



NetSupport School

Tutor for Android Manual



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NetSupport School Tutor for Android

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WHAT IS NETSUPPORT SCHOOL?

NetSupport School is the market-leading classroom management software solution for schools. 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.

Responding to the growing use of mobile technology in the modern classroom and the increased adoption of BYOD initiatives, NetSupport School has extended its multi-platform capabilities to include support for Android devices.

NetSupport School can be used in a mixed platform environment. For further information on how to use NetSupport School in a Windows environment, [click here](#).

Features

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

* These features are only supported on student tablets where the additional NetSupport School "Extended Features" utility is installed.

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

Control/Tutor	The workstation that is used to take over another.
Client/Student	The workstation that is to be taken over.
Available Client	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.
Connected Client	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.
Selected Client	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

Android v4.0.3 or later.

Minimum requirements:

Screen resolution of 1024x600

Recommended requirements:

Quad Core processor (recommended for large classes)

Screen resolution of 1280x800

Student

Android v4.0 or later tablets.

The NetSupport School Tutor for Android 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 for Android

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

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

Register Licence Details

When you start the NetSupport School Tutor for Android 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 Tutor for Android while you are evaluating.

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

Installing the NetSupport School Student for Android

The NetSupport School Student for Android can be installed on each Android tablet. From the teacher's device, 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.

CONFIGURING THE TUTOR

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

The Tutor configuration settings have the following options:

General

General

Play Sounds	<input checked="" type="checkbox"/>
Thumbnail Update Speed	5 seconds
	<small>(Increase value to improve performance on older devices)</small>

Play Sounds

Decide whether to play sounds at the NetSupport School Tutor.

Thumbnail Update Speed (seconds)

Allows you to adjust the frequency at which Student thumbnails are refreshed.

Connectivity

Connectivity

Automatically Reconnect	<input checked="" type="checkbox"/>
Security Key	<input type="text"/> <input type="button" value="Set"/>
Default Port	<input type="text" value="5405"/>

Use Gateway	<input type="checkbox"/>
Gateway Address	<input type="text"/>
Gateway Key	<input type="text"/> <input type="button" value="Set"/>

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.

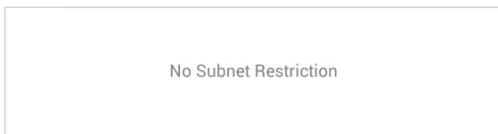
Use Gateway

Enable this option if you want to search for Students whose IP addresses are registered with a defined Gateway. 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 Gateway for Students matching the specified criteria. Enter the IP address of the Gateway along with the matching Gateway key.

Note: The Gateway must be installed on a Windows machine.

Subnets and Ports to browse

Subnets and Ports to Browse



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  to add a network to browse.

File Distribution

File Distribution

Enable Broadcast	<input checked="" type="checkbox"/>
Port	5421
Maximum Throughput (Mbps)	Unlimited
Use Multicast	<input checked="" type="radio"/>
Multicast Address	Leave blank for automatic
Use Broadcast	<input type="radio"/>
Broadcast Address	Leave blank for automatic

Enable Broadcast

When transferring files to Students, the files are sent to each Student machine in turn. Enable Broadcast 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.

Port

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

Maximum throughput

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 transferring files, 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 blank 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 blank to allow NetSupport School to assign a broadcast address.

Licence

Displays details about the current NetSupport School Android Tutor licence.

Info

Information about the current version of NetSupport School Android Tutor is provided.

To send feedback about the NetSupport School Tutor app, select **Send Feedback**.

To save the configuration settings, select



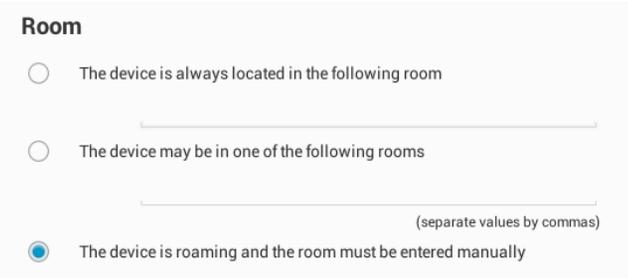
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CONFIGURING THE STUDENT

To configure the settings for NetSupport School Students, launch the NetSupport School Student app, press  and select **Settings**.

The Student configuration settings have the following options:

Room



Room

The device is always located in the following room

The device may be in one of the following rooms

The device is roaming and the room must be entered manually

(separate values by commas)

The device is always located in the following room

If the device is always located in the same room, select this option and enter the required room value.

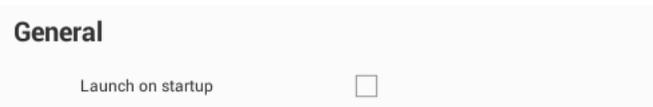
The device may be in one of the following rooms

Select this option if the device could be located in different rooms. Enter the required rooms and separate each value with a comma.

The device is roaming and the room must be entered manually

Select this option if the device is roaming; the Student will then have to manually enter the room.

General



General

Launch on startup

Launch on start-up

The NetSupport School Student for Android will automatically launch when the Android device is started.

Connectivity

Connectivity

Security Key	<input type="text"/>
Default Port	<input type="text" value="5405"/>
Multicast Address	<input type="text" value="225.16.8.68"/>
Use Gateway	<input type="checkbox"/>
Gateway Address	<input type="text"/>
Gateway Key	<input type="text"/>

Security Key

This sets a security key that must be the same as that set at the Tutor, before the Tutor will be allowed to connect. This setting is optional. If there is no security key set here, any Tutor may connect, regardless of the security key set at the Tutor.

Default port

The default registered port for NetSupport School is 5405.

Multicast address

This is the IP multicast address that the Student is listening on.

Use Gateway

Enable this option if you want the Student's current IP address to register with a designated 'Gateway' on start-up. Enter the IP address of the Gateway along with the matching security key.

Protect Configuration

Protect Configuration

Password	<input type="text"/>	<input type="button" value="Change"/>
----------	----------------------	---------------------------------------

2.11.0000i2

Password

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

To save the configuration settings, select  Save.

STARTING NETSUPPORT SCHOOL TUTOR

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



Select the  icon to create a room, edit the default room name 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. To configure the settings for the Tutor or change the connectivity method to use the

NetSupport Gateway, select . This can be done later if required. 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.

A list of connected Students with an overview of the Student information



can be displayed by clicking  on the toolbar.

Note: You can refresh and reconnect to Students by dragging down the screen.

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:

- Roaming Students can be configured to manually enter the room from the NetSupport School Student app.
 - 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 'Gateway' has been configured, the NetSupport School Tutor will use the details registered here rather than perform a browse across the network.
-

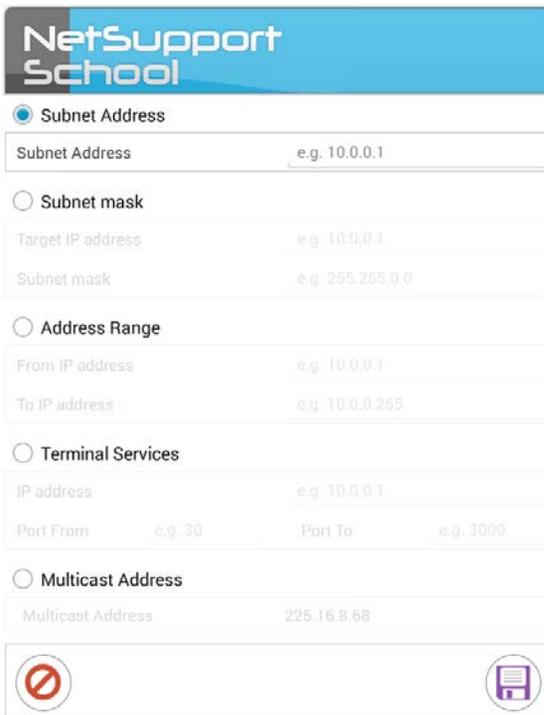
Configuring NetSupport School for subnet browsing

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. Select the  icon under **Subnets and Ports to Browse**.
3. The Browse screen will appear, allowing you to enter a variety of different browse entries depending on the range of NetSupport School Students you wish to find.



The screenshot shows the NetSupport School Tutor configuration interface. At the top, the logo "NetSupport School" is displayed. Below the logo, there are several radio button options for configuring browse entries:

- Subnet Address**: A text input field with the placeholder "e.g. 10.0.0.1".
- Subnet mask**: Two text input fields. The first is labeled "Target IP address" with placeholder "e.g. 10.0.0.1". The second is labeled "Subnet mask" with placeholder "e.g. 255.255.0.0".
- Address Range**: Two text input fields. The first is labeled "From IP address" with placeholder "e.g. 10.0.0.1". The second is labeled "To IP address" with placeholder "e.g. 10.0.0.255".
- Terminal Services**: Two text input fields. The first is labeled "IP address" with placeholder "e.g. 10.0.0.1". The second is labeled "Port From" with placeholder "e.g. 30" and "Port To" with placeholder "e.g. 3000".
- Multicast Address**: A text input field with the placeholder "225.16.8.68".

At the bottom of the form, there are two circular icons: a red circle with a diagonal slash (prohibited) on the left, and a purple circle with a document icon on the right.

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 in that individual packets are 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

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.

4. Select the  icon.

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 Gateway to Find Students

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

Note: The Gateway must be installed on a Windows machine.

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

The advantages of using a Gateway 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 Gateway 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 Gateway.

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

Installing and configuring a Gateway

A Gateway 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
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**.

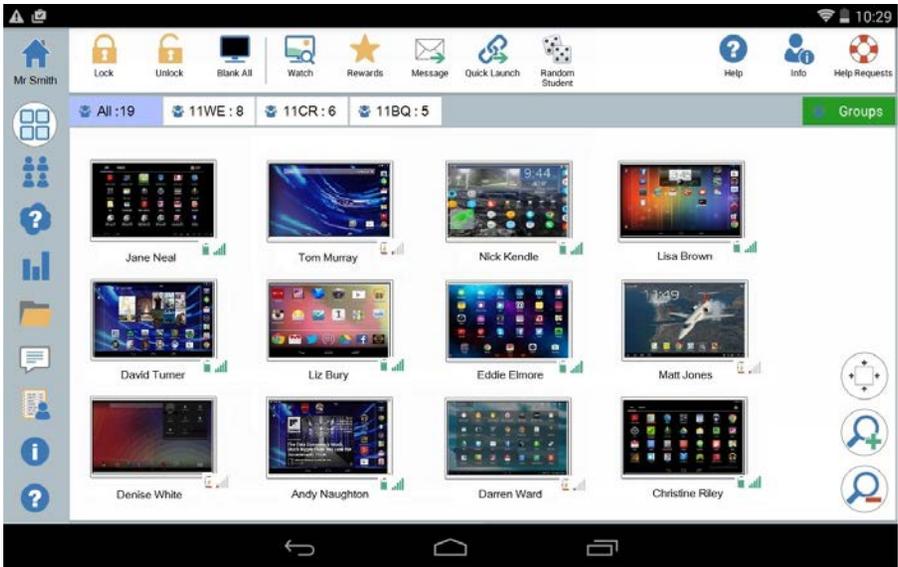
There is a handy utility called the 'NetSupport Gateway Console' that can be used to check the status of the Gateway and to see details of which students are currently connected. This utility can be accessed by right clicking and selecting **Open** on the NetSupport Gateway Console icon in the notification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

Once the Tutor and Student connectivity options are set to use the designated Gateway, 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 Gateway 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.

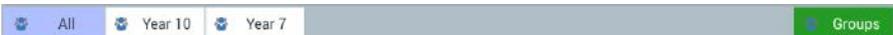


The Toolbar



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.

The Student view

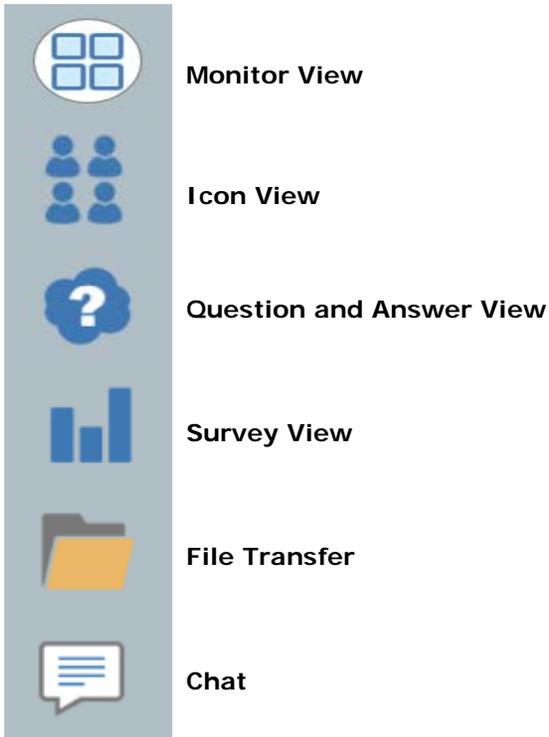


The Student view displays the currently connected Students or Groups.

The wireless status and battery power level is displayed next to the Student icons.

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

You can switch between the following modes:





Student Register



Information



Help

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: When the device is in portrait mode, you can view these icons by swiping the left-hand edge of the screen.



Selecting this icon will take you back to the lesson details page where you can amend the NetSupport School Tutor settings or choose to leave the current room.

Note: To select multiple Students, tap and hold 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.

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.

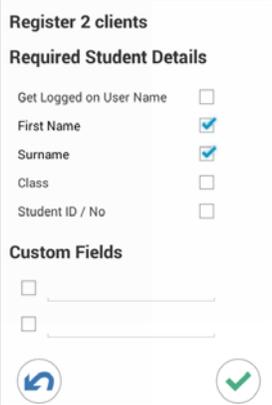
The Student Register option enables the Tutor to prompt the Students for their details.

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 **Begin 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 screenshot shows a dialog box titled "Register 2 clients". Inside, there is a section "Required Student Details" with four items: "Get Logged on User Name" (checkbox), "First Name" (checkbox with checkmark), "Surname" (checkbox with checkmark), and "Class" (checkbox). Below this is a section "Student ID / No" with a checkbox. At the bottom, there is a section "Custom Fields" with two empty input fields, each with a checkbox. At the very bottom of the dialog are two circular icons: a blue arrow pointing left and a green checkmark.

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  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:

- Transferring files
- 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 **Create** 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  .

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** on the toolbar.
3. Select  , 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 **Delete** 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 devices 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.

Note: You can only view student devices that have the Extended Features Utility package installed.

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.



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

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.
-

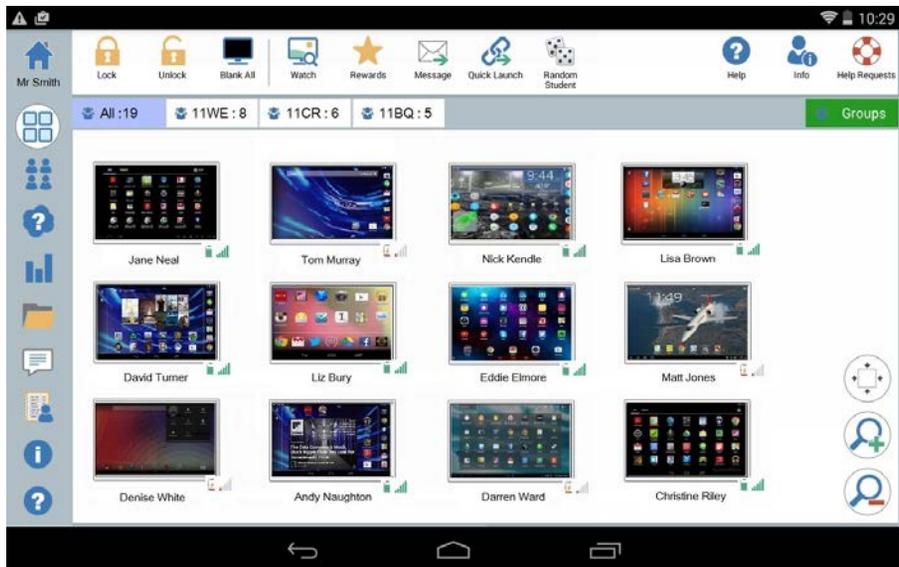
To Close the View screen

1. To access the available options, tap the  icon.
2. Select  to close the current view session.

Monitor Mode

Monitor mode enables the Tutor to view multiple Student screens simultaneously.

Note: Thumbnails will only be displayed for student devices that have the Extended Features Utility package installed.



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.

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.

Auto-fit size of student thumbnail

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

1. Select the  icon in the List view.

Changing the thumbnail refresh rate

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

1. Select the **Settings** icon from the NetSupport School Tutor start screen.
2. Select the required time interval from the list in the **Thumbnail Update Speed** option.

3. Select  .

Chatting to Students

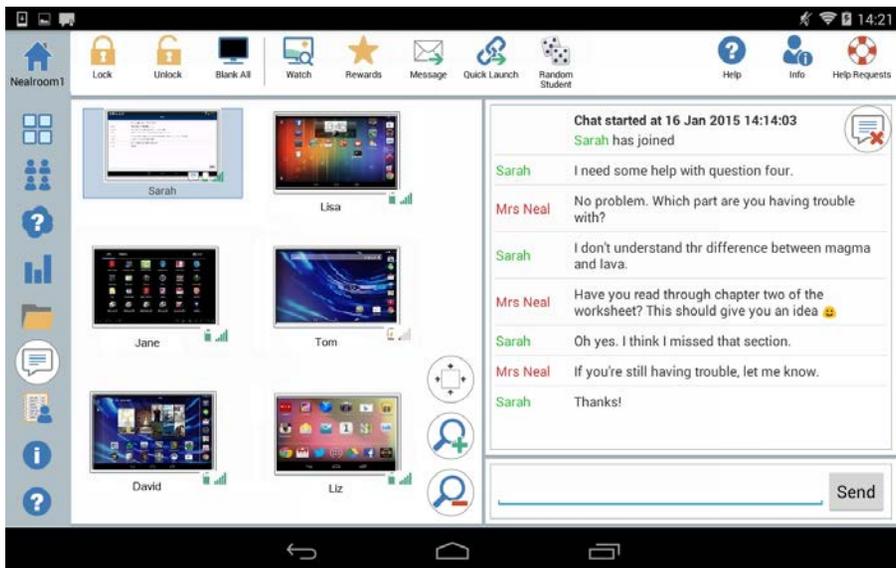
NetSupport School allows you to chat to your connected Students.

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.

Close

Select  to close the Chat session.

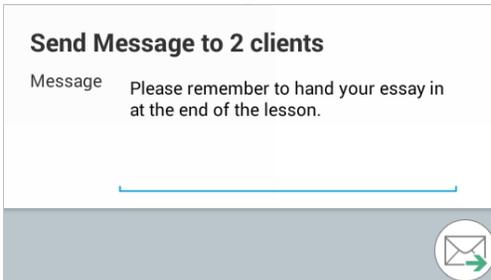
Note: Students can also initiate Chat sessions by selecting **Chat to Tutor** from their NetSupport School Student app. Once a Chat has started, the Student can leave by selecting  and then selecting **Leave Chat**.

Sending a Message to Students

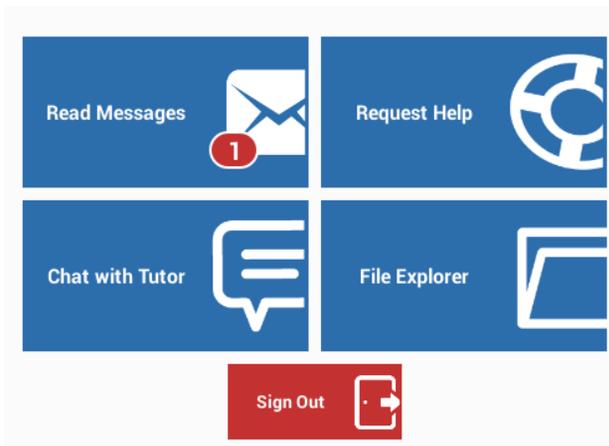
With NetSupport School, you can send a message to all connected Students or the currently selected Students.

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.



4. Enter the required message.
5. Select . The Students will be notified that they have received a message from the Tutor.

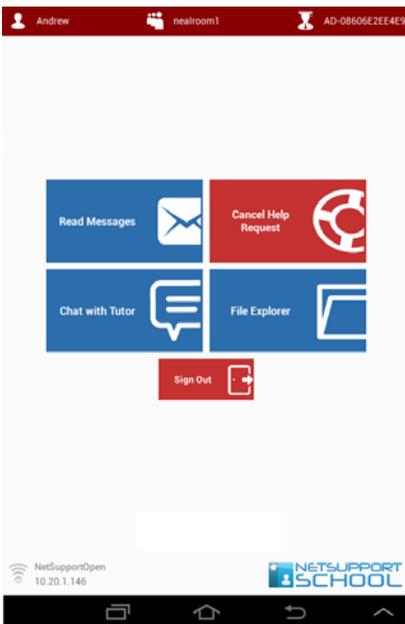


Help Requests

NetSupport School allows a Student to request help from a Tutor. They do this by selecting the request help option from the NetSupport School Student app.

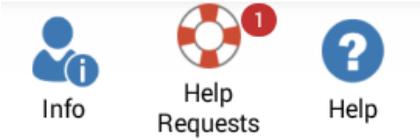
To request help

1. At the Student device, select **Request Help** in the NetSupport School Student app.
2. The Help Request tile and Student information bar will turn red to show that a help request has been sent. The Student can cancel this request if required.



3. The help request will then be sent to the connected Tutor.

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.

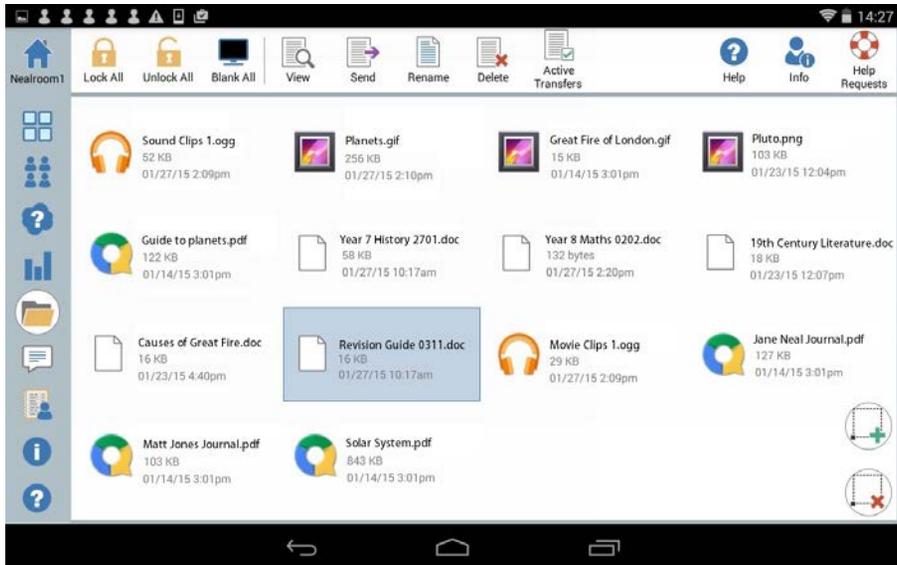
Student name	Message
 Simon	Help Request
 Sarah	Help Request

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.

Transferring Files

NetSupport School includes File Transfer functionality that enables you to transfer files from the Tutor to the Students.

Note: File Transfer is not supported to Windows Students. These Students will appear in the recipient screen, but will display as disconnected and will not be able to be selected.



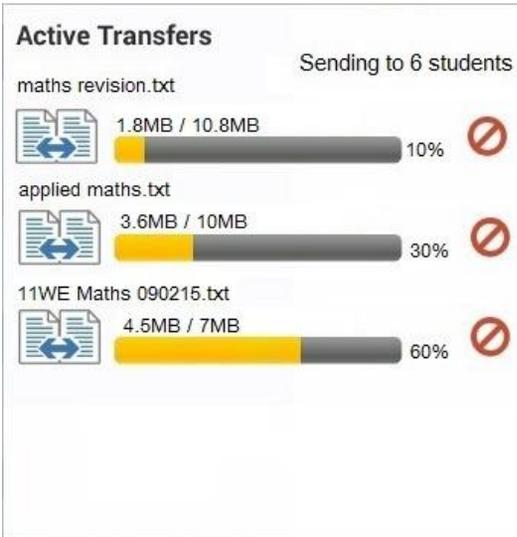
To send files from a Tutor to Students

1. Select the  icon on the left-hand side of the Tutor.
2. The File Transfer view will appear and any existing files will be listed.

Note: To add a new file to this view, open the required file in the appropriate application. Select **Share with** and choose NetSupport School Tutor from the list. The file will appear in the File Transfer view.

3. Select the files you wish to send. Selecting  will select all the files.
Selecting  will deselect all the files.
4. Select **Send** on the toolbar.

5. Choose the Students to send the files to and select .
6. A screen will appear showing the progress of the file transfer.



- You can stop an individual file from being sent by selecting .
7. 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 rename a file

1. Highlight the file that you wish to rename.
2. Select the **Rename** icon on the toolbar.
3. Enter the new name for the file.

4. Select  to confirm the change.

To delete a file

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

How Students view files

Once a file has been transferred to the Student they can access it in the File Explorer in the NetSupport School Student app.



1. Select the File Explorer tile in the NetSupport School Student app.
2. A list of files that have been transferred to the Student will be displayed.
3. Select the required file and then select the **View** icon.
4. A list of applications allowing you to view the file will appear. Select the required one to view the file.

Student Surveys

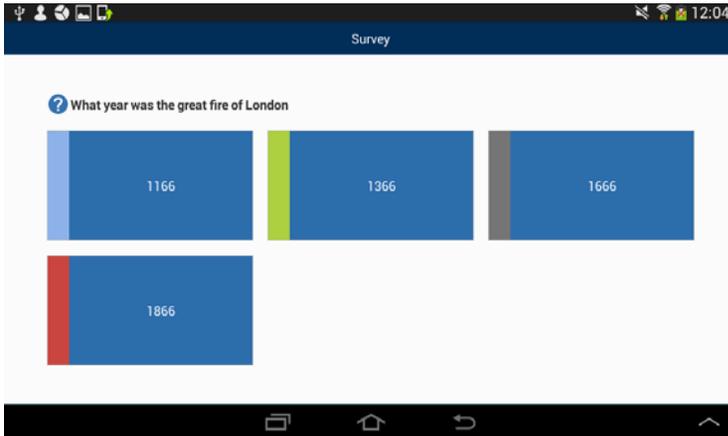
The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question together with a selection of pre-defined responses. Student responses are then gathered at the Tutor. Once they have responded, Students can see a pie chart representation of everyone's answers.



The 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 **Use Custom response** 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 .

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



7. As Students submit their answers, the Survey window will show how many Students have responded. The Student thumbnails will change colour to reflect how the individual Student answered.
8. 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 devices whether the Student has responded or not.

Show survey results to Students

1. Select the **Show Results** icon on the toolbar.
2. A pie chart will be displayed showing the results.
3. Select **Show to Students**.
4. The results will be displayed on the Students' screens.

Note: Survey results will only be displayed if the Student has submitted their answer.

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 .
Or
Select the **Manage Surveys** icon in the toolbar.
2. The Manage Surveys dialog will appear.
3. Select  to add a new question. The Add Survey dialog will appear. Enter the question along with the required responses and select .
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.

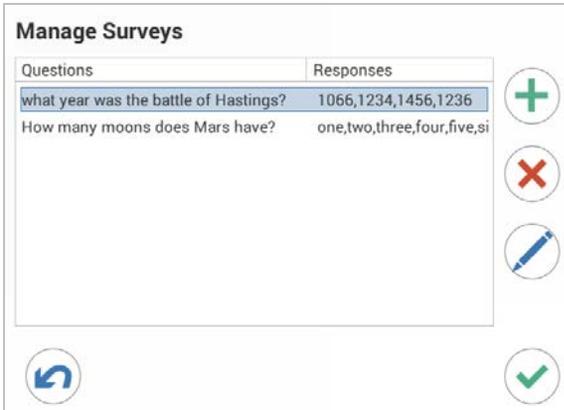
To use an existing survey

1. Select **Start Survey** in the toolbar and select the **Use a predefined survey** option.
Or
Select the **Manage Surveys** icon in the toolbar.
2. A list of existing questions will appear. Select the required question.
3. Select  to send to Students.

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.



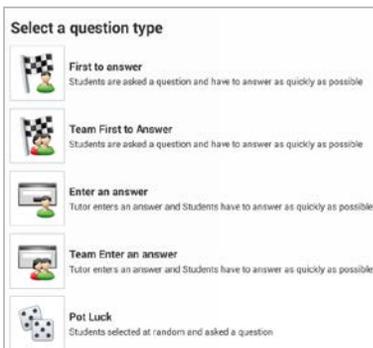
2. If the Survey list does not currently include the required question, select . Enter the new question, along with the responses in the boxes provided and select .
Or
To edit an existing question, select it from the list and then select . Change the question and/or the responses and select .
3. The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

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

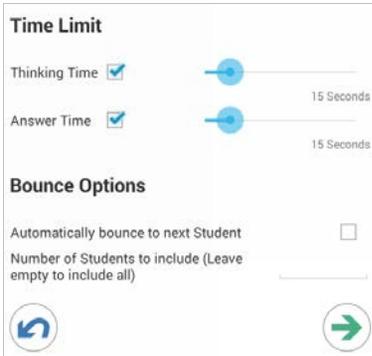
Enter an Answer

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.



Set the required properties for the question and select .

6. To start the Question and Answer session select .
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:

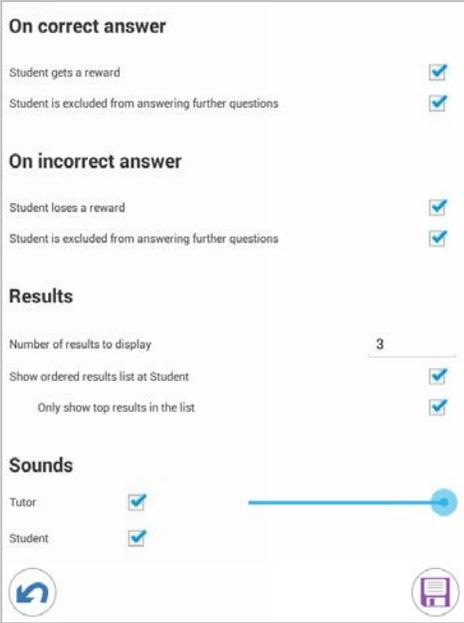
- Questions can be bounced when more than one Student has been selected. This can be done automatically by selecting the **Automatically bounce to next Student** option in the Ask the Question dialog or selecting the  icon.
 - If a Student has answered they will not be randomly selected again during 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, Normal and Chat 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 settings dialog for the Question and Answer module. It is organized into several sections:

- On correct answer:** Two options are checked: "Student gets a reward" and "Student is excluded from answering further questions".
- On incorrect answer:** Two options are checked: "Student loses a reward" and "Student is excluded from answering further questions".
- Results:** "Number of results to display" is set to 3. "Show ordered results list at Student" and "Only show top results in the list" are both checked.
- Sounds:** "Tutor" and "Student" are both checked. A volume slider is visible, currently set to a high level.

At the bottom of the dialog, there are two circular icons: a blue arrow pointing left and a purple document icon.

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.

Results

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.

Show ordered results list at Student

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

Only show top results in the list

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.

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.

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.

Auto-fit size of Student thumbnail

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

1. Select the  icon in the List view.

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.

During a pot luck question, student icons flash in this state to indicate they might be selected. A corresponding large '?' is also shown at Student screens.

Using the Question and Answer Module

Once a Question and Answer session has begun, you will be able to see who has responded and mark Student answers by 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

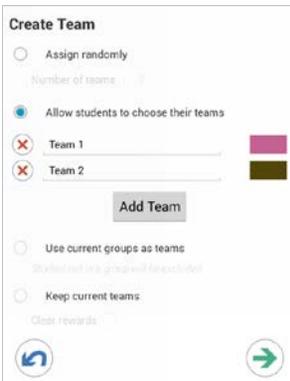
selecting the  button. A dialog appears at Student screens asking them to decide if the answer was correct or not. As the Students answer, the Student thumbnail at the Tutor will change to reflect the number of Students who think their answer is right or wrong.

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 .
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 .
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 . 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.

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 only appears on the Monitor, Normal, Q&A and Chat 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.

Launch a Website at Students

NetSupport School allows you to remotely launch a selected website on one or multiple student devices.

1. Select the Students to launch the website at.
2. Select **Quick Launch** in the toolbar.
3. Enter the URL to send to Students.
4. Select .
5. The URL will be launched on the selected Students' devices.

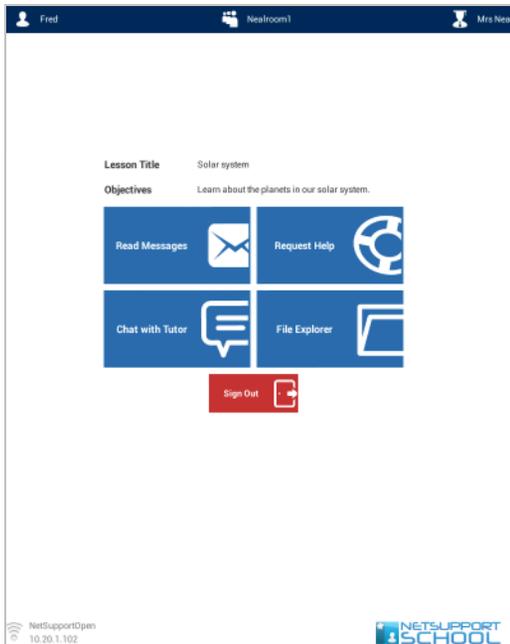
USING THE NETSUPPORT SCHOOL STUDENT APP

When a Student opens the NetSupport Student app they will be asked to sign in.

Note: You can pre-configure the room settings for the Student or they can enter it manually. See **Configuring the Student** for further information.

Once the Student has signed into the class, a screen will appear displaying the available functions.

The Student is provided with an overview of the class, including the room that they have signed into and the Tutor they are connected to. Any rewards they have been given will also appear.



From this screen the Student can:

- Receive messages from the Tutor.
- Chat with the Tutor.
- Request help from the teacher (via the Tutor).
- Receive files from the Tutor.

CONTACT US

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

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