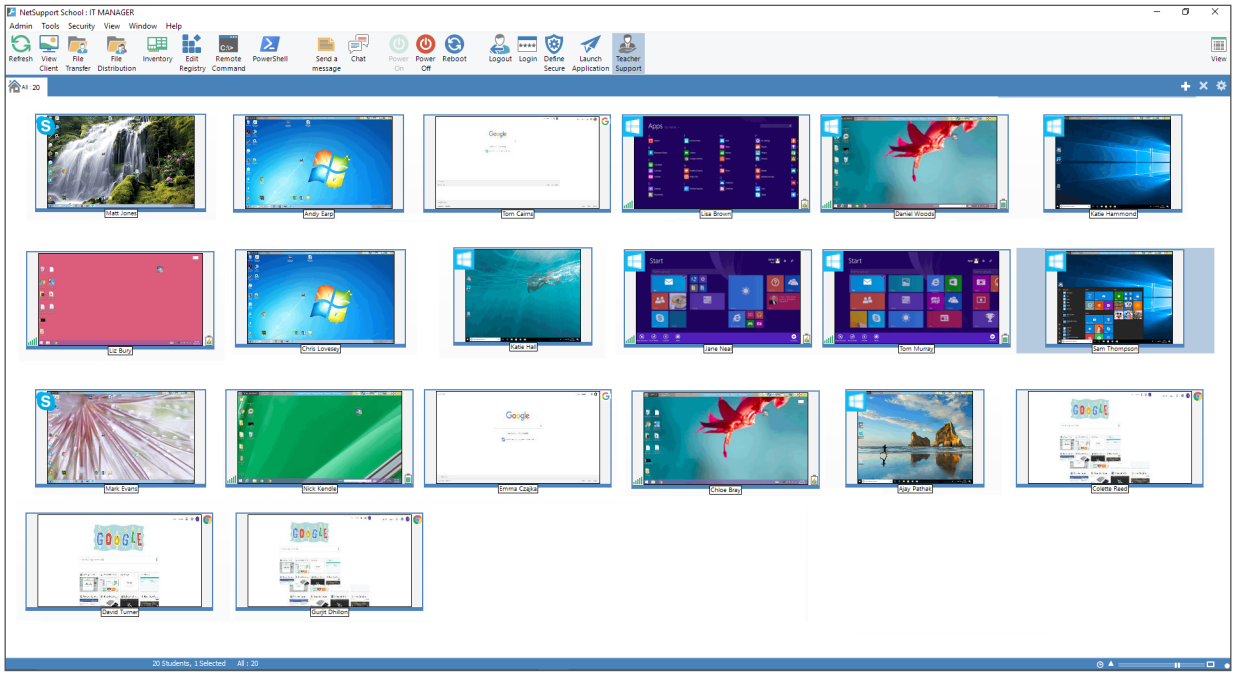
Feature Sheet

NetSupport School

NetSupport School - 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 has expanded its capabilities over the last decade to provide both teaching and PC management tools. The NetSupport School 'Tech Console' is specifically designed for Lab Technicians and Network Managers and provides both a view and control over all computers within a school.

Unlike the NetSupport School Tutor Console (which displays real-time activity for a given classroom), the Tech Console provides a whole school view, grouping computers by classroom, highlighting computers that are currently connected to teachers as well as providing the all-important real-time status of each computer.



Using the Tech Console, a technician can:

- Monitor all computers across the school network in a single view
- Switch between real-time thumbnail view and a detailed list view
- Monitor application and internet usage on each student PC
- Transfer files and folders to individual, multiple or all computers
- Group all computers by classroom / physical location
- Generate a full hardware inventory summary for a selected PC
- Generate a full software inventory for each PC, including hotfixes
- Control the services, processes and applications running on each PC
- Provide direct technical assistance to any classroom teacher
- Power on/ off, reboot and login to classroom computers remotely
- Display all students and teachers by active class
- Remotely review individual NetSupport School security settings
- Conduct a 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
- View/set Windows update policy for students and teachers
- View/set user access control policy for students and teachers
- View/set Internet Explorer protected mode policy for students

- Edit the registry of a remote system
- Launch a local command prompt from the remote PC on your PC
- Automatically connect to students/teachers using Room mode
- Apply a school-wide set of internet and application restrictions that are 'always on'
- Set 'always on' USB restrictions
- Set 'always on' CD/DVD restrictions
- Set 'always on' printer restrictions
- 'Always on' settings have the option for a teacher to override during a lesson
- Resize remote machine thumbnails using a convenient 'slider'
- Search for students by user name, device name or room
- View antivirus status for students and teachers
- View/set Windows firewall policy for students and teachers
- View spyware status for students and teachers
- View/set Internet Explorer phishing filter for students and teachers

Typically, classroom management applications provide varying levels of control for the duration of a class: namely, restrictions can be applied for the period where the Teacher component is actually connected to the Student computers. This is effective during a lesson, but leaves computers and students unprotected outside of classes or when utilising open resources such as in the library.

The NetSupport Tech Console provides the ability to define 'always on' policies for access to the internet, use of applications, permission to read from or copy to USB memory sticks, CD and DVD drives and, finally, to manage access to available printers. These policies operate as 'always on' 24 hours a day, ensuring all systems have the required level of protection. When a teacher starts a lesson, they can inherit these settings or simply 'apply' their own policies in a single click. For an IT class, this may be simply applying a different set of approved websites to be used by the students in their study and making a specific set of applications available for use. No additional server component is required to apply or maintain policies.

The Tech Console is not only about providing a complete system management tool kit. It's also an integral part of support for the teaching staff. When a teacher is using the NetSupport Tutor Console within a classroom, if a Tech Console is active, the teacher's toolbar will show a 'Get Support' button, allowing the teacher to quickly and silently start a text chat with a technician and request assistance.



The Tech Console is also invaluable in monitoring unattended computers across the site, most typically in the library or after-school clubs. Screen, application and website activity can be monitored and, where required, the tools are provided to interact and limit activity. Technicians can identify computers that have been left on, see when students have left a USB drive in a PC, remotely power on systems for routine maintenance and much more.

