



# NetSupport School for Mac Getting Started Guide

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## INSTALLATION

### System Requirements

Processor: Intel only

Operating System: Mac OS X 10.9 or higher.

You will require an administrator password to complete this installation.

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

Student for Android app supported on Android tablets running version 4.0 or later.

NetSupport School Windows Student supported on Windows XP (SP3), 2003 (SP2), Vista, 2008, Windows 7, Windows 8/8.1 and Windows 10.

NetSupport School is also supported on Google Chromebooks.

### Pre-Installation

#### Student Configuration

If you already have a Student configured with NetSupport School, you can copy the Client32.ini file located in /Applications/NetSupport/NetSupportSchool and place this next to the Installer. This will install a Student with the same configuration settings as the already-configured Student.

### Licence

If you have a copy of the NSA.LIC file, you can place this next to the Installer. This will install a licensed copy of NetSupport School without the need to input the licence details within the installer.

## Starting the Installation

NetSupport School is provided in a standard Mac .DMG Disk Image. If not already mounted, double click the disk image to mount it on the machine. Within this image is the NetSupport School installer; double click this file to begin the installation.

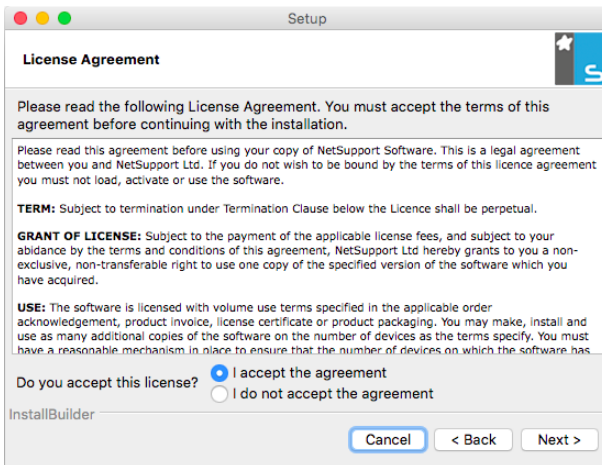
Choose the appropriate language from the drop-down menu and select **OK** to install NetSupport School.

## NetSupport School Installer program

The Installer Welcome screen will appear. Click **Next** to continue.

## NetSupport School Licence Agreement

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



If you reject the Licence Agreement, ('I do not accept the agreement') click **Cancel**. NetSupport School will not be installed and you will be asked if you wish to abort the install program.

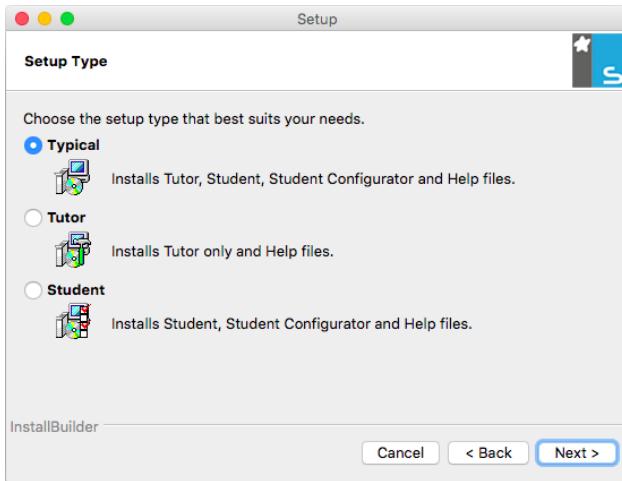


## Licence Information

Select the licensing method preferred. If you already have a licence for NetSupport School, select **Register**. If you are evaluating NetSupport School select **30 day Evaluation** and click **Next**.

## Select Setup Type

Choose the setup type to install on the workstation.



### Typical

This option installs the Tutor, Student, Student Configurator and help files and is often referred to as a 'full install'.

### Tutor

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

### Student

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

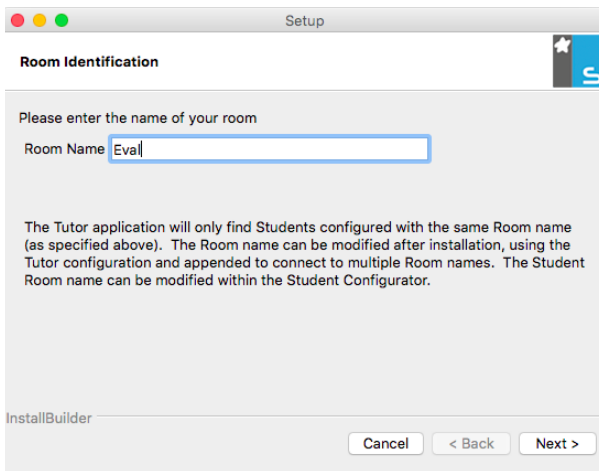
Click **Next** when ready to continue.

## Ready to Install the Program

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

## 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 or Student Configuration settings.



Setup

**Room Identification**

Please enter the name of your room

Room Name

The Tutor application will only find Students configured with the same Room name (as specified above). The Room name can be modified after installation, using the Tutor configuration and appended to connect to multiple Room names. The Student Room name can be modified within the Student Configurator.

InstallBuilder

Cancel < Back Next >

**Note:** *This screen will only appear on new installations. Upgraded systems will retain the existing room name.*



## Add Dock Icons

If installing the Tutor, you will have to option to add the NetSupport School icon to the Dock.



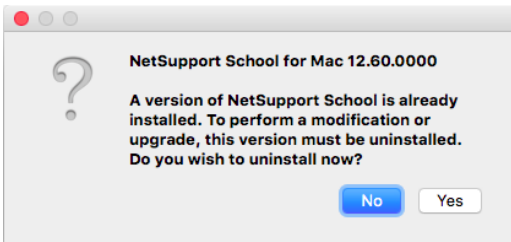
## Installation Complete

To complete the installation, click **Finish** to exit the setup program.

**Note:** *If you have installed the NetSupport School Student component, you will be requested to reboot the system. If you reject the restart, the Student component will not start until the machine is restarted.*

## Existing Installation Detected

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



Click **Yes** to automatically uninstall any NetSupport School files already on the system and continue a new installation.

**Note:** *Configuration and Licence files will not be removed.*

## INSTALLING AND CONFIGURING THE STUDENT FOR 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 Chrome extension can be installed on each student machine running Google Chrome OS. From the teacher's machine, 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 Connectivity Server must be installed on a Windows Server.

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

### Configure NetSupport School Tutor to connect to Google Chrome Students

1. Select {File}{Configuration} from the Control drop-down window.
2. Select **Network Settings**.
3. Click **Configure**.
4. Enter the Gateway address, port number and security key. This must be the same as set in the Name & Connectivity Server.
5. Click **OK**.
6. You can now browse for Google Chrome Students in Room mode, or Fixed List mode.

### Installing and configuring the NetSupport School Student for Google Chrome extension

For full instructions on configuring the NetSupport School Student extension for Google Chrome, [click here](#).

1. Download the NetSupport School Student for Google Chrome extension from the *Google Chrome store*.
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
11. 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.*

### Features supported on Google Chrome:

- View a real-time thumbnail of each student machine in a single view.
- Zoom in to view a larger thumbnail of any selected student Chromebook.
- 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.
- Block all internet access.
- Optimised performance for Chromebooks running on battery mode.
- Monitor web activity on student Chromebooks.
- Extra security with password-protected 'Options' setting on student Chromebooks.



## INSTALLING AND CONFIGURING THE STUDENT FOR ANDROID

NetSupport School delivers the tools you need to help maximise the effectiveness of technology-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 v4.0 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 {File}{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.

**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 [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) and in the Knowledge Base, refer to Technical Document What to do if the Android Students are not found by a Tutor Console browse at start-up (document number 738).*

### Features supported on Android:

- Student Register.
- Receive messages from the Tutor.
- Group or 1:1 Chat.
- Student Survey.
- Lock/unlock student computers.
- Real-time instruction (Show Mode).
- View Student thumbnails\*.
- Watch Student screen\*.
- WiFi/battery indicators.
- File Transfer.
- Launch at Startup. 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).

\* These features are only available on Android devices that have been signed by the manufacturer.



## INSTALLING AND CONFIGURING THE NETSUPPORT BROWSER APP (IOS)

NetSupport School delivers the tools you need to help maximise the effectiveness of technology-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 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 {File}{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.

### Features supported on iOS:

- **Student register** - The teacher can request standard and custom information from each student at the start of a lesson.
- **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.
- **Lock screen** - The teacher can lock the app to gain attention.
- **Restrict Internet** - The teacher can block websites during the lesson.
- **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.



## CONTACTING NETSUPPORT

### UK & International

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)

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### North America

[www.netsupport-inc.com](http://www.netsupport-inc.com)

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### Canada

[www.netsupport-canada.com](http://www.netsupport-canada.com)

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### Japan

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