



NetSupport Assist

Mac Getting Started Guide

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INSTALLATION

System Requirements

Processor: Intel only

Operating System: Mac OS X 10.9 or higher (Mavericks, Yosemite and El Capitan).

You will require an administrator password to complete this installation.

Student for iOS app supported on iOS devices running version 6.0 or later.

Pre-Installation

Student Configuration

If you already have a Student configured with NetSupport Assist, you can copy the Client32.ini file located in /Applications/NetSupport/NetSupportAssist 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 Assist without the need to input the licence details within the installer.

Starting the Installation

NetSupport Assist 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 Assist installer; double click this file to begin the installation.

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

NetSupport Assist Installer program

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

NetSupport Assist Licence Agreement

The NetSupport Assist 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 Assist 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 Assist, select **Register**, while if you are evaluating NetSupport Assist 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.

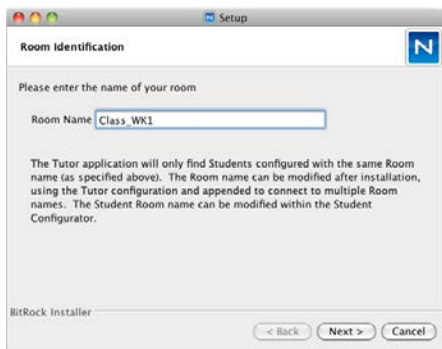
Ready to Install the Program

To start the installation, click **Install**. 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.

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 Assist icon to the dock.





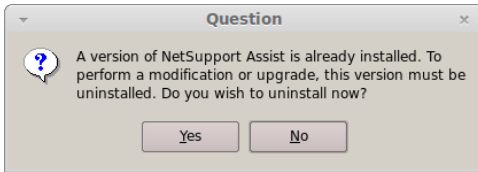
Installation Complete

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

Note: If you have installed the NetSupport Assist 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 Assist is already installed on the workstation.



Click **Yes** to automatically uninstall any NetSupport Assist 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 IOS

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

The Student for iOS 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 Student for iOS app works on iOS v6.0 or later and is available for free from the iTunes store.

Set up and configure the Student for iOS

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 Assist 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.
- Lesson objectives.
- Receive Messages from the Tutor.
- Student Request help.
- Group or 1:1 Chat.
- Student Survey.
- Real-Time Instruction (Show Mode).



- Battery indicator.
- Student Thumbnails.*
- View Student screens (watch mode).*

*Available in the iOS Enterprise version.

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