



## **NetSupport School**

Native Teacher App for Windows 10 Manual

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## **Table of Contents**

<b>THE NETSUPPORT SCHOOL WINDOWS 10 TEACHER APP.....</b>	<b>7</b>
Key Features .....	8
<b>INSTALLATION.....</b>	<b>9</b>
System Requirements.....	9
Installing the NetSupport School Tutor App .....	9
Register Licence Details.....	9
<b>CONFIGURING THE TUTOR.....</b>	<b>10</b>
<b>STARTING THE NETSUPPORT SCHOOL TUTOR.....</b>	<b>15</b>
Connecting to Students.....	15
Room Mode.....	15
Class Mode .....	16
Configuring NetSupport School for subnet browsing .....	19
Understanding IP Addresses.....	21
Using a Name and Connectivity Server to Find Students .....	23
Installing and configuring a Name Server.....	24
The NetSupport School Tutor Interface .....	25
Student Automatic Login.....	28
Student Register .....	29
Power Management – Power on/Power off.....	31
Student Power On.....	31
Student Power Off .....	31
Rebooting or Logging out Students.....	32
Working with Groups .....	33
<b>USING NETSUPPORT SCHOOL .....</b>	<b>35</b>
Locking Student Controls and Blanking Student screens.....	36
Blank all Student screens .....	36
Viewing Student screens .....	37
Monitor Mode .....	38
Question and Answer Module.....	40
Question and Answer Options.....	44
Question and Answer Module - Tutor Interface .....	46
Using the Question and Answer Module .....	47
Question and Answer Team Mode .....	49
Application Control Module .....	51
Setting up approved or restricted applications .....	52
Web Control Module .....	55

Setting up an approved or restricted website list .....	56
Student Surveys .....	60
Survey lists.....	62
Sending Work.....	64
Chatting to Students .....	66
The Chat window .....	67
Device Control .....	68
Interactive Whiteboard .....	70
Student Journal (OneNote Class Notebook) .....	72
Sending a Message to Students .....	75
Help Requests .....	76
Student Toolbar .....	78
Student Rewards.....	79
Quick Launch.....	80
Launch a website at Students.....	80
Launch applications at Students .....	80
<b>CONTACT US.....</b>	<b>81</b>
<b>INDEX .....</b>	<b>82</b>

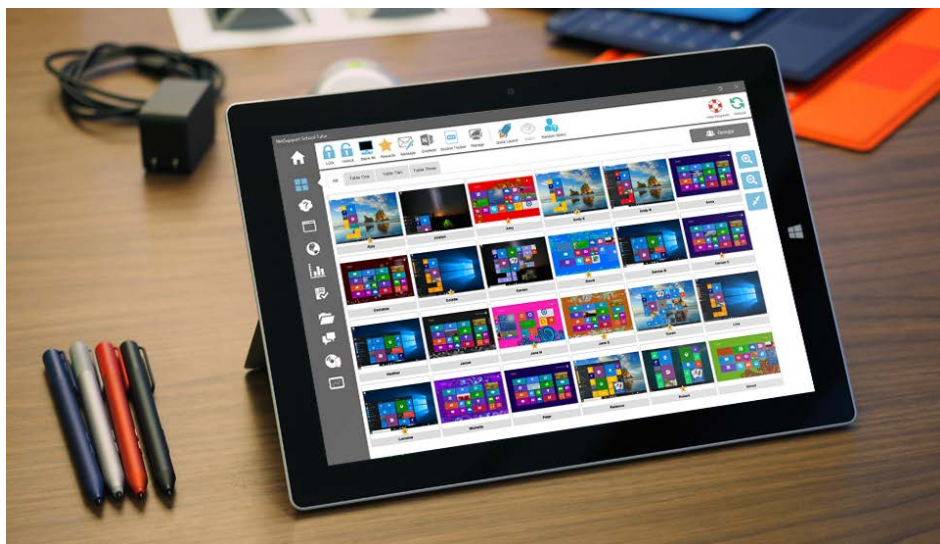
### THE NETSUPPORT SCHOOL WINDOWS 10 TEACHER APP

Provided as an addition to the traditional desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled desktops.

In addition to all the expected core NetSupport School classroom features, the Teacher app also gives particular focus to the integration of key Windows 10 and Office 365 educational services.

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 for Windows and the required Student components.

The full [NetSupport School User Guide](#) provides instructions on how to install and configure these components.



### Key Features

- Transfer documents and resources directly from local or cloud-based OneDrive files, to all or selected students.
- Copy key lesson content into and work with OneNote Class Notebooks using NetSupport's digital Student Journal feature.
- Direct integration with Microsoft School Data Sync, enabling teachers to instantly access their online Student Information Systems (SIS) classrooms and student accounts at the start of a NetSupport-managed lesson.
- Launch NetSupport School features using Cortana voice commands. "NetSupport, blank screens!"
- Support for Microsoft Surface Dial - display a radial menu of NetSupport School features for quick and easy execution of common tasks.
- Multi-platform support – connect in any combination to Students using Windows, Chrome OS, Android, Apple Mac or iOS devices.
- Power on or off, log in/log out or reboot classroom computers.
- Present lesson objectives and expected outcomes.
- Gather and print a student attendance register.
- Monitor student help requests.
- Lock or blank students' screens to gain attention.
- Monitor student screen thumbnails.
- View 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.
- Prevent data being copied to or from USB storage and CDR/DVD devices, plus mute/unmute sound at student machines.
- Virtual whiteboard supported by a wealth of drawing tools for improved classroom collaboration.
- Toggle the NetSupport School Student Toolbar on or off on the fly.



# INSTALLATION

## System Requirements

### Tutor

Windows 10.

The NetSupport School Windows 10 Teacher (Tutor) 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 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.

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

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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.

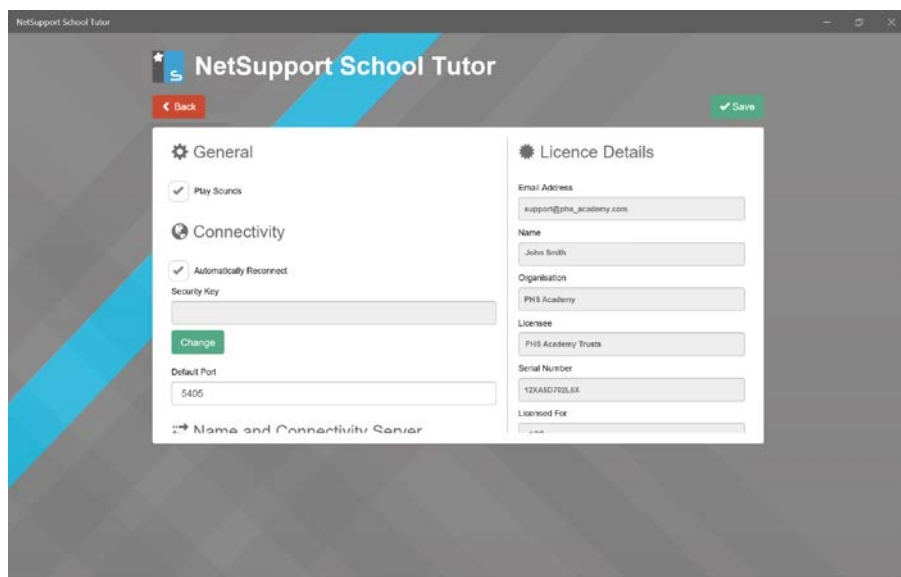
Select **Continue**. The Configure Room screen will appear. See **Starting NetSupport School Tutor** for more information.

## CONFIGURING THE TUTOR

To configure the settings for the NetSupport School Tutor, launch the NetSupport School Tutor 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**

#### **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**

#### **Use Name and Connectivity Server**

Enable this option if you want to search for Students whose IP addresses are registered with a pre-defined NetSupport Name and Connectivity 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 on a dedicated Windows PC as part of a standard NetSupport School desktop installation. Refer to the main [NetSupport School User Guide](#) for more information.

---

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

### **Send Work**

NetSupport School's Send Work feature enables you to transfer documents and lesson resources - including directly from local or cloud-based OneDrive files - to all or selected student devices. To minimise the impact on overall network resources during the transfer process, NetSupport uses the UDP Broadcast method:

### **Enable Broadcast**

NetSupport School uses UDP Broadcast mode resulting in the selected files being sent to all machines simultaneously rather than one at a time. 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.

However, whilst reducing overall network traffic generated by NetSupport School, this can result in additional broadcast packets on your network.

### **Broadcast Port**

NetSupport School's default port 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**

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.

### Destination

Choose where documents and resources will be located at Student machines. You can specify a destination folder by selecting **Custom** and browsing for the required folder.

### External Accounts

External accounts such as Personal and Business OneDrive accounts can be linked to the Send Work feature.

### Sign out from external accounts

This option allows you to decide the behaviour that should apply to linked accounts when exiting a NetSupport session.

### OneDrive

Allows you to **unlink** OneDrive accounts that have been linked to from your local machine in the Send Work feature.

### User Interface

The following options are enabled by default but can be disabled if they are not required in your environment.

### Show Office 365 Class Mode

The 'Class Mode' connectivity option offers direct integration with Microsoft School Data Sync, enabling teachers to instantly access their online SIS (Student Information Systems) classrooms and student accounts at the start of a NetSupport-managed lesson.

### Student Toolbar

By default, the NetSupport School Student Toolbar (Information Bar) will be displayed on students' screens when they connect to a NetSupport session. You can disable this if required but the teacher can still toggle the toolbar on/off using the 'Student Toolbar' option available in the Tutor Interface.

### Protect Configuration

 Protect Configuration

Change

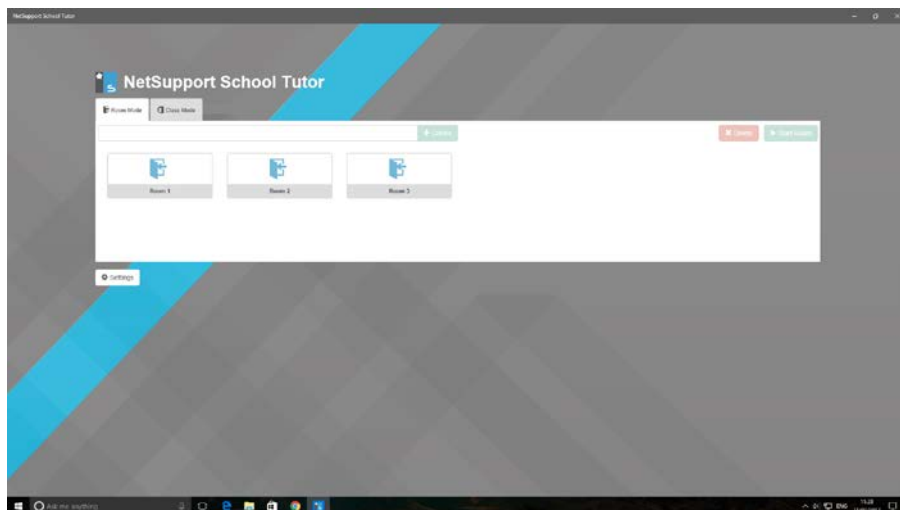
Setting a password here prevents any unauthorised changes to the configuration. The user at the device must enter the required password before being able to make any changes to the configuration.

### **Licence Details**

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 THE NETSUPPORT SCHOOL TUTOR

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



### Connecting to Students

NetSupport School offers two options to ensure you can quickly connect to the required Student machines at the start of a lesson.

#### Room Mode

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. For a complete overview of the methods available for configuring the Student devices, please refer to the main [NetSupport School User Guide](#).

If the room name for the current lesson is not already listed, enter the new name and select **Create**.

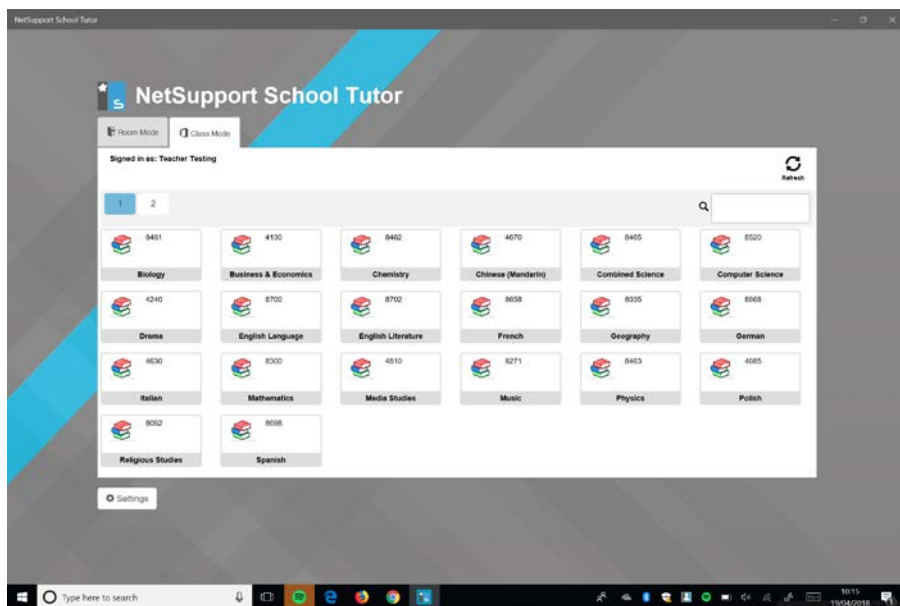
When the room name appears in the list, select and click **Start Room**.

**Note:** 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.

### Class Mode

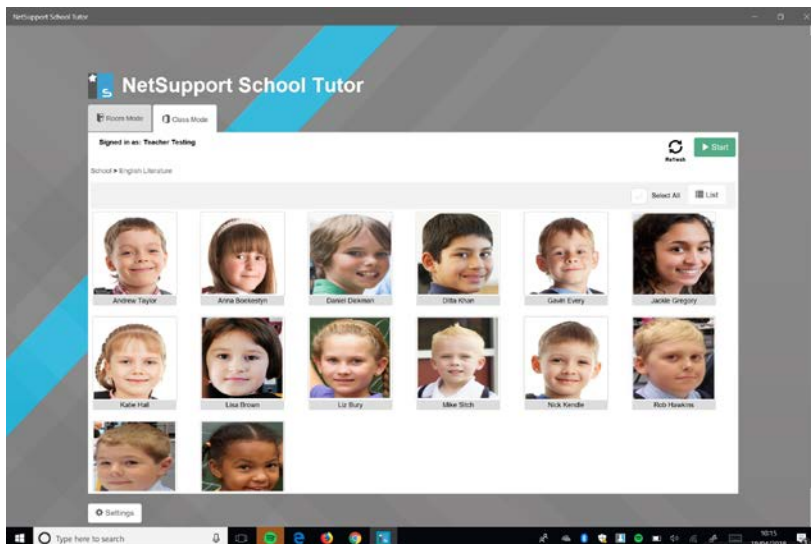
Offers direct integration with Microsoft School Data Sync, enabling teachers to instantly access their online Student Information Systems (SIS) classrooms and student accounts at the start of a NetSupport-managed lesson.

A list of available classes will appear. If not, you will need to select **Sign In** to access these. Select the required class.



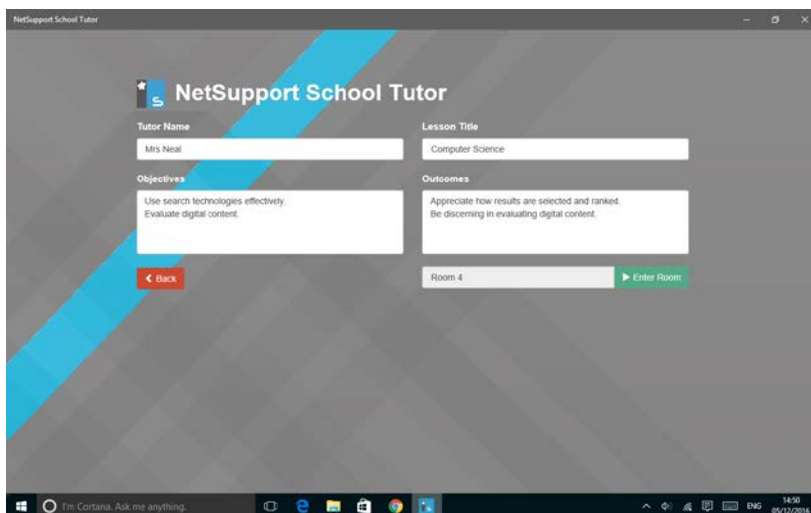
A list of Students will appear. You can switch between list and details view by selecting the appropriate icon. Highlight the Students to include in the lesson or select **Select All** and select **Start**.





Enter the Tutor name and, if required, the lesson title, objectives and expected outcomes. This information will be available for students to view on the NetSupport School Student Toolbar displayed at the top of each student's screen.

Select **Enter/Enter Room**.




The Tutor app will then browse the network for Student devices previously configured for the selected room.

Thumbnails of connected Student machines will then be displayed in the NetSupport School Tutor interface.

---

**Notes:**

- You can refresh and reconnect to Students by selecting .
  - 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. 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 network's broadcast address, each device on the IP network will receive this packet.

It is this IP network broadcast address that is used when configuring the 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.

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

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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**.

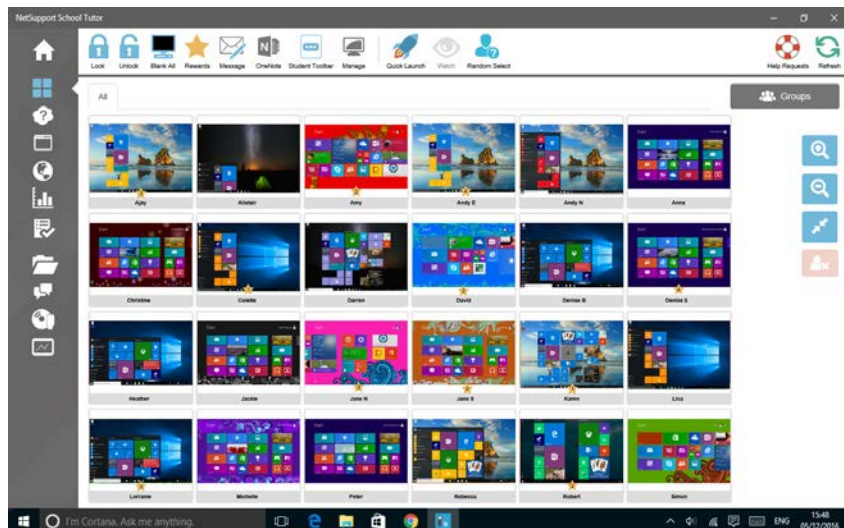
There is a handy utility called the 'NetSupport Gateway Console' that can be used to check the status of the Gateway and to see details of which students are currently connected. This utility can be accessed by right clicking and selecting **Open** on the NetSupport Gateway Console icon in the notification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

Having established a connection with the required Student devices, the Tutor app interface is where you will select which student or groups of students to work with and carry out the required classroom management tasks.



#### The Toolbar



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

#### The Group bar



You can organise the Students into defined groups to make it easier to work on specific tasks. Initially, only the "All" group will appear on this toolbar.

### The Student view



The Student view displays the currently connected Students or groups.

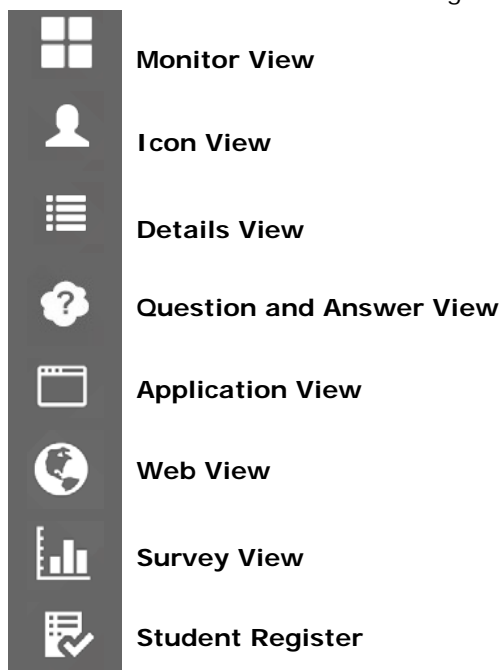
The wireless status and battery power level is displayed next to the Student icons.

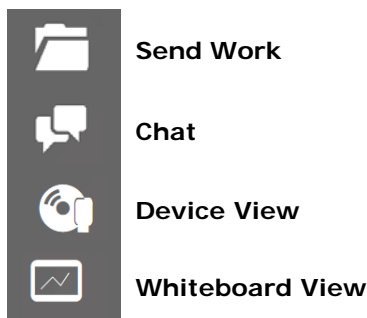
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**Note:** Student names can also be customised using the Student Register function.

---

You can switch between the following modes:





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.

---


**Note:** 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.

---

### The information bar



The information bar is displayed at the bottom of the Tutor Console and appears when you perform a right click gesture in the Student view. From here, you can see the current room, internet connection details, Tutor name, information about the NetSupport School Tutor and access the

settings. Click  to access a list of Cortana voice commands.

## Student Automatic Login

If a generic naming convention is used for your classroom PCs, you can automatically log the Students in to save time at the start of a lesson.

### To automatically login Student machines

1. Select the Student machine(s) you wish to login.
2. Select the **Manage** icon on the toolbar and choose **Login**.
3. The Login dialog will appear.

The screenshot shows a 'Login' dialog box with a title bar containing a star icon and the word 'Login'. It is divided into two main sections: 'Login Details' and 'Status'.

**Login Details**

This section contains three input fields: 'Username' with the text 'admin', 'Password' with masked characters '•••••', and 'Domain' which is empty. To the right of these fields is a green 'Login' button with a person icon.

**Status**

This section contains a table with two columns: 'Name' and 'Username'. There are two rows of data, both showing 'Admin' in both columns. To the right of the table is a green 'View' button. At the bottom right of the dialog is a red 'Close' button with a white square icon.

Name	Username
Admin	Admin
Admin	Admin


4. Enter the user name, password and domain and select **Login**.
5. You can also view Student screens from this dialog. Select the required Student and click **View**.
6. Click **Close** when complete.

## 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.

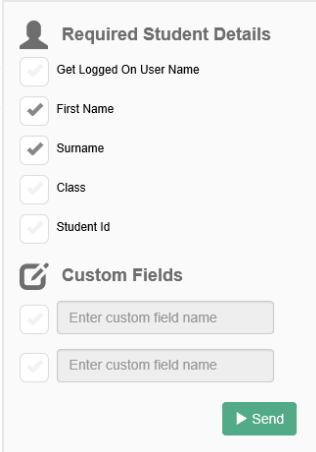
The Student Register option enables the Tutor to prompt the Students for their details.

### 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 features a list of checkboxes for selecting required information. Below this is a section for "Custom Fields" with two input boxes. A "Send" button is located at the bottom right.

Required Student Details	
<input type="checkbox"/>	Get Logged On User Name
<input checked="" type="checkbox"/>	First Name
<input checked="" type="checkbox"/>	Surname
<input checked="" type="checkbox"/>	Class
<input checked="" type="checkbox"/>	Student Id
<b>Custom Fields</b>	
<input checked="" type="checkbox"/>	<input type="text" value="Enter custom field name"/>
<input checked="" type="checkbox"/>	<input type="text" value="Enter custom field name"/>
<input type="button" value="Send"/>	

### 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.


---

**Note:** To quickly print a copy of the Student registration details, select the **Print** icon in the toolbar.

---

### 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.

## **Power Management – Power on/Power off**

Power consumption equates largely with heat generation and increased energy consumption. With millions of workstations in use, and sometimes hundreds located within the same company or school, the desire to conserve energy has grown from a minor-issue to a major issue over the last few years.

Power Management is a technique that enables hardware and software to reduce system power consumption. It works by shutting down portions of the hardware during periods of downtime, meaning that the workstation is ready to work when you are and conserve energy when you are not.

### **Student Power On**

To power on a NetSupport School Student, the workstation must have a Wake-on-LAN network adapter and a BIOS that will support it (consult your network adapter documentation for more information). The Student must also be 'Known' to the Tutor. The Tutor sends a Wake-on-LAN packet to the Student network adapter, which instructs the workstation to power on.

#### **To power on a NetSupport School Student**

1. Select the icon(s) of the Students you wish to power on.
2. Select the **Manage** icon on the toolbar and choose **Power On**.
3. The Student workstations will now power on.

### **Student Power Off**

NetSupport School uses the Advanced Power Management (APM) features of the Windows Operating System (where supported), to provide Student power down capabilities. APM relies on the Student workstation having an ATX motherboard and ATX power supply.

A Tutor can remotely power off a Student workstation using the NetSupport School Power Management function.

#### **To power off a NetSupport School Student**

1. Ensure all open applications at the Student workstations are closed.
2. Select the icon(s) of the Students you wish to power off.
3. Select the **Manage** icon on the toolbar and select **Power Off**.
4. The Student workstations will now power off.

## Rebooting or Logging out Students

Having connected to a Student or group of Students, you are able to remotely log out or reboot the Student workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

### To reboot or log out a Student

1. Select a Student or group of Students.
2. Select the **Manage** icon on the toolbar and select **Reboot** or **Logout**.
3. A message will appear, confirming the Student(s) included in the reboot/log out.
4. Click **Yes** to continue.



## Working with Groups

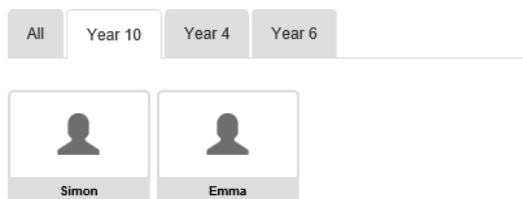
NetSupport School provides you with grouping functions to enable you to manage and organise different groups of Students. You can use the following functions on groups as a whole:

- 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 Tutor 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

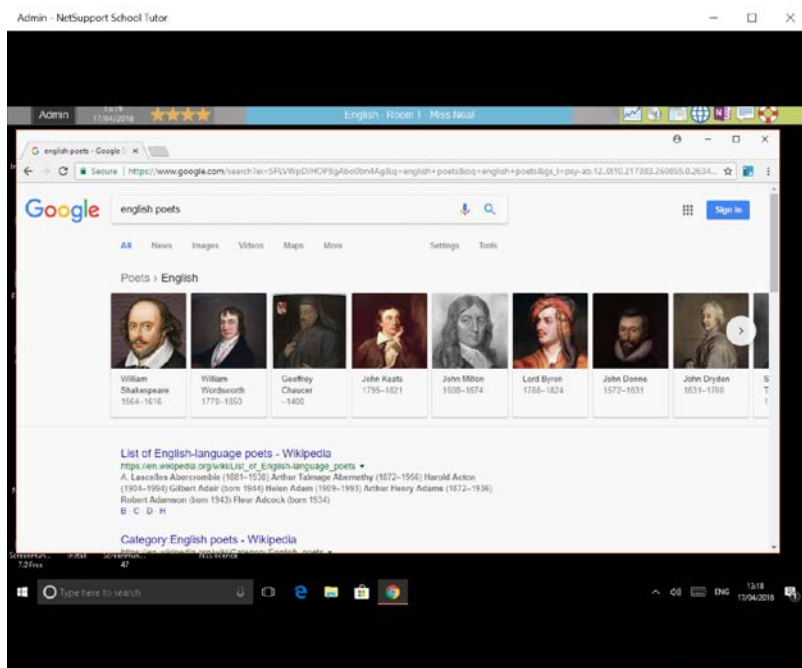
1. Select the **Blank All** icon on the toolbar.
2. Each Student screen will be blanked.
3. To restore the screens, select **Unblank All** in the toolbar.

### 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's 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.



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

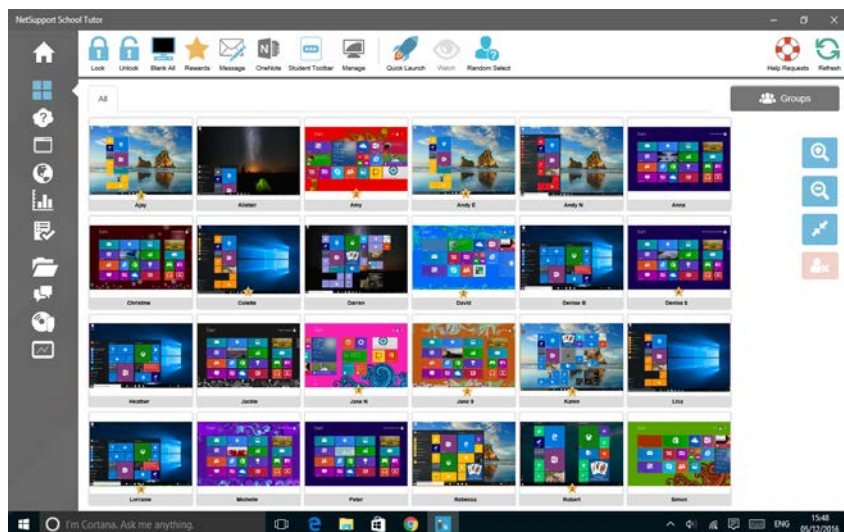
#### Notes:

- 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, select the **Close** button in the title bar.

## Monitor Mode

Monitor mode enables the Tutor to view multiple Students' 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.

---

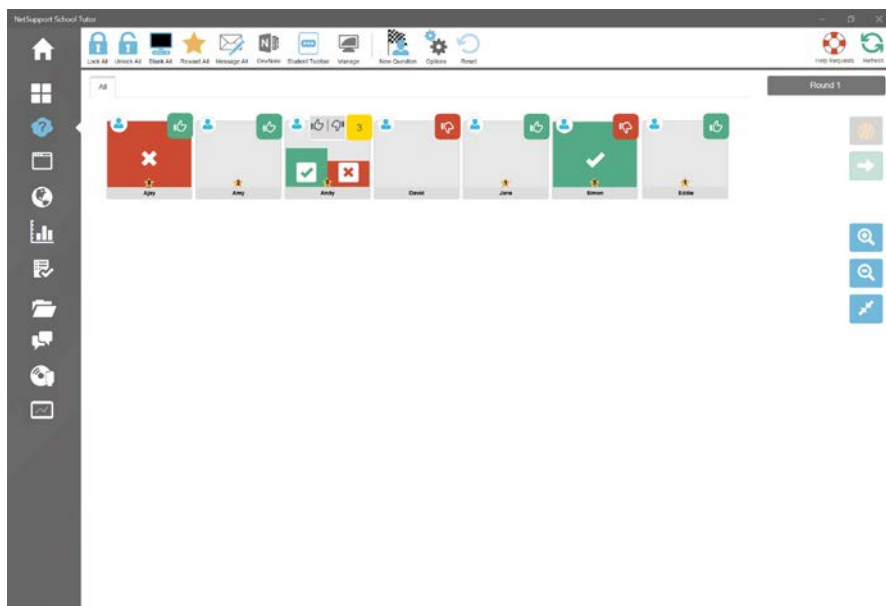
**Note:** Students can be removed if they are not required in the lesson.


Select the required Student and click .

---

## 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, evaluate students' 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**

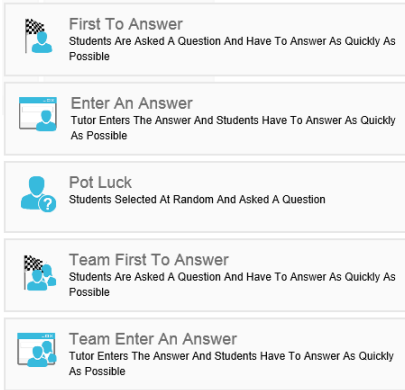
**Enter an Answer**

**Pot Luck**

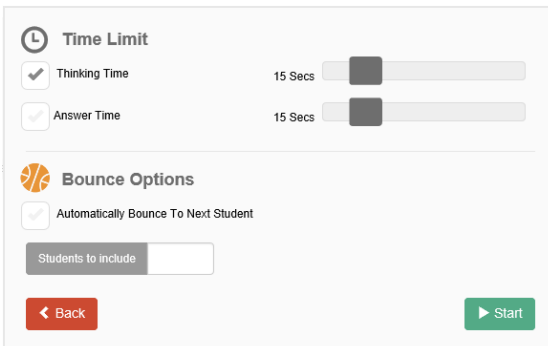
**Team First to Answer**

**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 **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.

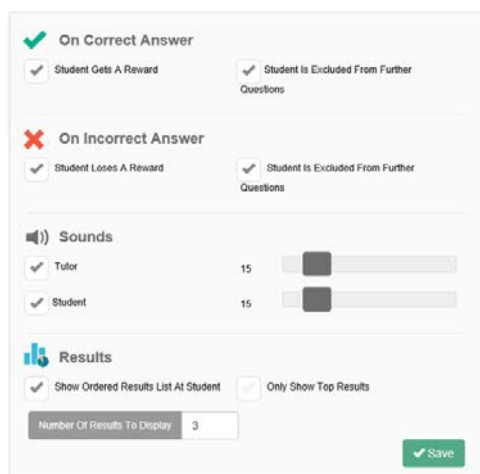
---

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 three main sections: 'On Correct Answer', 'On Incorrect Answer', and 'Sounds'. The 'On Correct Answer' section has two checked options: 'Student Gets A Reward' and 'Student Is Excluded From Further Questions'. The 'On Incorrect Answer' section also has two checked options: 'Student Loses A Reward' and 'Student Is Excluded From Further Questions'. The 'Sounds' section has two checked options: 'Tutor' and 'Student', each with a volume slider set to 15. The 'Results' section has two checked options: 'Show Ordered Results List At Student' and 'Only Show Top Results'. There is a text input field for 'Number Of Results To Display' with the value '3'. A green 'Save' button is at the bottom right.

### 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.

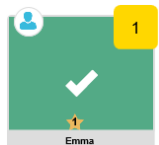
The following icons can be displayed at the Tutor:



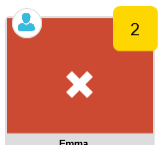
Student has not yet answered.



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.



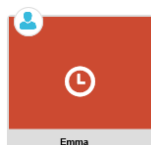
Student has been marked correct. The number of rewards the Student currently has is also displayed.



Student has been marked incorrect.



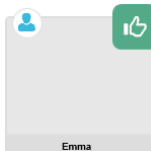
Student is excluded from the round.



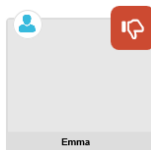
The time ran out in Enter an answer mode before the Student answered.



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 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



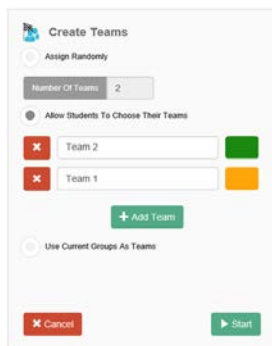
selecting the button. A dialog appears at Student screens asking them to decide if the answer was correct or not. As the Students answer, the Student thumbnail at the Tutor will change to reflect the number of Students who think their answer is right or wrong.

### 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.

A screenshot of the 'Create Teams' dialog box. At the top, it says 'Create Teams' with a small icon. Below that are two radio buttons: 'Assign Randomly' (selected) and 'Allow Students To Choose Their Teams'. Under 'Assign Randomly', there is a text box labeled 'Number Of Teams' with the value '2'. Under 'Allow Students To Choose Their Teams', there are two rows. The first row has a red 'X' icon, a text box containing 'Team 2', and a green color swatch. The second row has a red 'X' icon, a text box containing 'Team 1', and an orange color swatch. Below these rows is a green button with a plus sign and the text '+ Add Team'. At the bottom, there is a radio button labeled 'Use Current Groups As Teams'. At the very bottom are two buttons: a red 'Cancel' button and a green 'Start' button.

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**.

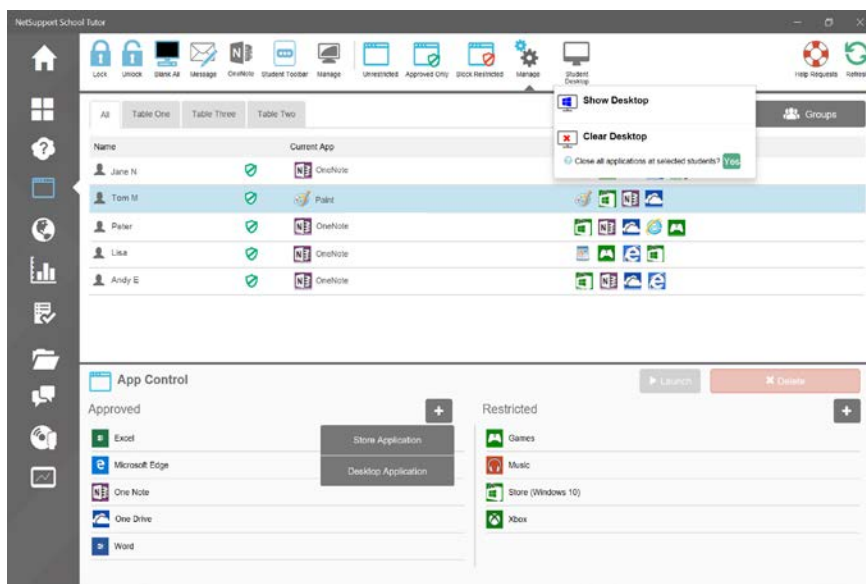
5. The Team Summary dialog will appear showing how many Students are in each team. NetSupport School randomly allocates colours to teams; you can change this by selecting the colour and selecting a new colour.
6. Select **Start**. The question and answer session will start as normal.

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

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

### To close all applications at the Student

All running applications at the Student will be forced to close.

---

**Note:** Only standard Windows desktop applications will be closed. This feature is not supported for Windows Store applications.

---

1. Select the Students you wish to close applications at.
2. Select the **Student Desktop** icon on the toolbar.
3. Select **Clear Desktop** and then select **Yes**.

---

**Note:** You can minimise all applications at Student machines. Select **Student Desktop** on the toolbar and click **Show Desktop**.

---

### Launch an application at Students

You can launch an approved application at Students.

1. Select the **Manage** icon on the toolbar; the App Control pane will appear.
2. Choose the Students to launch the application at.
3. Select the required application from the approved list and select **Launch**.
4. The application will be launched at the selected Student workstations.
5. In the Student view, the launched application icon will appear in the Current Application list.

### Setting up approved or restricted applications

#### Approved list

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

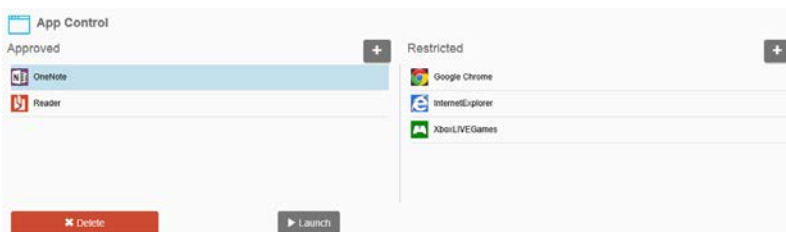
#### Restricted list


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.

- The App Control pane will appear.



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

### Remove an application from your approved or restricted list

- 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.

- If you want to apply restrictions to individual Students, select their icons in the Student view.
- To apply these restrictions, select the **Approved Only** or **Block Restricted** icon in the toolbar.
- To acknowledge which restriction has been activated, an appropriate indicator will appear in the Current App field: red for restricted, green for approved.
- 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

- 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.

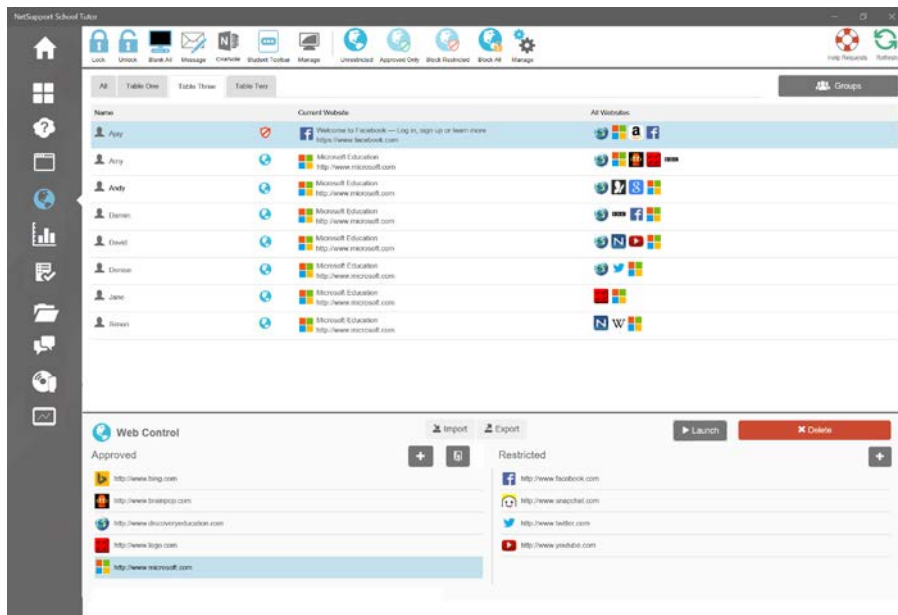
---

## 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: 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

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



Activate the “approved list”. The Student will only be able to view websites that are in the approved list. All other websites 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 websites that are in the restricted list but will be able to view all other websites.



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 along with the current website they are viewing and a list of other websites running on the Student workstation.

### **Setting up an approved or restricted website list**


#### **Approved list**

When activated, the Student is only able to view the websites specified on this list. If the Student Toolbar is enabled, a list of approved websites will appear here. If the Student Toolbar is disabled, when Students access the internet, a page will appear displaying a list of approved sites that they can choose from.

#### **Restricted list**

When activated, the Student is unable to view the websites specified on this list. However, all other websites 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 website 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 website and select **Delete**.

---

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

Select  in the Web Control pane.

---

### Export a website list

Approved and restricted website lists can be exported, allowing you to create multiple lists.

1. Once you have added the relevant websites to the approved/restricted list, select **Export**.
2. Choose a location to store the file, enter a suitable file name and select **Save**.

### Import a website list

1. In the Web Control pane, select **Import**.
2. Highlight the relevant file and click **Open**.
3. The existing website list will appear.

### Launch a website on all connected Students

1. Select a website in the approved list.
2. Select **Launch**.
3. The website 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.

---

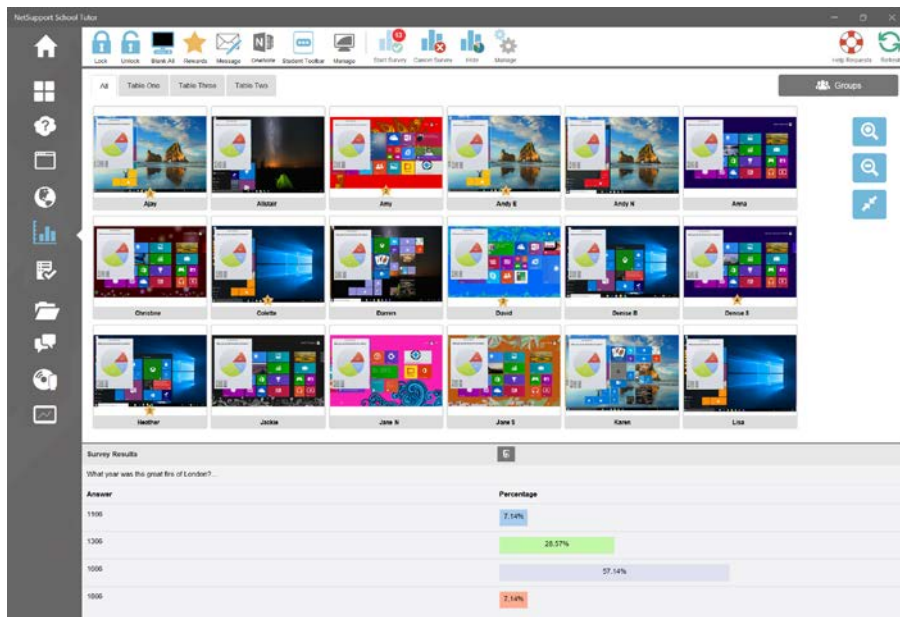
### Block all web access

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 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.

The screenshot shows a window titled "Survey Student(s)". Inside, there is a "Question:" section with the text "Which is the largest planet in our solar system?". Below this is an "Answer:" section with four buttons: "Mars" (blue), "Jupiter" (green), "Mercury" (grey), and "Saturn" (red). Each button has a small colored square on its left side, corresponding to its color.

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.

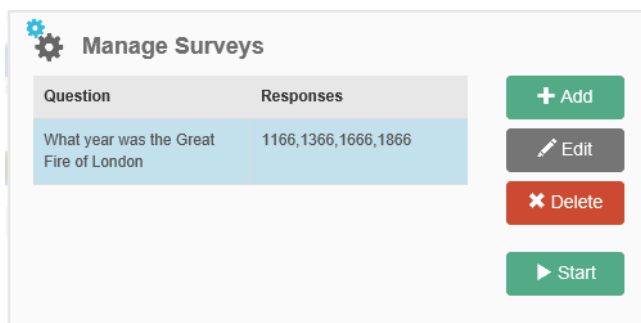
Or

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.



Question	Responses
What year was the Great Fire of London	1166, 1366, 1666, 1866

+ Add

Edit

× Delete

▶ Start

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**.

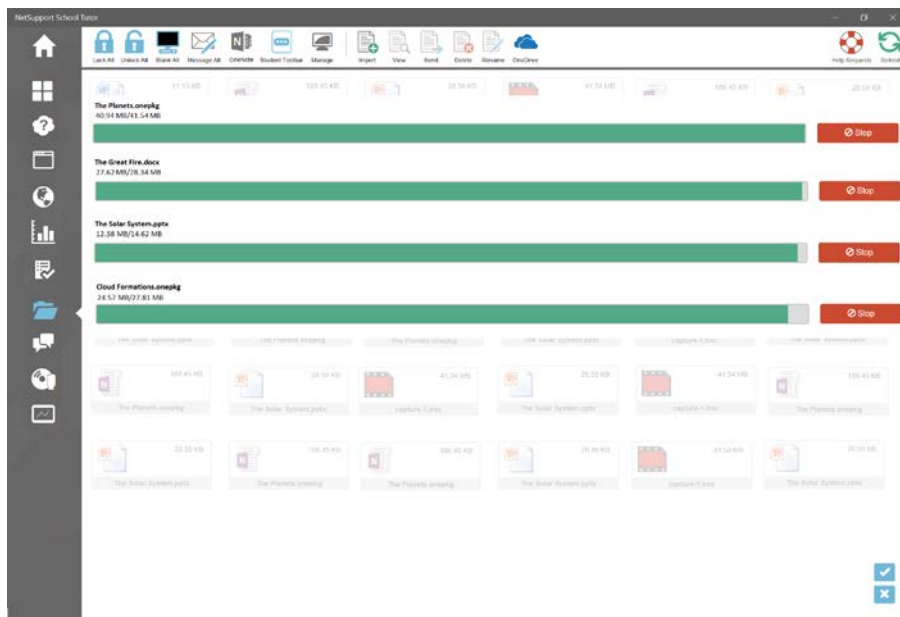
Or

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.

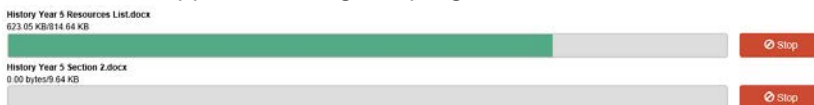
## Sending Work

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 and select **Import**. The file will appear in the Send Work view.
4. Highlight the files you wish to send to Students.
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.

---

**Note:** You can specify the default destination folder for files at Student devices in the Tutor configuration settings. Right-click in the Tutor and the information bar will appear. Select .

---

### 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 and the information bar will appear. Select



- Select  to sync the files with OneDrive.
-


### Chatting to Students

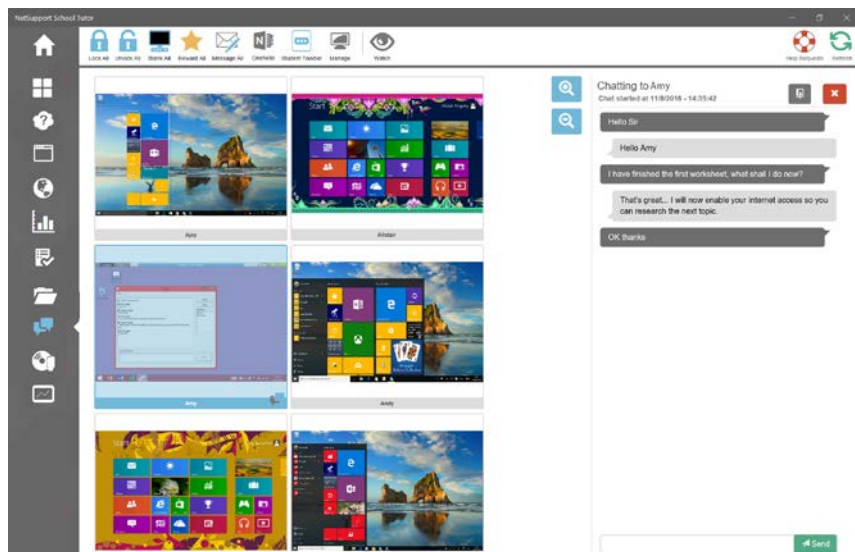
NetSupport School allows you to chat to your connected Students.

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.


---

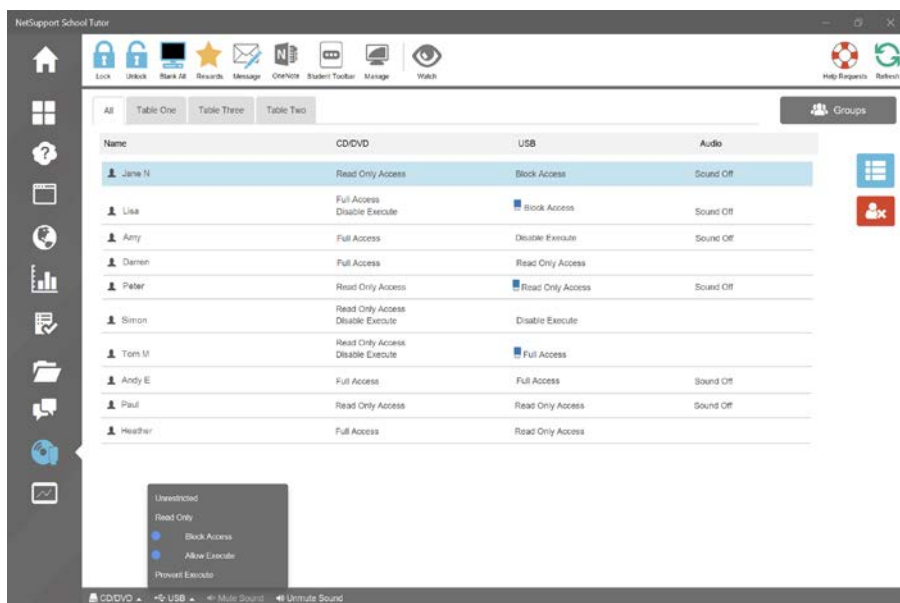
**Note:** Students can also initiate Chat sessions by opening the Student Main window and choosing {Commands}{Chat}.

---

## Device Control

The Device Control feature allows the Tutor to protect against external sources during a lesson. The Tutor can prevent data from being copied to or from USB devices and CD/DVD drives. In addition, the Tutor can provide read-only access, allowing Students to view files from devices but prevents them from copying files to them.

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



In the Student view, the Student icons can be viewed in two ways: Large icons or Details view. Select the blue icon in the Student view to toggle between these views. When viewing Large icons view, an icon is displayed next to the Student icon informing the Tutor of the current device restrictions. If the Student view is in Details view, a summary of device restrictions for each Student is displayed.

## Block access to CD/DVD or USB devices

1. Select the required Students in the List view.
2. Select the **CD/DVD** icon or **USB** icon at the bottom of the Tutor window and choose **Block Access**.

### **Read-only access to CD/DVD or USB devices**

Provide Students with read-only access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Select the **CD/DVD** icon or **USB** icon at the bottom of the Tutor window and choose **Read Only**.

### **Unrestricted access**

Provide Students with full access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Select the **CD/DVD** icon or **USB** icon at the bottom of the Tutor window and choose **Unrestricted**.

### **Disable execute**

Prevent Students from running programs from CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Select the **CD/DVD** icon or **USB** icon at the bottom of the Tutor window and choose **Prevent Execute**.

### **Mute sound on Student workstations**

1. Select the **Mute Sound** icon at the bottom of the Tutor window.
2. Sound will be muted on the Student workstations.

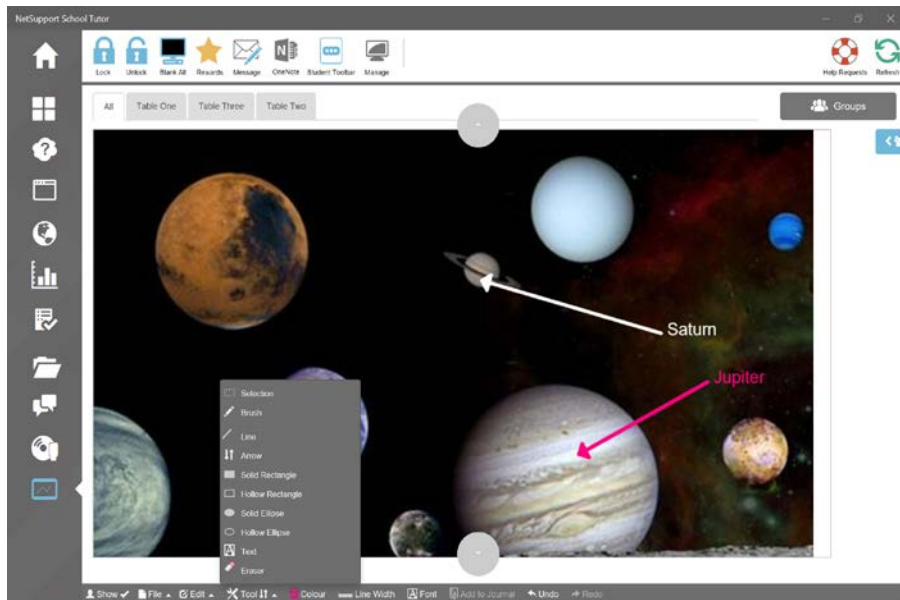
## Interactive Whiteboard


A full screen interactive whiteboard is provided, enabling the Tutor to use NetSupport School's annotation tools to highlight the screen and show the results to a selected group of Students.

---

**Note:** To include the whiteboard image in the Student Journal, select the **Add to Journal** icon at the bottom of the Tutor window.

---



1. Select the  icon on the left-hand side of the NetSupport School Tutor.
2. Use the range of annotation tools to highlight the screen and add any stored graphics. Select the relevant icons at the bottom of the Tutor window.
3. Select the **File** icon at the bottom of the Tutor window and select **Save Whiteboard**.

### To show the whiteboard to Students

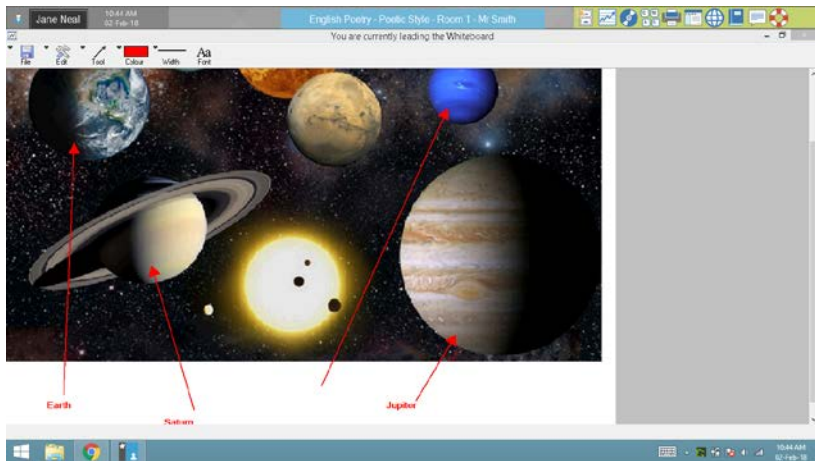
1. If showing a stored whiteboard image, select the **File** icon at the bottom of the Tutor window and select **Load Image**.

2. Select the **Show** icon at the bottom of the Tutor window.
3. The content of the whiteboard will appear on the selected Student screens. The Tutor can continue to annotate the whiteboard in real time.
4. To remove the whiteboard from Student screens, select the **Show** icon at the bottom of the Tutor window.

### **Whiteboard Leader**

When Students are viewing the whiteboard, they cannot initially annotate the screen themselves. However, the Tutor can nominate a Student to be the 'Whiteboard Leader'. This activates the annotation options at the selected machine. The Tutor can switch control to any of the other participants as required by selecting their icon in the Student list.

1. Select the required Student from the Student list and select **Make Leader**.
2. The Student can now use the available tools to add content to the whiteboard.



3. Control can be switched to another Student by simply selecting their icon in the Student list and repeating step 1.

---

**Note:** The whiteboard leader can send the current whiteboard image to their Journal by selecting {File}{Add to Journal} from the Whiteboard toolbar.

---

## 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: Add

Write Lesson Details to Journal

Start Cancel

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
- Virtual whiteboard screens
- 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, whiteboard or register to the current Journal.
3. The selected item will be added.

---

**Note:** You can also add the approved website list, survey results, whiteboard image 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**.

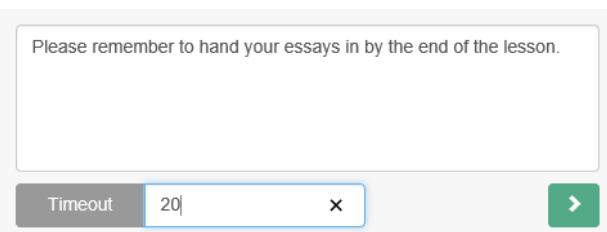
---

## **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  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

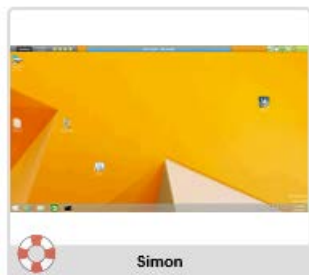
NetSupport School allows a Student to request help from a Tutor. They do this either by selecting the Request Help command from the Student menu or by pressing the hotkeys set in the Student Configurator.

---

**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.

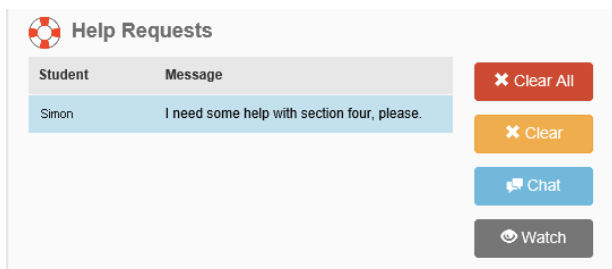
---

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.

---

**Note:** Students can send an alert to the Tutor when work is complete, they need help or they need urgent help. They do this by clicking the **Help Request** icon in the Student toolbar, selecting an option from the Alert Teacher drop-down list and clicking **OK**. The Student Toolbar will change colour depending on the alert selected. The Student icon at the Tutor will change colour to notify the Tutor what alert has been raised; green for work is complete, amber for help needed and red for urgent help needed.

---

## **Student Toolbar**

The Student Toolbar provides feedback to the Student on the current lesson, time remaining, current websites and applications that are available, and quick access to initiate a Chat session and request help. Students can also access their USB memory stick and Student Journal from the toolbar. It can be set to be always visible at the top of the Student screen or to auto-hide.



---

**Note:** You can quickly show/hide the Student Toolbar by selecting the **Student Toolbar** icon on toolbar.

---

## **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**.

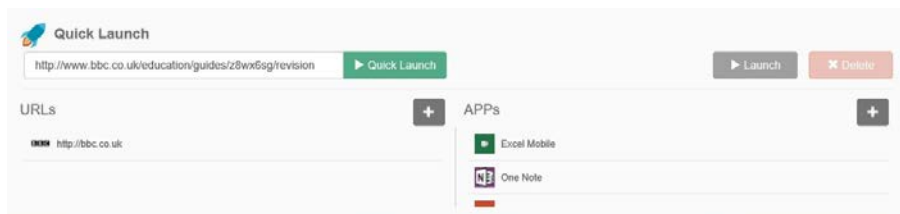
---

## 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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## INDEX

- annotating screens
  - interactive whiteboard, 70
- application control module, 51
  - identify applications in use, 52
- automatic login, 28
- blanking Client screens
  - all screens, 36
- bouncing questions, 48
- browsing
  - configuring subnets, 19
- chatting to Clients, 66
  - the chat window, 67
- Client
  - help requests, sending, 76
  - sign in, 29
- configure the Control, 10
  - for subnet browsing, 19
- configure the student toolbar, 78
- connecting to Clients
  - configuring subnets, 19
  - name server/gateway, 23
- Control
  - chat to Clients, 66
  - configure, 10
  - file transfer, 64
  - help requests, dealing with, 76
  - lock Client mouse and keyboard, 36
  - logoff Clients, 32
  - messages, sending, 75
- Control Window, 25
  - customise Client names, 29
  - customise toolbar, 25
- customise
  - Control window toolbar, 25
- device control, 68
- enable student toolbar, 78
- enter an answer question type, 42
- file transfer, 64
- first to answer question type, 42
- gateway, 23
- get name, 29
- giving students rewards, 79
- group chat, 66
- groups
  - change members, 33
  - creating, 33
  - working with groups, 33
- help requests
  - dealing with, 76
  - sending, 76
- installing
  - planning, 9
- interactive whiteboard, 70
- ip subnet browsing, 19
- journal, 72
- launch applications, 80
- launch websites, 80
- list view
  - application view. *See* application control module
  - survey view. *See* student surveys
  - web view. *See* web control module
- lock/unlock mouse and keyboard, 36
- logging in students, 28
- messages
  - sending, 75
- monitor mode, 38
- name server, 23
- onedrive, 65
- onenote classbook integration, 72
- peer assessment, 49
- planning an installation, 9
- pot luck question type, 43
- question and answer module, 40
  - bouncing questions, 48
  - enter an answer, 42
  - first to answer, 42
  - peer assessment, 49
  - pot luck, 43
  - team mode, 49
  - tutor interface, 46

- using question and answer module, 47
- question and answer module team module, 49
- quick launch, 80
- register students, 29
- remote
  - log off Client workstations, 32
- restricted website list. *See* web control module
- scanning
  - monitor mode, 38
- sending messages, 75
- sending work
  - onedrive, 65
- setup. *see* installing
- sign in, 29
- sign out, 30
- student journal, 72
- student login, 28
- student register, 29
- student rewards, 79
- student surveys, 60
  - show results to students, 60
  - survey lists, 62
- student toolbar, 78
- subnet browsing, 19
- toolbar
  - customise, 25
- transfer files, 64
- Tutor. *See* Control
- understanding ip addresses, 21
- unlock/lock mouse and keyboard, 36
- using question and answer module, 47
- viewing
  - monitor mode, 38
- web control module, 55
  - approved/restricted lists, 56
  - launch URL, 57
- whiteboard, 70
- window
  - application control, 51
  - chat, 67
  - control main, 25
  - file transfer, 64
  - monitor mode, 38
  - Student survey, 60
  - web control, 55
- working with groups, 33