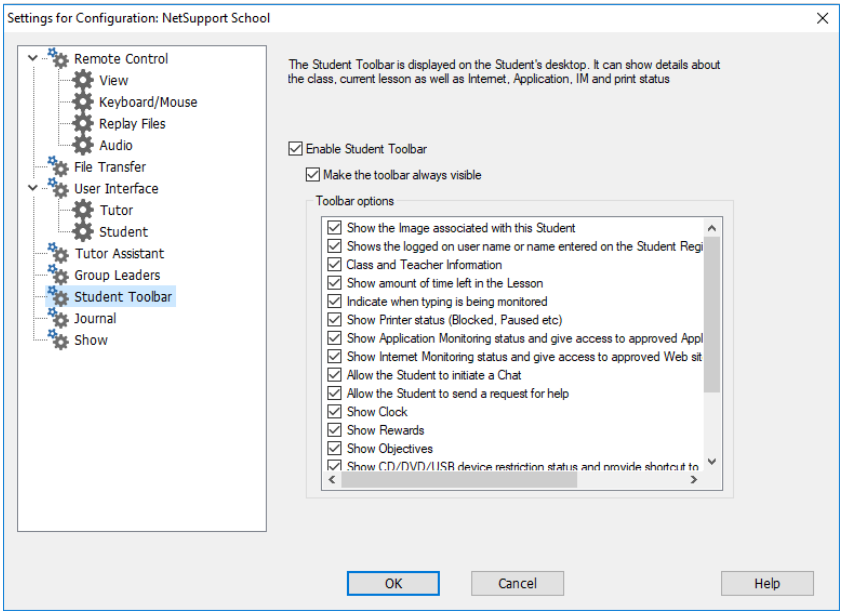
Show visual Group Leader connections
Visual Group Leader connections can be displayed, allowing you easily see the link between a Group Leader and their Students in all views.

All Group Leader features are enabled by default but can be removed by un-checking the appropriate box.

Functions
Allows you to select the functions that are available to the Group Leader.

Student Toolbar Settings

Configure the settings for the Student toolbar.



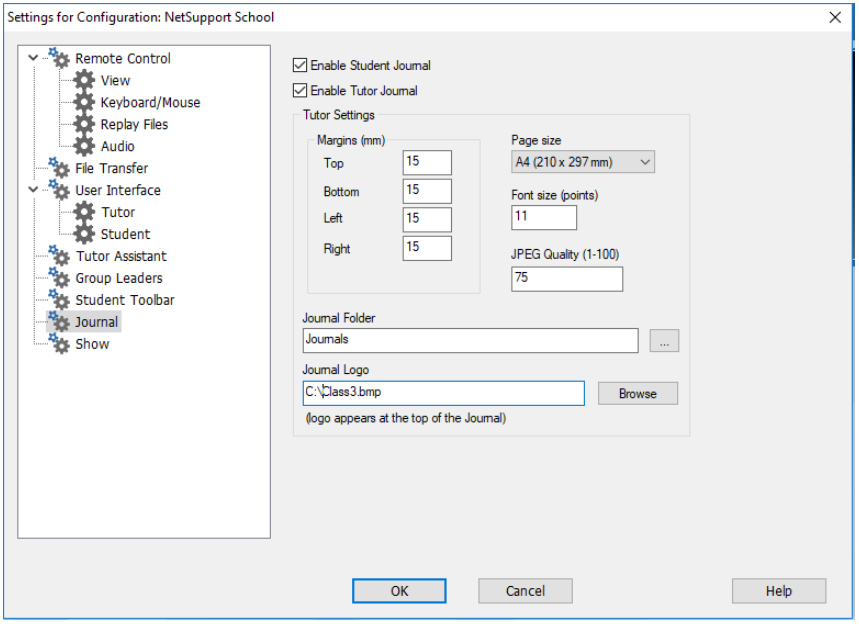
Enable Student Toolbar
Enables the Student toolbar.

Make the toolbar always visible
Decide whether to make the toolbar always visible at the top of the Student screen or to auto-hide.

Toolbar options
Select the options that will be displayed on the Student toolbar.

Tutor Journal Settings

A Journal is provided allowing key information from the lesson to be stored in a portable PDF file. You can use these options to customise the settings for the Journal stored at the Tutor. To customise the settings for the Student Journal, choose {Start}{Programs}{NetSupport School}{NetSupport School Student Configurator - Journal}. On Windows 8 and above machines right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Student Configurator** icon.



Enable Student Journal
Activates the Journal for the Students.

Enable Tutor Journal
If enabled, a copy of the Journal will be stored for the Tutor to view.

Tutor Settings
Margins (mm)
If required, you can adjust the top, bottom, left and right margins for the Journal.

Page Size
Select the required page size for the Student Journal.

Font Size (points)
Set the font size to be used in the Journal.

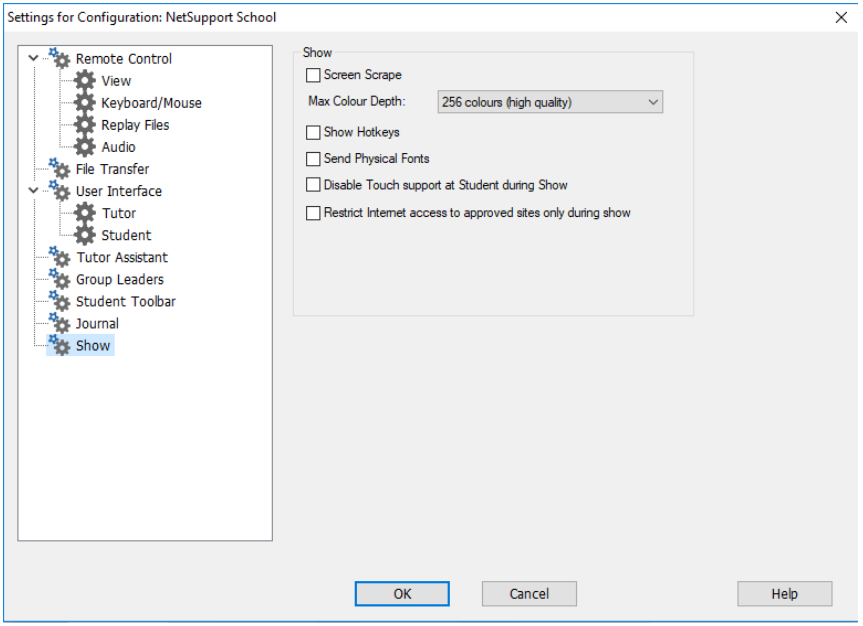
Jpeg Quality (0-100)
Allows you to set the quality of images in the Journal, this is set to 75 by default.

Journal Folder
Specify where you want the Student Journal to be stored.

Journal Logo
Allows you to add an image that will appear at the top of the Journal.

Show Settings

The Show feature allows you to display the Tutor screen on all, some or one of the Student's screens. From here you can configure the settings for a Show.



Screen Scrape
NetSupport School's favoured (and the most efficient) method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

Max Colour Depth
Allows you to select the maximum colour depth when showing to Students. By default, this will be set to 256 (high) colours.

Show Hotkeys
To ensure that all actions performed by the Tutor are visible to the Students during a Show, you can enable the use of hotkeys. Any key combinations that the Tutor uses, e.g. CTRL+V, will be displayed in a balloon at both the Tutor and Student screens.

Send Physical Fonts
In order to reduce the volume of data being sent when sharing information of this nature, NetSupport School passes the font information by reference. The target workstation will refer to its own internal font mappings to find an appropriate match to the one that has been sent. In most cases, the same fonts will be available but if there are instances where this isn't the case, you can send the full information. Check this box to enable.

Disable Touch Support at Student during Show
If the Students are using touch-enabled devices, you may wish to disable touch support whilst performing a Show.

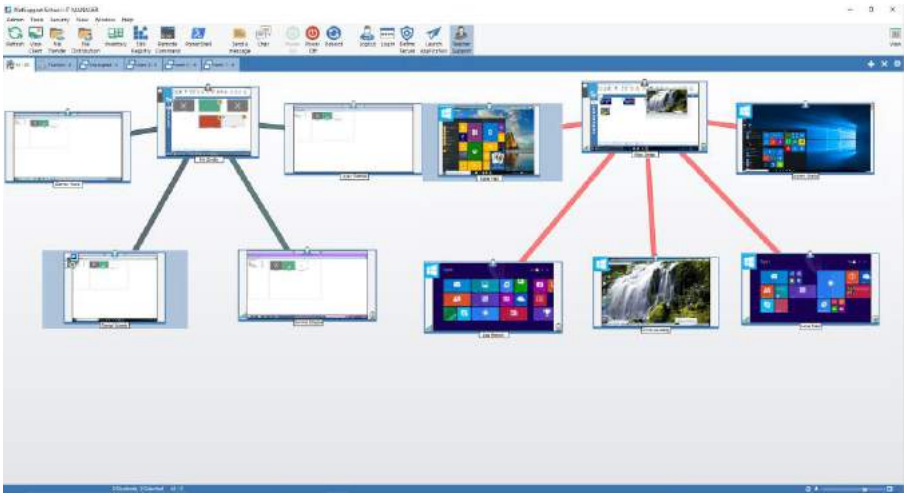
Restrict Internet access to approved sites only during Show
Allows the Tutor to only access websites that are on the Approved Site List, preventing inappropriate websites being displayed to Students during a Show.

TECH CONSOLE

A classroom management solution is not simply about providing the right tools for each teacher; equally important are tools to ensure all computers in the school can be managed and maintained, so they are always available for teaching. With this in mind, NetSupport School provides a unique "Tech Console" specifically for IT technicians and network managers.

The Tech Console provides a single view of all computers across the school, allowing technicians to review hardware and software inventory, monitor internet and application usage, apply 'always on' internet, application and printing policies and define security policies which all PCs across the school will be checked against to determine whether they are secure.

Note: The Tech Console can be installed with other NetSupport School components or as a standalone component.



To start the Tech Console, choose {Start}{Programs}{NetSupport School}{NetSupport School Tech Console}. In Windows 8, click the NetSupport School Tech Console icon in the Start screen.

When the Tech Console loads for the first time, the Configuration dialog will appear. This enables you to specify the Clients to connect to at start-up. The dialog will not appear in future sessions.

Note: If required, a message can be displayed at a Tutor workstation when a connection is made. See Student Security tab for further details.

In the List view, the connected Clients can be viewed in two different ways. **Image Mode,** displays a thumbnail view of the Student screen providing a quick and easy method for monitoring activity. **Report Mode**, displays details of the Client machines, such as name, IP address, user name, Client platform, current security state, policy settings, room, running application and all websites.

The icon displayed next to the Client name in Report Mode will change depending on the status of the Client. The available icons are:

Grey PC = machine is off.
Colour PC = machine on, no Tutor connected.
Green user = Tutor is connected (Client is in a class).
Blue user = Client is a teacher.

To toggle between views, choose {Views}{Image Mode/ Report Mode} or click the **View** icon on the toolbar.

Note: From Report mode, you can activate and close applications and websites on a Client by right-clicking the required icon.

From the Status bar, you can resize the Client thumbnails using a convenient 'slider' bar, change the thumbnail refresh rate and automatically adjust the size of the displayed thumbnails to fit the window.

Different icons will be displayed for the Tutor and the Student, allowing you to easily differentiate between the two. A connection bar showing the link from the Tutor to the Students will also be displayed. You can manually set a machine to show as a Tutor machine; right click the required Student and click **Properties**. In the General tab, select the **This is a teacher's computer** check box.

The Tech Console brings together the main NetSupport School Tutor Console features:

- Monitor all computers across the school network in a single view.
- Monitor application and internet usage on each Client PC.
- Transfer files and folders to selected or all computers.

- Group all computers by classroom/physical location.
- Hardware/Software Inventory.
- Provide direct technical assistance to any classroom teacher.
- Power on/off classroom computers remotely.
- Reboot/logout classroom computers remotely.
- Automatically login computers.
- Display all Students and Teachers by active class.
- Review individual NetSupport School Client security settings remotely.
- Conduct Chat with one or multiple Students or Teachers.
- Broadcast messages to groups or all network users in seconds.
- Perform powerful 1:1 PC Remote Control on any selected computer.
- See real-time USB memory stick status on all Client PCs.
- Lock/unlock Clients' keyboards and mice.
- Execute applications on Client PCs.
- View/set Power Management, Windows Update and Security Settings.
- Edit the registry of a remote system.
- Launch a local command prompt from the remote system on your PC.
- Launch a PowerShell window at the selected Client.
- Automatically connect to Students/Teachers using Room mode.
- Ability to search for Clients by name, device or class.
- Apply a school-wide set of internet, application, USB, CD/DVD and print restrictions.

NetSupport School allows teachers to request help from Lab Technicians and network managers. To ensure the Teacher Support feature is enabled, choose {View}{Provide Teacher Support} from the Tech Console window drop-down menu. A **Get Support** icon will be displayed on the Tutor Console toolbar. Clicking the icon allows the Tutor to either chat or send a message directly to the lab technician or network manager.

Hardware and Software Inventory

For many support teams an important part of the problem resolution process is knowing not only what platform the workstation is running, but also its hardware specifications and the applications installed on the workstation. For this reason, NetSupport School provides the tools to supply a full inventory of the remote workstation.

In addition to its sophisticated hardware/software reporting, where over 50 items of information are collected specifically about the hardware or environment of the Client PC, you can obtain details of applications in memory, installed hot-fixes, processes running and installed services.

As well as the real-time reporting, NetSupport School also provides the tools, security permitting, to allow you to remotely stop and start services, end applications and more.

Note: The Inventory is only available from the Tech Console.

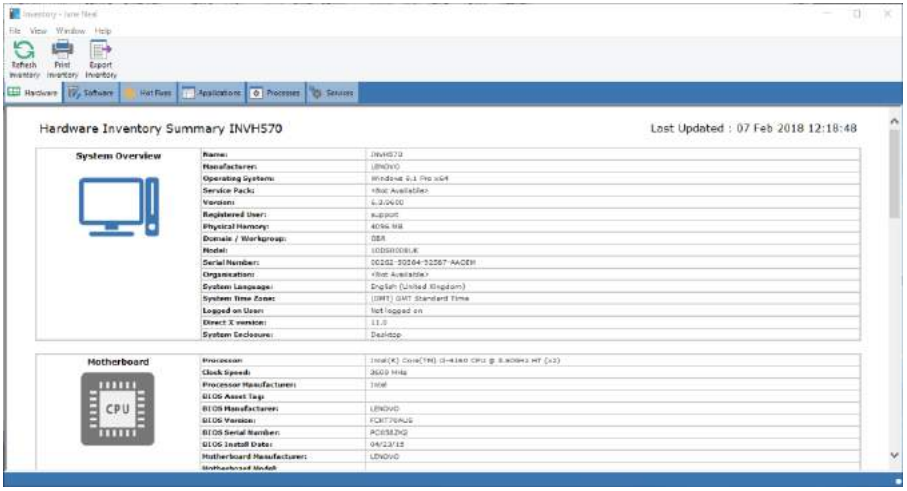
To retrieve a Client inventory

1. Select the required Client icon in the Tech Console List view
2. Choose {Tools}{Inventory} from the Tech Console drop-down menu
   Or
   Right click the Client icon and choose **Inventory**.
   Or
   Click the **Inventory** icon on the toolbar.
3. The Inventory window for the selected Client will appear.

Note: Once collected, the various Client inventories are stored locally in the NetSupport School program folder meaning that you do not need to be connected to the target PC to be able to view the information at a later date. Simply select the required Client from the List view and choose the **Inventory** option. However, if you subsequently want to refresh the inventory, you do need to connect to the target PC.

The Inventory Window

The Inventory window is the primary interface for accessing the wealth of information that NetSupport School's inventory feature provides.



The window is organised as follows:

The Title bar

This displays the name of the remote Client PC, or if a Client was not selected, the local machine, whose system inventory is being viewed.

The Menu bar

Contains a series of drop-down menus that can be used to access the various tools and configuration utilities.

The Toolbar

The toolbar contains shortcuts to many of the most frequently used tasks and tools. Clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop-down menus. Positioning the cursor over an icon will display a brief description of its function.

Hardware tab

Over fifty items of information are collected specifically about the hardware or environment of the Client PC, providing all the key information needed to assist in speedy problem resolution.

Software tab
Provides a full software inventory report for any selected Client PC. Includes the name of each installed product, the manufacturer, product icon, version number and even the associated .exe file.

Hot-Fixes tab
NetSupport School scans for and checks the status of any hot fixes' that have been installed on the selected Client workstation. The hotfix ID is listed along with its status. The hotfix ID links to the appropriate Microsoft support page where details of the fix can be found.

When verifying the status of each fix, NetSupport returns one of three indicators:


Verifies that the fix is present on the target PC and is current.


An expected file may not be present or is not the correct version. It would be advisable to install the fix again.


NetSupport School was unable to gather the required information for it to be able to verify the status.

Applications tab
The detection process uses NetSupport School's "intelliscan" technology to locate currently running applications on the target system rather than relying on the OS Add/Remove Records option. You need to be connected to the target PC in order to retrieve the information. You can choose to close a selected application from the list if required.

Processes tab
Provides a list of processes currently running on the target PC. You need to be connected to the target PC in order to retrieve the information. To view real-time increases/decreases in data, select Monitor Resources from the File menu. You can choose to close a selected process from the list if required.

Services tab (XP and above only)
Provides a list of services currently running on the target PC. If you are not connected to the Client, this tab will not be displayed. You can stop and start services as required.

Note: Once collected, the various Client inventories are stored locally in the NetSupport School program folder meaning that you do not need to be connected to the target PC to be able to view the information at a later date. Simply select the required Client from the List view and choose the Inventory option. However, if you subsequently want to refresh the inventory, you do need to connect to the target PC.

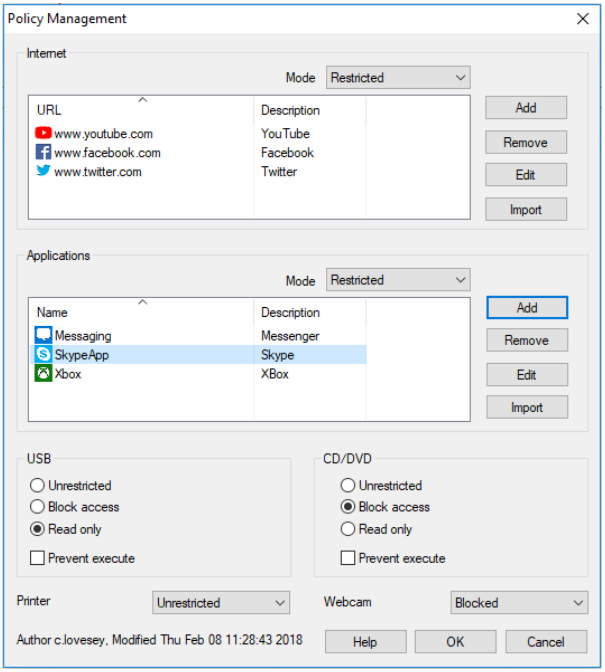
Policy Management

The Tech Console allows you to create a set of policy restrictions that can be applied across the whole school. Once the policy is applied, it will remain in force 24 hours a day. The policy restrictions can include internet and application usage, access to USB and CD/DVD drives, printing and webcams.

In Report mode, you can view the current policy restrictions for Students. Hovering over the icons in the Policy column displays further information about the current policy.

The NetSupport School Tutor is notified of any policy restrictions that are in force. A lock icon will be displayed next to the relevant feature advising that a central policy has been applied.

Note: The Tutor can override central policies for their Students in the NetSupport School Tutor - Start Option settings.



Creating a Policy

1. Select {Security}{Policy Management} from the Tech Console drop-down menu.
2. The Policy Management dialog will appear.
3. Set the required restrictions.

Applying a Policy

You can apply the policy to all connected machines.

Note: Teacher machines can be excluded from a policy. Select the **Don't apply policies to teacher computers** check box in the Tech Console - General Settings dialog.

1. Select the required Client(s) to apply the policy to.

Or

1. Switch the List view to Report mode.
2. Right click in the Policy column and select **Apply Policy**.

Clear a Policy

Clears the current policy from the selected Client(s).

1. Switch the List view to Report mode.
2. Select the required Client(s).
3. Right click in the Policy column and select **Clear Policy**.

Client Security Settings

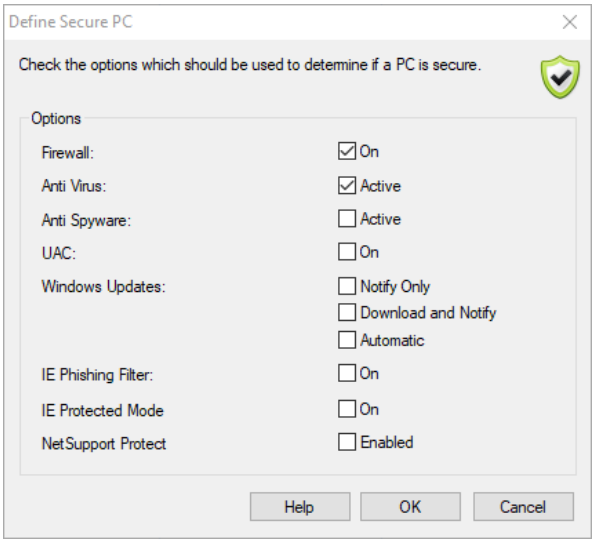
The Tech Console allows you to view the current security status for Clients, modify the security settings such as the Firewall, Windows updates etc for Clients and configure the settings that determine whether a PC is secure. If a Client meets the conditions that define a secure PC, a green shield is displayed in Report mode. This will turn red if the Client fails to meet even one of these conditions.

Note: These settings are only available in the Tech Console.

Define a secure PC

Define what options determine whether a PC is classed as secure.

1. Select {Security}{Define Secure PC} from the Tech Console drop-down menu.
2. The Define Secure PC dialog will appear.



3. Select the required options.

View current security settings

In Report mode, the current security status for Clients is displayed under the Security column. Hovering over the shield will display the current status of all items for a Client.

1. Right click the Client icon and choose **Properties**.
2. The Client Properties dialog will appear, select the **Security** tab.

Change the security settings

1. Select the Client icon.
2. Choose {Security}{Modify Security Settings} from the Tech Console drop-down menu.
   Or
   Click the **Modify** icon on the toolbar.
   Or
   Right click the shield in Report mode and select {Modify Security Settings}.
3. The Modify Settings dialog will appear. Alter the settings as required.

Or

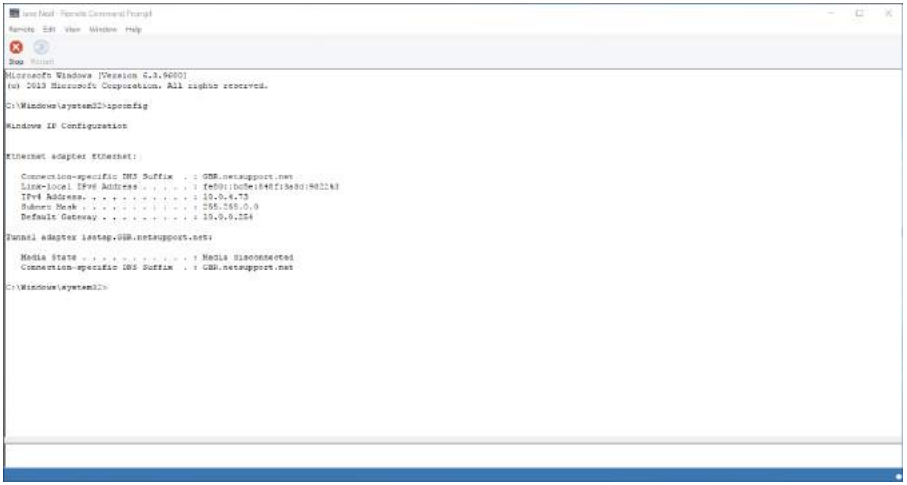
1. Right click the Client icon and choose **Properties**.
2. The Client Properties dialog will appear, select the **Security** tab.
3. Click **Change** and alter the settings as required.

Remote Command Prompt Window

By launching the Command Prompt window, you can remotely execute command line instructions at a connected Client.

Note: This feature is only available in the Tech Console.

1. Connect to the required Client and choose {Tools}{Remote Command Prompt} from the Tech Console drop-down menu.
   Or
   Right click on the Client icon and select **Remote Command Prompt**.
   Or
   Click the **Remote Command** icon on the toolbar.
2. The Remote Command Prompt window will appear. The title bar will confirm the name of the connected Client.



The window is split into two frames. The input frame at the bottom of the window, which can be resized if required, and the output/results frame at the top.

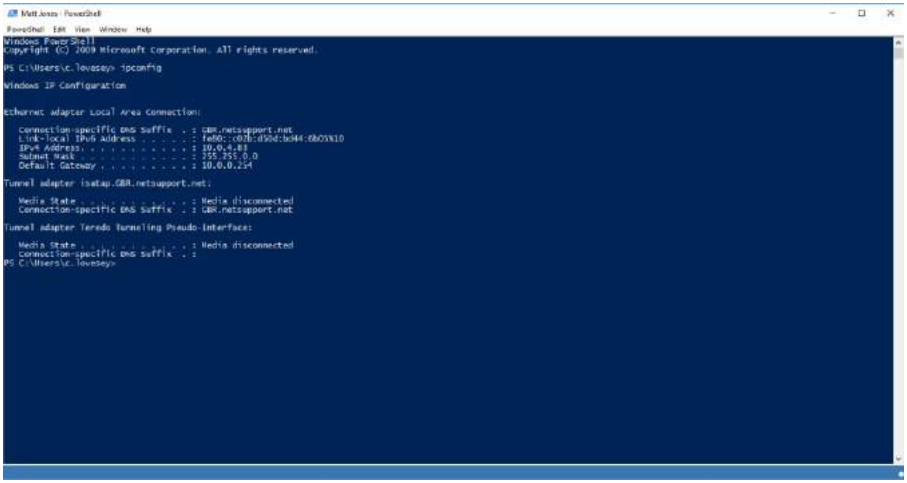
While the window is open, each command is stored - enabling you to recall previous instructions that you may wish to run again. Either scroll through the entries using the up and down arrow keys and press enter when the required command is displayed, or press F7 to show all commands in a window. Click on the required command and press enter.

A maximum of 50 commands is stored. To clear the history press F8. Once you close the Remote Command window, the history is cleared automatically.

PowerShell Window

A PowerShell window can be launched, allowing you to execute PowerShell commands at a selected Client.

1. Select the required Client and choose {Tools}{PowerShell} from the Tech Console window drop-down menu.
   Or
   Right click on the Client icon and select **PowerShell**.
2. The PowerShell window will appear. The title bar will confirm the name of the connected Client.



Enter the required commands into the window. A range of tools is available via the drop-down menus enabling you, for example, to change the displayed font.

While the window is open, each command is stored, enabling you to recall previous instructions that you may wish to run again. Either scroll through the entries using the up and down arrow keys and press enter when the required command is displayed or press F7 to show all commands in a window. Click on the required command and press enter.

TESTING MODULE

NetSupport School's Testing Module is a powerful utility that enables Tutor's to design tests and examinations with the minimum of effort. Incorporating an intuitive Test Designer allowing a Tutor to set customised tests including text, picture, audio and video questions, once the specified Students have completed the test in the pre-set time, the results are automatically collated, marked and made available to the Tutor.

The following components are available within the Testing Module:

The Test Designer

Launched from the NetSupport School program group, the Test Designer is used to create questions and tests.

The Testing Console

Run from within the NetSupport School Tutor program, the Testing Console is used to launch the required test at selected Student workstations, monitor progress and collate results.

The Test Player

This component runs the test at the Student workstation, it loads automatically when the Tutor launches a test.

The Test Designer

The NetSupport School Test Designer is the primary interface for:

- Creating questions.
- Creating tests/examinations.
- Maintaining stored questions and tests.
- Providing user access to the designer.

Note: Selecting participants, running the test at student machines and recording the results of tests is managed within the NetSupport School Tutor program. See **Testing Console** for more information.

Starting the Test Designer

1. Choose {Start}{Programs}{NetSupport School}{NetSupport School Test Designer}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School Test Designer icon.

   Or

   Select {School}{Test Designer} from the Tutor Console drop-down menu.

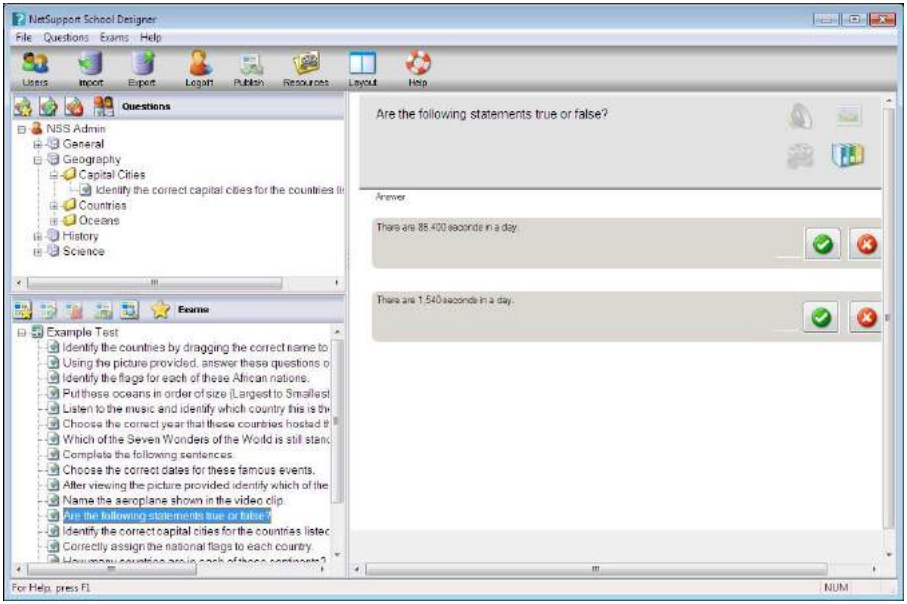
   Or

   If displayed, click the **Test Designer** icon on the Tutor Console toolbar.
2. The Test Designer logon screen will appear. Enter your user name and password.

   Note: NetSupport School provides a default administrator logon for use the first time you access the Test Designer (user name **admin**, password **admin**) but you can add additional users.

The Test Designer User Interface

The Test Designer comprises two modes of operation, *Questions* and *Exams*. You navigate the two interfaces using the drop-down menus or the icons displayed above each tree view. Stored questions grouped by subject are shown in the top pane and exams at the bottom. The right-hand pane shows a preview of the currently selected question or exam.



The main toolbar provides shortcuts to a number of general tasks such as creating user accounts, importing and exporting data and managing question resources. The Layout toolbar icon enables you to customise the Test Designer interface should you wish to work in either Question or Exam mode. Select **Normal Layout** to return to the default interface.

Note: An online resource centre is available, providing teachers with access to a wide range of curriculum-based information that can be used within the Testing Module. The portal is provided and managed by NetSupport School, but the actual content will be provided by Educators for Educators, which will ensure it reflects up to date and relevant curriculum content. Select {Help}{Online Resources} from the Test Designers drop-down menu to access the site.

The Questions Interface

You can create questions in a variety of formats and these can be enhanced by the use of imported pictures, videos and sound clips.

The four icons available in Question Mode enable you to:

- Create questions
- Edit a selected item
- Delete a selected question
- Change the way questions are arranged in the Tree view. This can be by author, question type, subject or level of difficulty.

Subjects and *Topics* can be added to the Tree view at any time or, if you are not sure which subject groups your questions will belong to, you can add them when creating a question.

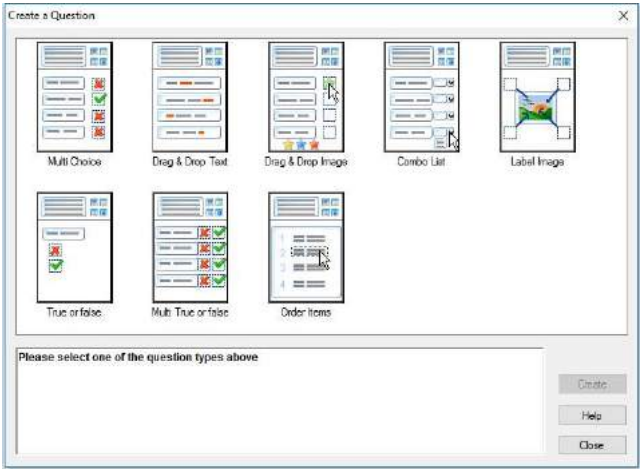
To add subjects directly to the Tree view, select {Questions}{New Subject} from the drop-down menu or right-click in the Questions window and select **New Subject**.

Multiple topics can then be added beneath a subject by right-clicking on the subject name and selecting **New Topic** or choosing {Questions}{New Topic} from the drop-down menu.

Create Questions

A choice of eight question styles are available, each with a Question wizard that steps you through the required process.

To create a question, choose {Questions}{Create Question} from the drop-down menu, click the **Create New Question** icon or right-click a question and select **Create Question**.



Select the required question type and click **Create**.

Note: Questions can also be created in the Exam Editor at the time you compile a test.

The eight question types are:

Multi choice
The Student is required to pick the correct answer from up to four possible options.

Drag and drop text
Students must try to complete a statement by adding a word or phrase from the alternatives provided.

Drag and drop image
Students must match an image with the appropriate statement.

Combo list
Students are presented with up to four questions and need to select the correct answer from a drop-down list. You can insert additional 'decoy' answers into the list.

Label image
You provide Students with a picture that has various areas marked. The Student needs to label each area correctly.

True or false
The Students are provided with a statement and they must decide whether this is true or false.

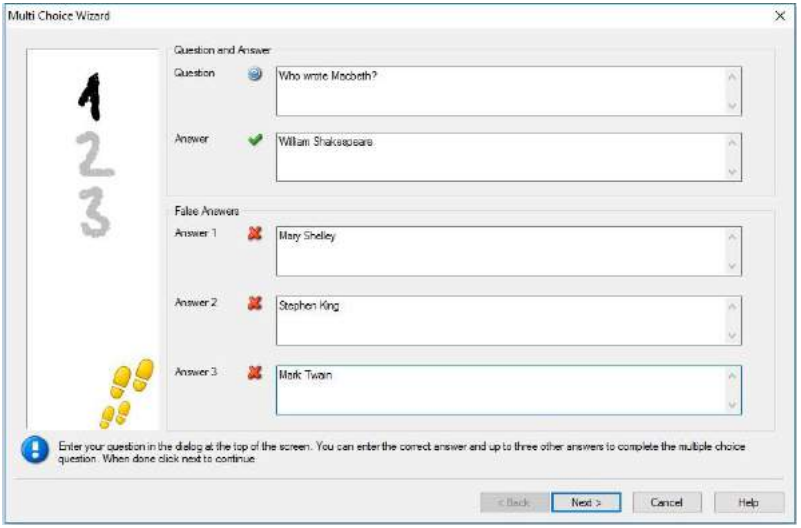
Multi true or false
Students are presented with up to four statements and must decide whether they are true or false.

Order items
The Students are required to place the items in the correct order.

Multi Choice

Students select the correct answer from up to four possibilities.

The first stage, of three, is to set the question followed by the correct answer and up to three false answers. When the question is run at Student machines, the answers are randomly arranged.

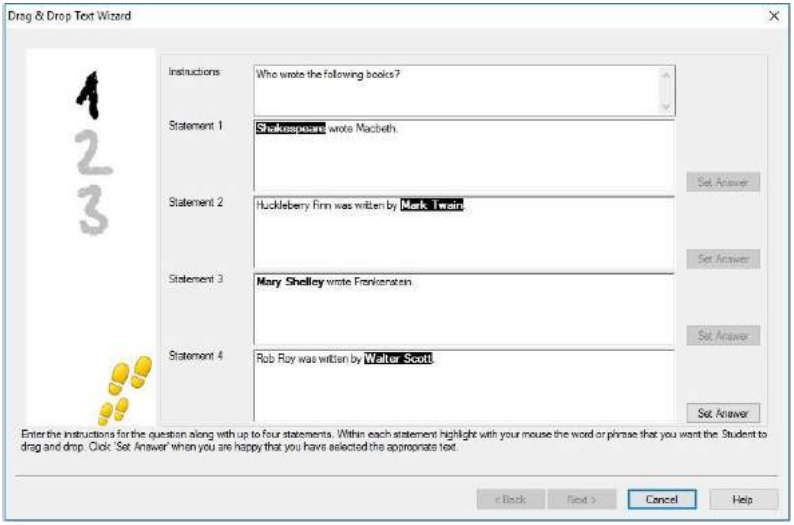


Once you have completed part one of the wizard, click **Next**.

Drag and Drop Text

The Student is presented with four partially completed statements. They must complete the statement by dragging and dropping the appropriate word or phrase from a list.

The first stage, of three, is to enter the instructions for the question along with the four statements. Within each statement, highlight the word or phrase that you will want the Students to drag and drop, clicking **Set Answer** when you are happy that you have selected the appropriate text. When the question is run at Student machines, the four highlighted items are removed from the statements and randomly arranged.



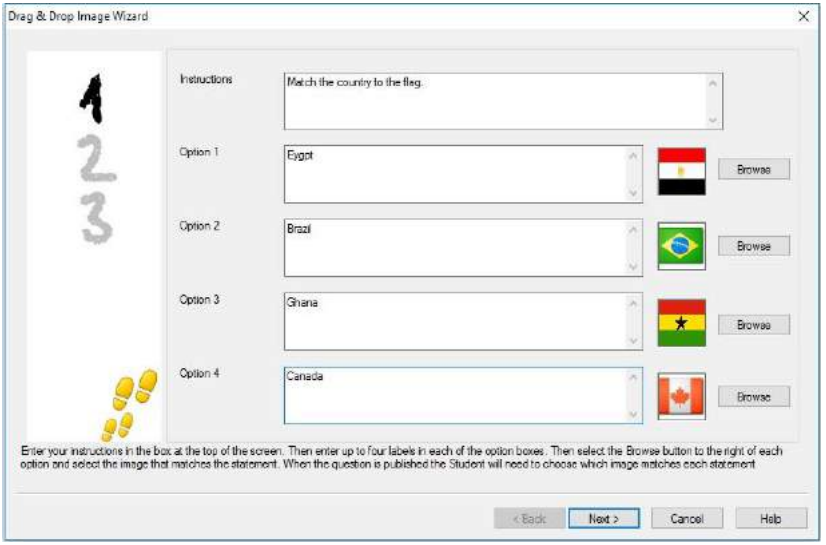
Once you have completed part one of the wizard, click **Next**.

Drag and Drop Image

The Student is presented with up to four statements or questions, and a selection of images. They must match the image with the correct statement.

The first stage, of three, is to enter the instructions along with up to four statements or phrases. Alongside each statement, you add the appropriate image. Click **Browse** to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or import a new one. Click **Use** to apply the image to the question.

When the question is run at Student machines, the pictures are randomly arranged at the bottom of the screen and the Students drag and drop the images next to the appropriate statement.

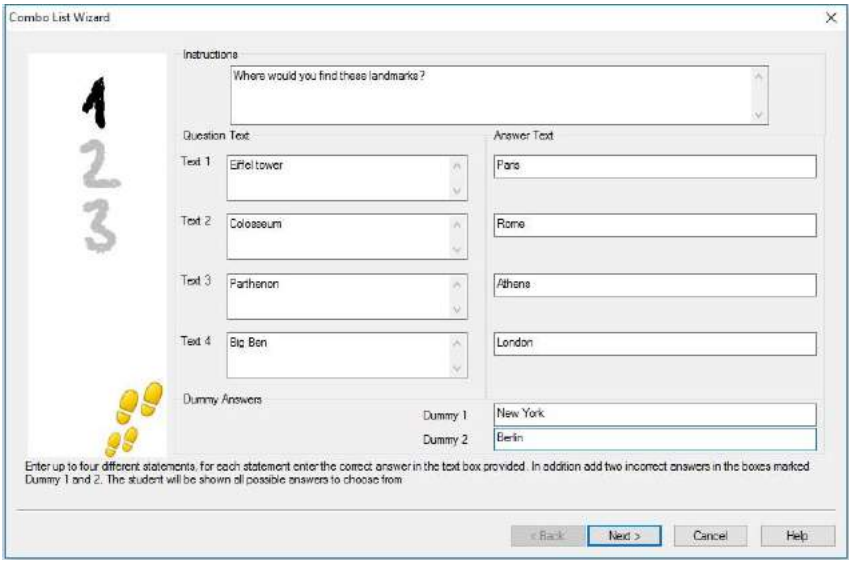


Once you have completed part one of the wizard, click **Next**.

Combo List

The Student is presented with up to four statements, alongside each statement is a drop-down list containing a choice of possible answers. They must select the correct answer from the list.

The first stage, of three, is to enter the instructions along with up to four statements or phrases. Alongside each statement, enter the correct answer text. You can then add two further dummy answers, meaning that when the question is run at Student machines, the Student will be shown all possible answers to choose from.

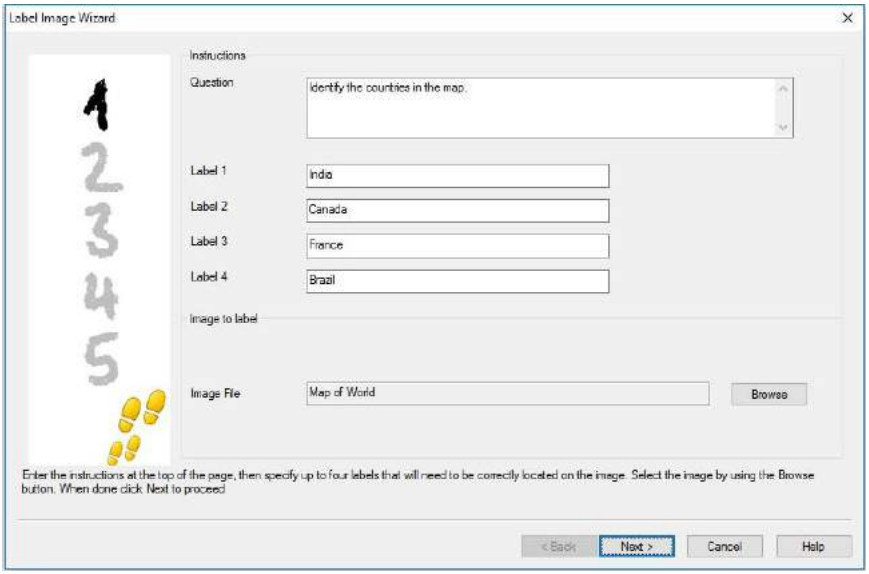


Once you have completed part one of the wizard, click **Next**.

Label Image

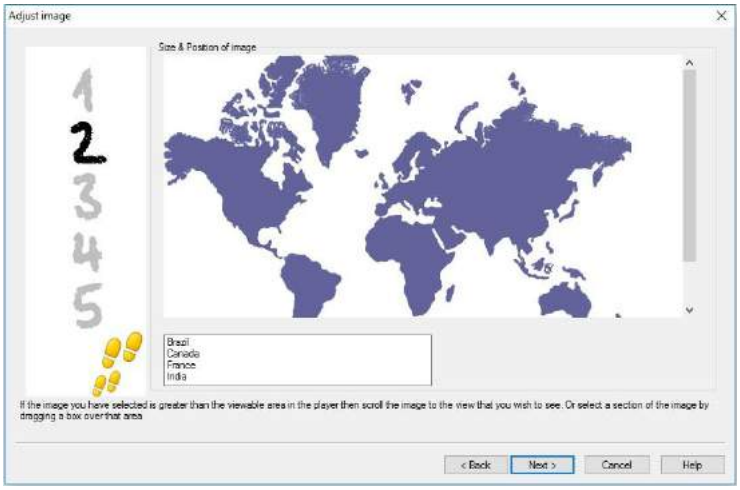
Students are presented with a picture that has up to four areas marked, each with an adjacent blank' text box. At the bottom of their screen will be up to four text labels which they must drag and drop into the correct text box.

The first stage, of five, is to enter the question along with up to four text labels. You then select the image that the Students will need to label. Click **Browse** to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or import a new one. Click **Use** to apply the image to the question.



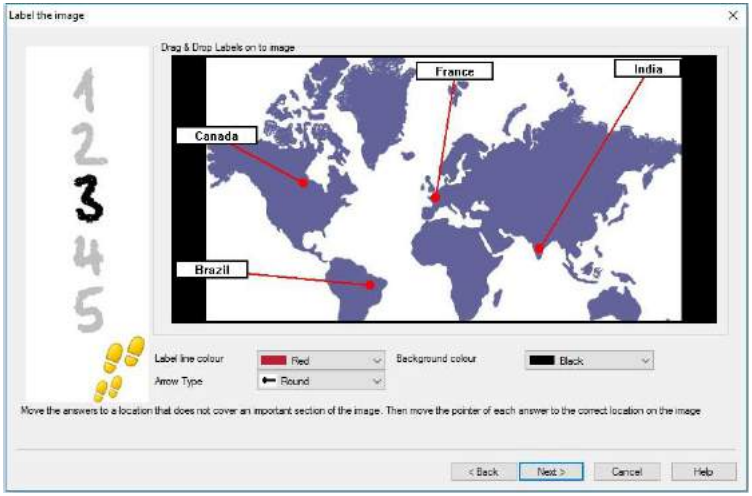
Once you have completed part one of the wizard, click **Next**.

If the image you have chosen for the label image question is too large for the viewable area, you can resize it.



Use the scroll bars to position the image within the viewable area. To select the required section, use your mouse to draw around the area you require. When ready, press **Enter** or click **Next** to continue.

Use this preview window to position the answers on the image, select the type of arrow you wish to use and choose an appropriate colour scheme for the 'pointer' lines and background.

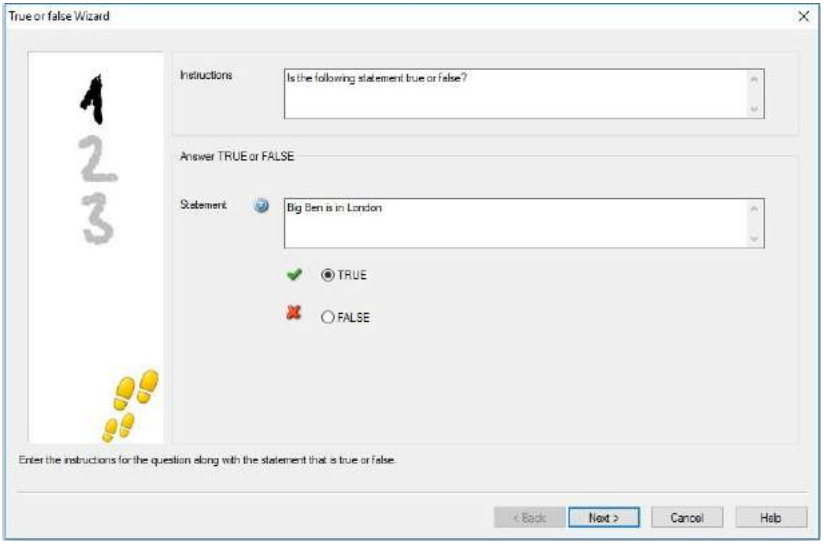


1. Drag the end of each 'pointer' to the correct region of the image.
2. Drag the associated text box to an appropriate area.
3. Select the pointer style you wish to use and choose a colour for the pointers and background.
4. Click **Next** when ready.

True or False

Students are provided with a statement and they must decide whether it is true or false.

The first stage of three is to provide instructions for the question, then enter the statement you want the students to answer and specify whether the statement is true or false.

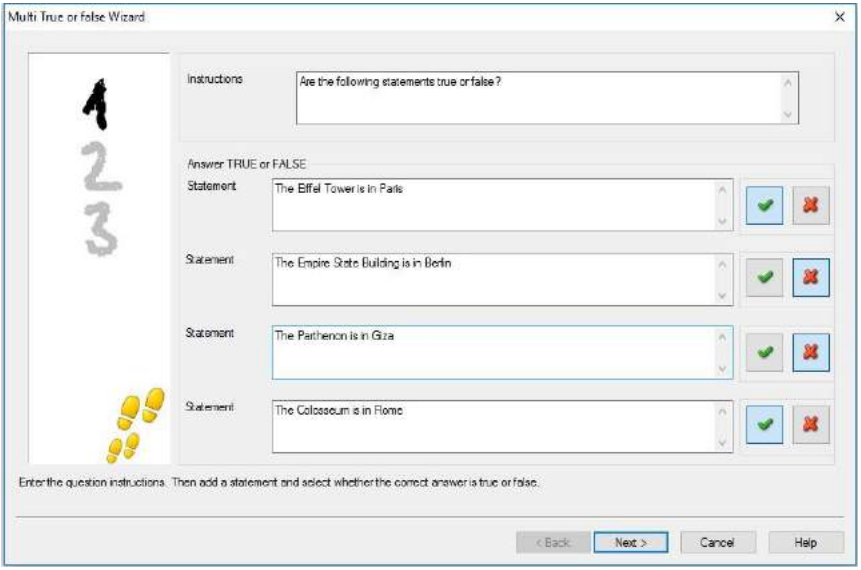


Once you have completed part one of the wizard, click **Next**.

Multi True or False

Students are provided with up to four statements and they must decide whether they are true or false.

The first stage of three is to enter instructions for the questions, along with up to four statements. Alongside each of the statements choose whether they are true or false, by selecting the appropriate button.

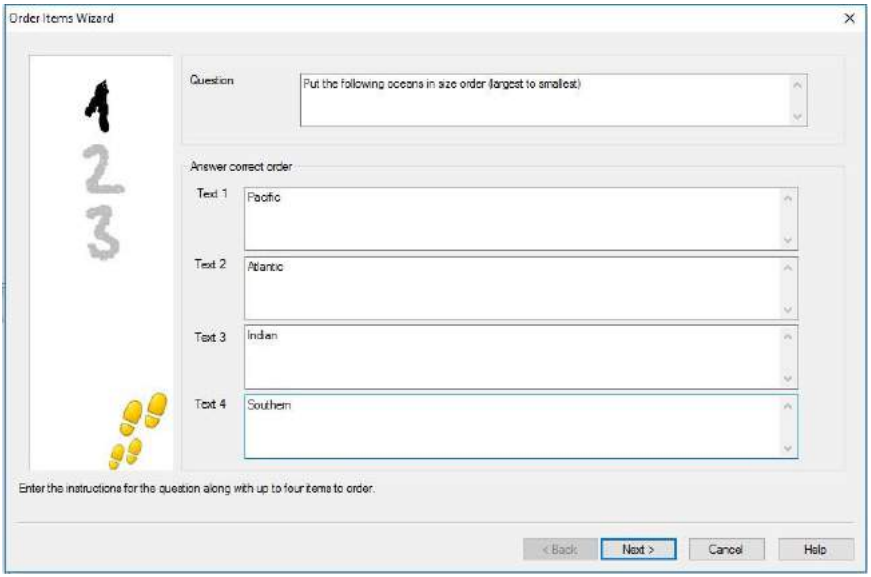


Once you have completed part one of the wizard, click **Next**.

Order Items

Students are required to correctly place up to four items in the correct order.

The first stage of three is to set the question, with up to four answers in the correct order. When the question is run at the Student machines, the answers will be randomly arranged and the Students will drag and drop each item to the correct place.



Once you have completed part one of the wizard, click **Next**.

Adding Additional Resources to Questions

The resources database

Imagery in the form of pictures, videos and sound clips are often an integral part of any question you create. Question types such as label image and drag and drop image are graphical by nature but any question type can have an additional supporting resource included. The Test Designer provides an 'Observation' mode which, if enabled, forces Students to view or listen to a resource before they can answer the question.

Before you can attach a resource to a question, it must first be added to the programs internal Resources database. By default, this is stored in \\program files\netsupport\netsupport school\resources but the location can be modified by selecting {File}{Options} from the drop-down menu.

To populate the database, click the **Resources** icon on the Test Designer's main toolbar or select {File}{Resources} from the drop-down menu. The Resource list will appear. A range of toolbar options are available, enabling you to import and manage items. Prior to importing a new resource, click the **Filter** icon and select the relevant category, audio, image or video. This ensures that each resource type is stored in the appropriate folder within the database.

Click the **Import a Resource** icon and browse for the required file. Alternatively, you can simply drag and drop the file directly into the list from its location using Windows Explorer.

At the stage where you add your resources to a question, if the required file isn't already in the database, you can import it at that time.

Adding resources to a question
Each Question wizard will prompt you to add resources at the appropriate stage.

1. Decide which resource type is appropriate, image, sound or video and click **Browse**. The resources list for the selected type will appear.
2. If the required file has already been imported into the database, highlight it in the list and click **Use**. You can preview the files before selecting them.

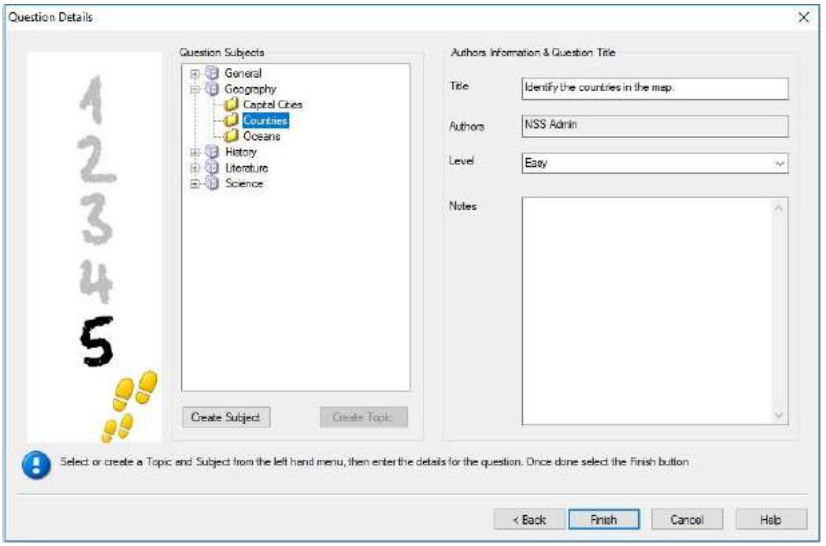
   Or

   To add a new item to the list, click **Import** and browse for the file. When you have selected the file, you can preview it to ensure it is the correct one. It is also important that you include a suitable description for the item, as this will appear in the Resources list rather than the file name. Once added to the list, click **Use** to add the item to the question.
3. Click **Next**.

Observation Mode
Selecting this option allows you to force the Students to view a resource file before the question appears, they will not be able to view the resource in the question. When the exam is run at the Student machines, they will be advised that the question media will only be shown once. If this option is selected, you will not be able to continue until a resource has been added to the question.

Question Details

The Question Details dialog completes the create question process. Decide where to store the question and whether to add any additional author notes.



Stored questions are maintained in an internal database, school.mdb, within the NetSupport School program folder. The Question Editor window displays stored questions in a Tree view. You are able to customise this to your own requirements by creating subjects and topics within each subject.

The Question Details dialog also displays the Tree view and you can choose whether to add a question to an existing subject/topic or to create a new area. Supporting text can also be added.

To add new subjects and topics while creating a question

1. Select **Create Subject** and enter an appropriate name. Click **OK**. The subject will be added to the Tree view.
2. Within the subject, create a topic. Select **Create Topic** and enter a name. Click **OK**.
3. Author's information can now be added. If required, edit the description and add any additional supporting text. You can also assign a level to each question to indicate the level of difficulty.

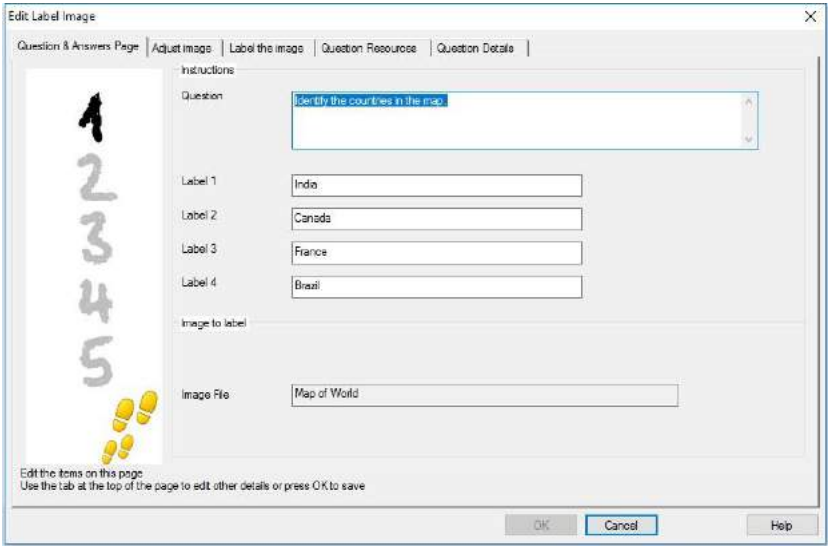
4. Click **Finish** to store the question and return to the Create a Question dialog. Either select another question type or click **Close** to return to the Question Editor window.

Edit Questions

To edit a stored question, highlight it in the Tree and choose {Questions}{Edit Question} from the drop-down menu, click the **Edit the Selected Item** icon or right-click the question and select **Edit**.

Change the required details by selecting the appropriate tab on the Edit Question dialog and click **OK** when complete.

Note: Questions can be duplicated, right-click the question and select **Duplicate**. The Edit Question dialog will appear, if required, make any changes and click **OK** when complete; the duplicate question will now appear under the original question in the Tree.



Delete Questions, Subjects and Topics

A question can only be deleted if it does not appear in an exam. A subject or topic can be removed if there are no items beneath it in the Tree view, the currently selected sort view determining the extent of the deletion.

Select the item in the Tree view and choose {Questions}{Delete Item} from the drop-down menu, click the **Delete Selected Item** icon or right-click and select **Delete**.

You can rename a subject or topic by right-clicking on the required item and selecting **Rename** or clicking the **Edit Selected Item** icon.

When deleting a subject or topic, the program will check to see if there are items beneath it in the Tree view and, depending on the current sort view, if the item appears anywhere else in the Tree view.

When sorted by subject type, there will only be one occurrence of the item. Therefore, a topic will be removed if it does not contain any questions and a subject if it does not contain any topics. However, when sorted by question type, for example, there may be multiple occurrences of the same subject and topic in the Tree view. If you delete the only occurrence of a Geography question in the multi-choice category, that topic or subject will be removed from multi-choice but not from any other category that Geography appears in.

The Exam Interface

Having created a library of questions, you can then add them to an exam. Your own grading and scoring schemes can be applied and exams can be centrally 'published' for shared use with other teachers.

The icons available in Exam Mode enable you to:

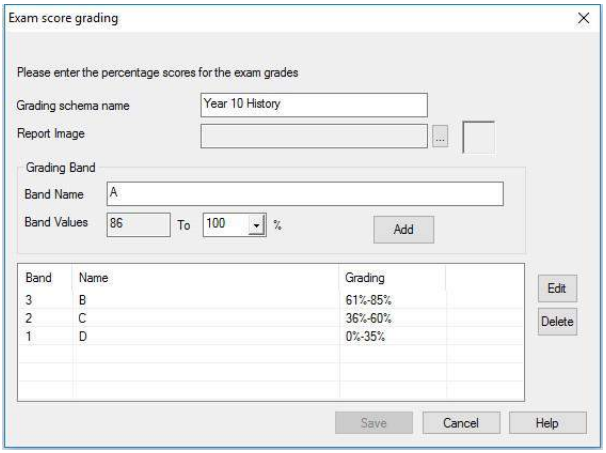
- Create an exam
- Edit the content of an exam
- Delete an exam
- Publish an exam. Before an exam can be run at Student machines, it needs to be published. This also enables you to store completed exams in a shared area for general use.
- Preview an exam. Enables you to step through the questions as the Students will see them
- Edit exam grades. Apply your own grading scheme to exams.

Exam Grades

Upon completion of an exam, teachers are provided with a detailed breakdown of results. You can further enhance this report by categorising the students within specific bands.

The exam grades need to be set up before you start creating an exam.

Select {Exams}{Exam Grades} from the Test Designer's drop-down menu or click the **Exam Grades** icon.



Enter a name for the grading schema and add a report image. This provides a pictorial indicator of how well the Student has done. For example, a Student scoring 20% might have one star appearing next to their grade, someone scoring 80%, four stars. The image, restricted to 32x32 pixels, must be imported into the Resources database. A default, *reportgrade*, is provided but you can create and import your own customised images if required.

Give each grading band a description and attach the appropriate % mark. Click **Add** to insert each band into the list. When all bands have been added, click **Save**. Use the **Edit** or **Delete** buttons to change any of the items in the list.

You can view the grades each Student has achieved in the Test Reports window.

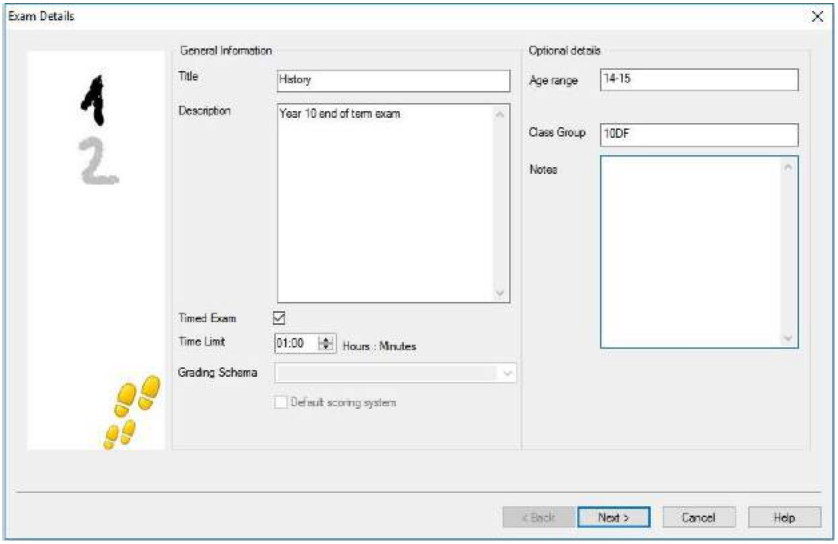
Create Exam

Having created a suitable mix of questions in the Question Editor, adding those questions to an exam is a quick and easy process.

The Exam wizard guides you through the process of selecting the required questions, setting a time limit for the exam, using your own grading system and including supporting information. New questions can also be created during this process.

To create an exam

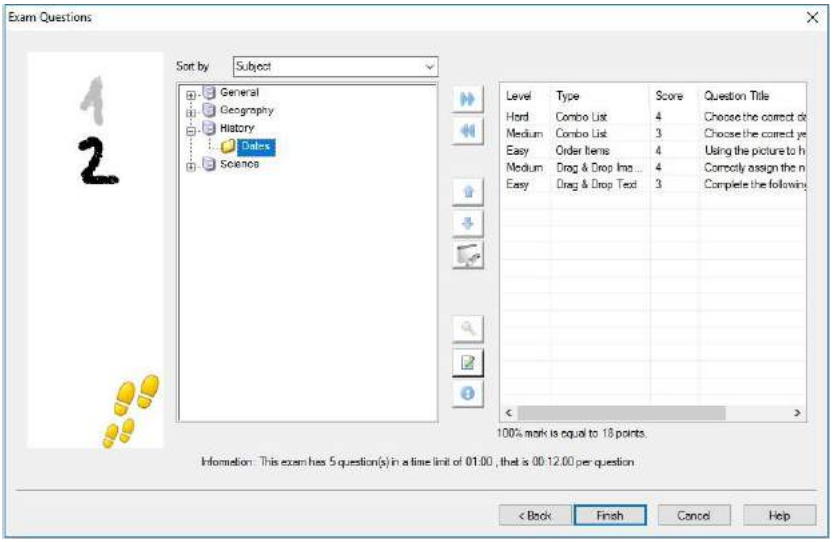
1. Choose {Exams}{Create Exam} from the Test Designer's drop-down menu or click the **Create New Exam** icon.



2. The first stage is to enter general supporting information about the exam. Enter a title and description for the exam. Choose whether to have the exam timed, if so, set the time limit, hh:mm. You can use your own grading system by selecting from the Grading Schema drop-down. Decide whether to use the default scoring system (you can assign your own scores to questions in stage two). You can then add some optional information such as the age range or class group that the exam is aimed at. Click **Next** when ready.

Note: If you wish to use a grading schema, you must first create one in the Exam Grades dialog.

3. Stage two is to select the questions for the exam. Expand the Tree in the left-hand pane of the window and highlight the required question, click the **Add Question** button. The Tree view can be sorted by author, level, question type and subject. Repeat this process until all questions are selected.



4. Selected questions appear in the right-hand pane of the window. From here, you can use the buttons to remove a question from the exam, sort the questions into the required order, preview the question, assign a new score to the question or even create a new question.
5. Click **Finish** to store the exam in the Exam Editor window Tree view.

Once created, you can use the Exam Editor menu or toolbar options to edit or delete exams, preview exams and publish the exam.

Note: Although the newly created exam appears in the Exam Editor Tree view, it cannot be run at Student workstations until it has been 'published'. This bundles the various elements of the exam, questions, pictures, videos etc, into a single ZIP file which is then made available in the Testing Console.

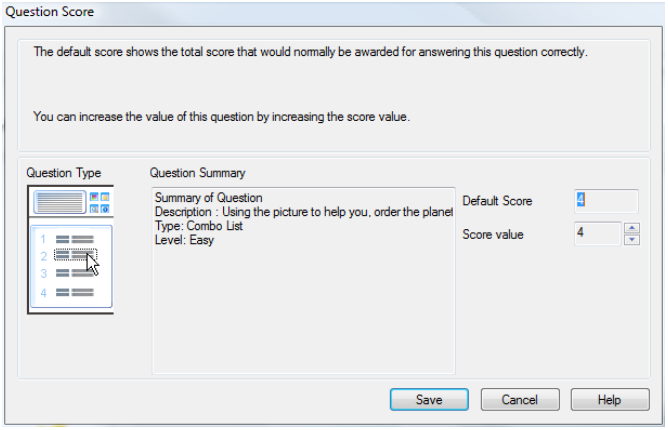
Question Score

Questions are created with a default score, the Question Score dialog allows you to allocate your own score to individual questions.

1. In the Exam wizard, select the question you wish to amend the score for and click the **Question Score** icon.

   Note: You must ensure that the **Default Scoring System** option is un-checked.

2. The Question Score dialog will appear showing details of the question and the score that would normally be awarded for the question.



3. Increase the score by using the appropriate buttons.

   Note: Questions with multiple answers can only be incremented by a corresponding number.

4. When you have finished, click **Save** to exit.

Preview Exam

You can preview an exam at any time in order to simulate what the Students will see. This is a useful way of checking each question and viewing the resources, pictures, video's etc that may have been included. Although the exam runs exactly how it would at the Student workstations, the preview facility does not return any results.

1. Select the exam in the Tree view.
2. Choose {Exams}{Preview Exam} from the Test Designer's drop-down menu, click the **Preview Exam** icon or right-click the exam name and select **Preview**.
3. Use the buttons at the bottom of the window to move between questions and end the preview. You can also click each question number on the left-hand side of the window to view each one.

Note: Individual questions can also be previewed in this mode. Expand the Tree beneath an exam to reveal the questions, highlight the appropriate item and click **Preview**.

Edit exam

1. Select the exam in the Tree view.
2. Choose {Exams}{Edit Exam} from the Test Designer's drop-down menu, click the **Edit Exam** icon or right-click the exam name and select **Edit**.
3. The Exam wizard will appear.
4. Select the Exam Details or Exam Question tab and edit the required items.
5. Click **OK**.

Delete Exam

Although this procedure removes the exam from the Exam Editor window, it does not delete the Zip file that is created when an exam is published. The exam will therefore still be available to run at Student workstations.

To delete an exam

1. Select the exam in the Tree view.
2. Choose {Exams}{Delete Exam} from the Designers drop-down menu, click the **Delete Exam** icon or right-click the exam name and select **Delete**.
3. Confirm that you want to delete the exam.

Publish Exam

Before an exam can be run at Student PCs, it must be 'published'. This procedure bundles the various elements of the exam, questions, resources etc, into a ZIP file that can be stored in either the default Program Files Tests Folder or in a shared network area of your choosing. The latter having the added benefit of enabling other teachers to access the exam.

Once published, the test can be selected in the Testing Console.

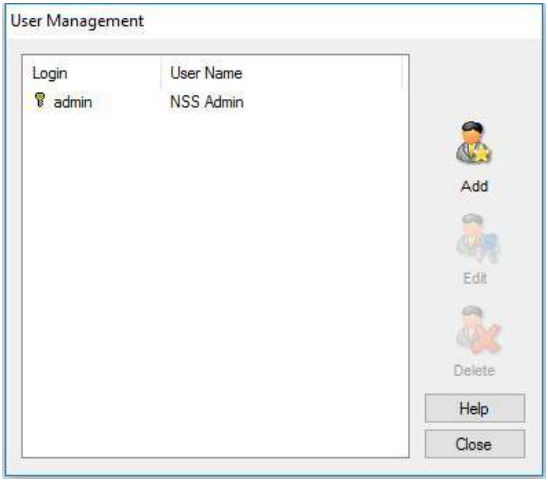
To publish an exam

1. Select the newly created exam in the Tree view.
2. Choose {Exams}{Publish Exam} from the Test Designer's drop-down menu, click the **Publish Exam** icon or right-click the exam name and select **Publish**.
3. A window will appear confirming the exam properties. Click **Publish**.
4. The Save As dialog will appear. Give the exam a suitable name, this is the name that will appear in the Testing Console when selecting an exam to run. Click **Save** to create the Zip file.

Setting up User Accounts

Multiple Test Designer user accounts can be created in addition to the default Admin logon (user name: **admin**, password: **admin)**,

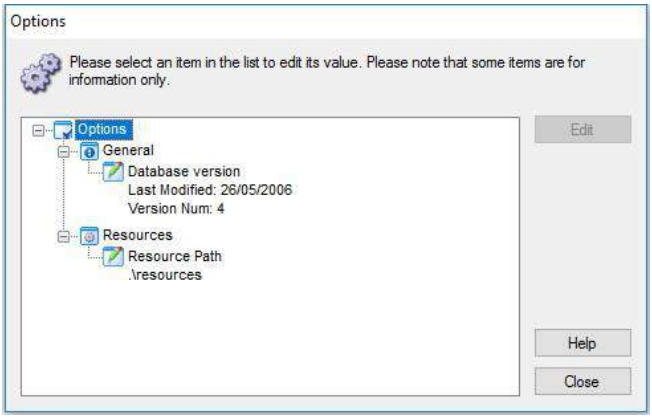
Choose {File}{Users} from the Test Designer's drop-down menu or click the **Users** icon on the main toolbar. The User Management dialog will appear from where you can add, edit or delete users.



Click **Add** and enter a user name, generally the person's full name, along with a login name and password. Decide whether to assign admin rights. This gives the user access to all features within the Test Designer along with the ability to edit/delete questions and exams created by other users. Non-admin users can only create exams.

Admin Options

Questions, exams etc are stored in an internal database supplied with NetSupport School. This dialog provides version information about the database. You also have an option to edit the path where imported resources (images, video, sound clips) are stored.



General

Tracks the version number of the database, school.mdb, that is currently in use. NetSupport School may on occasions supply updates to the internal database and this dialog indicates which version is currently in use.

Resources

By default, imported resources such as images, video files and sound clips, are stored in the resources area within the NetSupport School program folder. This option enables you to edit the path if required.

Import/Export Data

The Test Designer provides an Import/Export facility enabling you to store external backups of data or make information available to other users. Exported files can be password protected for security. You have the choice of exporting all items in the database or just the exams, questions or resources.

The import/export options can be accessed from either the Question or Exam Editor windows.

Exporting data

1. Choose {File}{Export} from the Test Designer's drop-down menu or click the **Export** icon on the main toolbar.
2. The Export Database dialog will appear. Select the category of information to be exported and click **Export**.
3. The Export wizard will appear. Specify the location for the exported data and provide a file name. By default, files are prefixed with the current date, but you may prefer to enter a custom name. If required, password protect the file, add any additional notes and click **Next** when ready to proceed.
4. Depending on the category selected, (exams, questions, resources etc) the wizard will now prompt you to choose, from a tree view, the specific items to be exported. Select each item in turn and click the **Add Item to Export List** button. When the Export list is complete, click **Next**.
5. The wizard will confirm the items to be exported. Any resources associated with exams or questions are included. Check the details and if required, click **Back** to change the information.
6. Click **Finish** to begin exporting.
7. A progress dialog will appear. Click **Close** when complete.

Note: Exported data is not removed from the Test Designer.

Importing data

1. Choose {File}{Import} from the Test Designer's drop-down menu or click the **Import** icon on the main toolbar.
2. The Import Database dialog will appear. Browse for the required export file and click **Open**.
3. Click **Import DB** to start importing. If the file has been protected, you will be prompted for the password.

4. A progress dialog will appear. Click **Close** when complete.

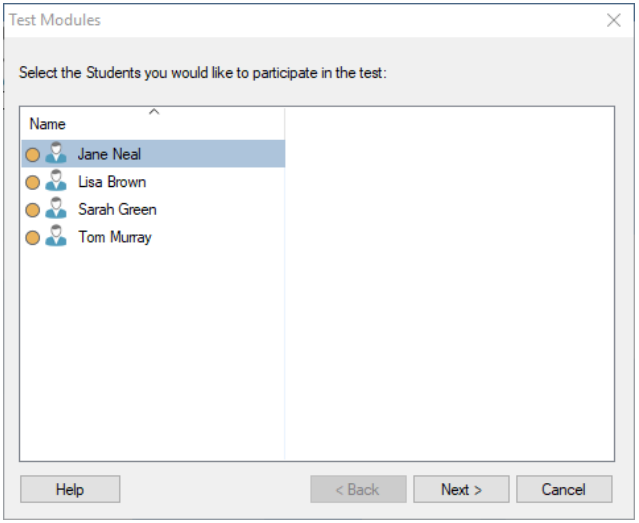
The Testing Console

Having used the Test Designer to create questions and exams, you use the Testing Console option in the NetSupport School Tutor program to run the exam at Student workstations and monitor results.

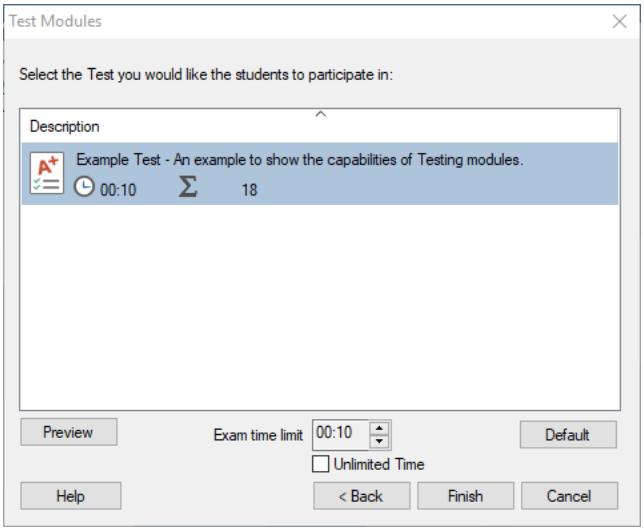
Running an exam

1. Select {School}{Testing Console} from the Control window drop-down menu.
   Or
   Click the **Assessments** icon on the toolbar and select **Advanced**.

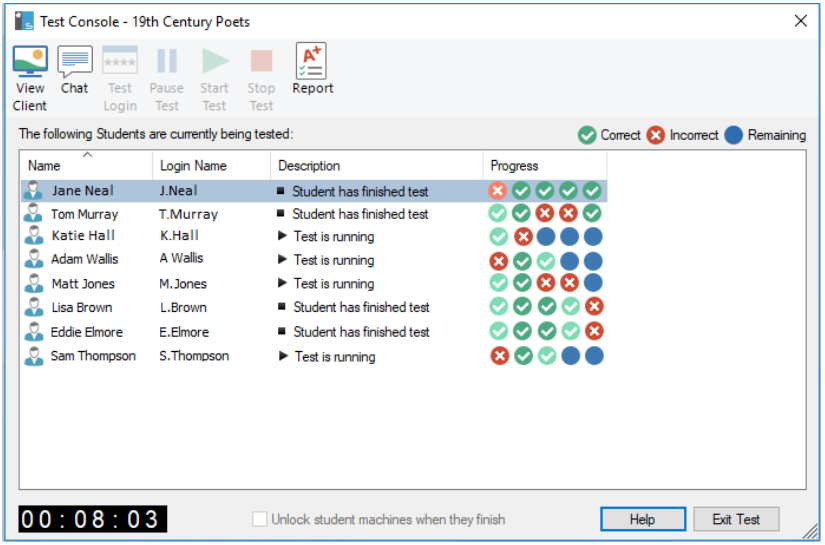
   Note: Published exams are listed (a maximum of ten) in the **Assessments** menu, allowing you to run an exam directly from here.
2. The Test Modules dialog will appear. From the list of connected Students, indicate which ones should participate in the exam by checking or un-checking the box next to their name. Click **Next** to continue.



3. Details of the published exams are listed, choose the one that you want to run at the selected Student PCs. If required, you can alter the time limit for the exam. To preview the exam, click **Preview**. Click **Finish** when ready to run the exam.



4. The NetSupport School Test Player will automatically launch at the Student PCs and a dialog enabling you to administer the exam will appear on the Tutor screen.



5. This dialog is used to start the exam, monitor Student progress and collect results.

The window enables you to track individual Student progress. Each question is marked in real-time so you can see immediately how each Student is doing! At the end of the exam, you can view the results by class and individual Student and print a permanent record. You can also show each Student their results giving them the opportunity to see where they made mistakes.

The following toolbar options are available:

View Client
You can view a particular Student screen at any point during the exam. All options normally associated with the View window are available.

Chat
If required, you can open a Chat session with Students while the exam is running. Although the Test Player provides a help button offering Students guidance with each question type, you may find that you need to offer additional assistance.

Test Login
Before starting the exam, you can ask each Student to login with their own name. This would be useful if, for example, the machine name is listed and be more meaningful when checking results against each Student.

Pause Test
You can pause the exam at any point. Click **Start** when ready to continue.

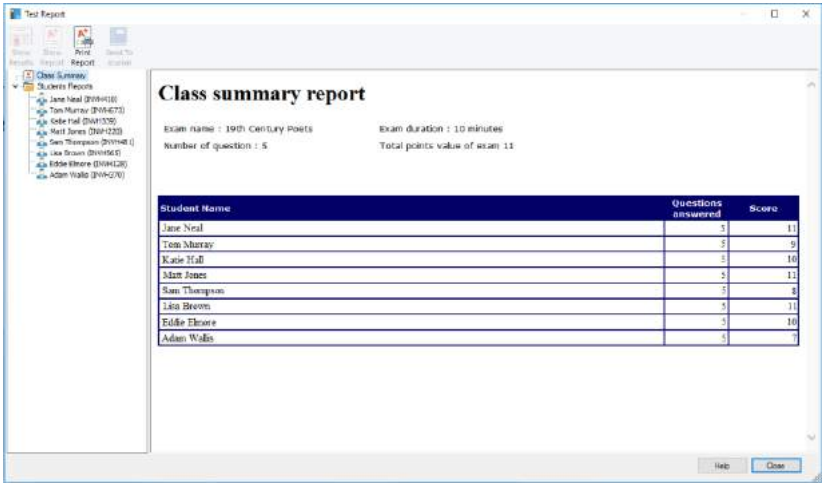
Start Test
Start running the exam at Student PCs.

Stop Test
If Students answer all the questions within the time limit, you can stop the exam rather than wait for the clock to tick down.

Report
This option gathers the results when the exam has finished. (When the Tutor stops the exam or the time limit elapses)

Test Reports Window

The Reports window enables the Tutor to review the results of an exam. You also have the option to allow Students to see their own results.



By selecting the required item in the Tree view, you can display two types of report, a Class Summary and individual Student summaries. Each can be printed and copies are also stored, in HTML format, in the \\NetSupport\NetSupport School\Tests\Reports folder.

Note: An alternative location for the reports can be specified in the Tutor Profiles option.

Class Summary

This provides a summary of each Student's results in tabular format. The report details the number of questions in the exam, the number of point's available (questions other than multi-choice are worth 1 point for each correct answer) and itemises each Students score.

Individual Student Summary

By selecting the Student name in the Tree view, you can display a full breakdown of the individual results. This is ideal for highlighting any problem areas that the Student may have. If you have applied a Grading Schema the marked grade along with any comments you added would also be displayed. An index itemising the points scored for each question is provided from which you can jump to each question to see how the Student answered.

The toolbar provides shortcuts to a number of additional features:

Show Results

This enables you to show each Student their results and, if required, include the answers. To display to all Students simultaneously highlight *Students Reports* in the tree, to show to an individual Student select their name.

The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct.

If you have chosen to include the answers, a **Show Answers** button will appear on the Test Player window enabling the Student to toggle between their response and the correct answers.

Show Report

This option enables you to display the individual summary reports at Student workstations.

Print Report

Enables the Tutor to obtain a printed copy of the Class and Student summaries. Highlight the required item in the Tree and click **Print Report**.

When ready, close the window to return to the Test Console dialog from where you can exit the test. This will clear the results or reports from the Student screens.

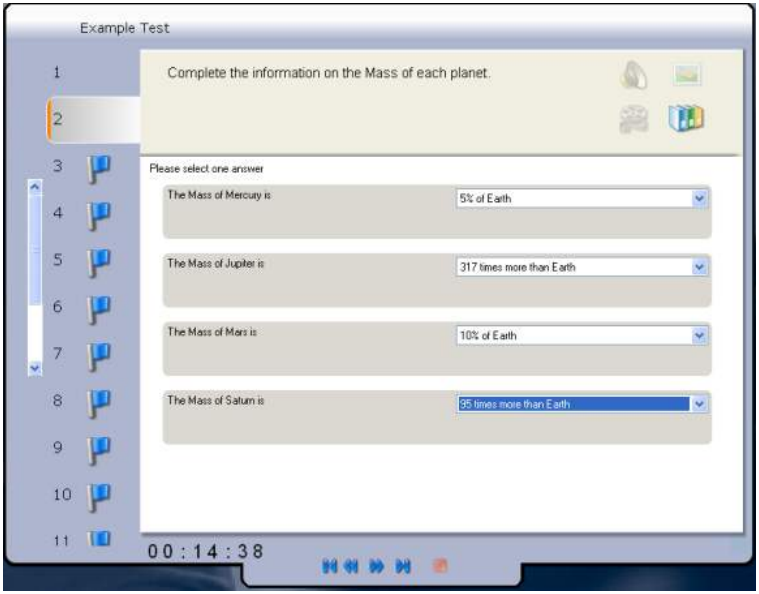
Send to Journal

Allows you to send a copy of the Student's results to their Student Journal. The Student then has the opportunity to review their answers after the lesson.

The Test Player

The NetSupport School Test Player is the testing utility that loads at Student PCs when an exam is running.

The Tutor uses the Testing Console option to choose the Students to participate in the exam and select the exam to run. At this point, the Test Player loads automatically at each Student PC. When the Tutor starts the exam, the first question appears and the Students can then work their way through the exam.



The Test Player window displays the following:

Exam Time
Counts down the time remaining.

Question List
Numbered buttons indicate how many questions there are in the exam. The Student can click these to quickly move between questions. Useful at the end of the exam to review answers and to make changes before the time runs out.

Question Area
The main body of the window displays the question and, depending on the question type, the associated options. Buttons are provided to view any resources that may have been included, pictures, videos or sound clips, and a reference button is available which provides Students with tips on how to answer the particular type of question.

Navigation Buttons
In addition to the numbered buttons in the question list, navigation buttons are also available at the bottom of the window enabling Students to move between questions. When they have completed the exam, they click **Finished**.

When the exam has finished, the Tutor has the option to show Students their results and, if required, include the answers. The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct. If the Tutor has chosen to include the answers a **Show Answers** button will appear enabling the Student to toggle between their response and the correct answers.

CONTACT US

If you have any comments regarding the design, installation, configuration, or operation of this NetSupport School, please contact us.

UK & International
www.netsupportsoftware.com
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@netsupportsoftware.com*

North America
www.netsupport-inc.com
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@netsupport-inc.com*

Canada
www.netsupport-canada.com
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@netsupport-canada.com*

Germany, Austria and Switzerland
www.pci-software.de
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@pci-software.de*

Japan
www.netsupportjapan.com
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@netsupportjapan.com*

INDEX

access point speed, 303
adding notes to the student journal, 274
adding resources to questions, 369
android
  student, 99
  tutor, 98
annotating screens, 163
  annotate toolbar, 164
  interactive whiteboard, 160
application
  show application, 184
application control module, 234
  approved/restricted lists, 239
  close application, 237
  history, 243
  identify applications in use, 235
arrange Client icons, 78
assign group leader, 119
audio monitoring, 165
audio settings, 325
audio support, 168
  adjusting audio settings, 170
  announcement, make a, 168
  configure at Client, 289
automatic login, 72
automatically reconnect to students, 83, 330
backgrounds, 79
blanking Client screens, 124, 130
  all screens, 131
bouncing questions, 258
broadcast show, 149, 303
  on wireless network, 303
browse mode, 54
browsing
  configuring subnets, 84
  for Clients at installation, 44
  for students at startup, 48
  for terminal server Clients, 88
cache size, 294
cancel group leader, 121
chatting to Clients, 185
  disable at Client, 291
  the chat window, 187
chrome tutor, 94
class lists
  create class lists, 60
class wizard, 49
Client
  arrange icons, 78
  as a show leader, 154
  audio settings, 289
  audio support, 168
  clipboard, 132
  configure, 284
  configure advanced settings, 292
  configure security, 287
  configure transport, 285
  connecting to at installation, 44
  connecting to at startup, 48
  customise icons, 122
  exhibit a Client screen, 156
  group leader, 119
  help requests, sending, 193
  record activity, 175
  remote installation, 28
  save login name, 77
  scan screens, 134
  sign in, 73
  transfer files between Clients, 198
  user interface configuration, 290
  viewing screens, 127
client disconnects, 83
clipboard, 132
co-browser, 230
  lock/unlock students in the co-browser, 232
  using the co-browser, 231
combo list question, 362
configure remote control settings, 317
  audio settings, 325
  file transfer settings, 326
  group leader settings, 334

replay file settings, 324
student toolbar settings, 335
student user interface settings, 331
tutor journal settings, 336
tutor keyboard/mouse settings, 322
tutor user interface settings, 329
tutor view settings, 319
configure the Client
advanced settings, 292
audio settings, 289
enable name server, 285
security, 287
transport, 285
user interface settings, 290
configure the Client, 284
configure the Control, 298
administration options, 312
enable name server, 303
for subnet browsing, 84
protect configuration, 308
set connectivity, 303
set Control name, 308
set password, 308
set transport, 303
to show across wireless networks, 303
Tutor profiles, 271, 314
configure the student toolbar, 280
configuring netsupport school on google chrome, 94
configuring the tutor assistant, 89
connect to students
browse mode, 54
pc mode, 55
room mode, 52
user mode, 57
connect to students using browse mode, 54
connect to students using pc mode, 55
connect to students using user mode, 57
connecting to Clients
at installation, 44
configuring subnets, 84
name server/gateway, 107
terminal server, 88
connecting to students
at startup, 48
connecting to students via room mode, 52
connectivity, 285, 303
console. *See* testing console
Control
announcement, make a, 168
audio support, 168
blanking Client screens, 124
chat to Clients, 185
clipboard, 132
configure, 298
ctrl+alt+delete, 130
executing applications at Clients, 208
file distribution, 200
file transfer, 196
help requests, dealing with, 193
lock Client mouse and keyboard, 124
logoff Clients, 214
make Client a group leader, 119
messages, sending, 189
profiles, 314
protect configuration, 312
remote control, 127
scan Clients, 134
showing the Control screen, 149
starting, 44
user defined tools, 212
using replay files, 175
using show leaders, 154
video support, 171
viewing Clients, 127
control window
easy mode, 69
intermediate mode, 67
Control Window, 62
bitmap backgrounds, 79
customise Client names, 73
customise list view, 78
customise toolbar, 63
conventions used, 13
converting replay files to video files, 183
create exam, 376

create group leader, 119
create pre-set messages, 191
create questions, 357
create test designer users, 381
creating an administrative installation, 25
ctrl+alt+delete, 130
customisable text, 288
customise
  Client & group icons, 122
  Control window toolbar, 63
cut and paste, remotely, 132
define a secure pc, 349
delete exam, 380
delete group leader, 121
delete questions/subjects/topics, 373
deleting files and folders, 199
deploy
  a Client configuration, 38
  a NetSupport School licence file, 39
  a NetSupport School package, 33
  getting started, 31
  log files, 43
  pre-define settings, 42
  Remote Install, 28
  remote uninstall, 40
  room mode, 46
designer
  adding resources to questions, 369
  create combo list question, 362
  create drag & drop image question, 361
  create exam, 376
  create label image question, 363
  create multi choice question, 359
  create multi true or false question, 367
  create order items question, 368
  create questions, 357
  create true or false question, 366
  delete exam, 380
  delete questions, 373
  drag & drop text question, 360
  edit exam, 379
  exam mode, 375
  import/export data, 383
  observation mode, 370
  preview exam, 379
  publish exam, 380
  question scores, 378
  questions mode, 356
  setting up user accounts, 381
  testing module, 354
device control, 268
disable disconnect prompt, 83
disable NetSupport Protect, 311
disconnect, 83
display customisable text, 288
distributing files, 200
distribution copy for installation, 25
drag and drop image question, 361
drag and drop text question, 360
DVD support, 292
easy mode, 69
edit exam, 379
enable DVD support, 292
enable student toolbar, 280
enter an answer question type, 253
exam grades, 375
exams mode
  create exam, 376
  delete exam, 380
  edit exam, 379
  exam grades, 375
  preview exam, 379
  publish exam, 380
  question scores, 378
exhibit Client screens, 156
  annotate while exhibiting, 163
export data. *See* testing module
feedback and wellbeing, 158
file distribution, 200
file locations
  Tutor profiles, 314
file transfer, 196
  between Clients, 198
  deleting files and folders, 199
  from a Client to the Control, 197
  from the Control to a Client, 196
  settings, 326
first to answer question type, 253
gateway, 107, 108

configuration, 109, 111
enable at Tutor, 303
gateway configuration
classes tab, 114
licences tab, 112
security tab, 113
get name, 73
save Client login name, 77
giving students rewards, 283
google chrome, 94
group chat, 185
group leader settings, 334
groups
change members, 118
creating, 117
customise icons, 122
group leaders, 119
reinstate group leader, 121
remove group leader, 121
suspend group leader, 121
working with groups, 117
hardware inventory, 343
help requests
dealing with, 193
disable Client requesting help, 290
sending, 193
history
application control module, 243
web control module, 228
hotkeys, 291
display when showing, 149
icons
customise, 122
image file
display image when Client locked, 294
import/export data. *See* testing module
install configuration options, 27
installation
setup type, 19
installing
from a server, 25
name server, 108
NetSupport connectivity server, 108
parameters for silent install, 27
planning, 14
pre-requisites, 15
remote deploy, 28
silent installation, 26
installing and configuring
android student, 99
browser app, 101
installing netsupport school on google chrome, 94
installing the tutor assistant, 89
installing the Tutor for android, 98
instcfg.exe file, 27
interactive whiteboard, 160
intermediate mode, 67
inventory, 343
iOS, 101
ip subnet browsing, 84
join class
disable Client joining class, 291
keyboard monitoring, 141
setting up word lists, 141
typing history, 145
label image question, 363
launching applications, 208
launching applications at Clients, 208
layout
arrange Client icons, 78
set background, 79
lesson planner, 278
set class time, 278
list view
application view. *See* application control module
arrange icons, 78
survey view. *See* student surveys
web view. *See* web control module
lock/unlock mouse and keyboard, 124
display graphic, 125
display image, 294
lock/unlock students in the co-browser, 232
log files
during a remote deploy, 43
logging in students, 72
logout, 214
Mac, 61

manage student resources, 273
manage user accounts, 215
messages
  create pre-set messages, 191
  sending, 189
monitor mode, 138
multi true or false question, 367
multi-choice question, 359
multi-scan, 136
name server, 107, 108
  configuration, 109, 111
  enable at Tutor, 303
NetSupport School deploy
  a NetSupport School package, 33
NetSupport connectivity server, 108
NetSupport connectivity server configuration
  classes tab, 114
  general tab, 109
  keys tab, 111
  licenses tab, 112
  security tab, 113
NetSupport Protect
  disable desktop security, 311
NetSupport School
  starting, 44
NetSupport School deploy, 28
  a Client configuration, 38
  a NetSupport School licence file, 39
  getting started, 31
  log files, 43
  pre-define settings, 42
  remote uninstall, 40
NetSupport School deploy via room mode, 46
observation mode, 370
order items question, 368
password
  at Control, 308
  protect Control configuration, 312
pc mode, 55
peer assessment, 259
performance settings, 307
planner, 278
planning an installation, 14
play replay file, 179
play video, 171, 172
policy management, 347
pot luck question type, 254
pre-define deploy settings, 42
pre-define lesson plan, 278
pre-requisites, 15
pre-set messages, 191
preview exam, 379
printer management, 261
  history, 266
  using print management, 263
profiles, 271
protect Control configuration, 308, 312
publish exam, 380
question and answer module, 251
  bouncing questions, 258
  enter an answer, 253
  first to answer, 253
  peer assessment, 259
  pot luck, 254
  team mode, 259
  tutor interface, 255
  using question and answer module, 257
question and answer module team module, 259
question scores, 378
questions mode, 356
  adding resources to questions, 369
  create combo list question, 362
  create drag and drop image question, 361
  create drag and drop text question, 360
  create label image question, 363
  create multi true or false question, 367
  create multi-choice question, 359
  create order items question, 368
  create true or false question, 366
  delete questions/subjects/topics, 373
  observation mode, 370
  store questions, 371
quiet mode, 290
reboot, 214

register students, 73
reinstate group leader, 121
remote
  clipboard, 132
  launching applications at Clients, 208
  log off Client workstations, 214
remote command prompt, 351
remote deploy utility, 28
remote install
  a Client configuration, 38
  a NetSupport School license file, 39
  a NetSupport School package, 33
  log files, 43
remote uninstall, 40
remove group leader, 121
replay file settings, 324
replay files, 175
  control panel, 180
  converting replay files, 183
  create at the tutor, 178
  create for all students, 176
  create for selected students, 177
  showing to students, 182
  watch, 179
reports
  test results, 387
reset passwords, 215
restricted application list. *See* application control module
restricted website list. *See* web control module
room mode, 52
scale to fit mode, 129
scanning, 134
  monitor mode, 138
  multi-scan, 136
  screen capture, 147
Screen Capture, 147
security
  configure at Client, 287
security key
  Client, 288
  control, 312
select setup type, 19
select Students for exam, 384
send physical fonts, 292
send/collect work, 203
  change properties, 207
  collect work, 205
  send work, 203
sending messages, 189
  create pre-set messages, 191
server installation, 25
set class time, 278
set name for Control, 308
setup. see installing
show leaders, 154
show printers, 261
show settings, 338
showing
  a Client screen, 156
  across a wireless network, 303
  an application, 184
  annotate while showing, 163
  broadcast show, 149, 303
  hotkey combinations, 149
  replay files, 182
  set show leader, 153
  suspend a show, 153
  the Control screen, 149
  using audio, 169
  using Show leaders, 154
  videos, 172
sign in, 73
sign out, 75
silent disconnect, 83, 330
silent installation, 26
  specify parameters, 27
silent mode, 292
software inventory, 343
starting NetSupport
  test designer, 354
starting NetSupport School, 44
startup restrictions, 301
startup settings, 299
student disconnects, 83
student feedback and wellbeing, 158
student journal, 274
  adding notes to the journal, 274
student login, 72
Student name

configure, 292
student register, 73
student rewards, 283
student security settings, 349
student surveys, 245
show results to students, 245
survey lists, 248
student toolbar, 280
student toolbar settings, 335
student user interaface settings, 331
subnet browsing, 84
suspend group leader, 121
switch desktop protection off, 311
system pre-requisites, 15
tech console, 340
policy management, 347
remote command prompt, 351
student security settings, 349
terminal server, 88
terminology used, 13
tesing module
true or false question, 366
test designer, 354
test player, 389
testing console, 384
testing module
adding resources to questions, 369
combo list question, 362
create exam, 376
create questions, 357
delete exam, 380
delete questions/subjects/topics, 373
drag and drop image question, 361
drag and drop text question, 360
edit exam, 379
exam grades, 375
exams mode, 374
import/export data, 383
introduction, 353
label image question, 363
multi true or false question, 367
multi-choice question, 359
order items question, 368
preview exam, 379
publish exam, 380
question scores, 378
questions mode, 356
reviewing results, 387
run exam, 384
select Students for exam, 384
setting up user accounts, 381
starting the designer, 354
store questions, 371
test player, 389
testing console, 384
what the Student sees, 389
timed lesson, 278
toolbar
customise, 63
tools
add, 212
transfer files, 196
transport
configure at Client, 285
true or false question, 366
Tutor. *See* Control
tutor assistant, 89
configure settings, 332
tutor assistant settings, 332
tutor journal settings, 336
tutor keyboard mouse settings, 322
Tutor profiles, 271, 314
tutor toolbar, 71
tutor user interface settings, 329
tutor view settings, 319
unattended installation, 26
specify parameters, 27
understanding ip addresses, 86
unlock/lock mouse and keyboard, 124
user acknowledgement, 288
user defined tools, 212
user mode, 57
using audio support, 168
using question and answer module, 257
using the co-browser, 231
using this manual, 13
values.txt file, 27
video player, 171
control panel, 173
play video, 172

viewing, 127
  annotate while viewing, 163
  blank Client screen, 130
  Clients, 127
  launch an application, 210
  logout, 214
  modes, 129
  monitor mode, 138
  multiple screens, 131
  reboot, 214
  remote clipboard, 132
  scale to fit, 129
  screen capture, 147
  send ctrl+alt+delete, 130
  send message, 190
  using audio, 169
watch replay files, 179
web browser, 230
web control module, 217
  approved/restricted lists, 221
  block all internet access, 225
  block FTP sites, 226
  change URLs, 221
  close URLs, 220
  history, 228
  launch URL, 221
  safe search mode, 226
wellbeing, 158
whiteboard, 160
window
  application control, 234
  chat, 187
  control main, 62
  file distribution, 200
  file transfer, 196
  monitor mode, 138
  replay files, 180
  scan, 134
  Student survey, 245
  test reports, 387
  view, 127
  web control, 217
windows 10, 92
wireless network
  optimise show performance, 303
  using netsupport school, 105
working with groups, 117
zoomed mode. *See* monitor mode