



# NetSupport School

Native Teacher App for Windows 10 Manual



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## **NetSupport School Native Teacher App for Windows 10**

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### WHAT IS NETSUPPORT SCHOOL?

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

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

This app is for use in your existing NetSupport-managed classroom. If you are new to NetSupport School, visit [www.netsupportschool.com](http://www.netsupportschool.com) to learn more and to download a free trial version of the desktop Teacher application and the required Student PC components.

### Features

- Present lesson objectives and expected outcomes.
- Gather a student attendance register.
- Monitor student help requests.
- Lock or blank students' screens to gain attention.
- Monitor student screen thumbnails.
- Remote control 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.
- Transfer documents and resources, including directly from local or cloud-based (personal or business) OneDrive files, to all or selected students.
- Student Journal providing integration with Microsoft's OneNote Class Notebook, allowing key lesson resources to be captured for students to review after class.

### 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'.

### Terminology Used

<b>Control/Tutor</b>	The workstation that is used to take over another.
<b>Client/Student</b>	The workstation that is to be taken over.
<b>Available Client</b>	When a Client has been installed on a workstation; it becomes available for connection to a Control. A Client must be available before a Control can connect to it.
<b>Connected Client</b>	All available Clients or groups of Clients can be chosen for simultaneous connection. A Control can only interact with a Client to which they are connected.
<b>Selected Client</b>	A Client or group of connected Clients can be selected by the Control. The Control can then perform a variety of functions such as View and Message etc. A Control can switch between multiple Clients, making each of them, in turn, the selected Clients.



# INSTALLATION

## System Requirements

### Tutor

Windows 10.

The NetSupport School Windows 10 Teacher App is free to try in your environment for 30 days and can then be used with existing NetSupport School licences. Alternatively, additional licences can be purchased from your NetSupport reseller.

## Installing the NetSupport School Tutor App

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 Windows 10 Teacher App is available for download from the [Windows Store](#).

## Register Licence Details

When you start the NetSupport School Tutor App for the first time, you will be asked to create or sign into a user account and then register your licence details.

To create a new user account, select **Create a new account** and enter your name, organisation, email and password.

---

**Note:** The password must be a minimum of six characters.

---

To use an existing user account, select **Sign in using an existing account** and enter the email address and password for the account.

To register your Licence, select **Enter your Licence details** and enter the serial number and authorisation key you have been provided with. If you are evaluating NetSupport School, select **30 day Evaluation Licence**.

Select **Continue**. The relevant licence will be applied to NetSupport School. If you selected **30 day Evaluation Licence**, you will be advised how many days are remaining on your evaluation and you can apply a full licence from here. This screen will appear each time you start the NetSupport School Teacher App while you are evaluating.

Select **Continue**. The Configure Room screen will appear. See **Starting NetSupport School Tutor** for more information.

## CONFIGURING THE TUTOR

To configure the settings for the NetSupport School Tutor, launch the NetSupport School Teacher App and select the **Settings** icon.

The Tutor configuration settings have the following options:

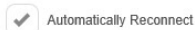
### General



#### **Play Sounds**

Decide whether to play sounds at the NetSupport School Tutor.

### Connectivity



Security Key

Change

Default Port

5405

#### **Automatically Reconnect**

Ensures that Students automatically rejoin a session should they inadvertently disconnect.

#### **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. This must be 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.

## Default Port

The default registered port for NetSupport School is 5405.

## Name and Connectivity Server

### Name and Connectivity Server

Use Name and Connectivity Server

Address

10.0.1.178

Key

••••••••

Change

## Use Name and Connectivity Server

Enable this option if you want to search for Students whose IP addresses are registered with a defined Name Server. The currently configured browse at start-up option will still apply, but rather than perform a UDP browse of the network, the Tutor will search the Name Server for Students matching the specified criteria. Enter the IP address of the Name Server along with the matching Name Server key.

---

**Note:** The Name and Connectivity Server can be installed with the desktop teacher application.

---

## Subnets and Ports to browse

### Subnets and Ports to Browse

10.0.0.55-10.0.0.104

Delete

Add New

Multicast address

Multicast IP address

Save

When you are running on 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.

Select the subnets or port to browse from the drop-down list, enter the required details and click **Save**.

### **Send Work**

#### Send Work

Enable Broadcast

Broadcast Port

Maximum Throughput

Use Multicast

Use Broadcast

### **Enable Broadcasting**

When sending work to Students, the files are sent to each Student machine in turn. Enable Broadcasting results in the 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.

### **Broadcast Port**

Specify a port to use for broadcasting the files. NetSupport School's default is 5421.

### Maximum throughput (Mbps)

Controls the level of data sent across the network to your wireless access point. The default data rate is unlimited. If required, this can be altered to reflect the speed of the router.

### Use Multicast

When sending work, you can choose to send these using multicast instead of UDP/broadcast. This means that the multicast packet will only be sent to devices included in the specified IP multicast address. Select **Use Multicast** to switch to this method.

### Multicast address

Enter the IP multicast address, or leave as **Automatic** to allow NetSupport School to assign an IP multicast address based on the Tutor's IP address.

### Use Broadcast

Select this option to use broadcast when transferring files.

### Broadcast address

Enter the broadcast address to send the files to, or leave as **Automatic** to allow NetSupport School to assign a broadcast address.

## External Accounts

### ! External Accounts

Sign out from external accounts

When exiting the application



External accounts can be linked to the Send Work feature. This option allows you to decide if and when to sign out of the accounts when you are no longer using the Teacher App.

## OneDrive

### ! OneDrive

Unlink

Allows you to unlink OneDrive accounts that have been linked in the Send Work feature.

## Protect Configuration

### Protect Configuration

Change

Setting a password here prevents any unauthorised changes to the configuration. The user at the device must enter the required password before being able to make any changes to the configuration.

## Licence

Displays details about the current NetSupport School Tutor licence. To manage your licence, select **Manage Licence**. If you are currently evaluating NetSupport School, you can upgrade to a full licence by selecting **Register with Full Licence**.

## STARTING NETSUPPORT SCHOOL TUTOR

To start the NetSupport School Tutor, select the NetSupport School Tutor App on your device.

Enter the room name and select **Create**, to create a room. To configure the settings for the Tutor or change the connectivity method to use the Name Server, select **Settings**. This can be done later if required.

Once the room appears in the list, select the room and select **Start Room**.

---

### Notes:

- You must ensure that the same room name is set at the Student to be able to connect.
  - Multiple classes can be created. The required class can then be loaded at the start of the lesson and you can quickly connect to Student devices.
- 

Enter the Tutor name and, if required, the lesson details. Select **Enter Room**.

The NetSupport School Tutor will then browse the network for the specified Students.

All connected Students will have their icons displayed in the NetSupport School Tutor interface.

---

**Note:** You can refresh and reconnect to Students by selecting  .

---

## Finding and Connecting to Students

NetSupport School provides a quick and easy method to connect to the required student devices. The teacher can create 'rooms' in advance and the student devices can be configured to a specific room. 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 settings.

---

### 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 and Connectivity Server' has been configured, the NetSupport School Tutor will use the details registered here rather than perform a browse across the network.
-



### 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 the **Settings** icon on the NetSupport School Tutor start screen.
2. In **Subnets and Ports to Browse**, select the required browse option from the drop-down list.

#### **Subnet Address**

This option provides an efficient method, in terms of the network traffic it generates, for finding Students. Enter the IP address you wish to browse for.

#### **Subnet Mask**

By entering a target IP address and the subnet mask that you wish to browse, NetSupport School will send a broadcast packet to the specified network. When you subsequently perform the browse action, all Students found on the target subnet will be listed.

#### **Address Range**

This differs from the above option in that it provides a reliable method for finding a specific range of Students. It may generate additional network traffic due to individual packets being sent to each workstation in the range, but at least you are targeting the required Students.

#### **Terminal Services**

Use this option to find Students in a Terminal Server environment. Enter the IP address of the Terminal Server and the port range to browse.

#### **Multicast Address**

This option will only browse for Students using the specified IP multicast address; the default address is 225.16.8.68. This will reduce network traffic as the multicast packet is sent in a single transmission only to the required machines.

3. Select **Save**.

---

**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 browsing.
  - 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 Tutor to browse on an IP subnet other than its own.

### Using a Name and Connectivity Server to Find Students

The NetSupport School Name and Connectivity Server or Gateway provides a simple and reliable method of locating and connecting to Students in LAN/Wireless LAN environments.

---

**Note:** The Name and Connectivity Server can be installed with the desktop teacher application.

---

Once configured, Students connect to the Name 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 Name Server is performed rather than a UDP browse across the network. The Tutor program uses the IP address registered with the Name Server.

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

- Negates the need to browse the network to locate Students.
- 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 devices change access points and are assigned new IP addresses.

The basic requirements for using a Name Server are:

- It needs to be installed on a Windows machine that is accessible to all Tutors and Students.
- It needs to have a static IP address.
- The Tutor and Student devices need to be configured to use the Name Server.

The Name Server, NetSupport School Tutor and NetSupport School Student must have a matching Name Server Security key configured.

### Installing and configuring a Name Server

A Name Server is designed to run on a Windows machine that is accessible from both the Tutor and Student. It must therefore have a fixed or static IP address.

1. Download a copy of NetSupport School from [www.netsupportschool.com/downloads.asp](http://www.netsupportschool.com/downloads.asp)
2. Click the appropriate language from the menu and select the option to install NetSupport School.
3. The NetSupport School installation will start displaying a Welcome screen. Click **Next** to continue.
4. The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement". Click **Next** to continue.
5. Select **Register** and enter the NetSupport School licence details you have been provided with. If you are evaluating NetSupport School, select **30 day evaluation**.
6. On the Custom Setup dialog, choose the **Name and Connectivity Server** option and click **Next**.
7. At the end of the installation the NetSupport Gateway Configuration utility will be launched.
8. On the Keys tab, select **Add** to create a new Gateway key.
9. On the Add Gateway Key dialog enter a description, click **Set** to enter and confirm your Gateway key. Click **OK**.

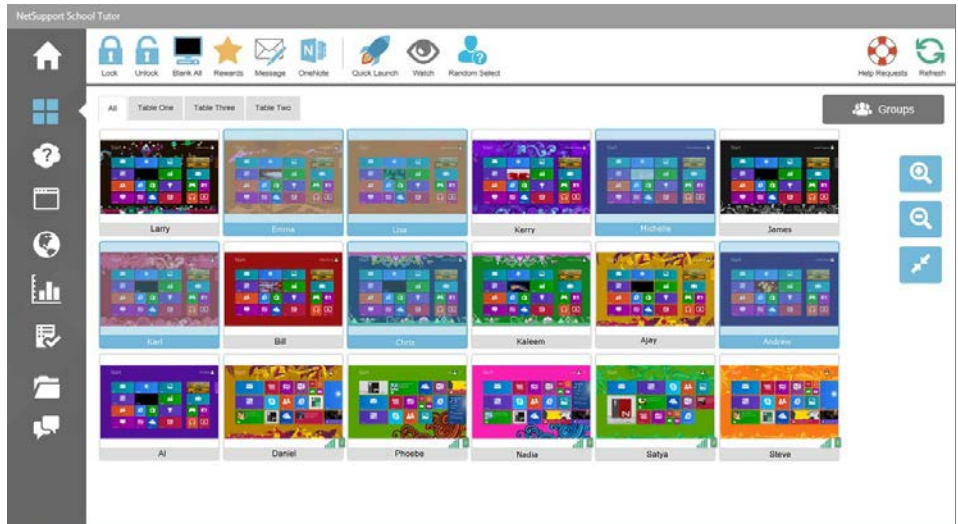
There is a handy utility called the 'NetSupport Gateway Console' that can be used to check the status of the Gateway and to see details of which students are currently connected. This utility can be accessed by right clicking and selecting **Open** on the NetSupport Gateway Console icon in the notification tray.

Once the Tutor and Student connectivity options are set to use the designated Name Server, each time the Student 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 Name Server to find Students matching the criteria.

## The NetSupport School Tutor Interface

This is the primary interface for:

- Connecting to Student workstations;
- Maintaining Student information;
- Selecting which Students to work with;
- Selecting tasks to carry out.



### The Toolbar



The toolbar contains access to the NetSupport School Tutor tasks and tools.

### The Group bar



Until you have defined groups of Students, only the "All" group will appear on this toolbar.







**Send Work**

**Chat**

Select the individual icons on the left-hand side of the NetSupport School Tutor to change the mode. The default view mode is Monitor mode.

---

**Note:** Tapping the **Monitor** icon will change the mode between Monitor, Icon and Details view.

---



Selecting this icon will take you back to the lesson details page where you can choose to leave the current room.

---

**Notes:**


- To select multiple Students, tap a Student icon until a blue background appears, then release and tap to select any other Students you wish to include. To deselect a Student, tap its icon once more to remove the blue background; the Student is now deselected.
  - Swiping up at the bottom of the Tutor Console will bring up an information bar. From here, you can see information about the NetSupport School Tutor and access the settings.
-

### Student Register

By default, NetSupport School will display the device name for the Students in the NetSupport School Tutor. However, there may be times when you want the Tutor to display the actual name of the Student and request additional information.

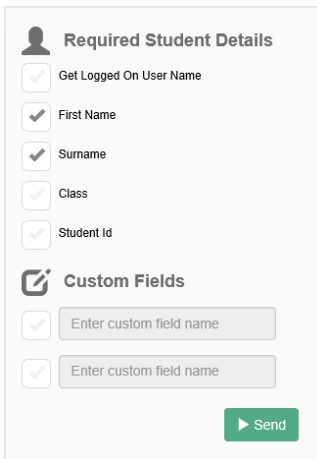
The Student Register option enables the Tutor to prompt the Students for their details.

#### To Prompt Students to login:

1. Select the  icon on the left-hand side of the NetSupport School Tutor.
2. If specific Student details are required, select the relevant Students from the register list. Alternatively, to prompt all connected Students, leave the icons unselected.
3. Select **Start Register** in the toolbar.
4. The Required Student Details dialog will appear. The Tutor can then select the information that the Student will be required to complete.

#### Student Register Dialog

This dialog enables the Tutor to create a customised registration form, which will prompt Students for their details.



The dialog box is titled "Required Student Details" and contains the following elements:

- A person icon next to the title.
- A list of five items, each with a checked checkbox:
  - Get Logged On User Name
  - First Name
  - Surname
  - Class
  - Student Id
- A section titled "Custom Fields" with a pencil icon.
- Two input fields, each with a checked checkbox and the placeholder text "Enter custom field name".
- A green "Send" button with a play icon.

### 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.

---

Select **Send** to send the form to Students. You can monitor progress as the Students respond.

### Sign Out

At the end of a lesson, you can reset the Student names using the **Clear** option.

1. Select the  icon on the left-hand side of the NetSupport School Tutor.
2. Select **Clear** from the toolbar. Confirm that you want to unregister the Students.

### Working with Groups

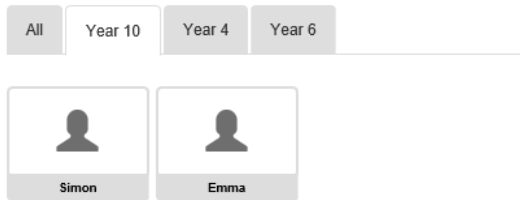
NetSupport School provides you with grouping functions to enable you to manage and organise different groups of Students. You can use the following functions on groups as a whole:

- Sending work
- Message
- Lock/unlock Students
- Blank screens
- Chat
- Question and Answer teams

#### To create a group

1. Select the **Groups** icon on the Group bar.
2. The Group window will appear. Any existing groups will be listed.
3. Select the **Add Group** icon on the toolbar. Enter the name for the group and select the members by highlighting the Students to include in the group.
4. Select **Create**.

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



#### To change the members of a group

1. Select the **Groups** icon on the Group bar.
2. Highlight the group you wish to change and select **Edit Group** on the toolbar.
3. Select **Update**, when you are happy with the members of the group.

#### To delete a group

1. Select the **Groups** icon on the Group bar.

2. Highlight the group you wish to delete and select **Remove Group** on the toolbar.
3. The group will be removed.

## USING NETSUPPORT SCHOOL

### **In this chapter...**

You will discover how to use the wealth of features available to a Control user.

## Locking Student Controls and Blanking Student screens

There may be occasions when you wish to lock the Student devices.

You can only lock/unlock Students that are connected.

### To lock Students

1. Select the Student(s) or groups of Students you wish to lock.
2. From the toolbar, choose **Lock**.
3. By default, a graphic will appear at the Student informing them that you have locked their device.



### To unlock Students

1. From the toolbar, choose **Unlock**.
2. The Student devices will be unlocked.

---

**Note:** Viewing a locked Student will unlock the device.

---

## Blank all Student screens

There may be occasions when you quickly want to blank all Student screens simultaneously.

### To blank all Student screens

1. Select the **Blank All** icon on the toolbar.
2. Each Student screen will be blanked.
3. To restore the screens, select **Unblank All** in the toolbar.

### Viewing Student screens

Having connected to a Student, you are now able to watch it. The Student's screen will be displayed on the Tutor device.

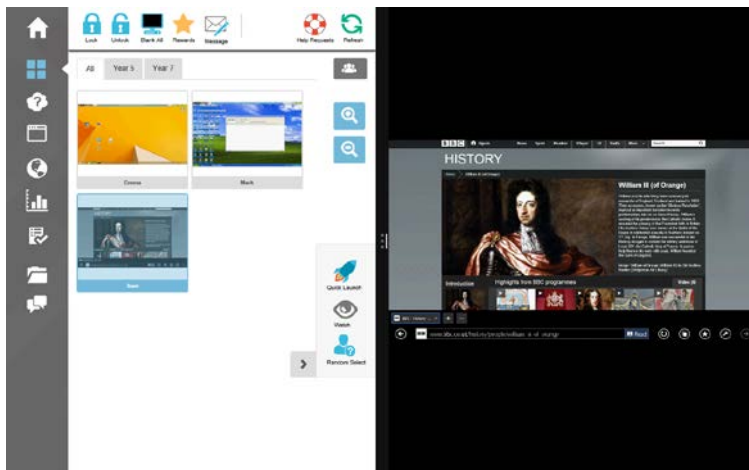
#### To view a Student

1. Select the Student you wish to view.
2. Select the **Watch** icon on the toolbar.
3. The Student's screen will be displayed at the Tutor.

---

**Note:** By default, the View window will appear as a 'split screen' next to the Tutor Console. You can resize this by sliding the middle edge across.

---



4. You will now be able to watch what the Student is doing.

---

#### Notes:

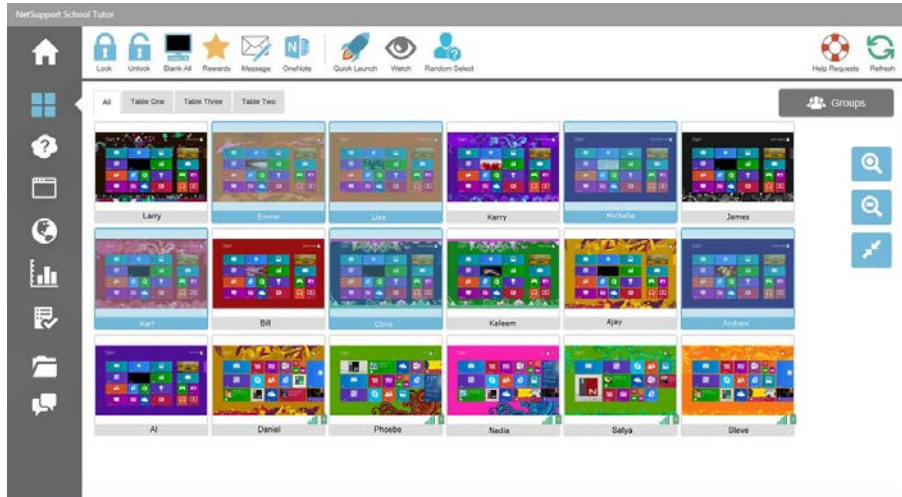
- Pinching and stretching allows you to zoom in and out of the screen.
  - Place both fingers on the device and move them both in the same direction to pan the screen view.
- 

To close the View window, drag it from the top of the screen to the very bottom. If you are using a mouse, move your mouse pointer to the top of the screen and then click the **Close** button in the title bar.




## 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.

1. Select the  icon on the left-hand side of the NetSupport School Tutor.
2. The Student view will display each Student thumbnail.



---

**Note:** Tapping the Monitor icon will change the mode between Monitor, Icon and Details view.

---

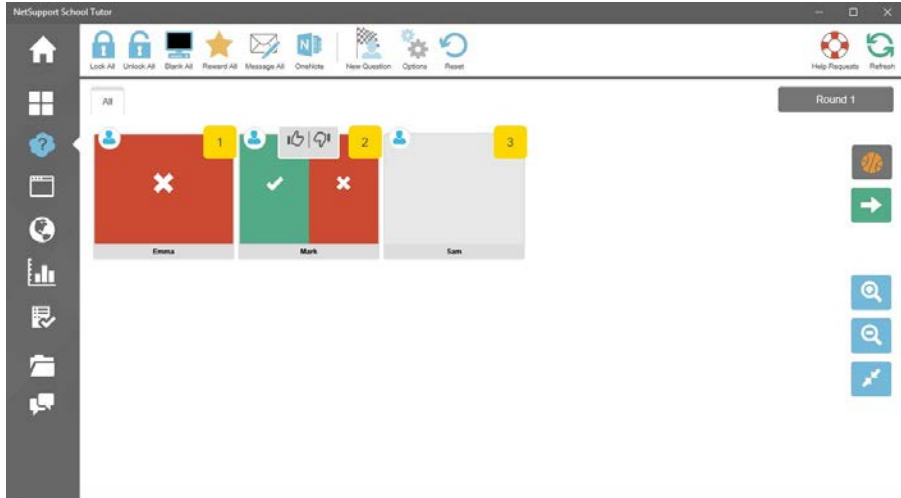
### Customise thumbnail size


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

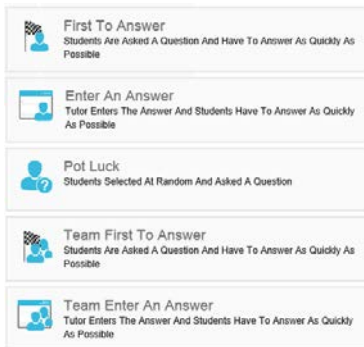
1. Select the  icon to increase the size of the Student thumbnails and  to decrease the size.

## 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 and develop peer assessment opportunities, as well as track rewards against both the individual and, where appropriate, teams.



1. Select the  icon on the left-hand side of the Tutor.
2. Select the **New Question** icon on the toolbar.
3. 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**

4. Select a question type to continue.
5. The Ask the Question dialog is displayed.

The screenshot shows a settings dialog with two sections. The first section, 'Time Limit', has a clock icon and contains two checked checkboxes: 'Thinking Time' and 'Answer Time'. Each checkbox is followed by a slider set to '15 Secs'. The second section, 'Bounce Options', has a bounce icon and a checked checkbox for 'Automatically Bounce To Next Student'. Below this is a text input field labeled 'Students to include'. At the bottom are two buttons: a red 'Back' button with a left arrow and a green 'Start' button with a right arrow.

Set the required properties for the question and select **Start**.

6. To start the Question and Answer session select **Go**.
7. 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 rewards 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 and Answer Options dialog.

### **Question and Answer Module - First to Answer Question Type**

The teacher asks a verbal question and the Students select 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 selecting the



icon.

---

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 respond. 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.

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 respond. 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, the teacher verbally asks a question and the Student answers. The teacher then decides whether this is correct or not and has the option to 'bounce' the question to another random Student. Rewards can be awarded or deducted.

---

#### Notes:


- Questions can be bounced 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 selecting the  icon.
- If a Student has answered they will not be randomly selected again during this session, unless the **Only Select Students Once** option is unselected.

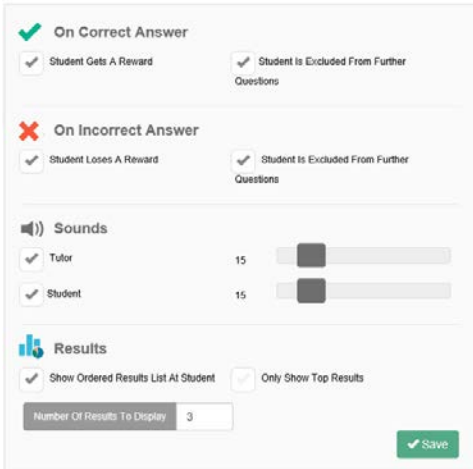
---

You can also select a Student randomly by selecting the **Select Random** icon in the toolbar. This is only available in Monitor, Icon and Details views.

## Question and Answer Options

Allows you to set the properties for questions in the Question and Answer module.

1. Select the  icon on the left-hand side of the Tutor.
2. Select the **Options** icon on the toolbar.



The screenshot shows a configuration window for the Question and Answer module. It is divided into four sections: 'On Correct Answer', 'On Incorrect Answer', 'Sounds', and 'Results'. Each section has several checkboxes and sliders. A 'Save' button is located at the bottom right.

Section	Option	Value / Status
On Correct Answer	Student Gets A Reward	Checked
	Student Is Excluded From Further Questions	Checked
On Incorrect Answer	Student Loses A Reward	Checked
	Student Is Excluded From Further Questions	Checked
Sounds	Tutor	15 (Slider)
	Student	15 (Slider)
Results	Show Ordered Results List At Student	Checked
	Only Show Top Results	Checked
Number Of Results To Display		3

### On Correct Answer

#### **Student gets a reward**

If a Student answers correctly, they are given a reward.

#### **Student is excluded from further questions**

If a student answers a question correctly, they are excluded from future rounds.

### On Incorrect Answer

#### **Student loses a reward**

If a Student answers incorrectly, a reward is deducted.

#### **Student is excluded from further questions**

If a Student answers a question incorrectly, they are excluded from future rounds.

### **Sounds**

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.

### **Results**

#### **Show ordered results list at Student**

Decide whether to display the Student answer times and results to all Students.

#### **Only show top results**

If the results are being shown to Students, this option will display only the top results (as specified in the **Number of results to display** option) to Students. For example, if five Students have been specified in the Number of results to display option, then only these five results will be displayed.

#### **Number of results to display**



Specify how many Students to be positioned at the Tutor when they answer a question. Students are positioned based on how quickly they answer a question. The position is shown as a yellow numbered square on the Student thumbnail.

### 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. Select the  icon to increase the size of the Student thumbnails and  to decrease the size.

The following icons can be displayed at the Tutor:



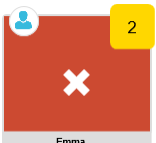
Student has not yet answered.



The Student has answered. You can mark their answer correct or incorrect by selecting the tick or cross. Selecting 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.

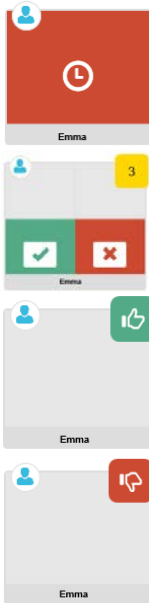


Student has been marked incorrect.



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 areas 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.

### 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 selecting 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 and 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 **Rewards** in the toolbar.

---

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 the  icon.

### Excluding Students

To ensure all Students are involved equally in the process, you can choose to exclude specific students (i.e. those who 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 and Answer options dialog has been selected.

### 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. Select the **Options** icon on the toolbar.
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.

### 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 select 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 the  icon in the Tutor Console.

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

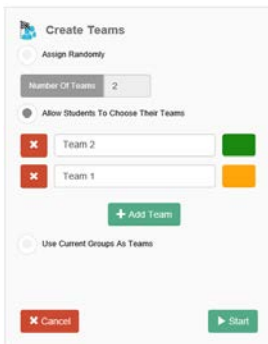
selecting the  button. A dialog appears at Student screens asking them to decide if the answer was correct or not. As the Students answer, the Student thumbnail at the Tutor will change to reflect the number of Students who think their answer is right or wrong.

### Question and Answer Team Mode

You can use team mode when selecting Team first to answer or Team enter an answer question types. Students then compete for rewards as a group rather than individually. 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.
2. Select the required properties for the question in the Ask the Question dialog. Select **Start**.
3. The Create Teams dialog will appear.



4. Select how to create the teams. If randomly, enter the number of teams. If you are allowing Students to choose their teams, enter the


team names; the Students will then be able to pick a team from a drop-down list. Select **Start**.

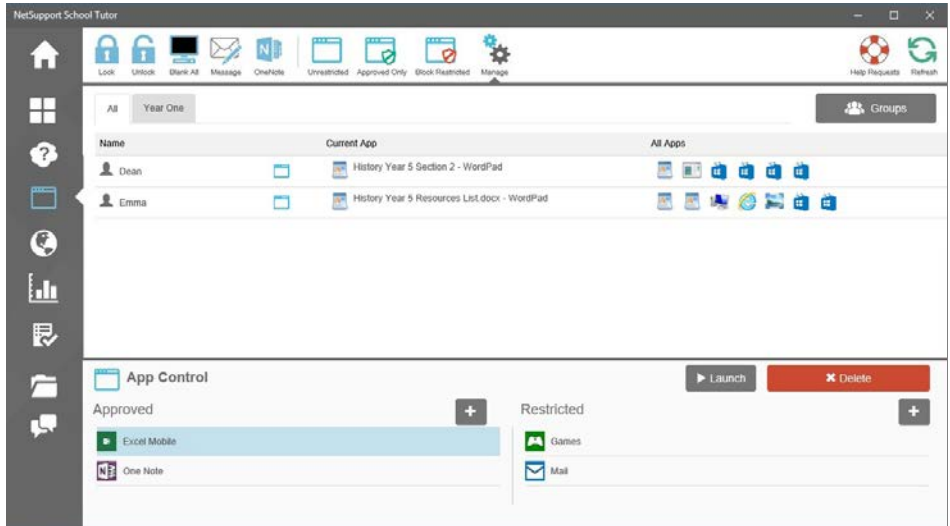
5. The Team Summary dialog will appear showing how many Students are in each team. NetSupport School randomly allocates colours to teams; you can change this by selecting the colour and selecting a new colour.
6. Select **Start**. The question and answer session will start as normal.

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 will now be awarded to the team and not to individuals.

## Application Control Module

The Application Control module is used to monitor and control the applications used by connected Students. If required, the Tutor can restrict or approve the use of applications.

1. Select the  icon on the left-hand side of the Tutor.



In 'Applications' mode you can view details of approved or restricted applications and use the available icons to:



Unrestricted

Revert back to unrestricted access if application restrictions have been in place.



Approved Only

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.



Block Restricted

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.

The Application Control module can be used to perform the following functions:

### Identify applications currently running on the Student workstation Details

The Students will be listed and you will be able to see the applications they have open and the one they are currently using.

---

**Note:** You can launch an approved application at Students. Select the required application from the Approved list and select **Launch**.

---

### Setting up approved or restricted applications

#### Approved

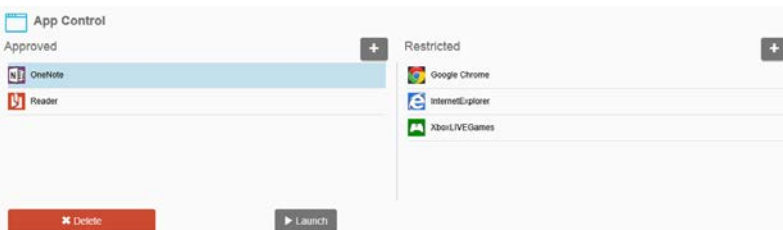
The Student is only able to run the applications specified on this list.


#### Restricted

The Student is unable to run the applications specified on this list.

### Add an application to your approved or restricted list

1. Select the **Manage** icon in the toolbar.
2. The App Control pane will appear.



3. Select . Choose whether to add a Store Application or Desktop Application and select **Add**.
4. The application icon, name and description will appear in your Approved or Restricted List box.

### Remove an application from your Approved or Restricted List

1. To remove an application from the list, simply highlight the chosen application and select **Delete**.

### 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 Student view.
2. To apply these restrictions select the **Approved Only** or **Block Restricted** icon in the toolbar.
3. To acknowledge which restriction has been activated, an appropriate indicator will appear in the Current App field: 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 Student view.
2. Select the **Unrestricted** icon in the toolbar.
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.

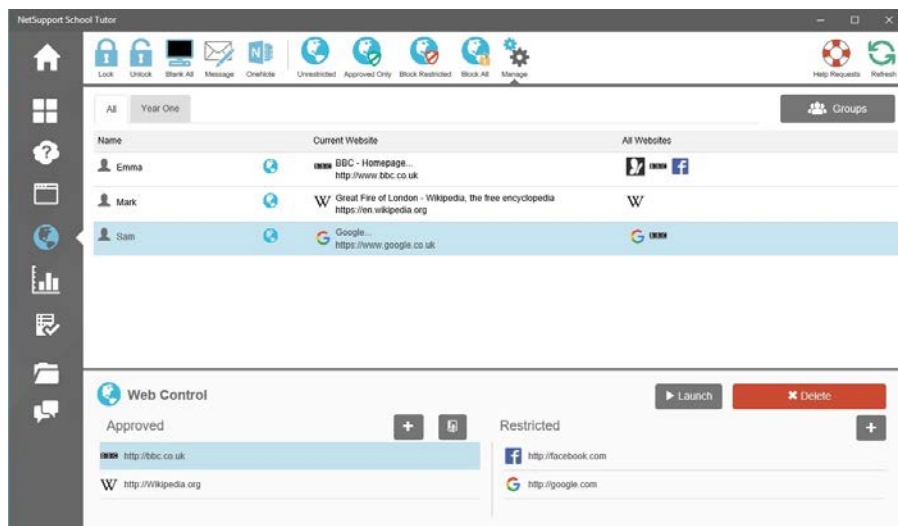
---

## Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. The Tutor can restrict or approve the use of specific URLs. In addition, the Tutor can temporarily suspend all internet access.

**Note:** Supported internet browsers for internet metering and restrictions are IE 5.5 or higher, Microsoft Edge, Firefox 2 or higher and Google Chrome. The following browsers only support internet restrictions: Apple Safari 5.0, Opera 9 and higher.

1. Select the  icon on the left-hand side of the Tutor.



**In 'Web' Mode, you can view details of approved or restricted websites and use the available icons to:**



Unrestricted



Approved Only

Revert back to unrestricted access if restrictions have been in place.

Activate the "approved list". The Student will only be able to view URLs that are in the approved list. All other URLs are blocked. When the Student accesses the internet, they are forced to



choose an approved site rather than being able to surf at will.



Activate the “restricted list”. The Student will not be able to view URLs that are in the restricted list but will be able to view all other URLs.



Block all access to the internet.

**The Web Control Module can be used to perform the following functions:**

### **Identify websites currently running on the Student workstation**

Students will be listed showing the current website the Student is viewing, along with a list of other URLs running on the Student workstation.

### **Setting up an Approved or Restricted Website List**


#### **Approved**

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**

When activated, the Student is unable to view the URLs specified on this list. However, all other sites can be viewed.

### **Add a website to your approved or restricted list**

1. Select the **Manage** icon in the toolbar.
2. The Web Control pane will appear.
3. Select  to add a URL to your approved or restricted list.
4. Type in the website address.
5. Select **Save**.

### **Remove a website from your approved or restricted list**

1. Highlight the chosen URL and select **Delete**.

**Note:** The approved website list can be added to the Student Journal.

Select  in the Web Control pane.

---

### Launch a website on all connected Students

1. Select a URL in the approved list.
2. Select **Launch**.
3. The URL will be launched on all connected Student workstations.

### 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 Student view
2. To apply these restrictions, select the relevant restriction icon in the toolbar.
3. To acknowledge which restriction has been activated, an appropriate indicator will appear next to the Student icons: 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 URL has been blocked by the Tutor.

---

**Note:** 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.

---



### End approved or restricted websites

1. To remove the restrictions for individual Students, select their icons in the Student view.
2. Select the **Unrestricted** icon in the toolbar.

---

**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.

1. If you want to block web access for individual Students, select their icons in the Student view.
2. Select the **Block All** icon in the toolbar.


## 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 then gathered at the Tutor. Once they have responded, Students can see a pie chart representation of everyone's answers.

The screenshot shows the NetSupport School Tutor interface. At the top, there is a toolbar with icons for Lock, Unlock, Blank All, Rewards, Message, OneNote, Start Survey, Cancel Survey, Hide, and Manage. Below the toolbar, there is a navigation pane on the left with icons for Home, Groups, Search, and other functions. The main area displays a survey in progress for 'Year One' students. The survey question is 'Which planet is the largest in our solar system?'. The results table shows the following data:

Answer	Percentage
Mars	
Jupiter	66.67%
Saturn	
Mercury	33.33%

**The basic procedure for sending a survey to Students is:**

1. Select the  icon on the left-hand side of the Tutor.
2. Select the Students to include in the survey. This can be all Students in the Student view or selected Students.
3. Select **Start Survey** on the toolbar.
4. Under Quick Survey, enter the question.
5. 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 by selecting **Enter Custom Responses** from the list. You can enter up to six responses; each response must be separated by a comma.
6. Send the survey to Students by selecting **Next**.

A window will open at the Student machines, displaying the question and responses. Students choose the appropriate response to submit their answer.

Survey Student(s)

Question:  
Which is the largest planet in our solar system?

Answer:

<input type="radio"/> Mars	<input type="radio"/> Jupiter
<input type="radio"/> Mercury	<input type="radio"/> Saturn

7. When the survey is complete, remove it from the screen by selecting **Cancel Survey** from the toolbar.

---

**Note:** The survey will be cleared from all Students whether they have responded or not.


---

### Show survey results

1. Select the **Show** icon on the toolbar.
2. The survey results will be displayed at the Tutor and a pie chart will be displayed on the Students' screens.

---

### Notes:

- Survey results will only be displayed if the Student has submitted their answer.
  - Survey results can be added to the Student Journal. Select  in the Show results pane.
-

## Survey lists

Surveys can be re-used by adding them to a Survey list.

### Using Survey lists

You can enter new questions or use and edit previously stored questions and responses.

#### To add a new question to a Survey list

1. Select **Start Survey** in the toolbar. Select the **Create new survey** option and then select **Next**.  
Or  
Select the **Manage** icon in the toolbar.
2. The Manage Surveys dialog will appear.
3. Select **Add** to add a new question. The Add Survey dialog will appear. Enter the question along with the required responses and select **Save**.
4. The question will be added to the Manage Surveys dialog.

---

**Note:** Sending a quick survey question will also add the question to the Survey list.

---

#### To use an existing survey

1. Select **Start Survey** in the toolbar and select the **Use Predefined Survey** option.
2. A list of existing questions will appear. Select the required question.
3. Select **Next** to send to Students.

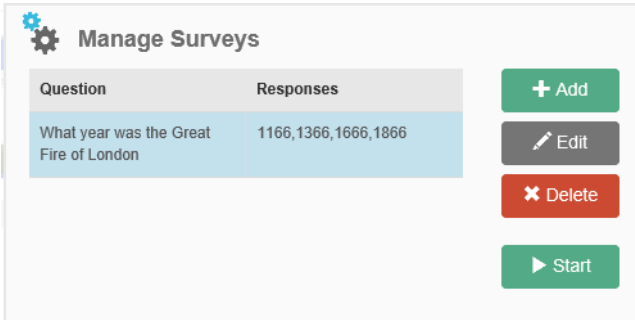
Or

1. Select the **Manage Surveys** icon in the toolbar.
2. The Manage Surveys dialog will appear listing the questions.
3. Select the required question and select **Start**.

### Manage questions and responses

As well as enabling you to add a new survey and choose an existing survey, the Manage Survey dialog can be used to add new questions/responses and edit questions/responses.

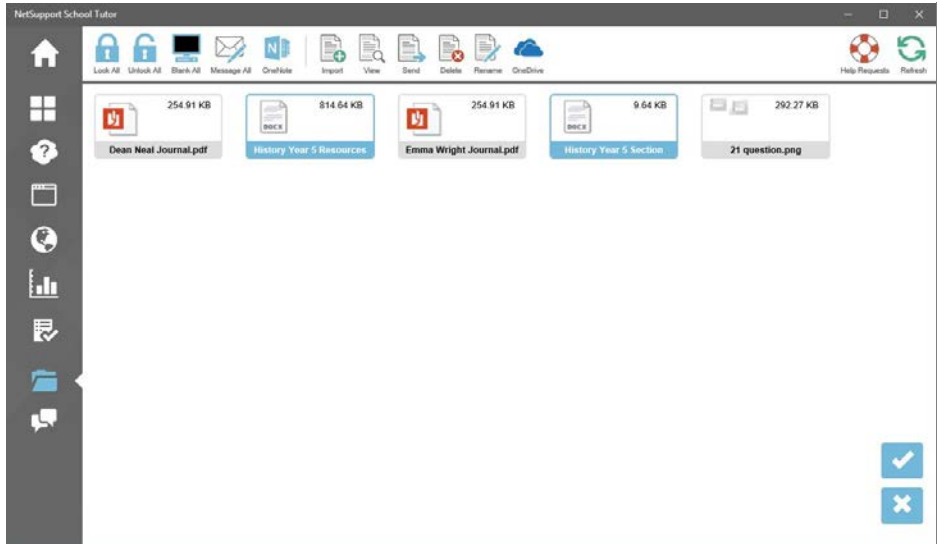
1. Select the **Manage Surveys** icon in the toolbar. The Manage Surveys dialog will appear.




2. If the Survey list does not currently include the required question, select **Add**. Enter the new question, along with the responses, in the boxes provided and select **Start**.  
Or  
To edit an existing question, select it from the list and then select **Edit**. Change the question and/or the responses and select **Start**.
3. The question will be ready to be sent to Students.

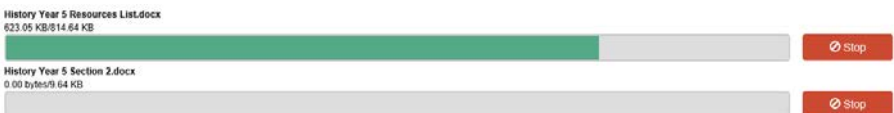
## Sending Work

NetSupport School includes a Send Work feature that enables you to transfer files from the Tutor to the Students.



### To send work from a Tutor to Students

1. Select the  icon on the left-hand side of the Tutor.
2. The Send Work view will appear and any existing files will be listed.
3. To add a new item, select the **Import** icon and you will be able to select files to send. Choose the required file to send and select **Import**. The file will appear in the Send Work view.
4. Select the files you wish to send.
5. Select **Send** on the toolbar.
6. Choose the Students to send the files to and select **Send Files**.
7. A screen will appear showing the progress of the file transfer.



You can stop an individual file from being sent by selecting **Stop**.

8. The files will be sent to the selected Students.



### To view a file

1. Highlight the file that you wish to view.
2. Select the **View** icon on the toolbar.
3. You will be provided with a list of applications. Select the required one to view the file.

### To delete a file

1. Highlight the file that you wish to delete.
2. Select the **Delete** icon on the toolbar.

### To send work using OneDrive


To enable quick and easy access to your files and folders, NetSupport School allows you to link directly to your local or cloud (personal or business) OneDrive accounts.


1. Select **OneDrive** on the toolbar.
2. Choose **OneDrive (Local Computer)** to link to your local files, **OneDrive Personal** or **OneDrive for Business** to sign in and access your cloud-based files.
3. All files and folders in your OneDrive account will be displayed. From here, you can send the required files to Students.

---

### Notes:

- You can manage how NetSupport School handles your linked accounts when you exit the Teacher App in the Tutor configuration settings.

Right-click in the Tutor, the App bar will appear, select .

- Select  to sync the files with OneDrive.
-


## Chatting to Students

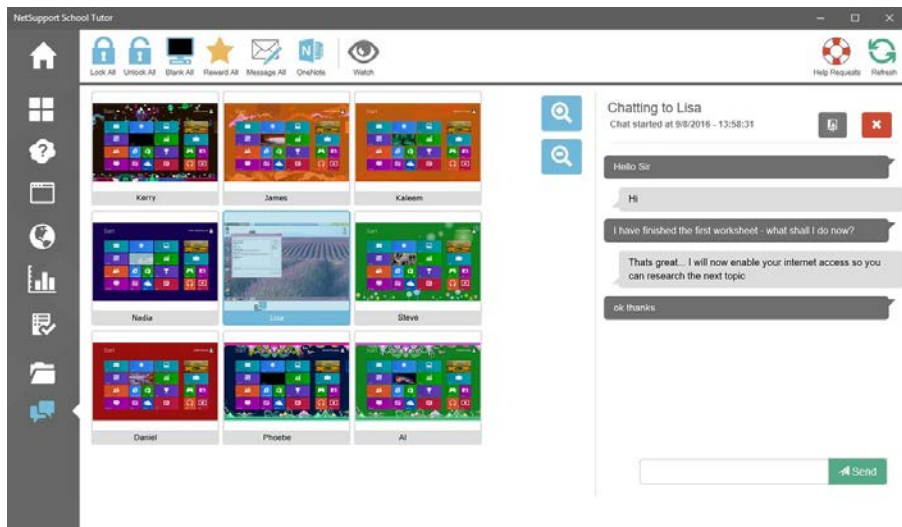
NetSupport School allows you to chat to your connected Students.

The Tutor can only chat with individual Students, but can have multiple Chat sessions open at the same time.

The Tutor and the Student can both initiate a Chat session. When a Student starts a Chat with the Tutor, the Tutor will be notified by a Chat indicator appearing at both the Chat and Student icons.

### To Chat to a Student

1. Select the  icon on the left-hand side of the NetSupport School Tutor.
2. Select the Student you want to chat with.
3. Select **Create Chat** on the right-hand side of the NetSupport School Tutor.
4. The Chat window will appear at the Tutor and Student screens.



### The Chat window

The following options are available from the Chat window:

#### Chat progress

The main body of the Chat window is used to record the progress of a Chat session. It holds details of the Student you are chatting with, as well as the messages that have been sent.

#### Send Message


This is where you type your comments. Type the message and select **Send**.

---


**Note:** Emoticons can be included within the message.

---

#### Send to Journal

Select  to send the contents of the Chat session to the Student Journal.

#### Close

Select  to close the Chat session.

---

**Note:** Students can also initiate Chat sessions by opening the Client Main window and choosing {Commands}{Chat}.

---

## Student Journal (OneNote Class Notebook)

NetSupport's Student Journal provides integration with Microsoft's OneNote Class Notebook, allowing key lesson resources to be captured for students to review after class.

---

**Note:** Class Notebooks need to be created in OneNote before content can be added via the Student Journal.

---

### Starting a Student Journal

1. Select the **OneNote** icon in the toolbar.
2. If you are not already signed into OneNote, you will be asked to do so.
3. The Choose Journal window displaying the current lesson details will appear.

**Choose Journal**

Tutor Name Mrs Neal

Lesson Title Science

Room Year 9 Physics

Objectives  
Learn about the solar system.

Notebook One

Welcome

Select Notebook Page

Click to Add New Journal Page

Name

Write Lesson Details to Journal

Select the required OneNote Class Notebook to use from the drop-down list. You can then choose which section to use, open an existing Notebook page or create a new page. To add the lesson details to the Journal, select **Write Lesson Details to Journal**.

4. Select **Start**.

### Items that can be included within the Student Journal are:

- Details of the current class and lesson objectives
- Text notes
- The NetSupport School approved website list
- Results of a NetSupport School Student Survey
- NetSupport School Chat sessions between a teacher and student
- A copy of a NetSupport School Student Register
- Any new pages created directly within Class Notebooks.

### Adding items to a Student Journal

1. Select the **OneNote** icon in the toolbar.
2. In the **Add Journal Item** section, select the relevant icon to add a note, approved website list, survey results, chat or register to the current Journal.
3. The selected item will be added.

---

**Note:** You can also add the approved website list, survey results or chat session to the Journal from these specific areas within the Tutor.

---

### Removing items from the Student Journal

1. Select the **OneNote** icon in the toolbar.
2. Select **Undo Journal History Item**. The Manage Journal History window will appear.
3. Select the item that you wish to remove and then select **Undo**.

### Viewing the current Student Journal

1. Select the **OneNote** icon in the toolbar.
2. Select the **Current Journal** section and OneNote Online will open, allowing you to view the Journal in the Class Notebook.

---

### Notes:

- Teachers can view other Journals without having to start them. Select the **OneNote** icon in the toolbar and then select **Explore Journal**. Choose the required Notebook and section, then select the page name. You will have the option to view the Journal in OneNote or a browser.
  - Students can view the Class Notebook by clicking the icon on the Student toolbar. You must share the Notebook with Students via OneNote for them to be able to access it.
- 

### Stop a Student Journal

1. Select the **OneNote** icon in the toolbar.

2. Select **Stop Journal**.

---

**Note:** You can change the Class Notebook, section and page being used by the Student Journal. Select the **OneNote** icon in the toolbar and then select **Explore Journal**. Choose the required Notebook, section and page, then select **Make Current Journal**.

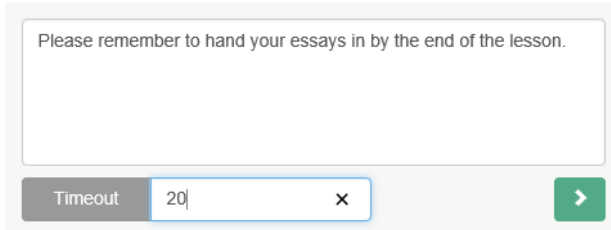
---

### Sending a Message to Students

With NetSupport School, you can send a message to all connected Students or the currently selected Students.

#### To enter and send a new message


1. Select the Students you want to send the message to.
2. Select the **Message** icon on the toolbar.
3. The Message dialog will appear.



Please remember to hand your essays in by the end of the lesson.

Timeout 20 x

>

4. Enter the message and decide whether to show it on the Students' screens for a specified time.
5. Select . 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.

### Help Requests

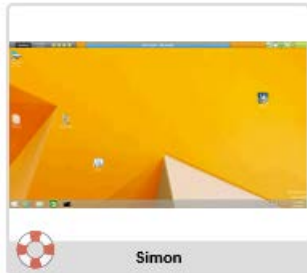
NetSupport School allows a Student to request help from a Tutor. They do this either by selecting the Request Help command from the Client menu or by pressing the hotkeys set in the Client Configurator.

---

**Note:** If the Student Toolbar is enabled, Students can request help by clicking on the **Help request** icon. Refer to our main [NetSupport School](#) manual for further information.

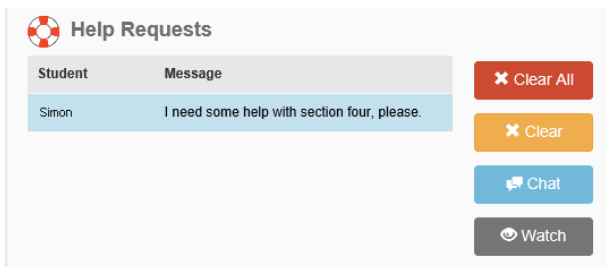
---

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 an indicator highlighting the number of help requests next to the **Help Requests** icon in the toolbar. There will also be a **Help Request** icon displayed next to the Student icon. These indicators will show until that help request has been cleared.



### To display current help requests

1. Select the **Help Request** icon on the toolbar.
2. The Help Request window will open and list the outstanding requests.





3. Select the required Student and, by selecting the **Watch** or **Chat** toolbar buttons, you can interact with the Student.
4. Select **Clear** to delete this request.

## 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 at the Student.

### Giving rewards to Students

1. Select the required Student in the Student view.
2. Select the **Rewards** icon in the toolbar.

---

**Note:** This will not appear on the Student Register and Send Work views.

---

3. Select **Give a Reward**.
4. A star will appear at the Student.

### Removing rewards

1. Select the required Student in the Student view.
2. Select the **Rewards** icon in the toolbar.
3. Select **Remove a Reward**.
4. A star will be removed from the Student.

---

**Note:** You can clear all Student rewards. Select the **Rewards** icon in the toolbar and then select **Clear Rewards**.

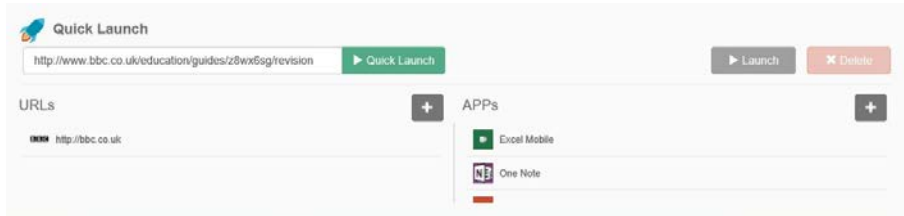
---

### Quick Launch

Enables you to remotely launch an application or website at one or multiple Students.

#### To display the Quick Launch pane

1. Select the **Quick Launch** icon in the Toolbar.
2. The Quick Launch pane will be displayed.



#### Launch a website at Students

1. Select the Students to launch the website at.
2. Select **+**, enter the required URL and select **Save**.
3. The URL will be added to your list. Highlight this and select **Launch**.
4. The URL will be launched on the selected Students' machines.

---

**Note:** You can quickly launch a website at Student machines by entering the website in the Quick Launch box and selecting **Quick Launch**.

---

#### Launch applications at Students

1. Select the Students to launch the application at.
2. Select **+**, choose whether to launch a Store Application or Desktop Application and select **Add**.
3. The application will be added to your list. Highlight this and select **Launch**.
4. The application will be launched on the selected Students' machines.

---

**Note:** To remove the Quick launch pane, select the **Quick Launch** icon in the toolbar.

---

## CONTACT US

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

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