

# **NetSupport School**

Product Manual

Version 15.10



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## What is NetSupport School for Windows?

NetSupport School is the market-leading classroom software solution for schools. Working across all platforms, NetSupport School supports teachers with a wealth of dedicated assessment, monitoring, collaboration and control features to ensure they can leverage the very best from their ICT equipment.

Rising to the challenge and requirements of the modern classroom, NetSupport School provides the ability to organise and deliver lesson content, work collaboratively and monitor students' PCs, ensuring that complete attention and focus is maintained at all times. There are no hidden extras: all features are included as standard including dedicated Teacher, Classroom Assistant and Technicians' modules.

NetSupport School is designed to work flawlessly over both wired and wireless networks with desktops, laptops or tablets and for use in traditional PC, thin client or virtualised environments.

### Tutor Assistant

A free component available from both the Apple and Android App stores, the NetSupport Tutor Assistant delivers greater mobility for teachers around the classroom and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

Apple iOS, Android tablet and smartphone compatible, once installed on a device the app pairs with the NetSupport School desktop Tutor software, allowing teachers the freedom to move around the classroom, helping retain key control and monitoring of all student machines/devices.

### Tutor for Android

The NetSupport School Tutor for Android extends the product's capabilities into dedicated tablet-based classrooms, giving the teacher the power to connect to each student device and enabling real-time interaction and support.

**Note:** Student tablets must be running the NetSupport School Student app.

### Student for Android and Browser for iOS

The NetSupport School Student for Android and Browser for iOS meets the challenges presented by the increased use of mobile technology in the modern classroom. Enabling mobile learners to participate in NetSupport School-managed lessons, once installed on students' Android tablets and iOS devices, teachers can interact with and support students from the traditional desktop Tutor application.

### Tutor for Google Chrome

For use in dedicated Chrome OS learning environments, The NetSupport School Tutor for Chrome can be installed on the teacher's Chrome OS system enabling you to interact with student Chromebooks.

### **Student for Google Chrome**

Utilise the power of NetSupport School in a Google Chromebook education environment. For use in an existing or new NetSupport School-managed classroom, the NetSupport School Student for Google Chrome extension can be installed on each student Chromebook running Google Chrome OS. From the teacher's Windows desktop or Chrome OS device, you can then connect to each system, enabling you to monitor and interact with each student quickly and efficiently.

### **Teacher App - Windows 10**

Provided in addition to the desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled devices. In addition to all the expected core classroom features, the Teacher app also gives particular focus to the integration of key Windows 10 and Office 365 educational services.

### **NetSupport School for Mac**

For use within your Mac classroom, NetSupport School for Mac is a focused classroom management software solution that ensures teachers have the tools they need to monitor, engage and collaborate with their students.

**Note:** The NetSupport School Windows Tutor can connect to Mac Students if required.



## Conventions and terminology used

### Conventions used

- Step-by-step instructions, which should be performed in sequence, are shown as numbered paragraphs, beneath a clearly stated, '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 appear as bulleted paragraphs under the heading 'Note'.

### Terminology used

#### **Tutor/Control**

The 'Tutor' is the machine or device that shows to or views/takes over the Student. This is sometimes called the Control.

#### **Student/Client**

The 'Student' is the machine or device that is being shown to, viewed or taken over. This is sometimes called the Client.

#### **Available Student**

When a Student has been installed on a machine, it becomes available for connection to a Tutor. A Student must be available before a Tutor can connect to it.

#### **Known Student**

Having browsed for available Students, NetSupport School stores a list of Students in the Client.NSS file. These are Known Students.

#### **Connected Student**

All available Students or groups of Students can be chosen for simultaneous connection. A Tutor can only interact with a Student they are connected to.

#### **Selected Student**

A Student or group of connected Students can be selected by the Tutor. The Tutor can then perform a variety of functions such as, View and Message etc. A Tutor can switch between multiple Students, making each of them, in turn, the selected Student.

## Planning an installation

Installing NetSupport School is exceptionally easy and you should be up and running within a very short time.

### Decide what functions to install

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

On every student machine you wish to connect to, you need to install the Student (Client).

To allow technicians to manage and maintain the school's network, as well as providing technical support, you can install the Technicians' Console.

**Note:** The NetSupport School Tutor is configured to use TCP/IP.

### Recommended method to connect to Students (Clients)

Room Mode is a quick and easy method to connect to the Students in a given room. A start-up wizard will allow you to assign machines to a particular room, and, at the start of a lesson, the teacher simply indicates which of the pre-defined rooms they wish 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 Configurator.

Other ways to connect the Tutor to the Students are via Browse mode, PC mode, User mode or SIS mode.

You are now ready to install NetSupport School Tutor and Student programs.

## System requirements

Some areas of NetSupport School's functionality rely on the presence of certain files/applications; please ensure these are available before installing NetSupport School.

### General

Internet Explorer 8 or above.

Windows 7\*, Windows 8/8.1, Windows 10 and Windows 11.

250Mb free disk space for Student-only installation.

400Mb free disk space for a Tutor-only installation.

400Mb free disk space for an IT Technician-only installation.

600Mb free disk space for full installation.

50Mb free disk space for a NetSupport Connectivity Server-only installation.

TCP/IP.

\* For the NetSupport School Tutor and Tech Console to run on Windows 7, Aero needs to be enabled. Choose **Start > Control Panel**. In the Appearance and Personalization section, click **Customize Color**. Choose Windows Aero from the Color Scheme menu and then click **OK**.

NetSupport School operates in Terminal Server, Thin/Zero Client, Virtual Desktop and shared-resource computing environments and is supported on Google Chromebooks, iOS and Android tablets.

Tutor Assistant app supported on iOS devices running version 9 and higher, Android devices running v5.0 and higher and Kindle Fire devices.

Native Teacher app supported on Windows 10 devices.

Tutor for Android app supported on Android tablets running version 5.0 or later.

Student for Android app supported on Android tablets running version 5.0 or later.

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

Mac support also available with [NetSupport School for Mac](#).

The NetSupport School Tutor requires a screen resolution of 1024 x 768 or above.

Synchronised Multimedia Player for WAV, MOV, AVI, MPG, etc. files.

### NetSupport Connectivity Server

Windows 7 and above or Windows Server 2008r2 and above.

### Touch-enabled support

NetSupport School Tutor running Windows 7 and above.

NetSupport School Student running Windows 8/8.1 and above.

### Testing Module

The Test Designer requires MDAC 2.1 or higher and COMCTL32.dll version 5.80 or higher. During installation, NetSupport School will check to see if these files are present and advise if not. However, if installing 'silently' using the NetSupport School Deploy utility, you will not be warned if the files are missing.

**Note:** To enable printer notifications to be sent to the Tutor PC, the installer applies the following changes to the Student PCs:

### Windows Firewall

On installation, Windows Firewall entries are automatically added to allow the product to be used for the active network. If you change to another network, you may need to extend the scope of the Windows firewall entries to allow connections to continue to be allowed through the Windows firewall.

### Local Security Policy settings

On workgroup-connected PCs, the following local policy settings are set:

Network Access: Allow anonymous SID/Name translation	ENABLED
Network Access: Do not allow anonymous enum of SAM accounts	DISABLED
Network Access: Do not allow anonymous enum of SAM accounts & shares	DISABLED
Network Access: Let "everyone" permissions apply to anonymous users	ENABLED
Network Access: Restrict anonymous access to Named Pipes and Shares	DISABLED

## Starting the installation

Download your copy of NetSupport School from [www.netsupportschool.com/downloads.asp](http://www.netsupportschool.com/downloads.asp).

Click the appropriate language from the menu and select the option to install NetSupport School.

Select which installer to use: setup.exe or MSI file (Active Directory deployments only).

If an Active Directory deployment is required, you will need to install using the MSI file.

**Note:** For further information on installing via Active Directory, please visit our Knowledge Base and refer to product article: [Installing NetSupport Manager or NetSupport School via Active Directory Group Policy](#).

The NetSupport School installation will start displaying a Welcome screen.

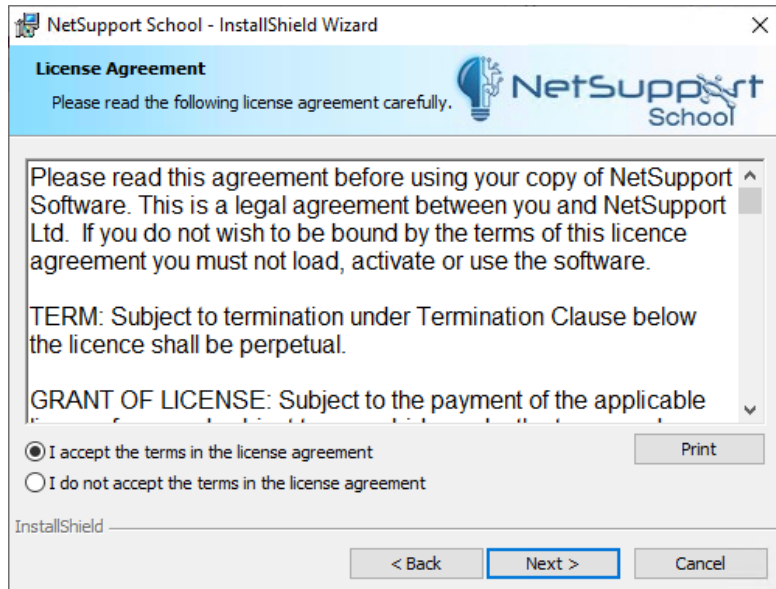
Click **Next** to continue.

### Notes:

- If you are upgrading your Windows operating system, you must ensure that you uninstall NetSupport School prior to upgrading. NetSupport School can then be re-installed once the operating system upgrade has been completed.
- When installing, make sure that you are logged in as an administrator.
- When installing NetSupport School on Windows 7, Windows 2008 Server R2, Windows 8 and Windows 2012 Server the Filter Driver may not be installed if you do not have the required Service Pack and hotfixes. You can still proceed with the NetSupport School installation without the Filter Driver, but some internet control features will be unavailable. For further information, please contact our [Support team](#).

# NetSupport School Installer program

## Licence Agreement



NetSupport School - InstallShield Wizard

**License Agreement**

Please read the following license agreement carefully.

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☒ I accept the terms in the license agreement ☐ I do not accept the terms in the license agreement

Print

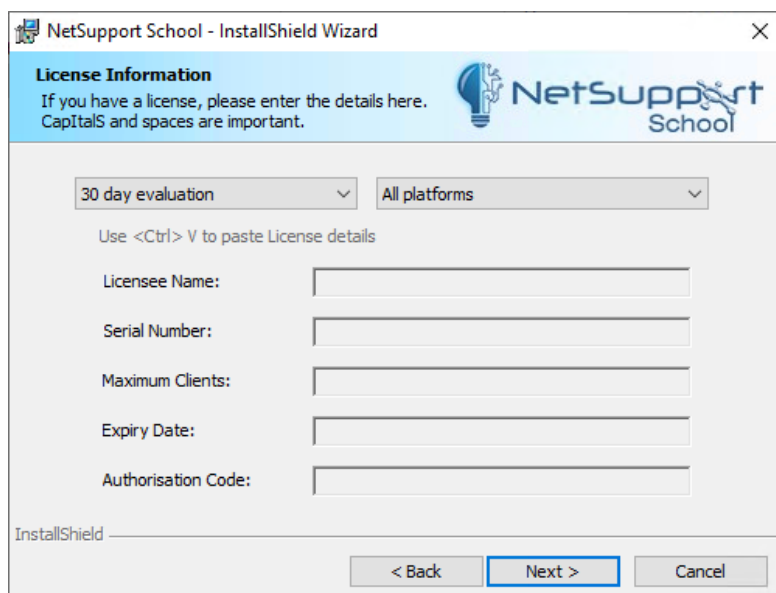
InstallShield

< Back Next > Cancel

The NetSupport Licence Agreement is displayed. Please read the Licence Agreement carefully and select 'I accept the terms in the Licence Agreement' and click **Next** to continue.

If you reject the Licence Agreement, ('I do not accept the terms in the Licence Agreement') click **Cancel**. NetSupport School is not installed and you are directed to exit from the install program.

## Licence Information



NetSupport School - InstallShield Wizard

**License Information**

If you have a license, please enter the details here. CapItals and spaces are important.

30 day evaluation All platforms

Use <Ctrl> V to paste License details

Licensee Name:

Serial Number:

Maximum Clients:

Expiry Date:

Authorisation Code:

InstallShield

< Back Next > Cancel

Select **Register** and enter the NetSupport School licence details you have been provided with. If you are evaluating NetSupport School, select **30 day evaluation**.

Choose what type of licence you wish to use:

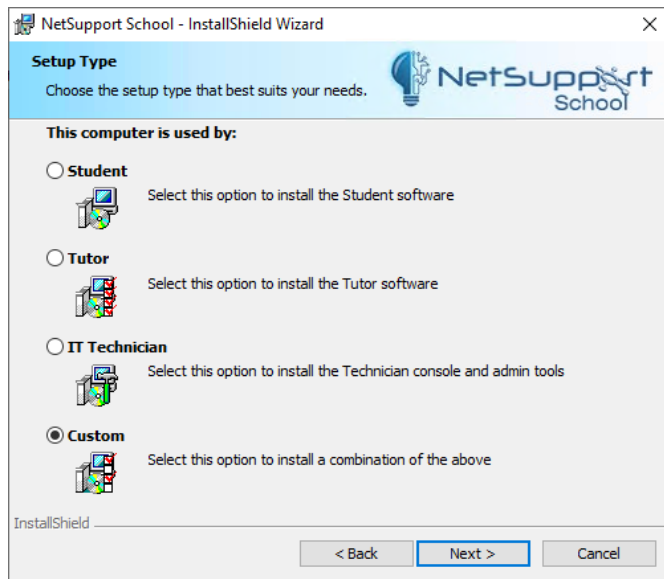
**All Platforms:** Your Students are all Windows-based or using a mixture of Windows, macOS, ChromeOS, Android and iOS.

**Non Windows:** Your Students are all using non-Windows devices (macOS, ChromeOS, Android or iOS).

Click **Next**.

## Select setup type

Choose the setup type to install on the machine.



### Student

Installs the Student software. This feature (the Client) should be installed on machines/devices that will be remote controlled.

### Tutor

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

**Note:** When installing the Tutor, additional NetSupport School components are also installed by default, including the 'Test Designer', allowing you to design and playback customised tests at Student PCs; the Remote Deployment utility; and Replay File Conversion utility. To install a preferred combination of tools, choose **Custom Setup**.

### IT Technician

Installs the Tech Console. This feature should be installed on machines that will be managing and maintaining computers.

### Custom

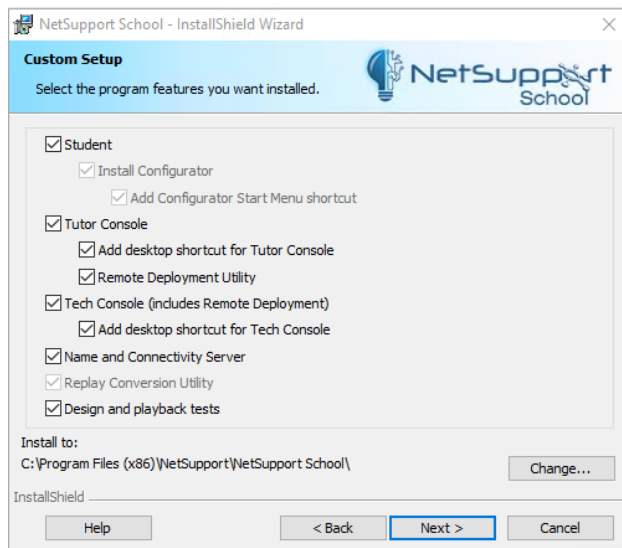
Allows you to pick and choose which features to install on the machine.

Click **Next**. If you have selected **Custom setup**, the Custom Setup screen will be displayed.



## Custom setup

Select the component(s) to install on the machine.



### Student

Install this component (the Client) on machines/devices that will be remote controlled. By installing this component, you are enabling a Tutor machine to establish a link with the Student. The range of features available to students is limited to those that enable them to communicate with the teacher: for example, sending a help request.

**Install Configurator:** The NetSupport School Student Configurator is used to customise the Student setup at each machine. For example, setting the transport to be used, allocating a Student name and setting security.

When you choose the Student component, you will also be given the option of installing the Student Configurator.

Clear this checkbox if you do not want to install the component; you can still configure the Student machine by running the Student Configurator at a later stage of this installation.

**Note:** If you are installing the Tutor component, the Student Configurator will be installed by default.

**Add Configurator Start menu Shortcut:** Choose whether to create a Start Menu shortcut to the Student Configurator at the Student machine. The advantage of installing this at the Student machine is that it is easier to make changes to the settings in the future. The disadvantage is that the Students themselves could access the option and make changes.

### Tutor Console

This component (the Control) should be installed on machines which will be used to remote control other PCs. It gives teachers access to NetSupport School's full range of features: for example, viewing student screens and showing their screen to students.

Selecting this component will also install a Portable Tutor folder. This allows you to run the Tutor from a portable device such as USB Pen Drive, Memory Stick or Flash Drive.

For further information, please visit our Knowledge Base and refer to product article: [Running the NetSupport School Tutor from a portable device](#).

**Note:** If you need the flexibility of allowing other machines to view this one, you can also install the Student component.

**Add Desktop Shortcut for Tutor:** Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.

**Remote Deployment Utility:** The Remote Deploy Utility enables you to perform multiple NetSupport School installations without the need to visit each individual machine.

### Tech Console (includes Remote Deployment Utility)

This component should be installed on machines that will be managing and maintaining computers. It provides network managers with the main NetSupport School features.

Selecting this component will also install a Portable Tech Console folder. This allows you to run the Tech Console from a portable device such as USB Pen Drive, Memory Stick or Flash Drive.

**Add Desktop Shortcut for the Tech Console:** Choose whether to create a desktop icon to enable easy access to the Tech Console program.

### Name and Connectivity Server

This provides a simple and reliable method of locating and connecting to Student PCs.

#### Note:

- The NetSupport Connectivity Server is only supported on Windows 7 and above or Windows Server 2008r2 and above.
- The NetSupport Connectivity Server can't be installed on a machine that has the NetSupport DNA Local (Server) Gateway installed on it.

### Replay Conversion Utility

This utility allows you to convert replay files to video files.

**Note:** This will be installed by default if you are installing the Tutor or Tech Console component.

### **Design and Playback Tests**

Installs the NetSupport School 'Test Designer' component allowing you to create and run customised tests, exams and quizzes including text, picture, audio and video questions.

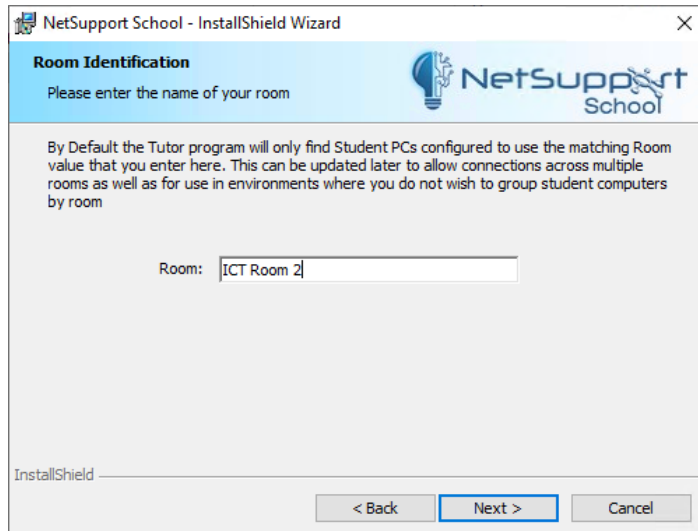
### **Install to:**

By default, NetSupport School will be installed in the folder C:\Program Files\NetSupport\NetSupport School. If you want to install in a different folder, click **Change**.

Click **Next**.

## Room identification

Enter the value for the room you wish to connect to. The default room value is Eval. The room value can be updated later in the Tutor Configuration settings.



The screenshot shows the 'Room Identification' step of the NetSupport School installation wizard. The window title is 'NetSupport School - InstallShield Wizard'. The header bar is light blue with the text 'Room Identification' and 'Please enter the name of your room'. The NetSupport School logo is on the right. The main area contains a paragraph explaining that the program will only find Student PCs configured to use the matching Room value, and that this can be updated later. Below this is a text box labeled 'Room:' containing the text 'ICT Room 2'. At the bottom, there are three buttons: '< Back', 'Next >' (which is highlighted with a blue border), and 'Cancel'. The InstallShield logo is visible in the bottom left corner.

Click **Next** to continue.

## Completing the installation

### Ready to install the program

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

**Note:** If you have elected to install a Client (Student), the Setup program will make the required amendments to your System.INI and/or registry, to load the Student as Windows initialises. NetSupport School will not replace any of your existing Drivers.

### Installation complete

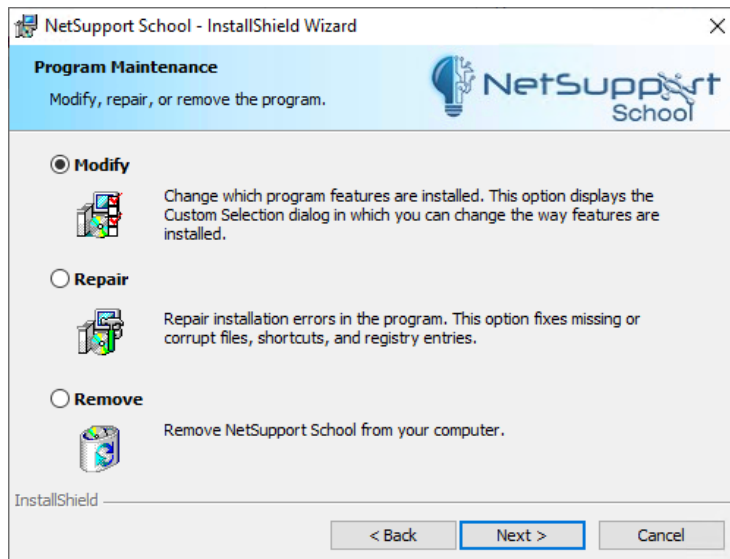
To complete the installation:

- Choose whether to run the Client Configurator. This enables you to set basic Student information and security.
- Choose whether to run the Remote Deploy utility. This provides you with the facility to install and configure NetSupport School on multiple machines.

Click **Finish** to exit the Setup program.

## Existing installation detected

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



You can choose to:

### **Modify**

Change the program features that are installed.

### **Repair**

Repair any installation errors in the program.

### **Remove**

Remove NetSupport School from the computer.

Select the required option and click **Next**.

## Creating an administrative (network) installation

An administrative installation (distribution copy) of NetSupport School is designed to assist administrators to install NetSupport School on networked PCs where the installation media or licence details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be pre-configured to setup NetSupport School with certain options, therefore ensuring that all NetSupport School installations are configured the same.

Once created, the distribution copy can be used when performing a standard installation, a silent installation or as part of a remote deployment.

### To set up a distribution copy of NetSupport School on a Server

1. Create a folder on the network that is accessible to all PCs that you may want to install on.
2. Copy, from your original source media, the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a licence file is not present in the folder when running the install, NetSupport School will be installed using the default evaluation licence.
4. Create and copy a CLIENT32U.INI file to this folder.

**Note:** You can make the network folder 'read-only' to avoid the configuration being altered by unauthorised users.

### To install NetSupport School from a Server onto individual workstations

1. At the required machine, navigate to the network folder containing the NetSupport School setup files.
2. Run Setup.exe.
3. Follow instructions in Starting the Installation.

## Silent installation

A silent installation is one which requires no input from the user, providing a convenient method for performing a set installation at several machines.

### To perform a silent install

1. Create a distribution copy of NetSupport School containing the required NetSupport School installation files, NSS.ini and NSM.lic (the NSM.lic is not required if you are evaluating).
2. To determine the properties for the installation, at the command line run INSTCFG.EXE /S from the NetSupport School program folder. The Install Configuration Options dialog will appear. The selected properties are stored in a parameter file, NSS.ini.
3. Choose {File}{Save} and save the 'NSS.ini' file to the folder containing the distribution copy of NetSupport School.
4. To perform the silent install at the required machine, from the folder containing the distribution copy, run:

```
msiexec /i "NetSupport School.msi" /qn (MSI installer)
```

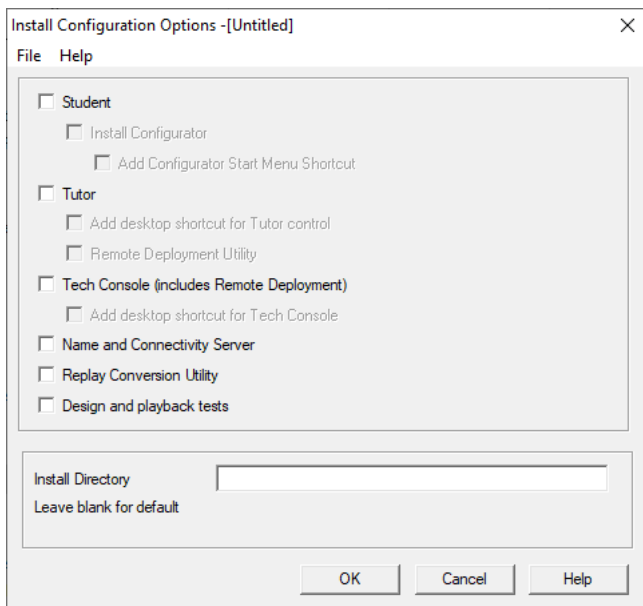
```
setup /S /v/qn (setup.exe installer)
```

**Note:** NetSupport School can be installed via Active Directory. The software installation Group Policy Object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately, it is necessary to enable the, "Always wait for the network at computer start-up and logon" parameter in the Computer Configuration| Administrative Templates| System| Logon| leaf of the Group Policy controlling the computers that are subject to software installation. Without this change, an additional log off/log on cycle is required to effect installation.



## Install Configuration options

When performing a silent installation or using NetSupport School Deploy, you can customise the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE /S from the NetSupport School program folder if performing a silent installation or, if using NetSupport School Deploy, via the Install Properties General tab, enables you to specify the variables for the installation. The information is stored in a parameter file: default name NSS.ini.



### Icons

Select the relevant checkboxes to indicate which NetSupport School components will be installed on the Student machines.

### General

**Install Folder:** Specify the directory where NetSupport School will be installed. Leave blank to install in the default directory C:\Program Files\NetSupport\NetSupport School.

## NetSupport School Deploy - Getting started

### Installing the Deploy utility

When installing NetSupport School, you decide which combination of components to include. To install NetSupport School Deploy, select the **Remote Deployment Utility** along with any other components you require.

NetSupport School Deploy is currently supported on the following operating systems:

- Windows Server 2008r2
- Windows 7
- Windows 8/8.1
- Windows Server 2012
- Windows 10
- Windows Server 2016
- Windows Server 2019
- Windows 11
- Windows Server 2022

### Planning

NetSupport School Deploy is a powerful utility that makes installing NetSupport School packages on multiple machines a quick and easy process. However, while we endeavour to ensure that there are no limitations or incompatibility issues in the use of the software, it is recommended that a trial deploy is performed on a small number of machines to ensure there are no conflicts with other similar products such as remote control or desktop security packages. In addition, for added security and protection, you must have appropriate administrator rights for the machines you are deploying to.

### Starting NetSupport School Deploy

1. Select NetSupport School Deploy from your NetSupport School Program Group.
2. The NetSupport School Deploy main window will appear.

### How does NetSupport School Deploy work?

Once the Deploy options have been configured, the NetSupport School Deploy utility works by connecting to the target computer using File and Print Sharing.

This method requires access to the target computer's Admin\$ and will need to connect as a user with local administrator access (user details may be requested).

Once authenticated, the NetSupport School package files are copied to the following folder on the remote PC using the connection to the Admin\$ share:

C:\Windows\pcirdist.tmp\

Finally, once the files have been sent to the target PC, the installer file is executed using the Remote Procedure Calls (RPC) Service.

### **What are the requirements?**

In order to successfully deploy NetSupport School components to your target PCs, the following items are required:

- File and Print Sharing must be enabled on the target PC.
- The Sharing and Security for local accounts policy must be set to {Classic} on the target PC.
- The user account used to connect to the target PC must have local administrator permissions on the target PC.
- Network discovery must be enabled.
- UAC Remote Restrictions must be disabled for target PCs in a workgroup environment.

## About NetSupport School Deploy

The NetSupport School Deploy utility provides network administrators with the facility to install and configure NetSupport School on multiple machines without the need to visit the machines individually.

Within the NetSupport School Deploy utility, you have the ability to deploy using an IP address range (specified IP ranges or computers with an IP range local to the Tutor machine), Windows Domains or, alternatively, you are provided with a view of your network. These methods allow you to pick and choose which machines you want to deploy to.

**Note:** NetSupport School can also be deployed using Microsoft Intune. For further information, please visit our Knowledge Base and refer to product article: [Deploying NetSupport School via Microsoft Intune](#).



With NetSupport School Deploy, you can:

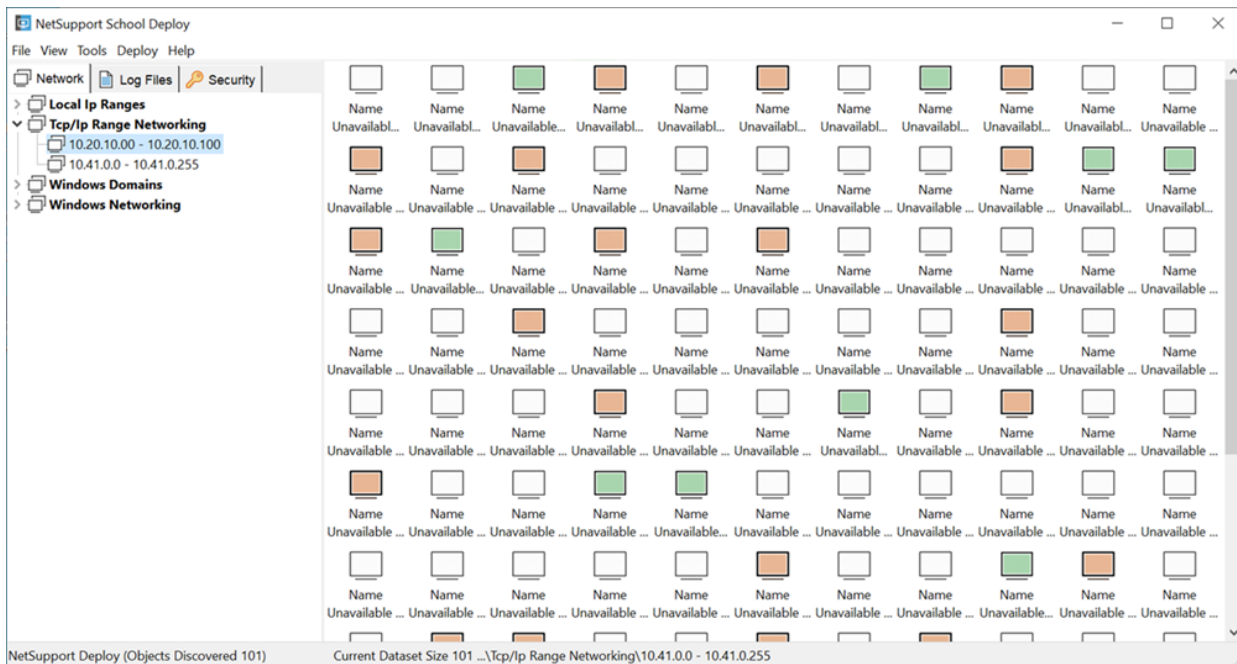
- Remotely install a NetSupport School package on multiple machines simultaneously.
- Create and download specific Client configurations to multiple machines.
- Remotely update NetSupport School licence details on multiple machines.
- Remotely uninstall a NetSupport School package from multiple machines simultaneously.
- Enter the settings in advance and deploy when it is convenient.

**Note:** When deploying to a PC within a domain, the console user must be either logged onto the domain or enter the user credentials (when prompted) of a domain account that has local administrator rights to the target PC.

### **Log Files**

When using NetSupport School Deploy, information about each deployment, whether a package install, licence update, configuration download or uninstall, is recorded. This provides a useful reminder each time you use the utility of what you have previously deployed. The information is stored in a Log File.

## Deploy Main window



The Deploy main window is divided into the following sections:

### Menu bar

The menu bar contains a series of drop-down menus that can be used to access the various tools and configuration utilities for the deploy process.

### Left-hand pane

Contains three tabs: Network, Log Files and Security.

**Network and Security tabs:** List, in a Tree view, the available networks, domains and workgroups that can be selected for a deploy routine.

**Log Files tab:** Lists, in a Tree view, a history of previous deployments.

### Right-hand pane

With the Network tab selected, you are provided with a range of general information about the machines located on the selected network/domain (machine name, Client address, Mac address, NetSupport School Client version and platform).

The Log Files tab provides a breakdown of past deployments categorised by type.

The Security tab also lists information specific to each individual machine located on the chosen network/domain. In addition to the machine name, IP address, Client version and platform, you will be

able to see whether the Client is password protected or has user acknowledgement set. With this information to hand, you can decide in advance which machines to include or exclude from the forthcoming deployment. For example, if a current NetSupport School Student is already installed at some of the machines, you might choose to ignore it.

## Deploy - preparing a deployment

### Choosing who to deploy to:

1. From the Deploy window, select the Network or Security tab.



2. A list of available networks, domains and workgroups will appear in the left-hand pane. Expand or reduce the Tree list by clicking on the arrows.

**Note:** You can also deploy to specific IP ranges by adding the appropriate address range to the Tree. Select {Tools}{Add IP Range} from the menu bar.

3. Highlight the required group in the Tree view.
4. The names of the machines belonging to the selected group will appear in the right-hand pane. Click between the Network and Security tabs to view specific information about each machine. You can change the appearance of the list view by selecting {View} from the menu bar.
5. Select the machines to include in the deploy routine. (You can use CTRL-Click or SHIFT-Click). Before deciding to include or exclude a machine, you can view its properties by right clicking on the machine name.



## Deploy a NetSupport School package

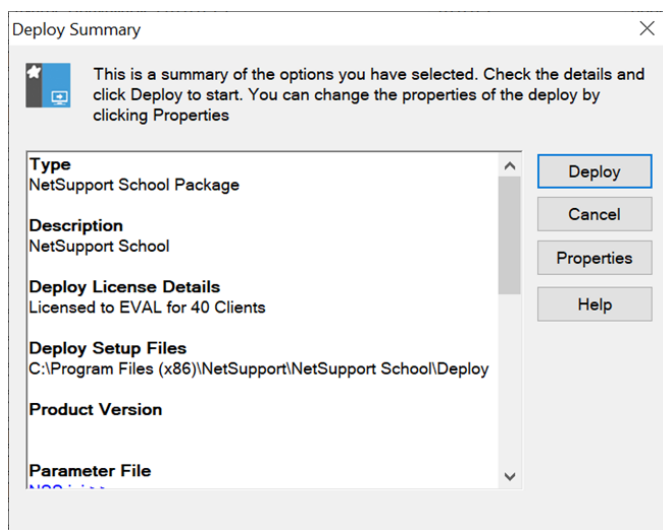
### Deploy a package

1. Select the required machines.
2. Choose {Deploy}{NetSupport School Package} from the Deploy main window drop-down menu.

Or

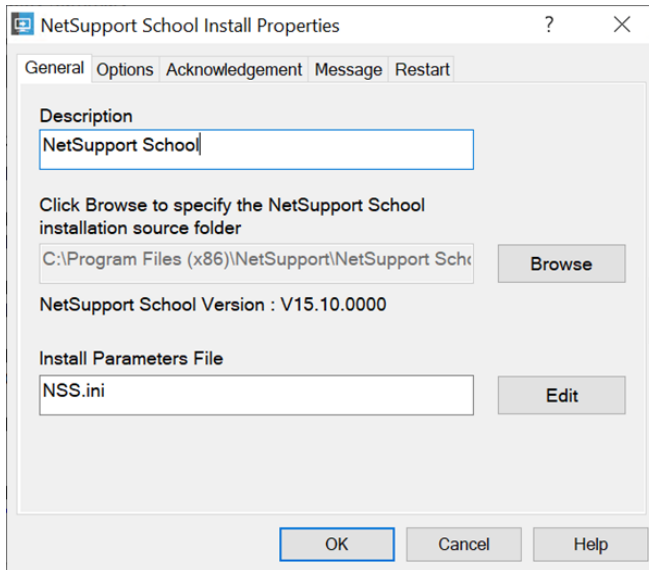
Right-click on the selected machines and choose **Deploy - NetSupport School Package**.

3. The Deploy summary dialog appears.



This dialog provides a summary of the options you have selected for the deployment. If a first-time deployment, the text will appear in red to indicate that the required information has not been entered. To enter or amend the information for the deployment, click **Properties**.

4. The Install Properties dialog appears.



Enter the properties for the deployment by selecting the five tabs in turn.

General tab

Options tab

Acknowledgement tab

Message tab

Restart tab

5. When you have completed all five tabs, click **OK** to return to the Deploy summary dialog. You can review your selections and edit if required.
6. Click **Deploy** to commence the installation. A progress dialog appears, enabling you to monitor the deployment as it installs on each machine. The dialog has two tabs:

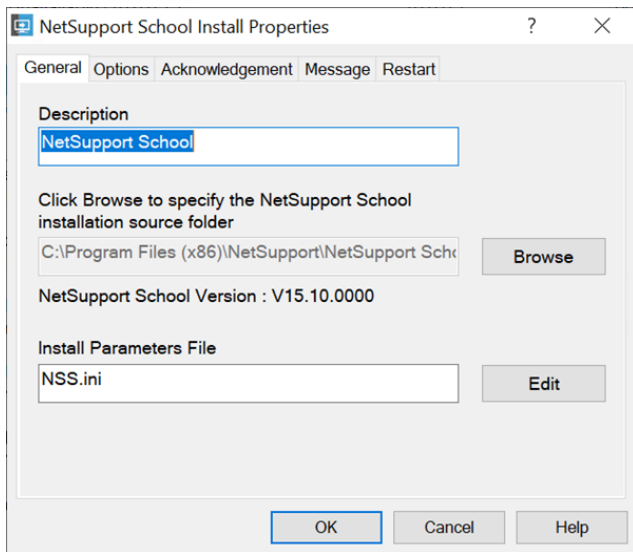
**Log tab:** Enables you to monitor the deployment as it reaches each machine.

**Status tab:** Lists the stage the deployment has reached on each machine. For example, the installation may be complete on one machine but still in progress on another.

7. Click **Close** to return to the Deploy main window when the installation is complete.

**Note:** If you close while the deployment is in progress, the installation continues but the log is not updated.

## Deploy package - Properties General tab

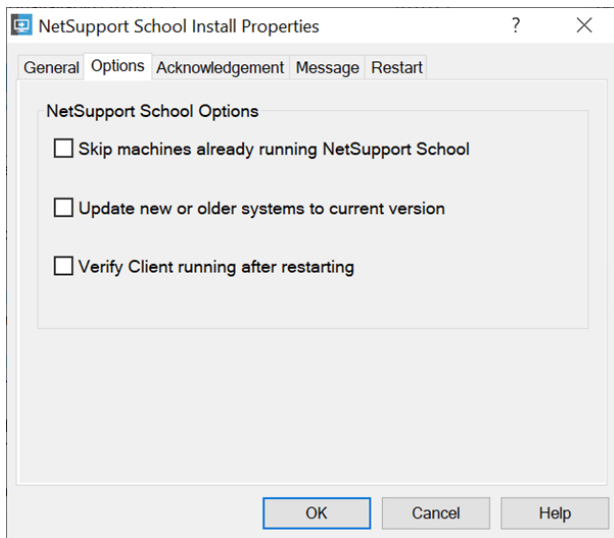


Used to specify the NetSupport School package to deploy and which components are to be installed.

- Enter a description for the package being deployed. If left blank, the package name/version number will be used.
- Click **Browse** and select the folder containing the NetSupport School package to install. Ideally, this will be a folder containing a distribution copy of NetSupport School.
- Click **Edit** to specify the components to install. The Install Configuration options dialog will appear.

Choose {File}>{Exit} to return to the Install Properties dialog.

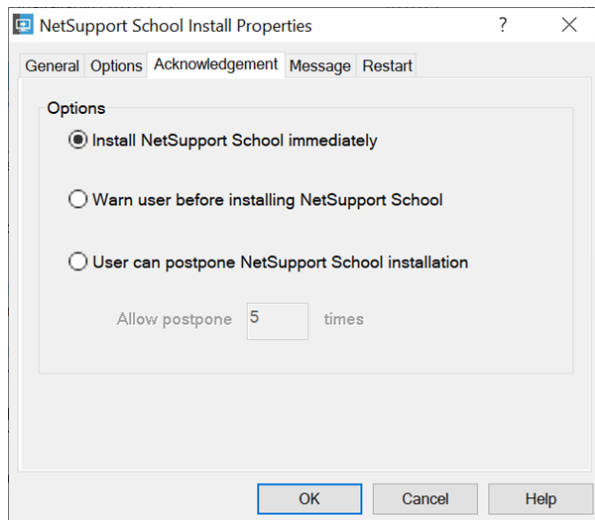
## Deploy package - Properties Options tab



Use the information supplied in the Network and Security tabs to identify which machines may already have NetSupport School installed, you can then choose to:

- Ignore them by selecting **Skip machines already running NetSupport School**.
- Update the machines with the latest version by selecting **Update new or older systems to current version**.
- After deploying the package, you can confirm that the Student is running by selecting **Verify Client running after restarting**. Ensure that machines are restarted automatically after the deploy for this option to work.

## Deploy package - Properties Acknowledgement tab



Consider whether the machines will be in use when commencing the deploy. You can choose to:

### **Install NetSupport School Immediately**

No prompt will be received at the machines being deployed to.

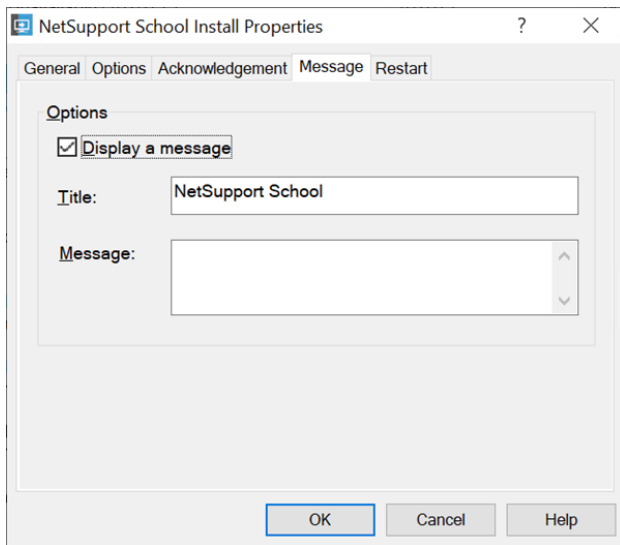
### **Warn user before installing NetSupport School**

The user will receive a prompt and needs to click **OK** for the install to commence. Users cannot cancel this.

### **User can postpone NetSupport School installation**

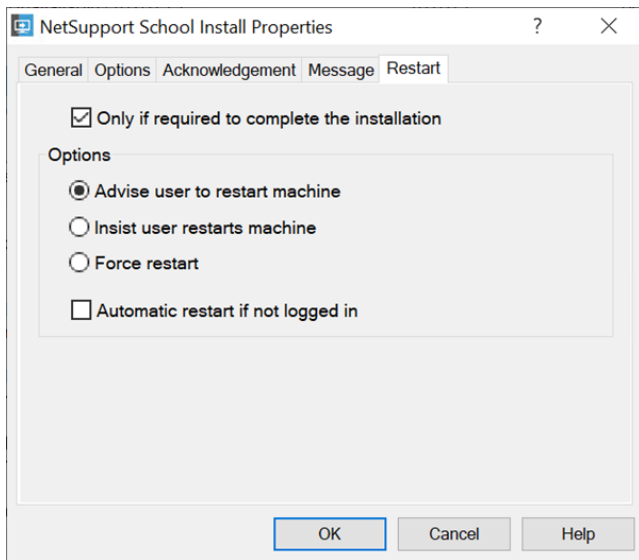
You can specify the number of times a user can postpone the installation. If the user does choose to postpone, they will be re-prompted at hourly intervals or the next time they restart the machine whichever comes earlier.

## Deploy package - Properties Message tab



You can specify a custom message to be displayed at each machine while the installation is in progress.

## Deploy package - Properties Restart tab



### Only if required to complete the installation

The options below are only applicable if the target PCs require a forced restart to complete the installation.

**Note:** If you have asked for verification that the Student is running, you must choose an option that will force the machines to be restarted immediately.

### Options

**Advise user to restart machine:** At the completion of the deployment, a message will be displayed at machines asking the user to restart the PC at the next convenient opportunity. Do not choose if the above note applies.

**Insist user restarts machine:** A message will be displayed at machines advising the user to restart the PC to complete the installation.

**Force restart:** At the end of the deployment, a message is displayed advising users that the machine will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.

**Automatic restart if not logged on:** If the machine being deployed to is not logged on, a restart will commence automatically.

## Deploy a Client Configuration

Using NetSupport School Deploy, you can remotely deploy a Client Configuration file containing specific Client settings.

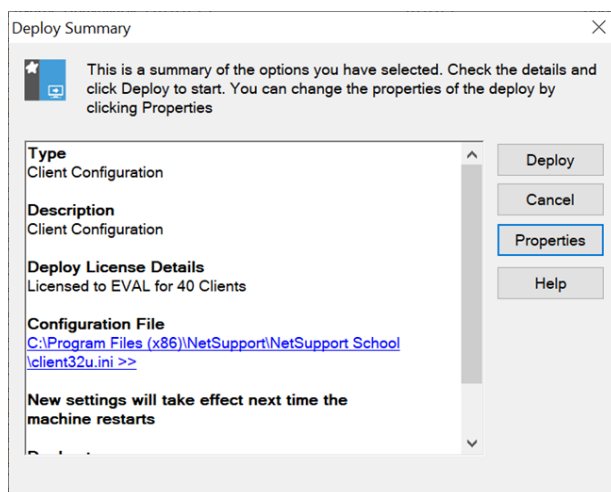
### Deploy a Client Configuration

1. Select the required machines.
2. Choose {Deploy}{Client Configuration} from the Deploy main window drop-down menu.

Or

Right click on the selected machines and choose **Deploy - Client Configuration**.

3. The Deploy summary dialog appears.



4. Click **Properties** to enter the details for the deployment.
5. Click **Browse** to specify the folder containing the Client Configuration file that is to be deployed. The default Configuration file is CLIENT32U.INI and is stored in the NetSupport School installation directory.

**Note:** The default configuration file for Students pre-v12.50 is CLIENT32.INI.

6. Click **Edit** to access the Client Configurator in order to make changes to the Configuration file.
7. You can specify additional Client parameters if required. For example, this may be the location of an additional Configuration file to which you want to add specific user credentials (name and password).
8. For the new settings to take effect immediately, the Client Service will be automatically restarted after the deployment. If a restart is not required, uncheck the **Restart the Client service** option.
9. Click **OK** to return to the Summary dialog. You can view the contents of the Configuration file by clicking on the file name.



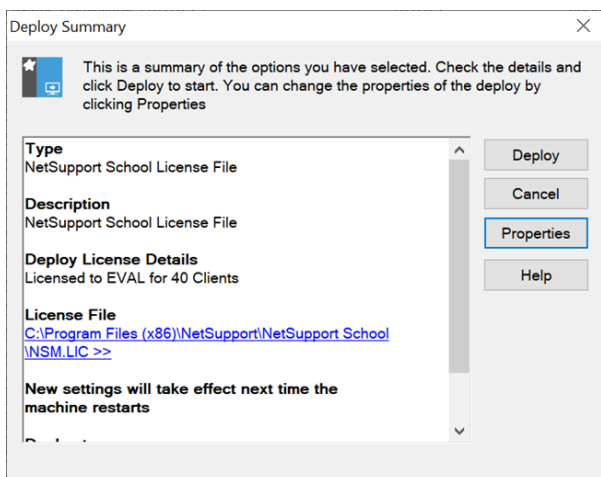
10. Click **Deploy**. A progress dialog appears, enabling you to monitor the status of the deployment.
11. Click **Close** when complete.

## Deploy licence file

When installing a NetSupport School package, a licence file is sent to each machine. However, there may be occasions when the licence information needs updating. For example, you have purchased additional licences and the licence file needs updating to reflect this. By using NetSupport School Deploy you can remotely update the file on user machines.

### Deploy a licence file

1. Select the required machines.
  2. Choose {Deploy}{NetSupport School Licence file} from the Deploy main window drop-down menu.
- Or
- Right-click on the selected machines and choose **Deploy - NetSupport School Licence file**.
3. The Deploy summary dialog appears.



4. Click **Properties** to enter the details for the deployment.
5. Click **Browse** to specify the folder containing the licence file that is to be deployed. The default file is NSM.LIC.
6. For the new settings to take effect immediately, the Client Service will be automatically restarted after the deployment. If not required, uncheck the **Restart the Client service** option.
7. Click **OK** to return to the Summary dialog. You can view the contents of the licence file by clicking on the file name.
8. Click **Deploy**. A progress dialog will appear, enabling you to monitor the status of the deployment.
9. Click **Close** when complete.

## Deploy - remote uninstall

Using NetSupport School Deploy, you can remotely uninstall a NetSupport School package.

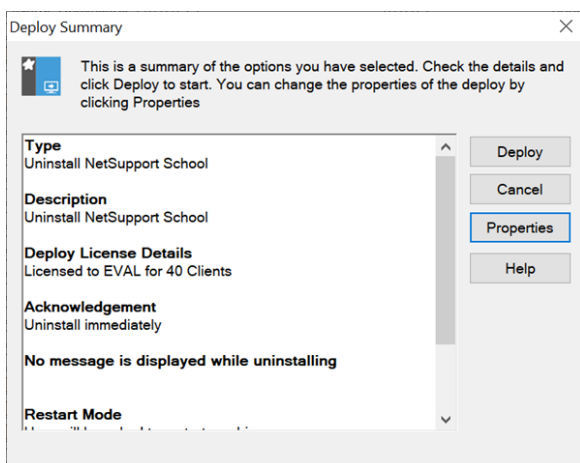
### Remotely uninstalling

1. Select the required machines.
2. Choose {Deploy}{Uninstall NetSupport School} from the Deploy main window drop-down menu.

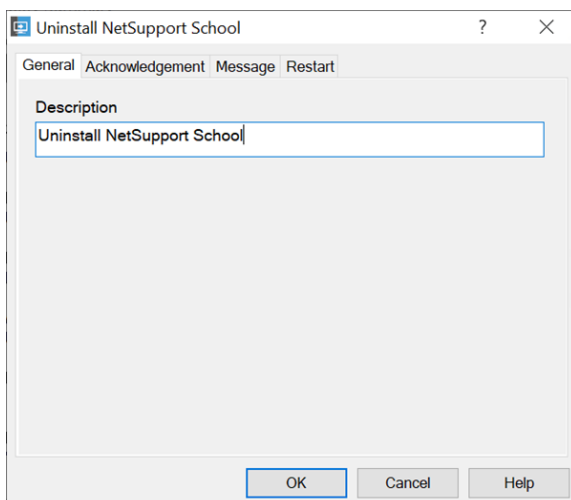
Or

Right-click on the selected machines and choose **Deploy - Uninstall NetSupport School**.

3. The Deploy summary dialog appears.



4. Click **Properties** to enter the details for the deployment. The Uninstall NetSupport School dialog appears.



5. Enter the properties for the deployment by selecting the four tabs in turn.

General tab

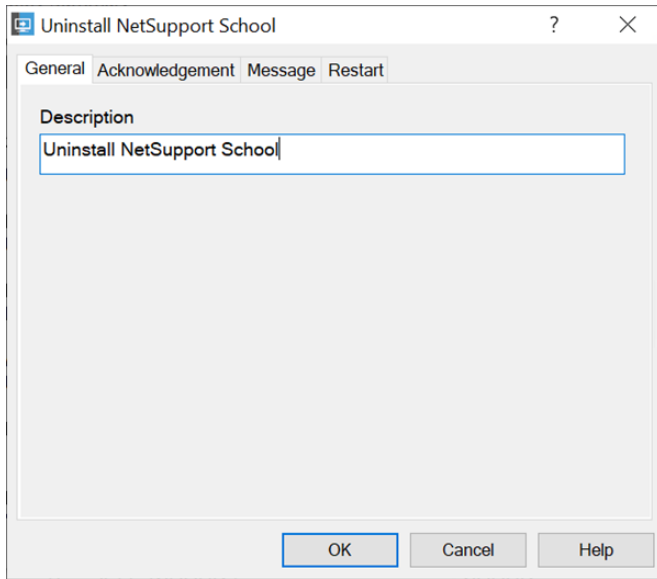
Acknowledgement tab

Message tab

Restart tab

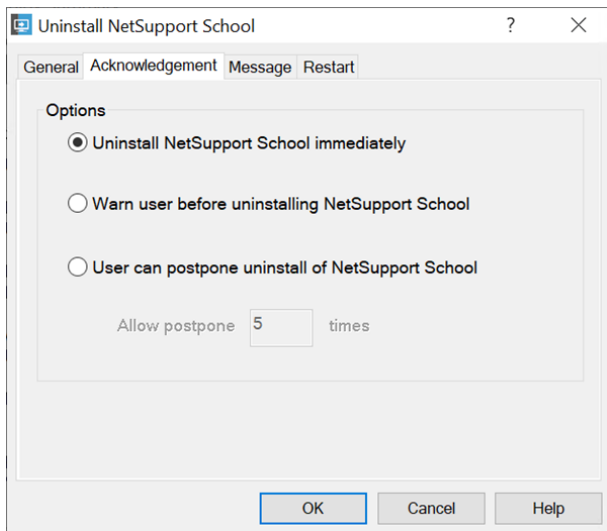
6. When you have completed all four tabs, click **OK** to return to the Deploy Summary dialog. You can review your selections and edit if required.
7. Click **Deploy** to commence the uninstall. A progress dialog will appear, enabling you to monitor the deployment as it uninstalls each machine.
8. Click **Close** when complete.

## Remote uninstall - Properties General tab



Provides a description of the package being uninstalled.

## Remote uninstall - Properties Acknowledgement tab



Consider whether the machines will be in use when commencing the deploy. You can choose to:

### **Uninstall NetSupport School Immediately**

No prompt will be received at the machines being deployed to.

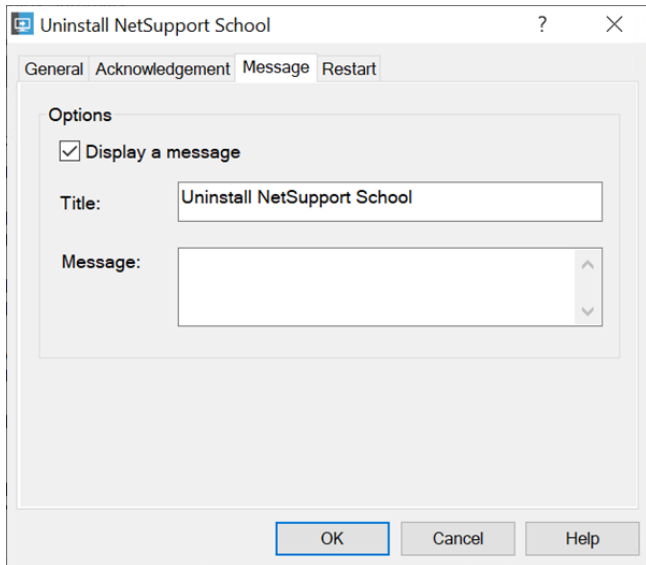
### **Warn user before uninstalling NetSupport School**

The user will receive a prompt and needs to click **OK** for the uninstall to commence. Users cannot cancel this.

### **User can postpone uninstall of NetSupport School**

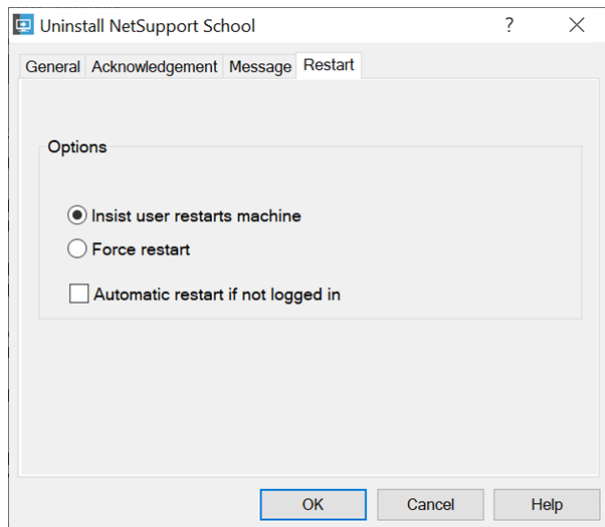
You can specify the number of times a user can postpone the uninstall. If the user does choose to postpone, they will be prompted the next time they restart the machine.

## Remote uninstall - Properties Message tab



You can specify a custom message to be displayed at each machine while the uninstall is in progress.

## Remote uninstall - Properties Restart tab



To completely remove all NetSupport School files, the machines must be restarted.

### Options

**Insist user restarts machine:** A message will be displayed at machines advising the user to restart the PC to complete the process.

**Force restart:** At the end of the deployment, a message is displayed advising users that the machine will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.

**Automatic restart if not logged in:** If the machine being deployed to is not logged in, restart will commence automatically.



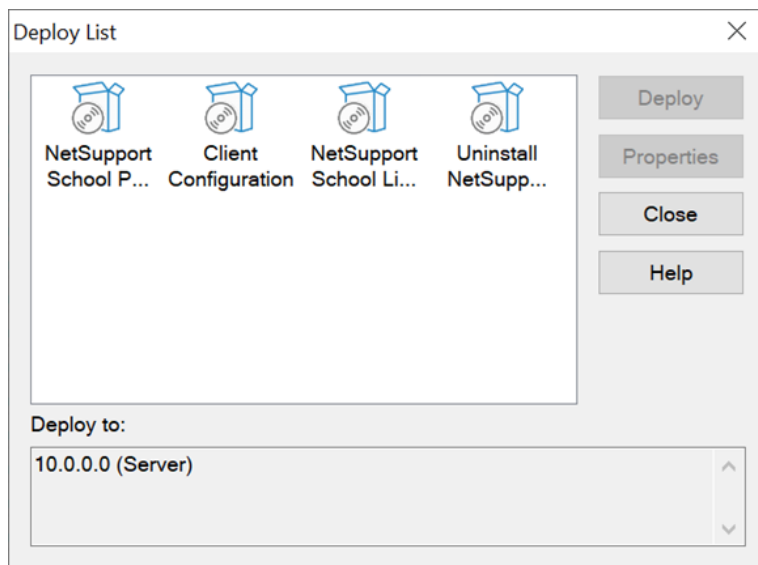
## Entering deploy settings in advance

There may be occasions when you want to defer a deployment until a more convenient time of the day. With NetSupport School Deploy, you can prepare the settings in advance and choose when to perform the deployment.

**Note:** You select the machines to deploy to when you are ready to run the deployment.

### To prepare the settings for a future deployment

1. Choose {Deploy}{Configuration} from the Deploy main window drop-down menu.
2. The Deploy list dialog appears.

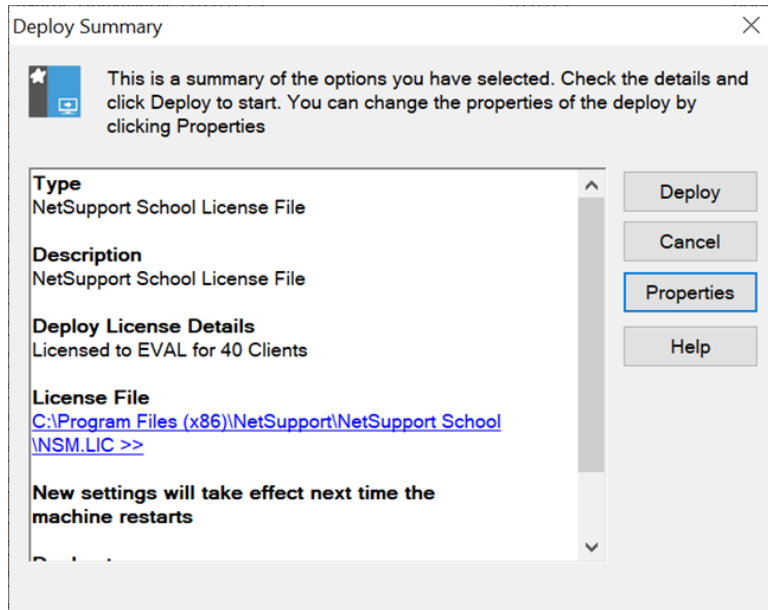


Select the required Deploy option. (NetSupport School Package, Client Configuration, NetSupport School Licence File or Uninstall NetSupport School)

3. Click **Properties** and enter the required settings.
4. When all settings are entered, click **Close** to return to the Deploy main window.

### To run the deployment

1. Select the machines to deploy to. See .
2. Choose {Deploy} from the main window drop-down menu.  
Or  
Right-click on the selected machines and choose **Deploy**.
3. Select the required Deploy option.
4. The Deploy summary dialog appears, showing your pre-defined selections.



You can edit these if required.

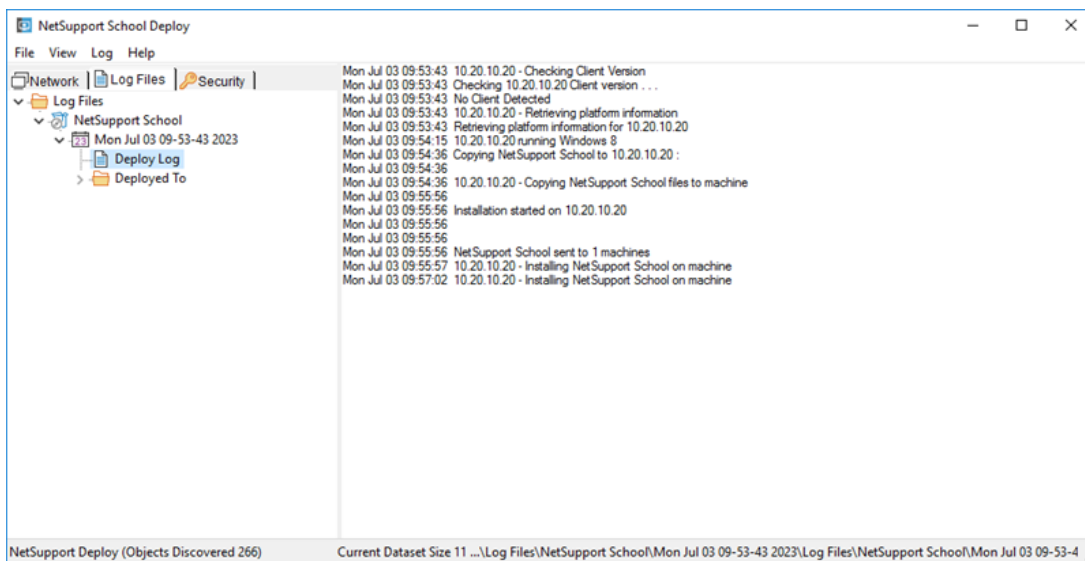
5. Click **Deploy** to start the deployment.

## Deploy - log files

When using NetSupport School Deploy, information about each deployment, whether a package install, licence update, configuration download or uninstall, is recorded. This provides a useful reminder each time you use the utility of what you have previously deployed. The information is stored in a log file.

### To view log files

1. From the NetSupport School Deploy Main window, select the Log Files tab.



2. In the left-hand pane of the main window, increase or decrease the Tree view to see a description of each type of deployment, the date and time the deployment took place and the machines that were deployed to.
3. As you select an item from the left-hand pane, itemised information about that deployment will appear in the right-hand pane.

### Printing a log file

1. Select the required log file in the Tree view.
2. Choose {Log}{Print} from the Deploy main window drop-down menu.

### Deleting a log file

1. Select the required log file in the Tree view.
2. Choose {Log}{Delete} from the Deploy main window drop-down menu.

## Starting NetSupport School

After installation, the Student program is automatically loaded on the Student machines as they start up.

### To start the NetSupport School Tutor Console

1. Double-click the **NetSupport School Tutor Console** icon in your NetSupport School Program Group.

Or

Click the NetSupport School Tutor Console desktop icon (if you installed a desktop shortcut for the Tutor Console).

Or

Click the Start screen, choose **All apps/Programs, NetSupport School, NetSupport School Tutor Console.**

**Note:** On Windows 8, only the Tutor and Tech Console icons will appear in the Start screen. You can access the other NetSupport School components by right-clicking and selecting **All apps** along the bottom of the screen. If you want any of the other NetSupport School components to appear on the Start screen, right-click the item and choose **Pin to Start**.

NetSupport School provides three modes for viewing the Tutor user interface: advanced, intermediate and easy. Advanced mode provides full access to all of NetSupport School's features and functions. Intermediate mode provides access to the primary features and frequently used teaching tools. Easy mode provides access to a focused set of classroom management features needed to maintain control over a class. When NetSupport School loads, you can select which mode to use.


The Welcome wizard will appear if you have chosen advanced or intermediate mode. From here, you can deploy the Student software onto new computers in your current classroom by clicking **Classroom**. If you need to deploy the Student software across your network or need more advanced options, click **Network** to open the NetSupport School Deploy utility. To just start the Tutor Console, click **Start** and the Class wizard will appear.

The Class wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.

**Note:** The options available in the Class wizard will depend on the Tutor user interface mode you have selected.

As the Tutor program loads, NetSupport School will then browse the network for the specified Students. While it is searching, the browsing message will be displayed. All connected Students will have their icons displayed in the Tutor Console. A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

**Note:** If you selected the 'Non-Windows' licence type during installation, the Tutor Console has a cut-down set of features.

You can enter or alter the lesson details for the current class in the Home view. This pane can be minimised by clicking the **Minimise View**  icon.

**Note:** To prevent the Tech Console from automatically connecting to the Tutor machine, ensure the NetSupport School Student is installed and set the **Enable User Acknowledge** option in the Student Configurator. You will have to confirm the connection before it can take place.

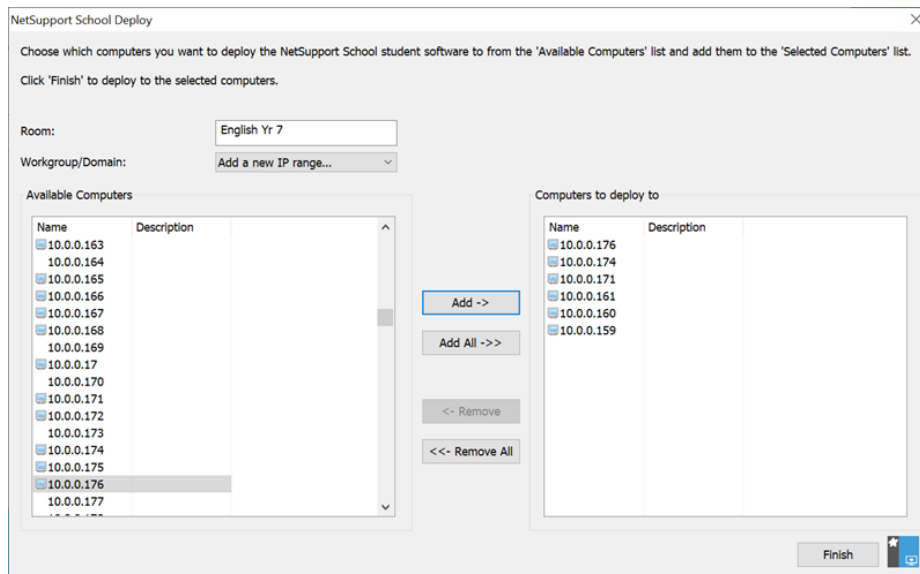
## NetSupport School Deploy - Room mode

NetSupport School provides a quick and easy way to assign PCs to a particular room and quickly deploy the Student software to those machines. The Tutor specifies the required room at the start of a lesson and will connect to all computers in that room.

**Note:** If you need to deploy the Student software across your network or need more advanced deploy options, you need to use the NetSupport School Deploy utility. This can be accessed by clicking **Network** on the NetSupport School Startup wizard or selecting {Start}{Programs}{NetSupport School}{NetSupport School Deploy}.

### Deploy the Student software to machines in a room

1. From the NetSupport School Startup wizard select **Classroom**.
2. The NetSupport School Deploy dialog appears.

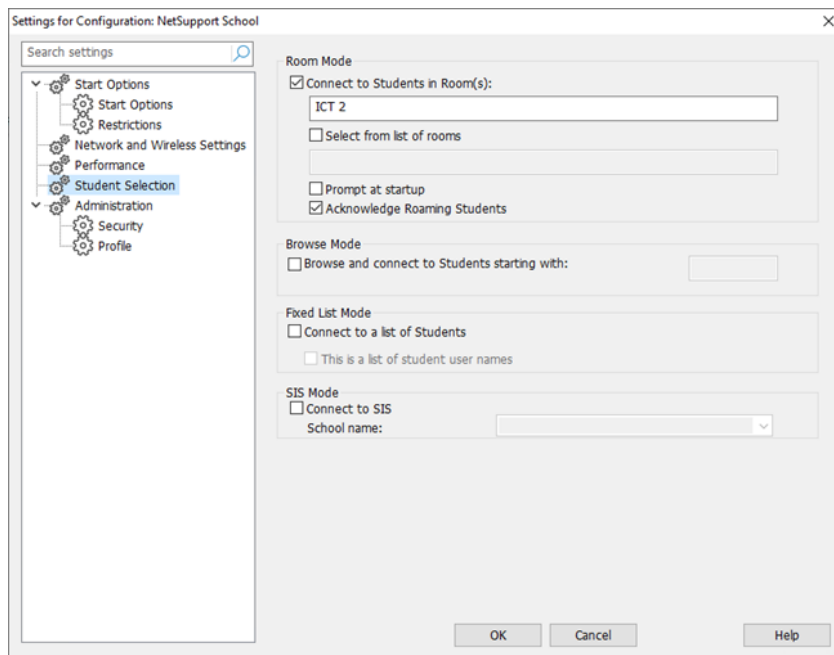


3. Enter the room to assign the computers.
4. The Workgroup/Domain drop-down list displays all the available domains and workgroups, you can also deploy to specific IP ranges by selecting **Add a new IP range** from the list.
5. The available computers are displayed in the Available Computers list.
6. Select the computer(s) to deploy the Student software to and click **Add**. The computer(s) will be moved to the 'Computers to deploy to' list.
7. Click **Finish** to commence the installation. A progress dialog appears, enabling you to monitor the deployment as it installs on each computer.
8. The NetSupport School Student software is deployed to the requested machine and assigned to the room specified.

**Note:** You can also access the NetSupport School Basic Deploy dialog from the Tutor Configurator. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu, choose **Network and Wireless Settings** and click **Deploy**.

## Finding and connecting to Students

The Class wizard enables the Tutor to select the connection mode that best suits their requirements. The Class wizard is displayed when the Tutor program is initially started and when a class is restarted. You can also specify how Students are connected to and configure these settings in the Tutor Configuration. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Student Selection**.



The connection methods available are:

**Room mode:** Connect to Student computers by room(s).

**PC mode:** Connect to a fixed list of Student computers by machine name.

**User mode:** Connect to a fixed list of Students (by logged on user name).

**Browse mode:** Browse the network and connect to Student computers with a specific machine name.

**SIS mode:** Connect to your SIS environment using OneRoster or Google Classroom.

The default method is 'Room mode'.

### Notes:

- If the expected Students are not found, it may be because NetSupport School has not been configured to browse the required networks. See [Configuring NetSupport School for subnet browsing](#) for more information.



- If a 'NetSupport Connectivity Server/Gateway' has been configured, the Tutor Console will use the details registered here rather than perform a browse across the network.
- A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.
- If required, a message can be displayed at the Student machine when a connection is made.

## Class wizard

The Class wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.

**Note:** The options displayed will depend on the Tutor user interface mode you selected at startup.

### Lesson Details

You have the option to input the teacher name, lesson title, lesson objectives and outcomes. If these details are completed, they will form part of the Student Register and be displayed in the Student Toolbar.

**Note:** The Teacher user name field will only be available when connected to SIS mode. Select the required teacher name from the drop-down list; a list of classes will appear in the Connect to pane.

**What time does this lesson finish?:** Enter the time you want the class to finish; a timer will appear while the lesson is in progress. If you do not want the lesson to be timed, enable the **Open Lesson** option.

### Connect to

Select the method to locate and connect to Students.

Click **New** to create a connection method for your class. The Select Startup Mode dialog appears: you can connect by room, a list of PC names, a list of Student logon names or browse the local network to locate Students.

**Note:** To connect using SIS mode, you need to click **Configure**. For further information, see [Connecting to Students using SIS Mode](#).

When the connection method for your class has been defined, it appears in the Class wizard and is available for selection. Double click the required class or highlight the class and click **Select**.

**Note:** If you're connecting by Room mode, you can connect to multiple rooms by highlighting the required rooms (click Ctrl and select the required rooms) and clicking **Select**.

Once the connection list is populated with the required class(es), you can click the Large Icon and Details View buttons to switch view mode. Details View is useful when connecting using SIS Mode as it imports additional class details (if previously entered into your student information system) to help identify the correct item if a number of similarly named classes are listed.

To modify an existing class, select the required class and click **Edit**. The dialog relating to the method of connection will appear, allowing you to modify the details.

**Note:** For SIS Mode connections the Edit dialog is read-only, allowing you to view the imported SIS data including the individual student names.

To delete a class, select the required class and click **Remove**.

**Power On:** Turns on all computers when connecting by Room or PC names.

**Ad-hoc room:** From here, you can enter an ad-hoc room to connect to. This option will only be displayed if the **Prompt at startup** option has been selected in the Tutor Configuration - Student Selection settings.

### Create a Journal

Allows you to start or open an existing Journal.

### Create a Student Register

Before the lesson starts, you can prompt the Students to login with their names. These will be displayed at the Tutor instead of the machine names.

### Don't show this dialog again

Turn on if you don't want the Class wizard to appear at startup.

**Note:** To re-activate the Class wizard to appear at startup, set the **Display Class wizard** option in the startup section of the configuration.

### Configure

Provides access to a selection of Tutor configuration settings that allow you to set network settings, such as, enabling the NetSupport Connectivity Server and choosing which connection method to use.

Click **OK** to start the lesson. The Tutor will now browse and connect to Students using the selected connection mode. If you have asked for Students to register their names, the Student Register dialog will appear.

## Connect to Students via Room mode

NetSupport School provides a quick and easy method to connect to the machines in a given room. An intuitive startup wizard enables you to assign PCs to a particular room and quickly deploy the Student software to those machines. 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 Configurator.

### Connecting using the Class wizard

1. In the Class wizard, select **New**.
2. Click **Room Mode**.
3. Enter the name of the new room.
4. To make this class the default connection method, select **Make this the active connection method**.
5. Click **OK**.
6. The new class appears in the Class wizard.

**Note:** You can connect to multiple rooms by highlighting the required rooms (click Ctrl and select the required rooms) and clicking **Select**.

7. The Tutor will browse for and connect to all Students found and display their icons in the Tutor Console.

### Configuring rooms using the Tutor Configurator

1. Click **Options** in the Tutor Console and select **Network Settings** from the drop-down menu.
2. Select **Student Selection**.
3. Click the **Connect to Students in Room(s)** option and enter the required room.
4. To choose from a list of rooms in the Class wizard, click **Select from list of rooms**. Enter the required room names, separating each value with a comma.
5. To allow students to join your room, click **Acknowledge Roaming Students**.
6. Click **Prompt at startup** if you want the Tutor to be able to specify an ad-hoc room to connect to in the Class wizard.
7. Click **OK**.
8. Click **Yes** to re-initialise the Tutor Configurator.

9. The Class wizard appears, showing the room(s) you have set. Select the required room, click **Select** and click **OK**.

**Note:** You can connect to multiple rooms by highlighting the required rooms (click Ctrl and select the required rooms) and clicking **Select**.

10. The Tutor will connect to all Students found and display their icons in the Tutor Console.

**Note:** A warning icon will be displayed next to Students that have been unable to connect. Mouse over this icon to see the reason for the failed connection.

### Students manually connecting to a room

Roaming Students can be configured to either manually enter the room or choose from a list of available rooms from the Student icon in the system tray. If the Student icon is hidden in the system tray, the Student can still manually enter the room by running the setroom.exe. This file is located in the Program folder on the Student machine.

**Note:** For a roaming Student to be able to connect to a room, you must ensure that the **Acknowledge Roaming Students** option is selected in the Tutor Configurator. In the Student Configurator, one of the following mobile options must be selected: **This is a mobile computer and may be in one of the following rooms** or **This is a mobile computer and its room will be entered manually**. For Students to be able to browse all available rooms, select **Display all available rooms**.

1. Select the NetSupport School Student icon in the system tray and choose {Commands} {Enter/Leave Room} from the Student drop-down menu.  
  
Or  
  
Right-click the Student icon and choose **Enter/Leave Room**.
2. The Enter/Leave Room dialog will appear and, depending on the option set in the Student Configurator, the Student can enter the required room name, choose a room from a drop-down list, or see all available rooms.
3. Click **OK** or **Enter Room**.
4. The Student will connect to the selected room and appear in the Tutor Console.

**Note:** For information on how to use Room mode when connecting to Students in a BYOD environment, please visit our Knowledge Base and refer to product article [Using NetSupport School in a BYOD environment](#).

## Connect to Students using Browse mode

Browse mode allows you to browse the local network and connect to all available Students that match your search criteria.

### Connecting using the Class wizard

1. In the Class wizard, select **New**.
2. Click **Browse Mode**.
3. The NetSupport School Browse dialog will appear.
4. Enter the first few characters of the Student names that you want to connect to. For example, entering Class1 would connect to all machines whose Student name started with Class1. e.g. Class1\_Wk1, Class1\_Wk2 etc.
5. To make this the active connection method, select **Make this the active connection method**.
6. Click **OK**.
7. The new class will appear in the Class wizard. Click **OK**.
8. The Tutor will browse for and connect to all Students found and display their icons in the Tutor Console.

### Connecting using the Tutor Configurator

1. Click **Options** in the Tutor Console and select **Network Settings** from the drop-down menu.
2. Select **Student Selection**.
3. Click **Browse and connect to Students starting with** and enter the first few characters of the Student names you want to connect to. This can be left blank to search for all Students.
4. Click **OK**.
5. Click **Yes** to re-initialise the Tutor configurator.
6. The Tutor will browse for and connect to all Students found and display their icons in the Tutor Console.

#### Notes:

- If a machine is not available at the time the Tutor initialised, you can subsequently connect to it by clicking the class in the status bar and choosing **Refresh**. This will re-search the network and connect any additional Students meeting the criteria.
- It is essential that you have a logical naming convention for the Student machines. If you need to change the names of any Student machines, see Configuring the Student - Advanced settings.

## Connect to Students using PC mode

PC mode allows you to connect to a fixed list of Student computers by machine name. When connecting to Students using PC mode, the Students become part of the Fixed list of PCs. The Fixed list of PCs is a list of available Students that have been found on the network. These details are stored in the Client.NSS file.

### Connecting using the Class wizard

1. In the Class wizard, click **New**.
2. Click **PC Mode**.
3. The Create Class dialog appears.
4. Specify a name and description for your class.
5. Enter a prefix for the Students' computer names in the text box (leave blank to search all computers).
6. Click **Browse**.
7. All Students matching the prefix will appear in the Available Students list.
8. Select the Student icons to include in your class and click **Add**.
9. To make this the active connection method, select **Make this the active connection method**.
10. Click **OK**.
11. The new class will appear in the Class wizard. Click **OK**.
12. The Tutor will connect to the selected Students and display their icons in the Tutor Console. These Students have now been added to the Fixed list of PCs.

### Connecting using the Tutor Configurator

1. Click **Options** in the Tutor Console and select **Network Settings** from the drop-down menu.
2. Select **Student Selection**.
3. Click **Connect to a list of Students**.
4. Click **OK**.
5. Click **Yes** to re-initialise the Tutor Configurator.
6. The Class wizard will appear. Follow the above steps in Connecting using the Class wizard.

### To remove Students from the Fixed list of PCs

1. Click the class name on the status bar and select **Modify Class**.
2. The Modify Class dialog appears.



3. Select the Student icon from the Student in class list.
4. Click **Remove**.
5. The Student is now available but is not part of the Fixed list of PCs.
6. Click **OK**.
7. The Student icon will be removed from the Tutor Console.

**Note:** In order to reconnect to a removed Student, you must browse for them and add them to the Students in class list.

## Connect to Students using User mode

User mode allows you to connect to a fixed list of Students by their logged on user name. When connecting to Students using User mode, the Students will become part of the Fixed list of users. The Fixed list of users is a list of available Students that have been found on the network. These details are stored in the Client.NSS file.

### Connecting using the Class wizard

1. In the Class wizard, click **New**.
2. Click **User Mode**.
3. The Create Class dialog appears.
4. Specify a name and description for the class.
5. Enter the Student logon names, one per line.
6. To make this the active connection method, select **Make this the active connection method**.
7. Click **OK**.
8. The new class will appear in the Class wizard. Click **OK**.
9. The Tutor will browse for and connect to the Students and display their icons in the Tutor Console. These Students have now been added to the Fixed list of users.

### Connecting using the Tutor Configurator

1. Click **Options** in the Tutor Console and select **Network Settings** from the drop-down menu.
2. Select **Student Selection**.
3. Click **Connect to a list of Students** and then click **This is a list of student user names**.
4. Click **OK**.
5. Click **Yes** to re-initialise the Tutor configurator.
6. The Class wizard appears. Follow the above steps in 'Connecting using the Class wizard'.

### To modify Students in the Fixed list of users

1. Click the class name on the status bar and select **Modify Class**.
2. The Modify Class dialog appears.
3. Delete or add the required Student logon names to the list.
4. Click **OK**.


**Note:** For information on how to use User mode when connecting to Students in a BYOD environment, please visit our Knowledge Base and refer to product article [Using NetSupport School in a BYOD environment](#).

## Connect to Students using SIS mode

NetSupport School provides direct integration with SIS (Student Information Systems) using OneRoster or Google Classroom, allowing you to instantly access your SIS classrooms and student accounts at the start of a NetSupport School-managed lesson.

**Note:** The NetSupport Connectivity Server must be installed on a Windows Server to use this method.

### Configuring the NetSupport Connectivity Server

1. Right-click the **NetSupport Connectivity Server**  icon in the system tray and select **Configure Connectivity Server**.
2. Select the Classes tab. Enter your OneRoster Tenant ID and associated NetSupport School Security/API key, browse for OneRoster CSV files or if using Google Classroom, browse for the JSON file and sign into Google G Suite with administrator credentials (for information on how to set up a Google Classroom Project and create the required JSON files, see [Integrating NetSupport School with Google Classroom](#)).

**Note:** A Connectivity Server key needs to be created and also entered at both the Tutor and Student.

3. Open the NetSupport School Tutor and in the Class wizard, click **Configure**.
4. In the Network and Wireless Settings, select **Use Name & Connectivity Server**, click **Settings** and enter the Connectivity Server IP address, port and key you created.
5. Click **OK**.

### Connecting to Students

1. In the Class wizard, click **Configure**.
2. In Student Selection, select **Connect to SIS** and select the required school name from the drop-down list.
3. Click **OK**.
4. Select the required teacher from the **Teacher username** drop-down list.
5. A list of available classes appears. Double-click the required class. If the displayed list contains duplicate or similarly named classes that makes it difficult to identify the required item, click the **Details View** button to see additional information. The class Location and Periods columns, if defined in your data, are imported.
6. The Tutor browses for and connects to all Students found and display their icons in the Tutor Console.

### Notes:

- If you are using Active Directory, the **Teacher username** field in the Class wizard will be pre-populated with the logged on user's name and a list of available classes is displayed. You can switch to a different teacher from the drop-down list, or click **Configure** and choose a different school name from SIS Mode.
- If you are integrating with Google Classroom and there is a photo associated with the student account, this will be displayed instead of the standard Student icon. To turn this off, clear the **Display Student photos from Google Classroom** option in the Tutor User Interface settings.
- For information on how to use SIS mode when connecting to Students in a BYOD environment, please visit our Knowledge Base and refer to product article: [Using NetSupport School in a BYOD environment](#).

## Integrating NetSupport School with Google Classroom

NetSupport School supports integration with SIS (Student Information System) environments via OneRoster and Google Classroom, allowing teachers to access their online SIS classrooms and student accounts at the start of a NetSupport School-managed lesson. Before you can integrate with Google Classroom, you first need to set up a Google Classroom Project.

For a video tutorial, please [click here](#).

### Step 1 - Setting up a Google Classroom Project

1. Go to <https://console.cloud.google.com> and log in as the global admin for G Suite for Education domain.

2. From the **Select a Project** drop-down menu, select **New Project**.

Enter a project name, e.g. Chrome Town High (this must be unique to the school or school district).

Click **Create**.

Select your recently created project to display it in the Console dashboard.

3. In the navigation menu, select **APIs & Services** -> **Library**.

Search for, and enable, the following three APIs:

- Google Classroom (required for roster information)
- Cloud Pub/Sub (required for class change notifications)
- Admin SDK (required for Google Management).

4. In the navigation menu, select **APIs & Services** -> **Credentials**.

Click **OAuth consent screen**.

Select **Internal** and press **Create**.

Under **Application Name**, enter the name of the application, e.g. Chrome Town High.

Under **Scopes for Google APIs**, select **Add Scope** and locate the following three scopes:

- <https://www.googleapis.com/auth/classroom.courses.readonly>
- <https://www.googleapis.com/auth/classroom.rosters.readonly>
- <https://www.googleapis.com/auth/classroom.push-notifications>

Click **Add**.

Click **Save**.

5. Select **Credentials**, then **Create Credentials** -> **Service account key**.

Enter a name and description, e.g. pubsubadmin. Click **Create**.

In Service account permissions, add the role **Pub/Sub Admin**.

Click **Continue**.

Click **Done**.

Select the **Edit** icon to edit the service account just created.

Navigate to **Keys**.


Select **Add key** -> **Create key**.

In the dialog, select **JSON** and press **Create**. A JSON file will be saved to your downloads folder.

**Note:** The file created here is required for the Name & Connectivity Server.

6. Select **API-Credentials** -> **Create Credentials** -> **OAuth client ID**, select **Desktop app**, enter a name and click **Create**.

The Client ID and client secret will be displayed. Click **OK**.

7. Click the **Download**  icon to download the JSON file for the OAuth Client ID you have created, and save the JSON file so this can be copied to the Name & Connectivity Server.

8. In the navigation menu, select **IAM & admin**.

On the IAM tab, click **Add**.

Enter the following email:

*classroom-notifications@system.gserviceaccount.com*



Select the suggestion.

From the **Select a role** drop-down list, select **Pub/Sub publisher**.

Click **Save**.

## Step 2 - Configuring the Name & Connectivity Server for Google Classroom

The two JSON files created above are required to configure the Name & Connectivity Server. Copy these files and place them on the machine where the Name & Connectivity Server is installed.

1. Open the Connectivity Server Configuration utility by right-clicking the **NetSupport Connectivity Server**  icon in the system tray and selecting **Configure Connectivity Server**.
2. Select the **Classes** tab.
3. Select **Google Classroom** and click the **Browse**  icon to browse for and select one of the JSON files that you have copied to the machine (both files must be present, but either file can be selected).
4. Click **Apply**. You will be prompted to sign into Google G Suite with administrator credentials and grant access to NetSupport School.

You can now use SIS mode to connect to the required students.

### Troubleshooting

For the above to work, you may need to add the Client ID into Google Admin.

1. Go to <https://console.cloud.google.com> and log in as the global admin for your G Suite for Education domain.
2. Navigate to **API & Services** -> **Credentials**.

Under **OAuth 2.0 Client IDs**, click the **Copy** icon next to the Client ID for your application. You will need this for the next section.

Log into *Admin.google.com* with your G Suite for Education administrator account and navigate to **Security** -> **API Controls**.

Tick the option to **Trust internal, domain owned apps**.

3. Under the **third-party apps configured** section, click **Manage Third-Party App Access**.
4. Ensure the Apps tab is visible and select **Configure new app**.
5. From the drop-down menu, select **OAuth App Name** or **Client ID**.
6. Paste your Client ID from the Developer Console and press **Search**.
7. Select the application that is returned.
8. On the next page, tick the boxes and click **Select**.
9. On the Configure an app page, select **Trusted** and then press **Configure**.
10. Check the application now shows in the list of third-party apps.
11. Select the application and press **Change access**.
12. Tick **Limited: can only access unrestricted Google Services**.



## Class lists

With NetSupport School, you have the option to create class lists, this provides you with a quick and convenient way of saving multiple Student lists for all your different classes. The class list can then be loaded at the start of a lesson and you can quickly connect to the Student machines.

Class lists are created automatically when using PC Mode or User Mode connection mode. You can switch to these modes in the NetSupport School Tutor Configurator or in the Class wizard.

**Note:** A command line utility can be used to generate class lists outside the Tutor program. The 'Class List Processor' enables you to produce Class lists in advance based on data that may have been supplied from an external source. The file, classlistprocessor.exe is installed in the Program folder along with explanatory notes as to its use, classlistprocessordocumentation.txt.

### To end a class

1. Click the class name on the status bar and select **End Class**.
2. Your current class will be ended and the Class wizard will appear, allowing you to start a new lesson.

#### Notes:

- If the Tutor machine does not have write access to the Class Lists folder, the Tutor will not be able to create new class lists or edit existing ones.
- You can specify the location for the class lists to be stored by using the following registry key and then specifying a location:  
Files\Classlist  
[HKEY\_LOCAL\_MACHINE\SOFTWARE\Productive Computer  
Insight\PCICTL\ConfigList\Standard]  
"Files\Classlist"="C:\\Temp"

## Connecting to NetSupport School for Mac

NetSupport School for Mac is a classroom management tool providing support for Mac classrooms. The NetSupport School Tutor can also connect to NetSupport School for Mac Students if required.

Before the NetSupport School Tutor is loaded, copy the NSW.LIC into the NetSupport School program directory:

32bit C:\Program Files\NetSupport\NetSupport School

64bit C:\Program Files (x86)\NetSupport\NetSupport School

The NetSupport School Tutor will then allow connections to NetSupport School for Mac Students. Licence count restrictions will apply to each individual product.

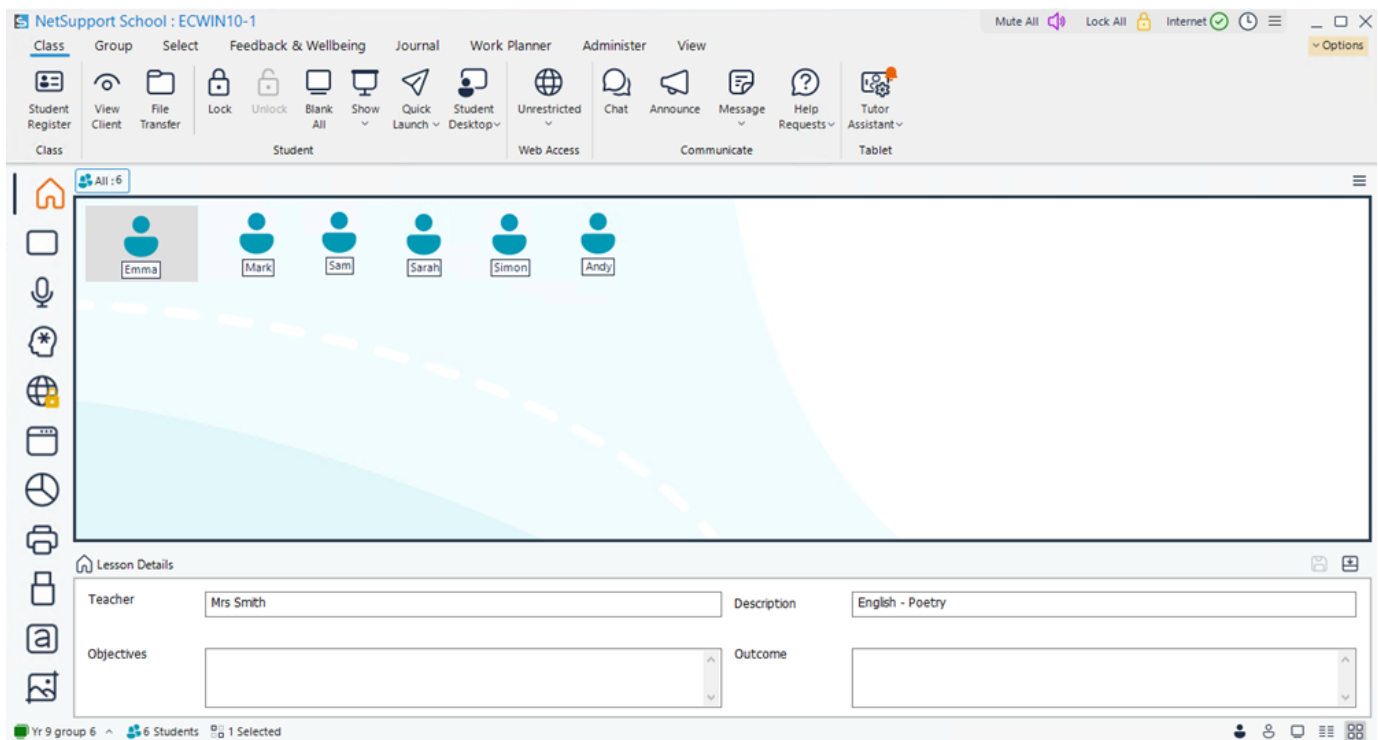
**Note:** Mac Students will only have functionality that is available in NetSupport School for Mac.

To find out more information about NetSupport School for Mac, please refer to our [Mac documentation](#).

## The Tutor Console

The Tutor Console is the primary interface for:

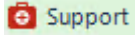
- Configuring the Tutor (Control)
- Connecting to Students
- Maintaining Student information
- Selecting which Students to work with
- Selecting tasks to carry out.



NetSupport School provides three modes to view the user interface: advanced, which provides full access to all NetSupport School's features, intermediate, which provides access to the primary features and frequently used teaching tools and easy, which provides access to a focused set of classroom management features. You can switch between advanced and intermediate mode by clicking the **Intermediate Mode/Advanced Mode** icon on the toolbar. Easy mode can only be selected when the Tutor Console first starts up.

**Note:** The options described here are if you are using the Tutor Console in advanced mode. Fewer options are available when using intermediate or easy mode.

### The caption bar

This indicates that you are in the Tutor Console and displays the name of the NetSupport School Tutor machine. If the Teacher Support feature is enabled in the Tech Console, a **Support**  icon appears here, allowing you to chat or message a technician.

**Note:** If you have hidden the view modes on the left-hand side of the Tutor Console, the current view mode is displayed here. Clicking the icon allows you to switch view modes.

The following options are available on the right-hand side:



[Hamburger menu icon]

Opens the Quick Access list, allowing you to add commonly used features to the caption bar. By default, **Mute All**, **Lock All**, **Internet** and the lesson timer are displayed.



[Minimise window icon]

Minimise the window.



[Maximise window icon]

Maximise the window.



[Close window icon]

Close the window.

### Options

From this drop-down menu, you can switch the user interface to intermediate mode; turn off the colour-coded user interface; access the settings, help file, version number, licence and Technical Support information; and access any Tutor Console updates (**Options** is highlighted if there is an update available).

### The ribbon

The ribbon provides access to all the features and tools. Positioning the cursor over an icon will display a brief description of its function. The ribbon is organised into the following tabs:

**Class:** From here, you can ask Students to register their details at the start of a lesson, access individual Student features, set the level of web access and communicate with Students.

**Note:** Additional icons may appear here depending on which view mode you are currently in.

**Group:** Provides access to the group functions within NetSupport School. From here, you can connect, organise and carry out tasks to groups of Students.

**Select:** From here, you can select which Students to work with and view in the List view.

**Feedback & Wellbeing:** Allows you to give rewards and animated stickers to Students (these appear on the Student Toolbar), request feedback from Students to check their wellbeing, access the Test

Designer and run tests at Students.

**Journal:** Allows you to start a Student Journal and decide what content is added for Students to review after the lesson.

**Work Planner:** Send files to or collect files from Students, manage the available Student resources, set a class timer and create and manage lesson plans.

**Administer:** Provides access to the Student management functions of NetSupport School such as power on/off, reboot, log in, log out and manage user accounts, modify and apply settings to Android Students, access replay files and create user-defined tools that can automatically run a task on a Tutor Console machine.

**View:** Allows you to select the view mode, how Students are displayed in the List view (large icons or details view) and whether to view the group, action bar and Student Toolbar. You can also print or lock the current layout and set a background.

**Whiteboard:** A full-screen interactive whiteboard is provided and from here, you can access a range of screen annotation tools.


**Note:** This option only appears when Whiteboard view is selected.

### The lesson plan bar

The lesson bar allows you to create a lesson, provides tools to manage the lesson once in progress and advises you on the current activity.

**Note:** To enable/disable the lesson plan bar, select the Work Planner tab in the ribbon and click/clear the **Lesson Plan** option. It is displayed automatically when a lesson plan is running.

### The group bar

Until you have defined groups of Students, only the 'All' group appears. Once defined, the group name and the number of members appear. With the required group selected, you can change properties such as the displayed name and icon image by clicking the **Group options**  icon and selecting **Properties**.

Clicking the right-hand side of a group tab displays a drop-down menu, allowing you to access commonly used features.

To enable/disable the group bar, select the Group or View tab in the ribbon and select the **Group Bar** option.

### View modes

The left-hand side of the Tutor Console lists the available view modes. Clicking an icon here changes the display of the List view and the icons applicable to the mode are displayed in the Class tab.

**Note:** You can hide these icons, allowing more space in the List view. Select the View tab in the ribbon and clear the **Action Bar** option. The view mode icon is displayed on the caption bar, showing which view mode you are in and clicking this icon allows you to switch views.

The following view modes are available:



Home view



Monitor view



Audio view



Q&A view



Web view



Application view



Survey view



Print view



Device view



Typing view



Whiteboard view

**Note:** You can customise the view modes displayed by selecting the View tab in the ribbon, clicking the drop-down arrow in the Mode section and clicking **Customise**.

By default, the colour used in the Tutor user interface changes to match the current view mode. You can turn this off by clicking **Options** in the Tutor Console and selecting **Colour Coded UI** (this option is highlighted when turned on) from the drop-down menu. You can also enable/disable this in the Tutor User Interface settings.



### The List view

The List view displays the currently connected Students or groups. You can switch the display mode between large icons and details view from the View tab in the ribbon or the status bar.

### **The status bar**



The status bar is displayed at the bottom of the Tutor Console. It shows the current class you are in (you can end and refresh the class from here), the number of currently connected Students and number of Students in the selected group. You can select which Students to perform actions to from here and how Students are displayed in the List view.

## The List view

The List view displays the currently connected Students or groups. You can switch the display mode between large icons and details view by clicking the **Large icons**  icon or the **Details**  icon on the status bar.



When you mouse over a Student icon, details of the student machine are displayed.

Student properties, such as the displayed name, can be changed by right-clicking the Student and clicking the **Properties**  icon. The Student icon image can be customised; right-click the Student and click the **Customise**  icon.

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

The wireless status and battery power level can be displayed next to the Student thumbnail. You can choose which indicators to display in the Tutor User Interface settings.


The List view can be viewed in the following modes:

- Home view
- Monitor view
- Audio view
- Q&A view
- Web view
- Application view
- Survey view
- Print view
- Device view



- Typing view
- Whiteboard view

Click on the individual icons on the left-hand side of the Tutor Console, or select the View tab in the ribbon and click the drop-down arrow in the Mode section. You can customise the available modes by selecting **Customise**. The default view mode is Home view.

**Note:** The action bar (where the view mode icons appear on the left-hand side of the Console) can be hidden to allow more space in the List view. Select the View tab in the ribbon and clear the **Action Bar** option. If you are in a view with lower panes, these can also be hidden by clicking the **Minimise View**  icon.

The Student icon indicates the current device state:



[Logged in Student icon]

The device is turned on, connected to the Tutor and logged in.



[Logged out Student icon]

The device is turned on, connected to the Tutor and logged off.



[Device off icon - monitor with a red slash]

The device is turned off and not connected to the Tutor.

Student icons can be rearranged in the List view to reflect the classroom layout by dragging the icon to the required position (the layout can be locked). A background image can also be added to further customise the Tutor Console.

## Status bar

The status bar is displayed at the bottom of the Tutor Console. It shows the current class you are in (you can end and refresh the class by clicking the class name), the number of currently connected Students, currently selected Students and number of Students in the selected group.

**Note:** In Monitor, Audio and Q&A views, the thumbnail tools appear on the status bar.

You can select which Students to work with in the List view. For example, you can select all machines that are powered off, so you can power them on. The following icons are available:



[Logged-in Student icon]

Select all Students that are logged in.



[Logged out Student icon]



Select all Students that are logged out.




[Powered off machines icon - monitor]

Select all devices that are powered off.

**Note:** You can also select all Students and clear the current selection from the Select tab in the ribbon.

You can choose how Students are displayed in the List view (details view or large icons) by clicking the **Details**  icon or the **Large icons**  icon (if the mode you are in supports that view).

**Note:** If you have minimised the lower pane(s) in the List view, you can see these again by clicking the **Maximise view**  icon.

## Selecting Students to work with

You can easily select which Students to work with from the Select tab in the ribbon.


Students can be randomly selected; use the slider to choose the number of Students to select randomly and click **Random Student**. By default, a sound is played at the Student when they are selected. Clear the **Play sound at student** option to disable this.

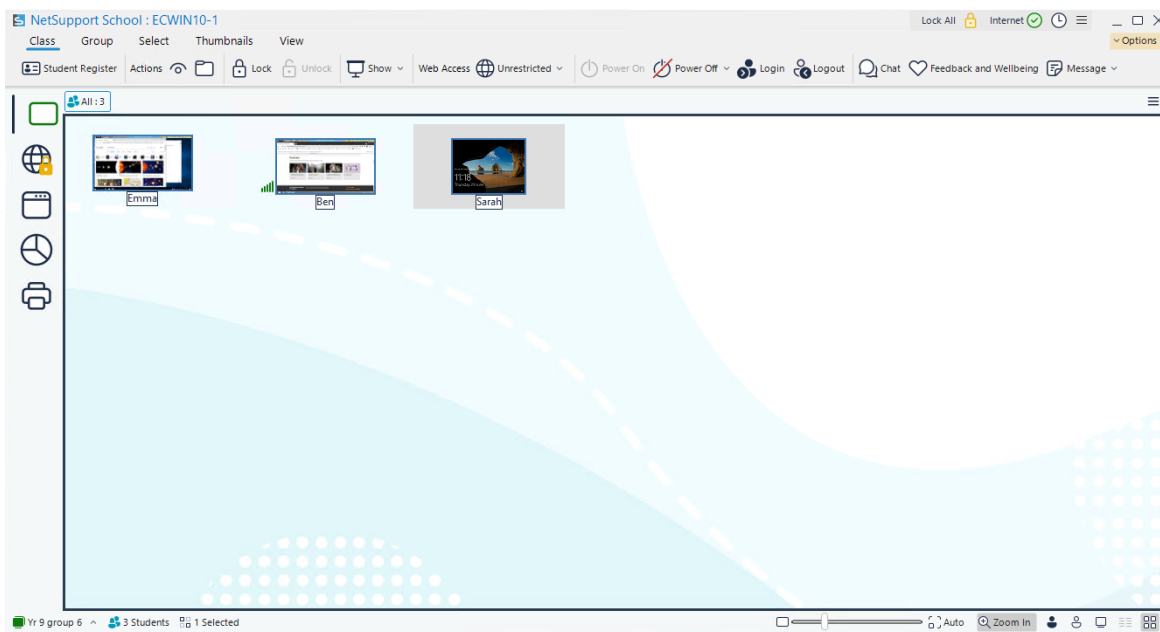
You can choose to work with logged-in, logged out or powered off Students by clicking the relevant icon in the ribbon or status bar. For example, you can select all powered off machines, allowing you to power them on.

## Intermediate mode

NetSupport School provides three modes for viewing the user interface: advanced, intermediate and easy. Advanced mode provides full access to all of NetSupport School's features and functions. Intermediate mode provides access to the primary features and frequently used functions. Easy mode provides access to a focused set of classroom management features needed to maintain control over a class.

### Using Intermediate mode

1. Start the NetSupport School Tutor Console.
2. Click the **Intermediate mode**  icon.
3. Click **Start**.
4. Enter the required details in the Class wizard, choose the class to connect to and click **OK**.
5. The Tutor Console loads.



By default, the available view modes are:

- Monitor view
- Web view
- Application view
- Survey view
- Print view

**Note:** To customise the available view modes, select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Customise**.

By default, the available features on the ribbon are:

- Student register
- View Students
- File Transfer
- Lock/unlock Students' keyboards and mice
- Set the level of web access
- Show
- Power Students on/off
- Login Students
- Logout Students
- Student feedback and wellbeing
- Send a message
- Chat.

### To switch the user interface between modes


1. Select **Options** in the Tutor Console and click **Reduced Interface** (it's highlighted when you are in intermediate mode).

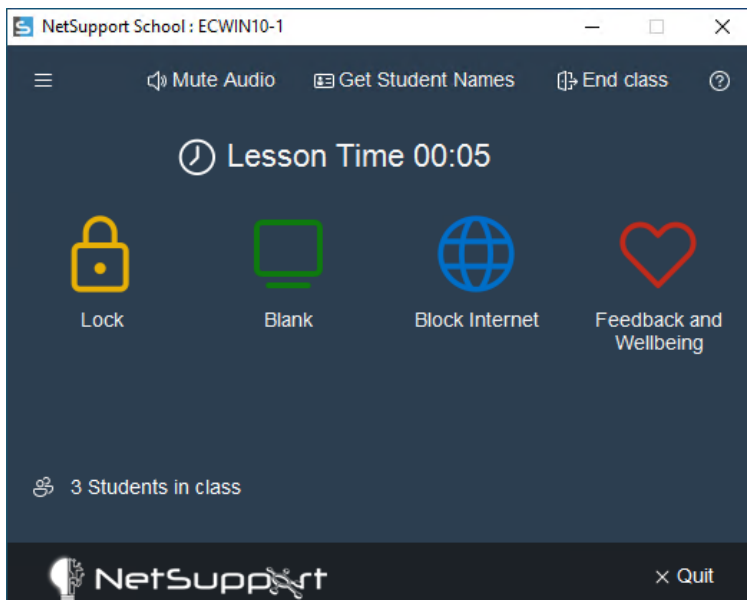
**Note:** You can only select easy mode when the Tutor Console first starts.



## Easy mode

NetSupport School provides three modes for viewing the user interface: advanced, intermediate and easy. Advanced mode provides full access to all of NetSupport School's features and functions. Intermediate mode provides access to the primary features and frequently used functions. Easy mode provides access to a focused set of classroom management features needed to maintain control over a class.

### Using easy mode

1. Start the NetSupport School Tutor Console.
2. Click the **Easy Mode**  icon.
3. Enter the required details in the Class wizard, choose the class to connect to and click **OK**.
4. The Tutor Console appears in easy mode.



5. From here, you can see the number of Students in your class, the time the lesson has been running (you can pause the time by clicking on it) and the available feature icons (the icon changes if the feature is active).
  6. The user interface can be minimised by clicking the **Menu**  icon and selecting **Minimized Interface**. When minimised, it will remain on top of any other open windows.
- Note:** Double-clicking in the window switches between minimised and maximised mode.
7. You can change the theme/colour of the user interface by clicking the **Menu**  icon, selecting **Theme** and choosing the required theme from the list.

8. Click **Power On** to power on Student machines. You can request the Student names by clicking **Get Student Names**. To mute audio at all Students, click **Mute Audio**.

**Note:** The **Power On** icon only appears if there are Student machines that need to be powered on.

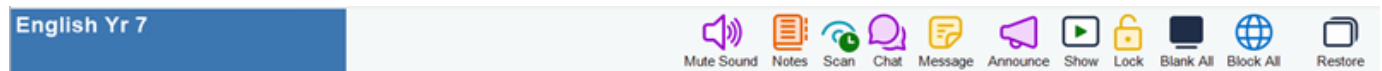
9. A notification appears in the window if a Student has requested help. Clicking this opens the Help Request window, allowing you to respond to the Student.
10. To end the class and start a new one, click **End Class**. Click **Quit** to exit the Tutor Console.

The available features in easy mode are:

- Lock/unlock Students' keyboards and mice
- Blank Student screens
- Power Students on
- Block all internet access
- Request Student feedback and wellbeing
- Mute audio at Students
- Lesson timer
- See Student help requests
- Get Student names.

## Tutor Toolbar

When the Tutor Console is minimised, the Tutor Toolbar provides details of the current lesson and access to key NetSupport School functions. You can mute sound at all Students, add notes to the Student Journal, scan, chat, message, announce, show, lock/unlock Students, blank Student screens and block all internet access by clicking the relevant icon. When the Tutor program is maximised, the Tutor Toolbar will disappear and any settings applied will show in the Tutor Console.



**Note:** The Tutor Console can be maximised by clicking **Restore**.

To disable the Tutor Toolbar, click **Options** in the Tutor Console, select **Settings** from the drop-down menu, choose **User Interface - Tutor** and clear **Show Tutor Toolbar on minimizing** option.

**Note:** A Student Toolbar is also provided; if enabled, this provides the Student with feedback on the current lesson and access to tools.




## 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.

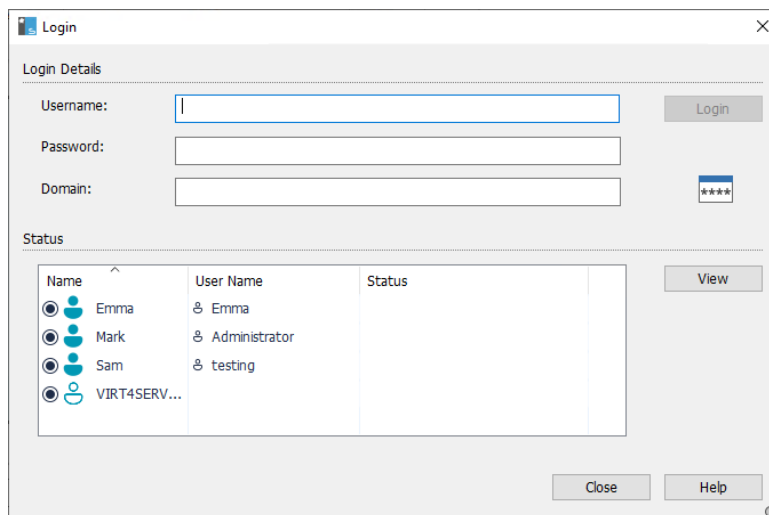
### To automatically log in Student machines

1. Select the Student machine(s) you wish to login.








Or

To select all Student machines that are not logged in, click the **Select Logged out Students**  icon on the status bar.

2. Select the Administer tab in the ribbon and click **Login**.



The screenshot shows the 'Login' dialog box. It has a title bar with a close button. The 'Login Details' section contains three text boxes: 'Username:', 'Password:', and 'Domain:'. To the right of the 'Password:' box is a 'Login' button. Below the 'Domain:' box is a small icon with four asterisks. The 'Status' section contains a table with three columns: 'Name', 'User Name', and 'Status'. The table has four rows of data. To the right of the table is a 'View' button. At the bottom of the dialog are 'Close' and 'Help' buttons.

Name	User Name	Status
 Emma	 Emma	
 Mark	 Administrator	
 Sam	 testing	
 VIRT4SERV...		

3. Enter the user name, password and domain and click **Login**. The user name will appear once the login has been successful.
4. You can also view Student screens from this dialog. Select the required Student and click **View**.
5. Click **Close** when complete.

## Student Register

By default, NetSupport School displays the machine name of the Student machine in the Tutor Console. 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.

**Note:** You can also change the name of the Student machine by editing the Client Properties Details tab.

### To prompt Students to log in

1. If specific Student details are required, select the relevant Student icons in the Tutor Console. Alternatively, to prompt all connected Students, leave the icons unselected.
2. Select the Class tab in the ribbon and click **Student Register**.
3. The Register Student(s) dialog appears.

Register Student(s) - Selected Students

Client Name	Name
AD-52a231498d45	Emma
HPLAP-2	Sam
INVH764	Mark
INVH767	Andy
HPLAP	Sarah

Buttons: Register, Close, Cancel, View, Chat..., Help

Legend: ☒ Successful ☐ Unsuccessful

Class Details:

Teacher Name: Mrs Smith

Lesson Title: English Yr 6

Room: ICT 2

Objectives:

Required Student Details:

☐ Get Logged on User Name

☒ First Name ☐ Surname

☐ Class ☐ Student ID/No.

Custom Fields:

☐

☐

☐ Auto save Register

All available students have registered

You can then select the information that the Student will be required to complete.

4. Click **Register** to send the form to Student machines. You can monitor progress as the Students respond.
5. Click **Close** when all Students have signed in.
6. If you enabled the **Auto Save Register** option, you are prompted for a file name, extension type and location for the registration report. Click **Save**.
7. The Student icons in the Tutor Console now display the registered name.

**Note:** The Student Register also appears if you select **Create a Student Register** in the Class wizard.

## Sign out

At the end of a lesson, you can reset the Student names using the sign out option.

1. Select the Class tab in the ribbon, click the **Student Register** icon and choose **Sign Out**.
2. Confirm that you want to unregister the Students.

**Note:** If you don't want to see this message in the future, click **Don't show this again**. It can be turned back on in the Tutor User Interface settings.

## Registration report

Student registration and printer usage details can be viewed in a report, but this will be lost when the Tutor disconnects.

**Note:** If you want to automatically store a copy of the report, ensure the **Auto Save Register** option is enabled in the Register Student dialog when requesting the Student details. The report can be stored in .CSV, .HTML or .XML format.

1. Select the Class tab in the ribbon, click the **Student Register** icon and choose **Registration Report**.

The screenshot shows a window titled "Registration Report". Inside, the title "Student Registration Details" is prominently displayed. Below the title, several fields provide context: Teacher Name (Mrs Smith), Lesson Title (English - Poetry), Room (ICT 2), Objectives, Date (Thu, 29/Jun/2023), and Time (11:22:11). A table follows, detailing printer usage for two students. The table has columns for Surname, First Name, Login Name, Computer Name, Class, Student ID/No., Pages Printed, and Jobs Printed. The data shows Emma (testing) on HPLAP-2 and Sam (Administrator) on INVH764, both with 0 pages and 0 jobs printed. At the bottom, there is a checkbox for "Show printer usage" (which is checked), and three buttons: "Save...", "Print...", and "Close".

Surname	First Name	Login Name	Computer Name	Class	Student ID/No.	Pages Printed	Jobs Printed
	Emma	testing	HPLAP-2			0	0
	Sam	Administrator	INVH764			0	0

### Notes:

- To print a copy of the report, select the Class tab in the ribbon, click the **Student Register** icon and choose **Quick Print**.

- The student register can be added to the Tutor Journal. Select the Class tab in the ribbon, click the **Student Register** icon and choose **Student Register**.

## Student Register dialog

This dialog enables the Tutor to create a customised registration form, which will prompt Students for their details. By selecting a name, the Tutor can also interact with Students using the View and Chat options.

Client Name	Name	
AD-52a231498d45	Emma	<input checked="" type="checkbox"/>
HPLAP-2	Sam	<input checked="" type="checkbox"/>
INVH764	Mark	<input checked="" type="checkbox"/>
INVH767	Andy	<input checked="" type="checkbox"/>
HPLAP	Sarah	<input checked="" type="checkbox"/>

☒ Successful
 ☒ Unsuccessful
 All available students have registered

**Class Details**  
 Teacher Name: Mrs Smith  
 Lesson Title: English Yr 6  
 Room: ICT 2  
 Objectives:

**Required Student Details**  
☐ Get Logged on User Name  
☒ First Name ☐ Surname  
☐ Class ☐ Student ID/No.  
**Custom Fields:**  
☐   
☐

☐ Auto save Register

### Class Details

If required, the teacher name, lesson title, room and lesson objectives can be included on the registration form that is sent to Students. These details will be completed if you have already input them in the Class wizard.

**Note:** By default, the start-up mode is **Connect to Student in Room(s)**. In this mode, the Room field displays the room specified at start-up, and cannot be changed.

### 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.

### Auto Save Register

Student registration details can be viewed in a report, but this will be lost when the Tutor disconnects. If you want to store a copy of the report, check this option. You will be prompted for a file name, location and file format (CSV, HTML or XML).

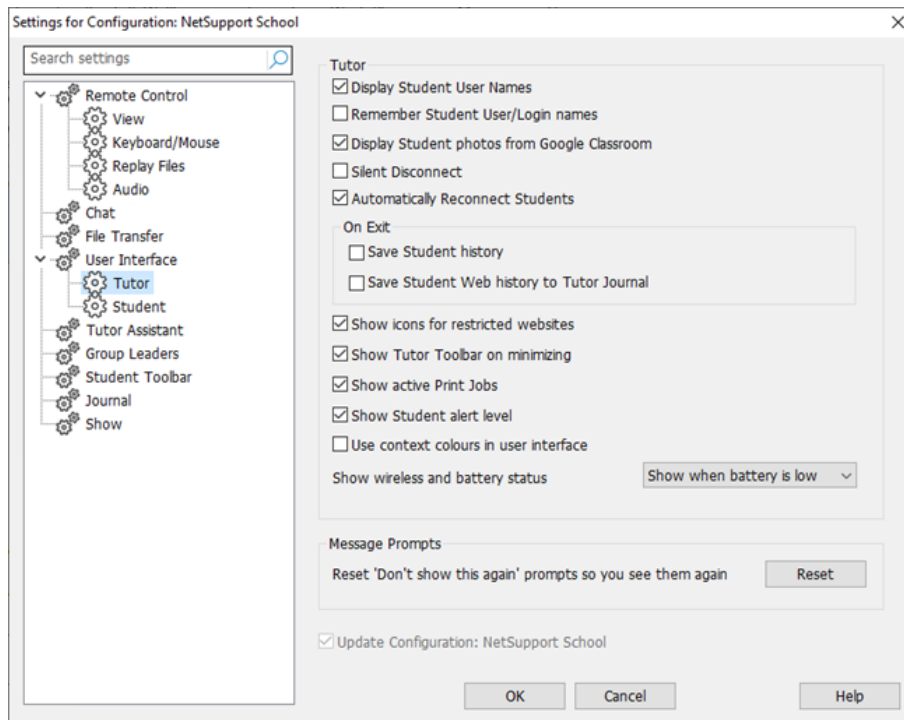
Click **Register** to send the form to Student machines. You can monitor progress as the Students respond. Click **Close** when all Students have signed in, the Student icon in the Tutor Console now displays the registered name.

## Display the login name of Students

When registering Student details, rather than prompt them for their actual name you can default to their login name.

### Display Students user names

1. Click **Options** in the Tutor Console and select **Settings** from the drop-down menu.
2. Select **User Interface - Tutor**.



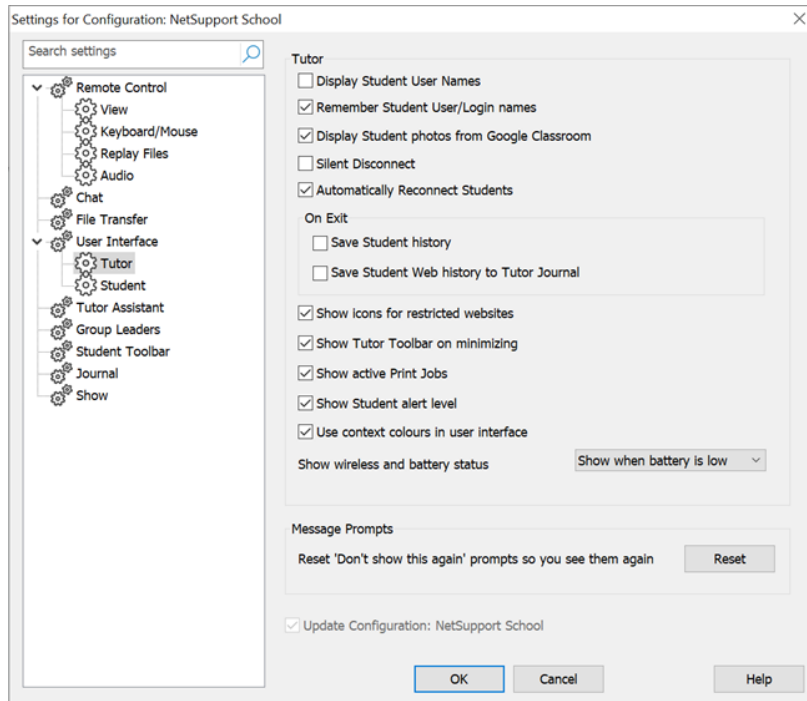
3. Select **Display Student User Names**.
4. Click **OK**.

## Save the Students login name

Enable this option to permanently store the Students login names.

### Save the Students login name

1. Click **Options** in the Tutor Console and select **Settings** from the drop-down menu.
2. Select **User Interface - Tutor**.



3. Select **Remember Student User/ Login names**.
4. Click **OK**.

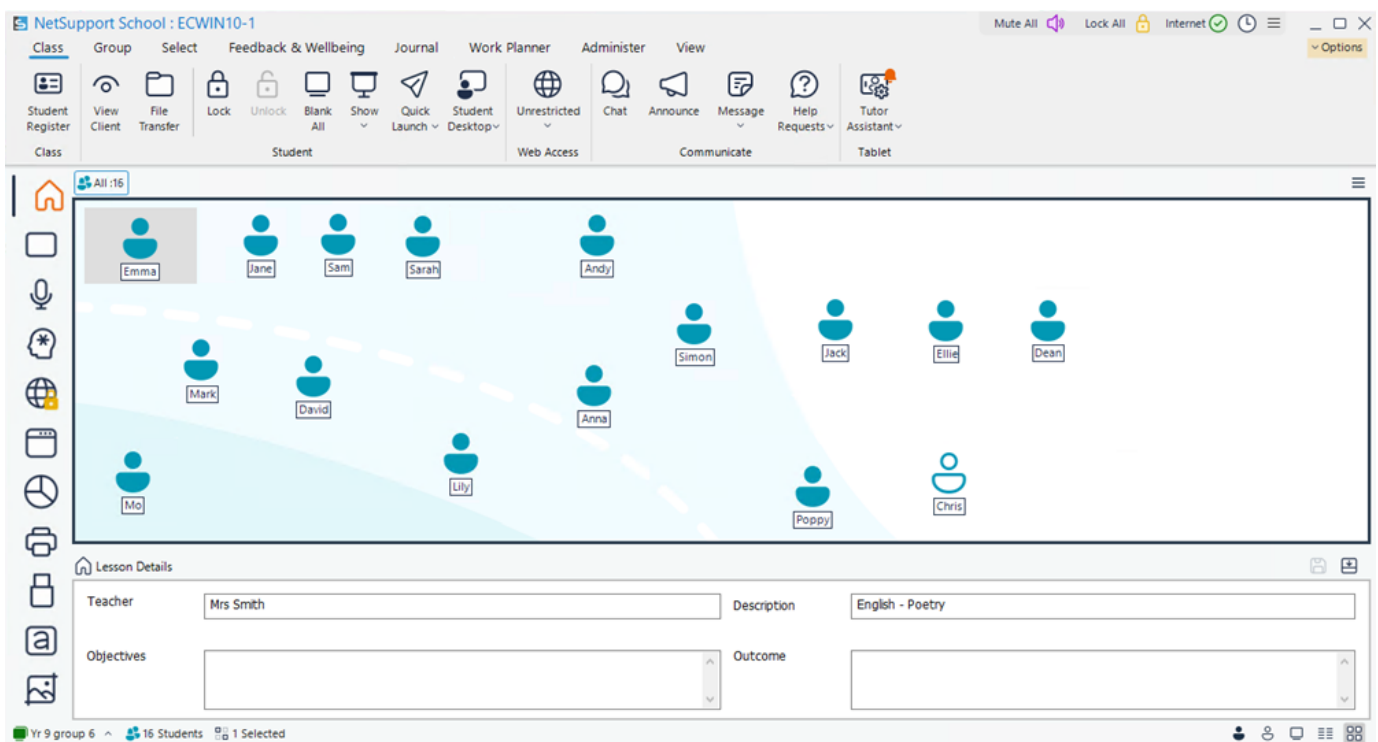


## Working with classroom layouts

Once you have selected a classroom or group, you can rearrange the individual Student icons in the List view to reflect the layout of the classroom. A background image can also be added to further customise the Tutor Console.

When using Room mode, the classroom layout will be automatically saved against the room selected. When you start the Tutor and select your room, the layout will automatically load.

**Note:** For information on how to save and load layouts when not in Room mode, refer to the following article: [Changes to the layout functionality when using Room mode](#).



### To arrange icons

1. Select the Student icon and drag it to the desired position.

### To lock a layout

1. Arrange the Student icons in the required positions.
2. Select the View tab in the ribbon and click **Lock Layout**.
3. Student icons will be fixed in position and unable to be moved.

**Note:** The current classroom layout can be printed. Click **Print Layout** from the View tab in the ribbon.

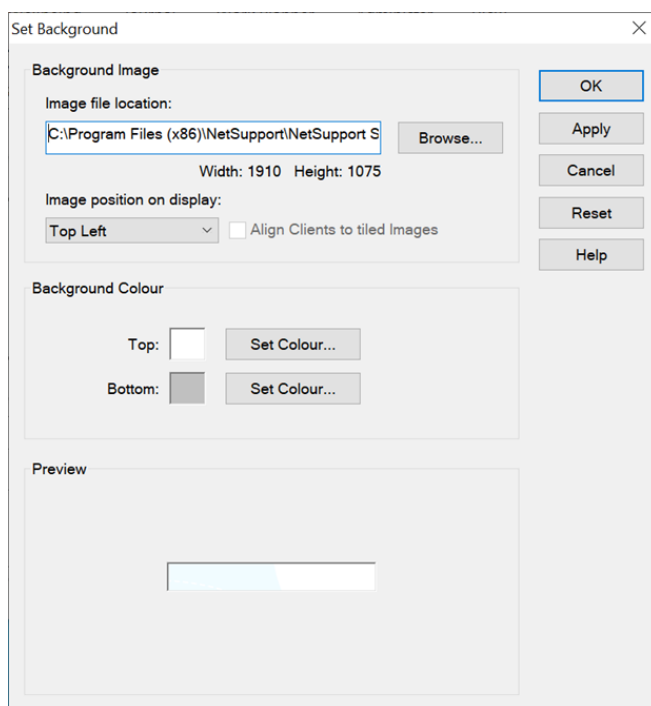
## Setting a background

As well as tailoring the position of Student icons in the List view to reflect the layout of the classroom, you can choose alternative images to decorate the background and enhance the layout of the icons.

**Note:** Background layouts support .bmp, .gif, jpg, .png and transparent images.

### To set a background

1. Select the View tab in the ribbon and click **Set Background**.
2. The Set Background dialog appears.



3. Select the location of the image you wish to use. The default image files are stored in the NetSupport School program folder. A preview of the selected image is provided.
4. Select the **Image position on display** drop-down to select the position of the image. If you select **Tile**, you can also choose to align the Student icons on the image.
5. If required, select a background colour.
6. Click **OK** to add the background to the List view.

If you wish to clear the currently set background, select **Clear Background** from the View tab in the ribbon.

## Power management

Power consumption equates largely with heat generation and increased energy consumption. With millions of machines 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 ten 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 machine 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 machine 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 machine to power on.

### To power on a NetSupport School Student

1. Select the icon(s) of the Students you wish to power on.

Or

To select all Student machines that are powered off, click the **Select powered off machines**  icon on the status bar.

2. Select the Administer tab in the ribbon and click **Power On**.
3. The Student machines 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 machine having an ATX motherboard and ATX power supply.

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

### To power off a NetSupport School Student

1. Ensure all open applications at the Student machines are closed.
2. Select the icon(s) of the Students you wish to power off.
3. Select the Administer tab in the ribbon and click **Power Off**.

Or

Right-click a Student and click the **Power Off**  icon.

Or

To power off all Student machines that are not logged in, select the Administer tab in the ribbon, click the **Power Off** icon drop-down arrow and select **Power off logged out machines**.

4. Click **Yes** to confirm that you want to power off the selected Student machines.

**Note:** If you don't want to see this message in the future, click **Don't show this again**. It can be turned back on in the Tutor User Interface settings.

5. The Student machines will now power off.

## Student disconnects from an active session

During an active session, you may find that Students inadvertently disconnect, for example, when they reboot their machine. Each time a Student disconnects, a message will appear advising which Student has disconnected. You can dismiss this prompt or leave it to time out, as it will allow you to continue working. This message can be disabled if required.


### To disable the disconnect prompt

1. Click **Options** in the Tutor Console and select **Settings** from the drop-down menu.
2. Select **User Interface - Tutor**.
3. Select the **Silent Disconnect** option and click **OK**. The next time a Student disconnects, no message is displayed.

**Note:** To automatically reconnect to Students when they become available, ensure that the **Automatically Reconnect Students** option is selected in the Tutor User Interface settings.

## Removing a Student from a class

You can delete old Student icons from a class.

1. Right-click the required Student icon and click the **Remove**  icon.
2. A prompt will appear asking for confirmation. Click **Yes**.

**Note:** If you don't want to see this message in the future, click **Don't show this again**. It can be turned back on in the Tutor User Interface settings.

## 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.

### To configure the NetSupport School Tutor to browse IP subnets

1. Click **Options** in the Tutor Console and select **Network Settings** from the drop-down menu.
2. Select **Network and Wireless settings**.
3. Click **Settings** in the Browsing section.
4. The Configure TCP/IP Client Browsing dialog appears.
5. Click **Add** and enter the broadcast address of the network you wish to browse if known.

Or

To enable NetSupport School to calculate the broadcast address, click **Advanced** and enter a target IP address followed by the subnet mask or enter the required address range.

6. Click **OK**.

#### 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 you perform a browse.
- 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.

## Implementing NetSupport School in a Terminal Server environment

A NetSupport School Tutor can connect to Students within a Terminal Server environment.

For ease of implementation, NetSupport School provides a downloadable setup package which will guide you through the required installation and configuration processes. For full instructions, please visit our Knowledge Base and refer to product article: [Setting up NetSupport School to run in a Microsoft Terminal Server environment](#).

**Note:** Terminal Server and other thin clients may not be configured to use the NetSupport Connectivity Server.

### Connecting to a NetSupport School Student running in a Terminal Server session

The preferred method to connect to the Students running in the Terminal Server Sessions is using the **Connect via Room Mode** option. Using this method, it's possible to configure the Students running in the Terminal Server sessions to be located in a particular room depending on the user logged onto the session.


Once the Tutor is configured to the same room as the Students, it will automatically connect to all Students located in the room.

**Note:** The Student Terminal Server settings can be configured in the NetSupport School Student Configurator.

## Installing and configuring the NetSupport Tutor Assistant

For use in your existing NetSupport School-managed classroom environment, the NetSupport Tutor Assistant delivers greater mobility for teachers around the classroom and is also the ideal tool to allow teaching assistants to help with monitoring student progress. The NetSupport Tutor Assistant works on iOS devices running version 9 and higher, Android devices running v5.00 and higher and Kindle Fire devices. It is available for free from the [Apple iTunes](#), [Google Play](#) and [Amazon App](#) store.

### Stage 1 - Configuring the NetSupport School Tutor to connect to the NetSupport Tutor Assistant


When you first run the Tutor Console, a **Tutor Assistant**  icon appears in the Class tab in the ribbon (if this has been hidden, you can access it in the Administer tab). From here, you can set a passcode to authenticate connections from the Tutor Assistant. To access the full Tutor Assistant configuration settings:

1. Click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **Tutor Assistant**.
2. The Tutor Assistant configuration settings dialog will appear.
3. Enter a name for the NetSupport School Tutor that will appear at the Tutor Assistant.
4. Enter the connection port and if required, enter a connection password that the Tutor Assistant will need to enter to connect to the Tutor.
5. Decide whether to allow Tutor Assistants to be automatically authorised or manually authorised.
6. Click **Start** to start the Assistant Server - The current IP address will be displayed.
7. Click **OK**.

### Stage 2 - Installing the NetSupport Tutor Assistant

1. Download the NetSupport Tutor Assistant from the appropriate app store.
2. Open the Tutor Assistant app.
3. Enter the IP address of the NetSupport School Tutor Console and the connection password (if set).
4. The default port is 37777. This can be changed but would also need to be amended at the NetSupport School Tutor.
5. Select **Connect** and the Tutor Assistant will connect to the selected Tutor Console.

**Note:** Depending on the settings in the Tutor Console, the Tutor Assistant may need to be authorised before it can connect to the Tutor Console.

Once the Tutor Assistant service is started and connections are allowed, the **Tutor Assistant** icon in the Administer tab in the ribbon changes to . An indicator appears on the icon showing the number of Tutor Assistants connected. Click the **Tutor Assistant** icon to start/stop the Tutor Assistant service, authorise devices if using manual authorisation (a warning indicator appears advising you that devices are waiting for approval), disconnect devices and access the configuration.

### Features supported on tablets:

- Support for Android and iPad tablets.
- View student thumbnails.
- Send students a pre-set message.
- Block restricted websites.
- Set approved websites.
- Block all internet access.
- Lock/unlock student computers.
- Logoff student computers.
- Blank/unblank student screens.
- Restrict student printing.
- Set approved applications.
- Block restricted applications.
- Select a group of students.
- Details view - showing key student information in sortable columns.
- View student help request notifications.
- Zoom on student.
- Sort students by name/tutor order.
- View current application.
- View current websites.
- Set connection password.
- Tutor badge, displaying the number of currently connected Tutor Assistants.

### Features supported on smartphones:

- Support for Android and Apple iOS smartphones.
- Send students a pre-set message.
- Block restricted websites.

- Set approved websites.
- Block all internet access.
- Lock/unlock student computers.
- Logoff student computers.
- Blank/unblank student screens.
- Restrict student printing.
- Set approved applications.
- Block restricted applications.
- Set connection password.

## Installing and configuring NetSupport School on Google Chrome

NetSupport School delivers the tools you need to help maximise the effectiveness of computer-led teaching in a Google Chrome environment.

The NetSupport School Student for Chrome extension can be installed on each student machine running Google Chrome OS. From the teacher's machine (Windows or Chrome OS), you can then connect to each Chromebook system, enabling you to monitor the screens and interact with each student quickly and efficiently.

### Planning an installation

For a teacher to be able to monitor and interact with their students using Google Chromebooks, the NetSupport Connectivity Server must be installed on a Windows Server; the NetSupport School Tutor must be installed on either a Windows computer or on a Google Chrome device, and the NetSupport School Student for Google Chrome extension must be installed onto each of the students' Chromebooks.

**Note:** The NetSupport School Tutor app for Chrome can only connect to Google Chrome Students.

### Installing the NetSupport School Tutor app for Chrome

1. Download the NetSupport School Tutor app for Chrome from the [Google Chrome](#) store.
2. Locate the NetSupport School Tutor app for Chrome and launch this.
3. The NetSupport School Chrome Tutor will start and the Enter Licence dialog will appear.
4. Enter the licence details you have been provided with and click **Licence** or, click **Evaluate** to use the software for up to five student Chromebooks for 30 days.
5. The Connect dialog will appear.
6. Enter the Gateway address, port number and security key. This must be the same as set in the Name and Connectivity Server.
7. Choose whether to connect to your Google Chrome Students using Room name, User mode, Browse mode or SIS mode.
8. Click **Connect**.

**Note:** You can use the Google Admin Console to centrally configure and deploy the NetSupport School Tutor app to the required teacher Chrome accounts. For full instructions, refer to technical document: [Centrally configuring and deploying the NetSupport School Tutor app for Google Chrome](#).

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

1. Click **Options** in the Tutor Console and select **Network Settings** from the drop-down menu.
2. Select **Network and Wireless Settings**.
3. Under TCP/IP settings, select **Include Chromebooks** and click **Settings**.
4. Enter the Gateway address, port number and security key. This must be the same as set in the Name and Connectivity Server. Ensure that **Connect by Hostname** is not selected.
5. Click **OK**.
6. You can now browse for Google Chrome Students in Room mode, User mode, using the Fixed List or SIS mode.

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

If your organisation uses Google Apps for Domains, you can centrally manage the NetSupport School settings within the Google Admin Console. For full instructions, refer to technical document: [Centrally configuring and deploying the NetSupport School Student extension for Google Chrome](#).

**Note:** Starting in June 2024, Chrome extensions are changing behaviour following Google's migration from Manifest V2 to V3. We are working on updates to our Student extensions to meet the new requirements. In the meantime, to ensure the changes don't impact the behaviour of your installed extensions, we recommend extending the use of Manifest V2 in the Google Admin Console using the steps outlined in the following technical article: [NetSupport ChromeOS extensions and Manifest V3](#).

1. Download the NetSupport School Student for Google Chrome extension from the [Google Chrome store](#).
2. Enter the URL <chrome://settings/extensions> to access the 'Extensions' configuration page.
3. Locate the NetSupport School Student for Google Chrome extension and click **Options**.
4. Enter the Gateway address and port number of the Name and Connectivity Server.
5. If connecting to Students using Room mode, decide what room the Student is going to be assigned to.
6. Optionally, enter a name that identifies this Student.
7. Once you have entered the required student configuration options, it is recommended that you protect the settings by entering a password.
8. Click **Save** to store the configuration.
9. Rather than having to manually configure each Chromebook, multiple installations using the stored options can be centrally managed in the Google Admin Console. Click **Export As File** to



create a configuration file containing the settings. Before the file is generated, you have the option to allow changes to the Client name and MAC address fields on the Options page. By default, the generated file will disable these two settings.

10. Click **Generate File**. By default, the file will be named Config.json. This file can then be uploaded in the Google Admin Console in order to centrally apply the NetSupport School Student configuration to the required devices. If you require any assistance with this, our [Support team](#) will be happy to help.

A connection status indicator is displayed at the Student, showing the current connection state between the Student device and Tutor machine. The indicator colours are:

Red = no connection.

Yellow = attempting a connection.

Orange = connected to the NetSupport School Name & Connectivity Server.

Green = connected to NetSupport School Tutor/current class.

**Note:** To ensure you retain full visibility of your students' internet use, it is recommended that you 'disallow' Incognito Mode in the Chrome OS User Settings via Google Apps for Education.

If you selected the 'Non-Windows' licence type during installation, the Tutor Console has a cut-down set of features.

### Feature highlights

**Note:** The feature set available in the NetSupport School Tutor app for Chrome OS is a subset of the Windows version:

- View a real-time thumbnail of each student Chromebook in a single view.
- Zoom in to view a larger thumbnail of any selected student Chromebook.
- Open a separate view session to discreetly monitor a selected student's screen and take a closer look at activity - perfect for ensuring students are on task with their learning activities. (The open browser activity can be viewed in Thumbnail and View modes, along with the option to view the full desktop if required.)\*
- The teacher can set objectives and expected outcomes for the current lesson.
- Ask students to register at the start of each lesson.
- Show the teacher's screen. Ensure student attention and focus when presenting by 'showing' the teacher's desktop to selected student Chromebooks.\*
- Multi-monitor support. If the teacher is using multiple monitors, select an individual screen to show to students or show all.\*
- Show an application to selected students.\*
- Lock the student's mouse and keyboard when instructing.

- Send an instant survey or request for feedback to each student and display results in real-time.
- Open a discussion session with selected or all students, enter their comments and share with the rest of the class.
- Send an attention-grabbing message or instruction to each student Chromebook.
- Request help facility - students can send a request for help to the teacher.
- Block unauthorised websites.
- Use approved websites only.
- Block all internet access.
- Launch a website on the Student Chromebook.
- Copy the content of the clipboard between teacher and student machines during a view session.
- See details of the website that students are currently viewing.

\* Features are not available when using the NetSupport School Tutor app for Chrome.

**Note:** To view the full desktop of a Student (Windows Tutor only), the Student needs to acknowledge an on-screen prompt. If you prefer not to offer this option and only want to view the Student's open browser window, the prompt can be disabled. For further information, refer to technical document: [Behaviour when viewing Student Chromebooks from a NetSupport School Windows Tutor](#).

## Licensing for Google Chrome

Each Google Chrome device that connects to the NetSupport Connectivity Server needs to be licensed. Google Chrome licences can be purchased independently of the main NetSupport School product and are registered with the Name and Connectivity Server by loading a new licence file (NSW.LIC). This file controls the number of Google Chrome Students that can connect. If this file is not present, then the usual Name and Connectivity licence file (NSM.LIC) will allow Google Chrome to connect, but this will reduce the licence count available for NetSupport School Students.

e.g.

With both an NSM.LIC (ten user) and NSW.LIC (ten user) the software will independently limit to ten connections of each type. With ten NetSupport School Students connected, the eleventh Google Chrome Student would be rejected.

With just a NSM.LIC (twenty user) the software would limit to a maximum of twenty connections of regardless of whether they are from Google Chrome or standard NetSupport School Students.

## Installing the NetSupport School Tutor for Android

For installation on a teacher's Android tablet, the NetSupport School Tutor for Android extends the product's capabilities into dedicated tablet-based classrooms, giving the teacher the power to connect to each student device and enabling real-time interaction and support.

**Note:** Student tablets must be running the [NetSupport School Student app](#).

### 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 v5 or later tablets and is available from the [Google Play](#) store.

For further information on installing and using the Tutor for Android, please refer to our [Android Tutor documentation](#).

#### 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
- Wi-Fi/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).

## Installing and configuring the NetSupport School Student for Android

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

The NetSupport School Student for Android can be installed on each Android tablet. From the teacher's desktop, you can then connect to each system enabling you to interact with each student quickly and efficiently.

The NetSupport School Student for Android app works on Android v5.0 or later tablets and is available for free from the [Google Play](#) store.

**Note:** A [NetSupport School Tutor for Android](#) app is available to use on your Android devices.

### Set up and configure the NetSupport School Student for Android

You can pre-configure each device with the required password-protected classroom connectivity settings from the device or 'push' the settings to each device from within the NetSupport School Tutor program:

1. Select the Administer tab in the ribbon and click **Apply Student Settings**.
2. The Student Settings dialog will appear.
3. Select the students you wish to send the settings to.
4. To amend the configuration settings, click **Modify**.
5. The Modify Student Settings dialog will appear.
6. Set the required options and click **Save**.
7. If a password has already been set at the Android device, enter this.
8. Click **Send**.
9. You can now browse for Android Students in Room mode.

**Note:** In certain environments, the NetSupport School Tutor Console may not locate the Android Students during its browse. For further information on how to locate and connect to Android devices, please visit our Knowledge Base and refer to product article: [What to do if the Android Students are not found by a Tutor Console browse at startup](#).

If you selected the 'Non-Windows' licence type during installation, the Tutor Console has a cut-down set of features.

### Features supported on Android:

- Student register.
- Lesson objectives.
- Receive messages from the Tutor.
- Student request help.
- Group or 1:1 chat.
- Student survey.
- Lock/unlock student computers.
- Real-time instruction (Show mode).
- View Student thumbnails.
- Watch Student screen.
- Student rewards.
- Wi-Fi/battery indicators.
- Launch URL at the Student.
- Blank Student screen.
- Question and Answer mode.
- File Transfer.
- File Distribution.
- Launch at startup. The NetSupport School Student for Android will launch when the device is powered on and will automatically sign in (where the device is located in a fixed room).

**Note:** When you view a Student's screen, a prompt appears asking the Student to confirm before you can connect. If they don't allow this, you are unable to view their screen.

## Installing and configuring the NetSupport Browser app (iOS)

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

The app also supports NetSupport DNA's core desktop management capabilities, enabling you to gather key system inventory details and monitor online activity. For more information on NetSupport DNA, visit our [website](#).

The NetSupport Browser app can be installed on each iOS device. From the teacher's desktop, you can then connect to each system enabling you to interact with each student quickly and efficiently.

The NetSupport Browser app works on iOS v9.3.5 or later and is available for free from the [iTunes store](#).

**Note:** NetSupport School functionality is supported on tablets only.

### Set up and configure the NetSupport Browser app

You can centrally configure and push out the settings using an MDM solution. For further information, please refer to our [NetSupport Browser app for iOS](#) documentation.

If you selected the 'Non-Windows' licence type during installation, the Tutor Console has a cut-down set of features.

#### Features supported on iOS:

- **Student register** - The teacher can request standard and custom information from each student at the start of a lesson.
- **Lesson objectives** - If provided by the teacher, once connected, students are presented with details of the current lesson along with the objectives and expected learning outcomes.
- **Sending messages** - The teacher can broadcast messages to selected devices.
- **Chat** - The student and teacher can initiate a 1:1 chat session and participate in group discussions.
- **Request help** - Students can alert the teacher when they require assistance.
- **Lock screen** - The teacher can lock the app to gain attention.
- **Restrict Internet** - The teacher can employ a list of approved/restricted websites for use during the lesson.
- **Question and Answer module** - Enables the teacher to conduct instant student and peer assessment. Deliver questions verbally to the class, then select students to answer - randomly,

first to answer or in teams. Bounce questions to multiple students and ask the class to peer assess a response.

- **Class survey** - Teachers can conduct on-the-fly surveys to gauge student knowledge and understanding.
- **Show screen** - While presenting, the teacher can show their desktop to connected devices.



## NetSupport School Windows 10 Tutor App

Provided in addition to the desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled devices. It is a complementary component and is available for download from the [Windows store](#).

**Note:** For further information on installing and using the Teacher App, please refer to our [Windows 10 Teacher App manual](#).

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

- 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 School'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 School-managed lesson.
- Launch NetSupport School features using Cortana voice commands. 'NetSupport School 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 CD/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.

## Licensing for Tablets

Each Android or iOS tablet that connects to the NetSupport School Tutor needs to be licensed. Licences for tablets can be purchased independently of the main NetSupport School product and are registered with NetSupport School by loading a new licence file (NSW.LIC). This file controls the number of tablet Students that can connect. If this file is not present, then the usual licence file (NSM.LIC) will allow tablet Students to connect, but this will reduce the licence count available for NetSupport School Students.

e.g.

With both a NSM.LIC (10 user) and NSW.LIC (10 user) the software will independently limit to 10 connections of each type. With 10 NetSupport School Students connected, the 11th tablet Student would be rejected.

With just a NSM.LIC (20 user) the software would be limited to a maximum of 20 connections, regardless of whether they are from a tablet Student or a standard NetSupport School Student.

## Integration with Active Directory

NetSupport School integrates with Microsoft's Active Directory structure enabling you to centrally manage Student configurations and Tutor configurations.

To make the task a little easier NetSupport School supplies four ready-made Administrative Templates, NSS\_Student\_machine.adm, NSS\_Student\_User.adm, NSS\_Tutor\_Machine.adm and NSS\_Tutor\_User.adm containing the configurable options. When you install NetSupport School the template is copied to the NetSupport School program folder. In turn, you will need to copy this to the folder containing any existing ADM templates.

### To apply Student configuration changes via Active Directory

1. At the Domain Controller, select the Active Directory Users and Computers tool.
2. Decide at which level to apply the policies, domain or organisational. Right click and select the Group Policy tab.
3. Select the desired policy to add the NetSupport School template to and click **Edit**.  
Or  
Select **Add** to create a new Policy.
4. In the Group Policy Editor under Computer Configuration, select **Administrative Templates**.
5. Right click and select **Add/Remove Templates**.
6. Click **Add** and specify the location of NetSupport School's ADM file and click **Open**. The new NetSupport School policy will be added.
7. Click **Close**.
8. By default, each NetSupport School policy option is disabled.

To enable certain configurations at the Student or Tutor using the NetSupport School ADM Template files, you are required to enter an encrypted value, for example, the security key policy requires an encrypted security key to be entered. When configuring this through the ADM Template files, you cannot enter the security key in plain text as this would not be recognised by the Student, so you have to enter the encrypted security key value into the policy.

**Note:** Please refer to the NetSupport website support area, [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) for the latest information on installing via Active Directory, Active Directory policy files, instructions on upgrading from previous versions and applying NetSupport Student profiles within Active Directory.

## Using NetSupport School in a wireless classroom

It is recognised that wireless networks generally do not perform as reliably as wired networks as they use radio frequencies to transmit data and these are susceptible to interference. In addition, simultaneously connecting a large number of devices to a wireless access point will have a negative impact on the bandwidth allocated to each.

When using NetSupport School in an un-optimised wireless environment, the above can result in poor performance and student devices frequently disconnecting from the Tutor Console.

NetSupport School uses advanced techniques to limit the effects of an unreliable wireless network. For further information about planning an installation of NetSupport School within a wireless environment, please see the following technical document: [Using NetSupport School in a wireless Classroom](#).

### Optimising NetSupport School for use in a wireless environment

Once you have established a reliable wireless connection between the devices in your classroom, there are some settings within the Tutor Console that you can change to optimise performance on your wireless network.

A school will have a finite amount of network bandwidth available; viewing the students' screens, distributing files or broadcasting the teacher's screen simultaneously will consume this bandwidth.

NetSupport School provides multiple configuration options designed to reduce the amount of data sent across the network, which will result in improved performance. These options can be found under their respective configuration sections in the Tutor Console.

**Note:** For general advice on reconfiguring your access point. Please visit our Knowledge Base and refer to product article: [Optimising NetSupport School on wireless networks](#).

For a wireless environment, it is recommended that the options within the Performance section of the Tutor settings are set as follows:

**Colour reduction:** Allows you to set the maximum colour depth when viewing and showing to Students. By default, this is set to 256 (high) colours.

**Low bandwidth mode:** The number of video frames transferred will be reduced to around 5 per second. Setting this to **Wireless** will automatically turn on low bandwidth mode when wireless students have been detected.

Additionally, within the Network and Wireless Settings section of the Tutor Console, it is recommended that the following option is enabled when using NetSupport School on a wireless network:

**Enable Broadcast Show and File Distribution:** When broadcasting the teacher's screen or distributing files to multiple students, enabling this option will result in the screen data or files being sent to all machines simultaneously.

Finally, performance can further be enhanced by reducing the speed that the Tutor Console sends data onto the network to match the speed that the wireless access point can deliver the data. Sending data onto the network too quickly may result in packets being lost, which will result in the students requesting the data again and additional traffic being produced on the network.

For a wireless environment, it is recommended that the following options are set:

**Wireless Network:** Select this option to optimise NetSupport School for best performance in a wireless environment.

**Maximum Throughput:** This option provides the ability to fine tune the speed that the Tutor Console sends data to the connected student devices.

## Using the NetSupport Connectivity Server to find Student PCs

The NetSupport Connectivity Server or 'Name & Connectivity/Gateway', is provided as an optional installation component. Its purpose is to provide a simple and reliable method of locating and connecting to Student PCs in LAN/Wireless network environments. This can be particularly useful where students transport laptops from class to class, making it difficult for traditional connectivity options to find them.

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

The NetSupport Connectivity Server can be used with all start-up modes.

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

- Negates the need to browse the network to locate Student PCs.
- 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 laptops change access points and are assigned new IP addresses.
- Connect to your SIS environment using OneRoster or Google Classroom.

The basic requirements for using a NetSupport Connectivity Server are:

- It needs to be installed on a PC that is accessible to all Tutor and Student PCs.
- It needs to have a static IP address.
- The Tutor and Student PCs need to be configured to use the NetSupport Connectivity Server.
- The Connectivity Server, Tutor PC and Student PC must have a matching NetSupport Connectivity Server Security key configured.

## Installing and configuring the NetSupport Connectivity Server

A 'NetSupport Connectivity Server' or 'Gateway' is designed to run on a machine that is accessible from both the Tutor and Student PCs. It must, therefore, have a fixed or static IP address. The Connectivity Server can be installed as a standalone component on the machine you wish to use, or along with other NetSupport School components.

When performing a NetSupport School installation, select the **Name and Connectivity Server** component from the Custom Setup screen. You will also need to configure the Server (Gateway) properties. At the end of the installation the NetSupport Connectivity Server Configuration dialog will appear or after installation, you can launch the dialog by right-clicking on the **Connectivity Server** icon in the system tray, or from the NetSupport Connectivity Server Console File menu.

**Note:** To display the **Connectivity Server** icon in the system tray, choose {Start}{Programs}{Startup}{Connectivity Server}. On Windows 8 machines, right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Name Server Console** icon.

The Connectivity Server is configured with the IP address of the Connectivity Server machine and a security key. This same information must also be entered at both the Tutor and Student machine, thus validating connections between the various components.

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

**Note:** If connecting to Students via the Name & Connectivity Server in Room mode, it is necessary to set the NetSupport Connectivity Server settings at the Tutor in both the Tutor Configurator and the Student Configurator.



## NetSupport Connectivity Server Configuration Utility - General tab

You use this dialog to configure the properties of the NetSupport Connectivity Server (Gateway).

You can access the dialog at the end of the installation, when the dialog will appear automatically, or via the **NetSupport Connectivity Server** icon which appears in the system tray. Right-click on the icon and select **Configure Connectivity Server**. The dialog can also be accessed from the NetSupport Connectivity Server Console, select {File}{Configure Connectivity Server} from the drop-down menu. Alternatively, you can run the file Pcigwcfg.exe from the NetSupport School program folder.

**Note:** To display the NetSupport Connectivity Server icon in the system tray, click the Start screen, choose **All apps, NetSupport School** and click **NetSupport School Name Server Console**.

The screenshot shows the 'NetSupport Connectivity Server Configuration Utility' dialog box with the 'General' tab selected. The 'Listening Port and Interfaces' section has two radio buttons: 'Listen on all IP interfaces' (selected) and 'Listen on specified IP interfaces'. The 'Port(s)' field is set to '443'. Below it, a text box shows '(e.g. 443C, 3085C, 4000 etc.)'. The 'Listen on specified IP interfaces' section contains a table with columns 'IP Address' and 'Port'. To the right of the table are buttons 'Add...', 'Delete', and 'Edit...'. The 'Comms. Management Packet Interval' section has a 'CMPI (secs):' field set to '60'. The 'Event Log Files' section has a 'Location:' field set to 'C:\Program Files (x86)\Common Files\NSL\Conn...' and a 'Max. file size (KB):' field set to '1000'. There is a 'Browse...' button next to the file size field. At the bottom, there is a checkbox for 'Automatic recovery if service stops abnormally' and four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

### Listening Port and Interfaces

**Listen on all IP interfaces:** By default, the installed NetSupport Connectivity Server component uses the local IP address(es) and communicates through port 443.

**Listen on specified IP interfaces:** You can add multiple IP addresses or enter a specific IP address, select Add and enter the IP address.

**Note:** The IP address of the Connectivity Server machine and key will also need to be configured at both the Tutor and Student machine.

### Comms. Management Packet Interval

**CMPI (secs):** When configured for NetSupport Connectivity Server connections, the Student machine confirms its availability by periodically polling the NetSupport Connectivity Server. By default, a network packet is sent every 60 seconds, but you can change this if required.

### Event Log Files

NetSupport Connectivity Server activity during an active session is recorded in a text file, default GW001.LOG. This can be useful for checking which Students and Tutors have connected through the NetSupport Connectivity Server.

**Location:** By default, the log file is stored in: C:\\Program Files\\Common Files\\NSL\\Connectivity Server\\GW001.log. Select **Browse** to specify an alternative path.

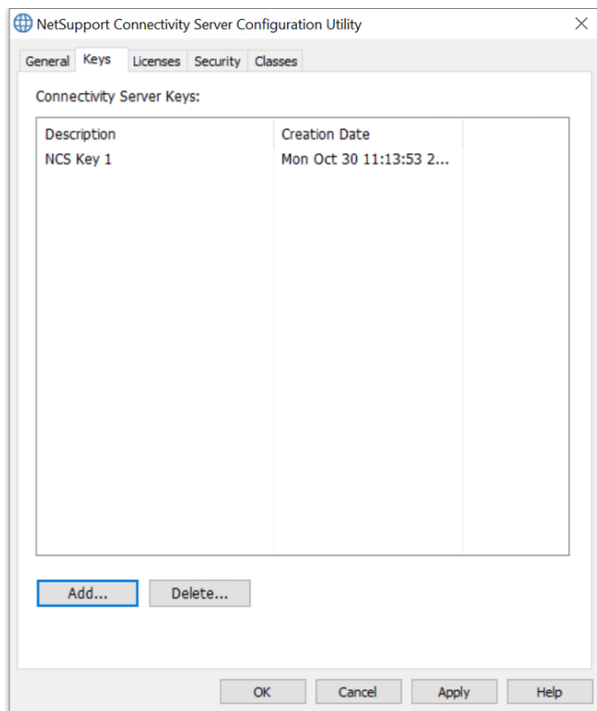
**Max file size (KB):** Over a period of time, the log file could become quite large, you can manage this by specifying a maximum file size. When the limit is reached the existing information in the file is overwritten by the new records.

**Note:** For changes to the log file settings to take effect, you need to restart the Gateway32 service.

### Automatic recovery if service stops abnormally

By default, the Gateway service will automatically recover if there is an abnormal shutdown.

## NetSupport Connectivity Server Configuration Utility - Keys tab



### Connectivity Server Keys

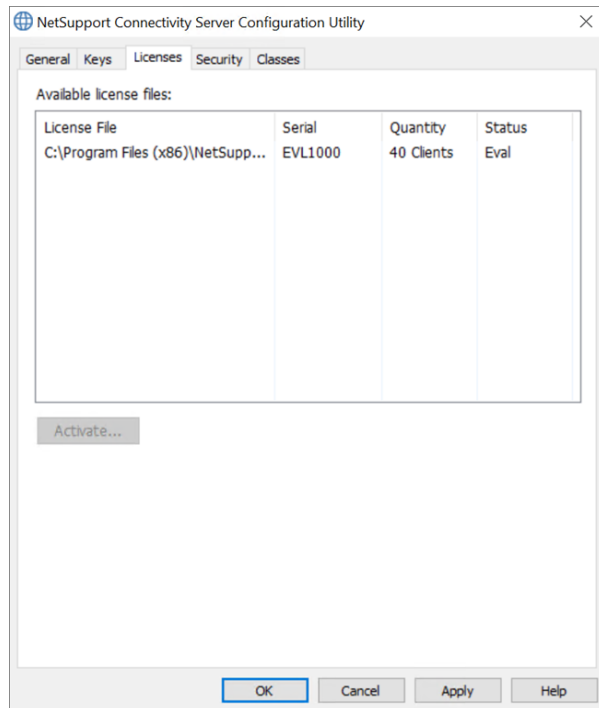
Access to a NetSupport Connectivity Server is protected by use of a security key.

The NetSupport Connectivity Server will not accept connections from a Tutor or Student unless a 'Connectivity Server key' is specified, and that same key is also configured at both the Tutor and Student end. The NetSupport Connectivity Server can support multiple keys. At least one key must be specified.

Select **Add** to specify the key. The key must be at least 8 characters.

## NetSupport Connectivity Server Configuration Utility - Licences tab

Displays all licences stored in the NetSupport School directory. If you do not have an internet connection, you can manually activate your NetSupport School licence here.

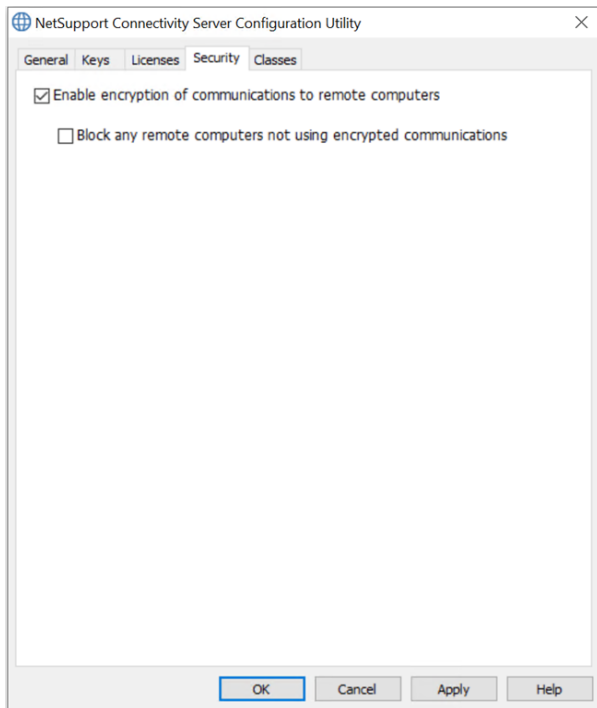


An activation code is required. Contact NetSupport or your reseller for this. Click **Activate** and enter the code. You will then need to restart the NetSupport Connectivity Server.

**Note:** If an internet connection is available, the licence will activate automatically and the NetSupport Connectivity Server does not need to be restarted.

## NetSupport Connectivity Server Configuration Utility - Security tab

The NetSupport Connectivity Server provides support for an enhanced level of encryption to be used when initiating communications from remote computers.



### Enable encryption of communications to remote computers

When enabled all communications in the connection process are encrypted.

**Note:** The remote computers (Tutors and Students) need to be running version 10.61 or later.

**Block any remote computers not using encrypted communications:** Earlier versions of the Tutor and Student programs do not support the enhanced level of encryption. Selecting this option will block connections from remote computers running earlier versions of the Tutor or Student software.

## NetSupport Connectivity Server Configuration Utility - Classes tab

The NetSupport Connectivity Server provides direct integration with OneRoster or Google Classroom, providing access to your online SIS (Student Information Systems) classrooms and student accounts.

NetSupport Connectivity Server Configuration Utility

General Keys Licenses Security **Classes**

Class datasource

☒ None

☐ ClassLink OneRoster

Tenant Id:

Key:

☐ OneRoster zipped CSV files

File:  ...

As user:  Set

☐ Google Classroom

Project:  ...

Syncs per day:  at:

Sync now Reset data

Last Checked:

Last Updated:

OK Cancel Apply Help

### Class datasource

**None:** Select this option if you are not integrating with SIS.


**ClassLink OneRoster:** Select this option to link to ClassLink OneRoster and enter your school's Tenant ID. For added validation, enter the matching NetSupport School Security/API Key provided in your Roster Server Portal. (The key can be found in the OneRoster Server Portal by selecting, Applications > NetSupport School > API Key and Secret.) For information on integrating with ClassLink OneRoster, please see the following technical document: [NetSupport School SIS integration with ClassLink OneRoster](#).

**OneRoster zipped CSV files:** Alternatively, you can use zipped CSV files. Click  and browse to the required files.

### Notes:

- For further information on creating CSV files and performing bulk and delta imports using these files, please refer to the following technical document: [Using CSV files to import SIS/MIS data](#).
- The CSV files must conform to the OneRoster standard.

- The first time you configure the NetSupport Connectivity Server to use OneRoster zip files, you must do a bulk export of your SIS data.

**Google Classroom:** Select this option to link to Google Classroom. Click  to browse for and select one of the JSON files that you have copied to the machine (both files must be present, but either file can be selected). For information on how to set up a Google Classroom Project and create the required JSON files, please see the topic: [Integrating NetSupport School with Google Classroom](#).

Click **Apply** and you will be prompted to sign into Google G Suite with administrator credentials and grant access to NetSupport School.

### **Syncs per day**

By default, the Connectivity Server will sync with OneRoster or Google Classroom once a day. This can be amended by entering a different value here. You can also specify the time the sync will take place.

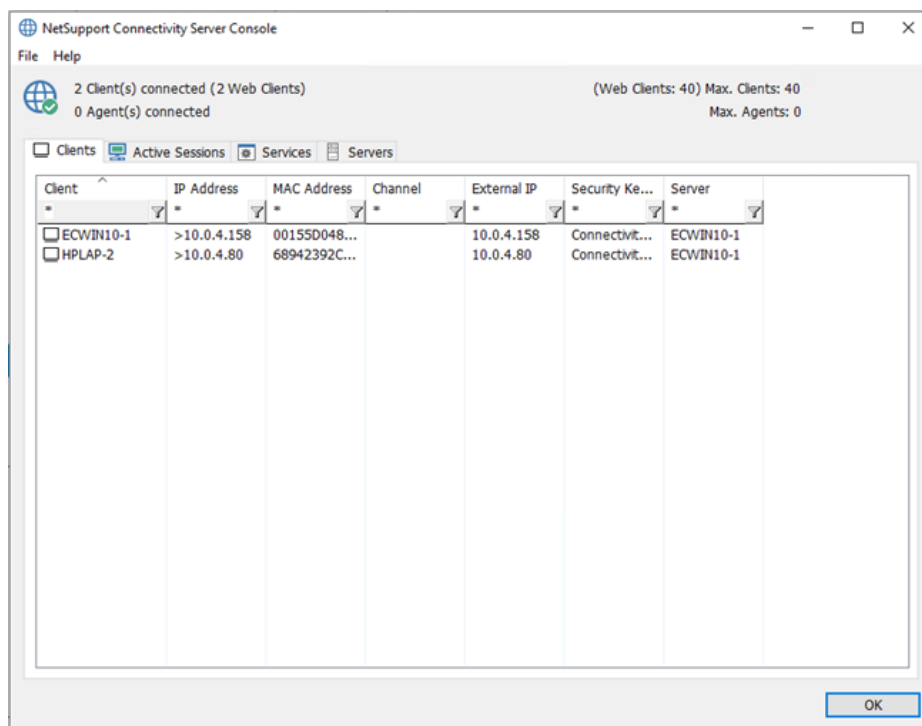
Click **Sync now** to synchronise the NetSupport Connectivity Server. Clicking **Reset Data** will clear all previous data stored and, if there is a lot of data to download, this may take some time.

## NetSupport Connectivity Server Console

The key to a successful remote support solution is the ability to locate and connect to devices no matter where they are. NetSupport School provides a range of connectivity methods as standard.

The NetSupport Connectivity Server is a central hub for managing all your NetSupport School connections across the internet. From the console, you can see what NetSupport School Connectivity components are installed and in use.


To open the NetSupport Connectivity Server, right-click the **NetSupport Connectivity Server** icon in the system tray and select **Open** or double click the icon.



An overview of how many Students are currently connected is displayed. Further information can be found in each of the tabs:

- **Clients:** Displays a list of all the NetSupport School Students currently connected to the NetSupport Connectivity Server.
- **Active sessions:** Displays a list of current connections between a NetSupport School Control and a NetSupport School Student with the date and time that the connection started.
- **Services:** Displays a list of NetSupport School Tutors that are active in Room mode. This allows NetSupport School Students to connect to the room through the NetSupport Connectivity Server.



**Note:** You can filter the contents of the Clients, Active Sessions and Services tabs, so that only items meeting certain criteria are displayed. Enter the search term in the Filter field under the required column heading and the matching items will be displayed. Click  to clear the filter.

### Exporting data

Data can be exported to a .CSV file, allowing further analysis. Select the tab you want to export data from and select {File}{Export} from the drop-down menu bar.

To configure the settings for the NetSupport Connectivity Server, select {File}{Configure Connectivity Server} from the drop-down menu bar.

## Working with groups


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

- Show
- File Distribution
- Scan
- Launch applications
- Message
- Lock/unlock
- Multimedia support
- Send/collect work
- Chat
- Question and answer team mode

### To create a group

1. Select the Group tab in the ribbon and click **Add**.

Or

Click the **Group options**  icon on the group bar and select **Add**.

2. The Add a group wizard appears asking you to provide a name and brief description of the group. It will then assist you in creating your group.

Your newly created group will appear on the group bar.

### Group Students randomly

1. Select the Group tab in the ribbon and click **Group Randomly**.
2. The Group Randomly dialog appears.
3. Select how to group the teams:

**Assign Randomly:** Students are randomly assigned to groups. Enter the number of groups required.


**Student chooses:** Students can choose what team to join. Enter the group names and separate each value with a comma.

4. Click **OK**.
5. The newly created group(s) appears on the group bar.

### To change the members of a group

1. Select the required group on the group bar.
2. Select the Group tab in the ribbon and click **Properties**.


Or

Click the **Group options**  icon on the group bar and select **Properties**.

Or

Click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this) and click **Properties**.

3. Choose the Members tab and select the Students to be removed or added.
4. Click **OK**.

**Note:** You can also remove Students from a group by right-clicking the selected Student icons and selecting the **Remove from Group**  icon.


## Deleting a group

If you no longer need a group that you have defined, you can remove the group. This will not affect the Students that are members of the group.

### To delete a group

1. Select the group that you want to delete.
2. Select the Group tab in the ribbon and click **Remove**.

Or

Click the **Group options**  icon on the group bar and select **Remove**.

Or

Click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this) and click **Remove**.

3. Click **Yes** to confirm you want to remove the group.

**Note:** If you don't want to see the warning prompt again, click **Don't show this again**. You can re-enable this in the Tutor User Interface settings.

## Assigning a group leader

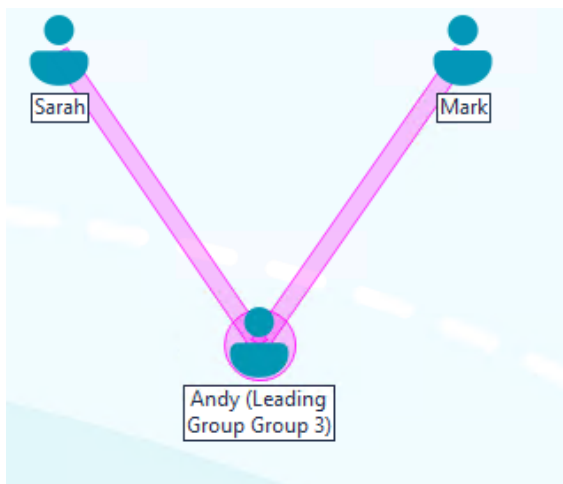
When working with defined groups of Students, the Tutor can assign 'group leader' status to a selected member of the group. The designated leader can then take control of the group, performing many of the tasks that the main Tutor can. The main Tutor retains overall responsibility while a group leader is in place, and can remove the status at any time.



You can choose the functions to be performed by the group leader by clicking **Options** in the Tutor Console, selecting **Settings** from the drop-down menu and choosing **Group Leaders**.

### To assign a group leader

1. Select the required group from the group bar.
2. Select the required Student icon.
3. Right-click the required Student and select **Assign group leader**.

The Student icon in the Tutor Console is highlighted to indicate that they are a group leader. A connection bar showing the link from the group leader to the Students is displayed. This can be disabled by clicking **Options** in the Tutor Console, selecting **Settings** from the drop-down menu, choosing **Group Leaders** and clearing the **Show Visual Group Leader Connections** option. Different groups will have different colour connection bars; these will be displayed in other views when in large icons view.



The Student receives a message indicating that they have been given group leader status (the Student Toolbar shows that the Student is leading the group). They can choose to run the group leader features immediately by clicking **Run Now** or at a later stage by clicking on the **Run Group Leader**  icon on the Student Toolbar or the **Run Group Leader**  icon on the system tray. A cut-down version of the Tutor Console opens, allowing them access to the selected features.

**Notes:**

- Although a Student may be in more than one group, they can only lead one group at a time.
- Each defined group can have a group leader, even if one of the group members is already leading another group.
- The main Tutor can continue to monitor all Students, including group leaders.

## Suspend group leaders

During a Tutor session where group leaders are in place, the Tutor may want to perform a task without conflicting with something the group leaders are doing. Rather than remove and reinstate each group leader individually, you can globally suspend and reinstate group leader access as required.

### To suspend group leaders

1. Select the Group tab in the ribbon and click **Suspend All**.
2. All group leaders will be suspended.

### To reinstate group leaders

1. Select the Group tab in the ribbon and click **Suspend All**.
2. All group leaders will be reinstated.

## Remove group leader status

The main Tutor can remove group leader status from Students at any time.

### To remove a group leader

1. Select the group containing the required Student.
2. Right-click the Student icon and select **Remove group leader**.

Or

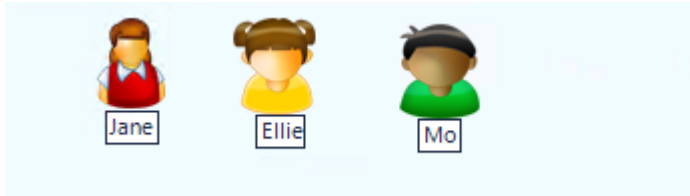
Click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this) and click **Remove group leader**.

The Student receives a message informing them that group leader rights have been removed.




## Customise Student and group icons

The Student and group icons displayed in the Tutor Console can be customised to suit individual requirements. A choice of images can be used and you can apply these to the machine name or the logged on user.




### Customise Student and/or group icons

1. Select the required Student or group from the group bar.
2. Right-click the Student and click the **Customise**  icon.  
Or  
Select the Group tab in the ribbon and click **Customise**.
3. The Image Customisation dialog appears. Select one of the three tabs:

<b>All Computers</b>	Applies the selected image to the machine name.
<b>Logged on User Name</b>	Assigns the image to the user name, so it will load at whatever machine the Student logs onto. This option takes precedence over images applied to the machine name
<b>Groups</b>	Enables you to apply an image to each defined group of Students.

4. Select the Student name or group from the list and click **Modify**. If using the logged on user name option, click **Add** and enter the Student's logon name.
5. Browse for the required icon image. A number of default libraries (\*.ncl) are provided in the Program folder, or you can select a picture of your own choosing. Highlight the required image and click **OK**. Repeat this process for any other Students and groups.
6. Click **OK** when complete.

**Note:** Individual Student and group icons can be changed by amending the properties of the selected item. Right-click the Student and click the **Properties**  icon, select the Details tab and click **Customise** in the Appearance section or click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this), click **Properties**, select the General tab and click **Customise** in the Appearance section.

## Using NetSupport School

This section guides you through starting NetSupport School. It covers all the functionality such as showing the Tutor's screen to Students, viewing the Student's screen, sending messages and much more.

The main point to remember when using NetSupport School is that the machine doing the showing or remote controlling, is called the Tutor or the Control and that the machines/devices being shown to or remote controlled are called the Students or Clients.

**Note:** This section assumes you have already installed Students on the machines to be controlled. If you have not done this, do so now. See Installation for details.

## Lock/unlock Students' mice and keyboards

When you perform a Show, the Students' mice and keyboards are automatically locked. However, there may be other occasions when you want to lock Students' keyboards and mice.

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. Select the Class tab in the ribbon and click **Lock**.

Or

Right-click on a Student icon and click **Lock**.

Or

To lock all Students, click **Lock All** on the caption bar (you can do this from any window). If this is not showing, click the **Configure Quick Access List** ≡ icon on the caption bar and select **Lock/Unlock all students** from the drop-down list.

**Note:** By default, sound is muted at the Students when locking all Students. This option can be disabled in the Student User Interface settings.

3. A graphic appears on the Student machines, informing them that you have locked their mouse and keyboard.



### To unlock Students

1. Select the Class tab in the ribbon and click **Unlock**.

Or

Right-click a Student icon and select **Unlock**.

Or

If you have locked all Students, click **Unlock All** on the caption bar.

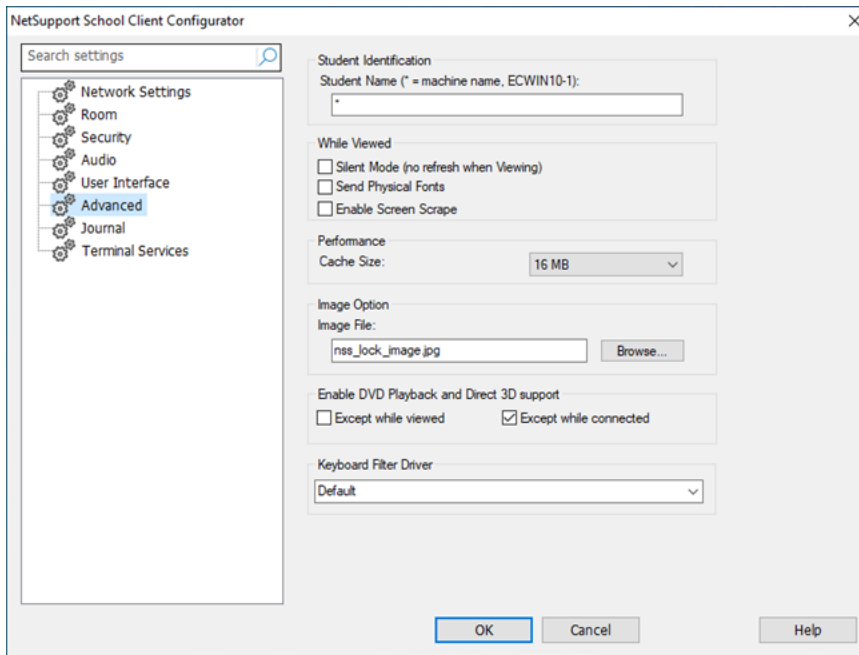
## Changing the graphic when locking a Student

A default graphic is displayed on a Student's screen when you lock a Student's keyboard and mouse. This image can be changed if required.

The image can be changed by replacing the nss\_lock\_image file in C:\Program Files\NetSupport\NetSupport School or using the Student Configurator to select an alternative file.

### To change the graphic

1. In the Student Configurator, select **Advanced**.



2. The Image File field shows the default file.
3. Click **Browse** to select an alternative file.
4. The Image File field shows the new file.
5. Click **OK**.

#### Notes:

- If you view a locked Student, the display graphic is not shown on the Student screen.
- If an image file cannot be located on the Student machine, a flashing message 'This machine has been locked by the control user' is displayed on the Student screen.
- If you would like to display an image file that is not available on Student machines, use the NetSupport School Deploy function to deploy a Configurator setting to all connected Student machines.

## Viewing a Student's screen

Having connected to a Student, you can now remote control it. This is called viewing. The Student's screen will be displayed in a window on the Tutor machine. NetSupport School allows you to view multiple Student screens, each in its own window, simultaneously.

**Note:** If required, a message can be displayed at the Student machine confirming it is being viewed.

### To view a Student

1. Double-click the required Student icon in the List view.

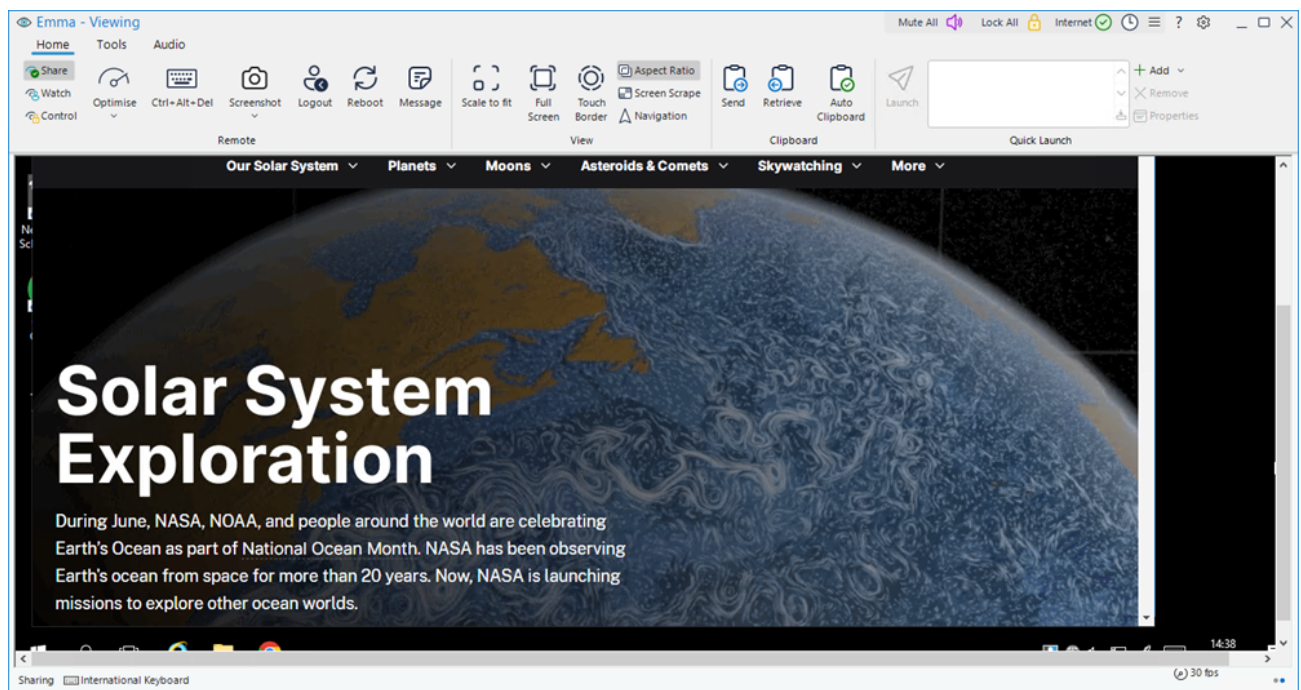
Or

With the required Student icon selected, select the Class tab in the ribbon and click **View Client**.

Or

Right-click the Student icon and choose **View Client**.

2. The View window for that Student appears at the Tutor.




To aid navigation of the Student screen, a thumbnail of the screen appears (if the Student is running multiple monitors, they are all displayed), enabling you to scroll the Student desktop more easily. Click inside the thumbnail to view specific areas. The navigation window can be enabled or disabled by clicking the **Navigation** icon on the View window ribbon.

### Notes:

- For acceptable performance while viewing, ensure that the Student's Active Desktop is turned off.
- If the Student uses multiple monitors, you can switch between the monitors or show the whole desktop by clicking the Monitor tab in the ribbon.
- If the Tutor and the Student are both using touch-enabled devices, the Tutor can control the Student's machine using touch commands. You can also enable a touch border. This border makes it easier to access certain functions when using drag-touch gestures.

### To stop viewing and return to the Tutor Console

1. On the caption bar, click the **Close**  icon.

## View modes

You can view Students in three modes:

<b>Share</b>	The Student's screen is displayed at both the Tutor and the Student. Both the Tutor and the user at the Student can enter keystrokes and mouse movements.
<b>Watch</b>	The Student's screen is displayed at both the Tutor and the Student. Only the user at the Student can enter keystrokes and mouse movements. The user at the Tutor is locked out.
<b>Control</b>	The Student's screen is displayed at both the Tutor and the Student. Only the user at the Tutor can enter keystrokes and mouse movements. The user at the Student is locked out.

### To change the view mode

1. While viewing the Student, select the Home tab in the View window ribbon and select **Share**, **Watch** or **Control**.

Other View window customisation options:

#### View

Allows you to select which monitor to view if the Student is running multiple monitors. You can view the whole desktop or a specific monitor. If you are viewing a specific monitor, the monitor number is displayed on the **View** icon image. You can see more information about the monitors by clicking the Monitor tab in the ribbon.


**Note:** This option only appears if the Student you are viewing has multiple monitors.

#### Scale to fit

Sets the display mode for how the Student screen is displayed. Turning scale to fit on enables you to display the whole of the Student screen in the available View area.

#### Full Screen

Uses the whole of the available screen area on the Tutor to display the Student's screen. A floating toolbar is provided in Full Screen mode, allowing access to a selection of tools.

**Note:** To return to Windowed mode, select Ctrl+Left Shift+Right Shift (these shortcut keys can be customised in Tutor Configuration - Keyboard/Mouse settings) or click the **Windowed**  icon the floating toolbar.



### **Touch Border**

When viewing a Student on a touch-enabled device (the Tutor must also be using a touch-enabled device), you can enable a touch border. This border makes it easier to access certain functionality when using drag touch gestures.

### **Aspect Ratio**

Maintains the correct aspect ratio of the remote screen.

### **Screen Scrape**

NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the machine being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

### **Navigation**

To aid navigation of the Student screen, a Navigation window showing a thumbnail image of the screen is displayed (if the Student is running multiple monitors, they are all displayed). This enables you to scroll the Student desktop more easily. Click and drag inside the thumbnail to view specific areas.

### **Optimise**

By default, when viewing a Student screen, the colour depth is set to 256 colour (high quality). This option allows you to change the quality when viewing Student screens.

## Blanking the Student's screen while viewing

For security reasons, you may require the Student screen to be blank while you are remotely controlling it.

**Note:** This feature is only available on Students running Windows 10 v2004 and above (legacy support is provided for Students running Windows 8 and below).

### Blank a Student's screen

1. Select the Home tab in the View window ribbon and click **Blank Screen**.
2. The Student's screen will be blanked.
3. To restore the screen, click again.

## Sending Ctrl+Alt+Delete

You can send Ctrl+Alt+Delete to a machine that you are viewing.

### To send Ctrl+Alt+Del to a Student you are viewing

1. Press the Ctrl+Alt+Esc keys simultaneously.

Or

1. Select the Home tab on the View window ribbon and click **Ctrl+Alt+Del**.
2. Click **Yes** to confirm you want to send Ctrl+Alt+Delete.

## Blank all Student screens

An individual Student screen can be blanked while you are viewing it. This option enables you to blank all Student screens simultaneously.

### To blank all Student screens

1. Select the Class tab in the ribbon and click **Blank All**.
2. The Student screens will be blanked.

**Note:** By default, sound is muted at Students when blanking all screens. This option can be disabled in the Student User Interface settings.

3. To restore the screens, repeat the above process.

**Note:** You can blank an individual Student screen by right-clicking the Student and selecting **Blank**. This feature is only available on Students running Windows 10 v2004 and above (legacy support is provided for Students running Windows 8 and below).

## Remote clipboard

During a View session, you can copy the content of the clipboard between the Tutor and Student machines.

The Clipboard section on the Home tab of the View window ribbon provides the following options:

**Send:** Used when copying from the Tutor to a Student and using the {Edit}{Cut/Copy} menu option.

**Retrieve:** Used when copying from the Student to the Tutor and using the {Edit}{Cut/Copy} menu option.

**Auto Clipboard:** When enabled, it provides the quickest method for copying data. Use the shortcut keys (Ctrl+C and Ctrl+V) to automatically copy to and from the clipboard at both the Tutor and Student machines.

### Sending the content of the clipboard from a Tutor to a Student machine

1. View the required Student.
2. Open appropriate applications on the Student and Tutor machines.
3. Select and copy the required data from the application at the Tutor.

If **Auto Clipboard** is enabled, using Ctrl+C copies the data directly to the clipboard.

Or

If you have used {Edit}{Cut/Copy}, return to the Student's View window and click the **Send** icon on the ribbon.

4. To paste the data at the Student application, choose {Edit} from the Student application drop-down menu and select **Paste**.

Or

Use the shortcut keys (Ctrl+V) to paste the data.

### Sending the content of the clipboard from a Student to a Tutor machine

1. View the required Student.
2. Open appropriate applications on the Student and Tutor machines.
3. Copy the required data from the application at the Student as above but if using menu options rather than the shortcut keys, click the **Retrieve** icon on the ribbon.
4. Return to the Tutor application and paste the data using the appropriate menu options or the shortcut keys (Ctrl+V).

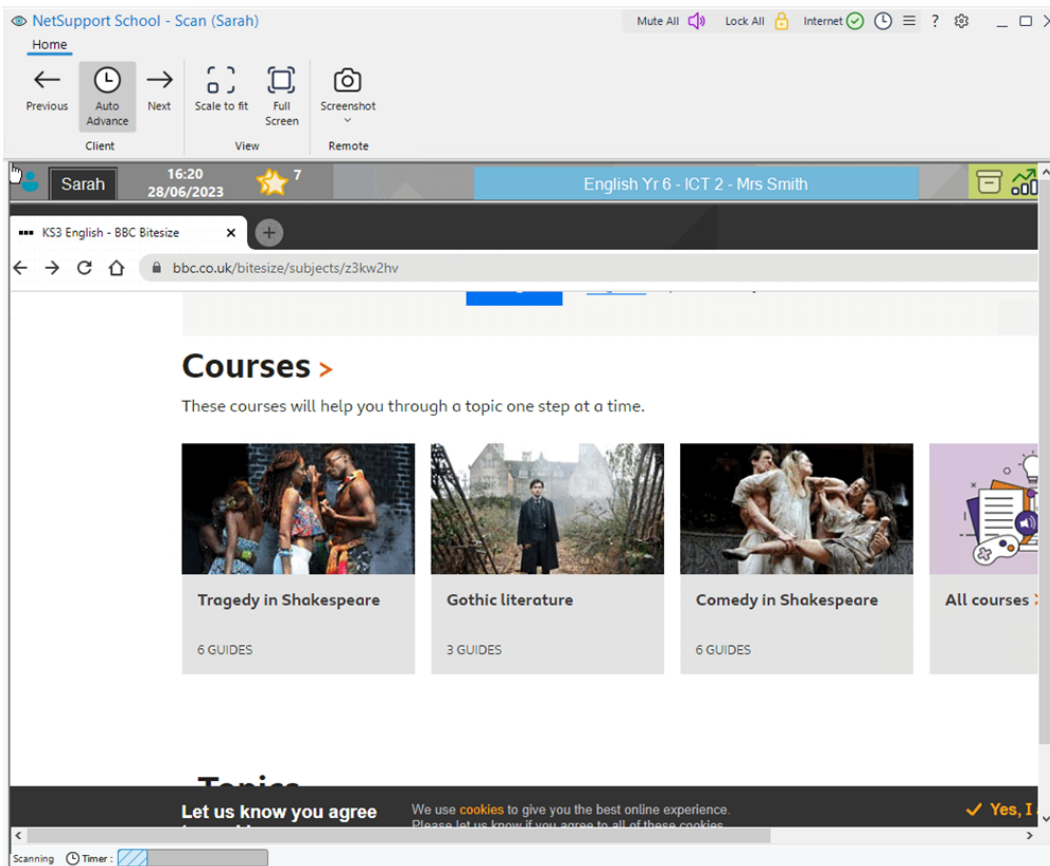
## Scanning Students

The Scan function enables you to cycle through each connected Student in turn, displaying its screen on the Tutor.


Multiple Student screens can also be scanned in one Scan window.

### To scan one Student screen at a time

1. Select the Group tab in the ribbon.
2. Select the **One Client at a time** ☐ icon.
3. In the List view, select the Students to include in the scan (if you select a group, all Students are included).
4. Use the slider to specify the interval before the scan is advanced to the next Student. The scan period can be set anywhere between five seconds and two minutes.
5. Click **Start**.
6. The Scan window will appear and immediately show you the first Student in the sequence. It will cycle through the selected Students, showing their screens on the Tutor until you end the scan.



## To end the scan

1. On the caption bar, click the **Close**  icon.

## Scanning multiple Student screens

Multiple Student screens can be scanned simultaneously in one Scan window.

**Note:** You can display up to 16 Student screens in one Scan window at a time.

### To scan multiple screens simultaneously

1. Select the Group tab in the ribbon.
2. In the List view, select the Students to include in the scan (if you select a group, all Students are included).
3. Select the number of Student screens to be displayed in the Scan window by clicking the relevant icon:



Students are arranged 2x2.

[2x2 scan icon]



Students are arranged 3x3.

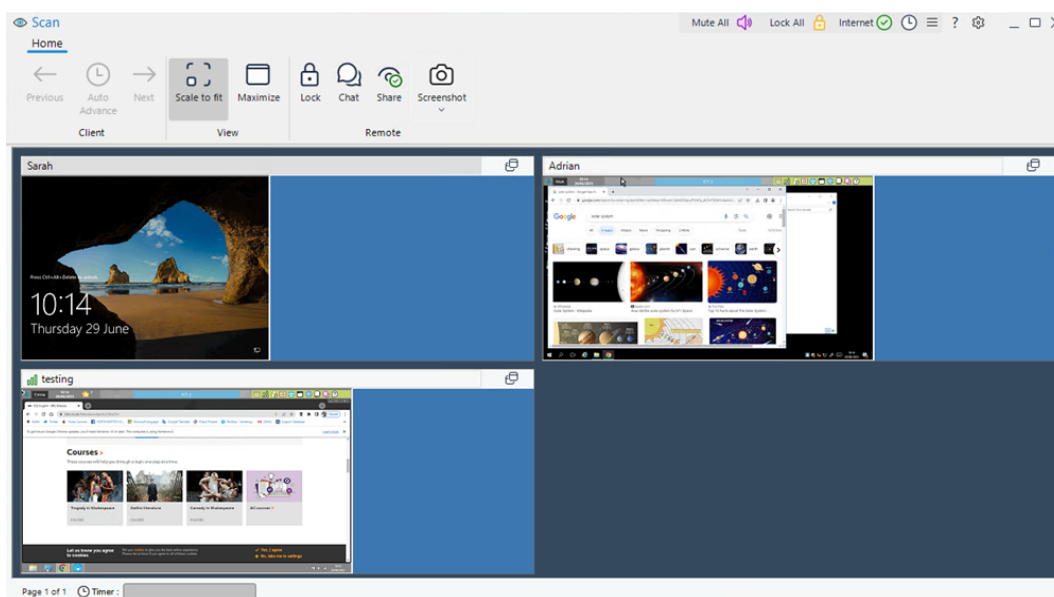
[3x3 scan icon]



Students are arranged 4x4.

[4x4 scan icon]


4. If scanning more than four Student screens, select a scan interval using the slider. The scan period can be set anywhere between five seconds and two minutes.
5. Click **Start**.
6. The Scan window appears.





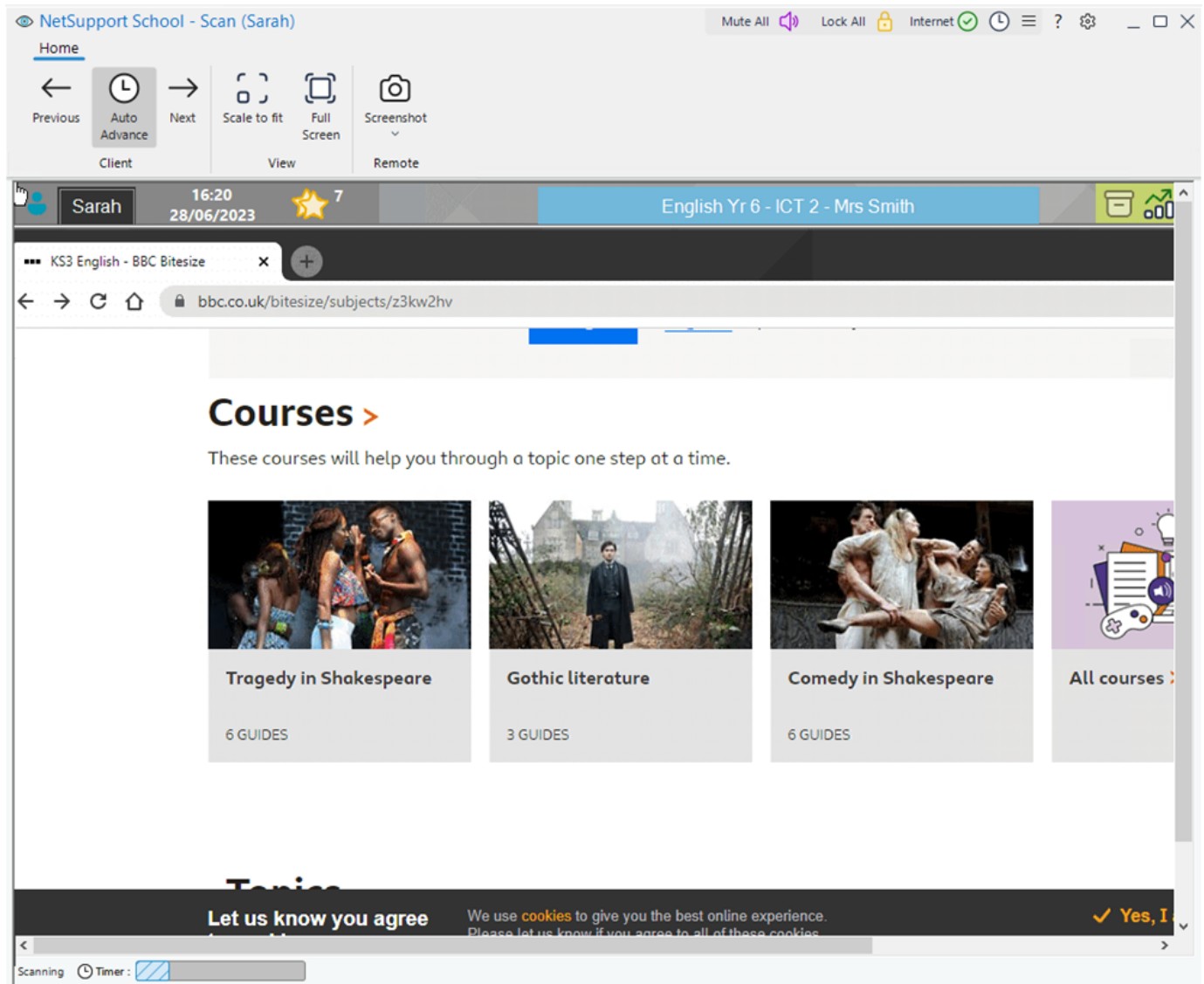
**Note:** If scanning more Student screens than the number of screens displayed in the Scan window, by using the **Next**, **Auto Advance** and **Previous** icons, you are able to switch between Scan windows.

### To end the scan

1. On the caption bar, click the **Close**  icon.


## The Scan window

The Scan window will cycle through the selected Students, showing their screens on the Tutor until you end the scan. If you want to start scanning from a particular Student, highlight their icon before you start the scan.









The Scan window is divided into the following sections:

### The caption bar

The caption bar displays the name of the Student you are currently scanning (this will not appear when scanning multiple Students simultaneously). If the Teacher Support feature is enabled in the Tech Console, a **Support**  icon appears here, allowing you to chat or message a technician.

The following options are available on the right-hand side:

	Opens the Quick Access list, allowing you to add commonly used features to the caption bar. By default, <b>Mute All</b> , <b>Lock All</b> , <b>Internet</b> and the lesson timer are displayed.
[Hamburger menu icon]	
	Access the online help and version number, licensee, Technical Support and compression information.
[Online help icon - question mark]	
	Access the settings for the current scan session.
[Settings icon]	
	Minimise the window.
[Minimise window icon]	
	Maximise the window.
[Maximise window icon]	
	Close the window.
[Close window icon]	

### The ribbon

The following icons are available for a single Student scan:


**Previous, Auto Advance and Next:** Allows you to turn auto timing on or off, or choose to move forwards or backwards between individual Students. The **Previous** icon shows the previous Student screen scanned. The **Next** icon shows the next Student's screen in the scan cycle.

**Scale to fit:** It may be that the Student is running in a higher resolution than the Tutor. Selecting this option will resize its screen to fit the window in which it is displayed.

**Full Screen:** Allows you to scan in Full Screen mode. You can use the Scan Floating toolbar to control the operation.

**Screenshot:** A snapshot of the current Student screen can be taken.

The following additional icons are available for a multiple Student scan:

**Maximise:** Maximises a selected Student's window. You can also click the **Maximise**  icon in the top right-hand corner of the Student window.

**Lock:** Locks a selected Student's keyboard and mouse.

**Chat:** Initiates a Chat session between a Student and the Tutor.

**Share:** To view a Student in Share mode.

**The Student screen area**


This displays the screen of the Student or multiple Student screens when performing a scan.

**The status bar**

The status bar shows the scan timer, indicating how far you are through the scan interval.

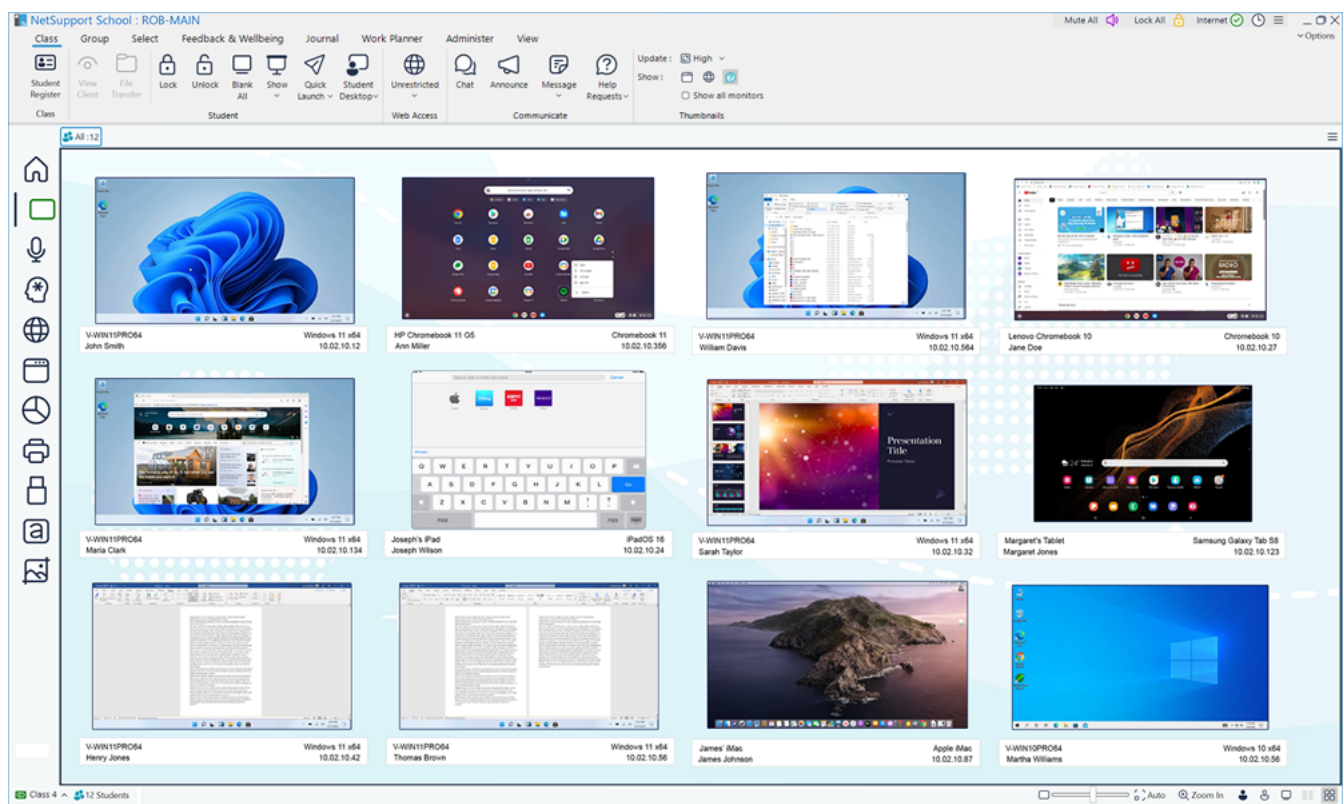
## Monitor mode

Monitor mode enables the Tutor to view multiple Student screens simultaneously. A convenient thumbnail view of each connected Student screen is displayed at the Tutor, providing a quick and easy method for monitoring Student activity.

1. Click the **Monitor View**  icon on the left-hand side of the Tutor Console.



Or


Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Monitor View**.



The List view will display each Student thumbnail. By mousing over a thumbnail, you can zoom into that screen. Double-clicking on a thumbnail will open a View session to the Student, right-click and you can select from a range of available Student features. For example, by selecting multiple thumbnails, you can invite those Students into a Chat session.

When viewing a 'zoomed' thumbnail, you can:

- lock the Student by clicking the **Lock**  icon
- open a View window by clicking the **View**  icon

- capture a snapshot of the thumbnail by clicking the **Capture Screenshot**  icon. (The screenshot is saved as a .png to NetSupport School\Screenshots in your local Documents folder. You are notified if there is an error taking a screenshot).

### Notes:

- The zoom facility can be toggled on/off by clicking **Zoom In** on the status bar.
- By default, the battery level and wireless strength (if applicable) are displayed on the Student thumbnails. You can turn these off in the Tutor Configurator - Tutor User Interface settings.

## Customise thumbnail size

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

- Use the slider on the status bar to select the required size.

## Auto-fit size of student thumbnail

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

- Click **Auto** on the status bar.

## 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. By default, this is set to high.

- Select the Class tab in the ribbon and select the required option (real-time, high, medium or low) from the **Update** drop-down list.


## Show active application

When enabled, an icon will appear in the top left of each thumbnail indicating which application is currently active at the Student machine.

- Select the Class tab in the ribbon and click the **Show current application**  icon.


## Show active website

Displays an icon in the top right of each thumbnail indicating which site the Student is currently visiting.




- Select the Class tab in the ribbon and click the **Show current website**  icon.

## Show help requests

This option highlights when a Student has outstanding help requests (it is enabled by default). The Student thumbnail is highlighted to show when a Student requests help (the colour matches the type of alert selected; green for work is complete, amber for help needed and red for urgent help required).

1. Select the Class tab in the ribbon and click the **Show Students help requests**  icon.

## Multiple monitors

If a Student is running multiple monitors, icons are displayed on their thumbnail, allowing you to switch between each monitor or view the whole desktop. Click the **Multi Monitor Menu**  icon to view the whole desktop or select which monitor to view. Click the **Whole Desktop**  icon to view the whole desktop. Click the **Number**  icon to view an individual monitor.

**Note:** You can set the thumbnails to automatically show all monitors for Students by selecting the Class tab in the ribbon and clicking **Show All Monitors**.

## Keyboard monitoring

Allows the Tutor to monitor Students keyboard usage while using any approved application, providing a real-time insight into Student activity during a class. The Tutor can monitor the entire class, quickly viewing any typed content and keeping an eye on Student activity levels. To further enhance the monitoring process a Tutor can create 'target' and 'inappropriate' word lists. When a Student types a word on the list, it will be immediately highlighted at the Tutor.

The keyboard monitor also provides a perfect monitoring tool when Students are online in forums or search forms.

**Note:** Keyboard Monitoring is not available in the following languages: Korean, Simplified Chinese, Traditional Chinese, Arabic, Japanese and Russian.

Name	User Name	Current Application	Text	Target	Inappropriate
AD-02b6946bba3b	Adam				
Emma	e.brown	session-two-notes.txt - Notepad	n was formed 4.6 n billion years go. The Sun d	2	2
Sarah	s.thomas	facebook - Google Search - Google Chro...	facebook	3	2
Andy	a.smith	New Tab - Google Chrome	Football results yesterday	1	2
Mark	m.king	solarsystem.rtf - WordPad	Mars has two moons and 3	0	0
Ellie	e.green	how many moons does mars have - Goog...	How many moons does Mars have	1	0
MBPRO9	m.wright				
Mo	m.khan	solarsystem.rtf - WordPad	smallest planet in the solar system. Mars has 2	0	0

**Target Words**

- Earth
- gravity
- luna
- Mars
- Mercury
- rings
- Saturn
- Sun

**Inappropriate Words**

- facebook
- football
- results
- scores
- twitter

In 'Typing' mode, you can view details of target or inappropriate words and use the available icons to:

- Create a new word list.
- Load an existing word list.
- Monitor Student typing activity.

**Note:** Details view is the default layout, you will be unable to view Keyboard Monitoring in any other layout.


The lower panes can be minimised to make more room for the Student icons. Click the **Minimise View** icon.



The current application will be displayed along with the text the Student is typing, any target or inappropriate words will be identified with either a green (target) or red (inappropriate) visual indicator. A count of how many target/inappropriate words that have been typed by each Student will also be displayed.

**Note:** Keyboard Monitoring can be enabled at startup. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.

### Monitoring activity

1. Click the **Typing View**  icon on the left-hand side of the Tutor Console.  
Or  
Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Typing View**.
2. Select the Class tab in the ribbon and click **Monitor Activity**.
3. An icon showing the current application running on the Student machine is displayed next to each Student, along with any typed content and any target/inappropriate words will be identified.
4. A **Monitor Activity** icon is displayed on the status bar, showing that keyboard activity is being monitored (This appears in all view modes). Clicking this icon turns off keyboard monitoring.


#### Notes:

- Inappropriate words can be obscured at the Tutor Console; select the Class tab in the ribbon and click **Obfuscate**.
- You can clear the typed text in the Text column for Students. Select the Class tab in the ribbon and click **Clear Text**.


## Setting up word lists

While Keyboard monitoring provides real-time tracking of what Students are typing, you can ensure Students are on track during the lesson by creating target or inappropriate word lists. There may be certain words that you will expect Students to include during a written lesson. When a Student types a word on the list, it will be identified with a visual indicator, green (target) or red (inappropriate).

### Notes:

- The target word list can be sent to the Student Journal, allowing the Student to refer back to this after the lesson. Click the **Journal**  icon above the Target Words pane.
- The target word list can be viewed in the Student Toolbar.

### Add a word to the target or inappropriate word list

1. Click the **Add**  icon to add a word to the target or inappropriate word list.

Or


Right-click in the Target or Inappropriate Words pane and select **Add Word**.

2. The Add Word list dialog will appear.
3. Type the word to be added.

**Note:** Only single words can be added.

4. Click **OK**.
5. The word will appear in the appropriate list.

### Remove a word from your target or inappropriate word list

1. To remove a word from the list, highlight the chosen word and click the **Remove**  icon.

Or

Right-click in the Target or Inappropriate Words pane and select **Remove Word**.

### Create a new word list

1. Select the Class tab in the ribbon and from the **Word list** drop-down menu, click **Create New Word List**.
2. Enter a file name and click **Create**.
3. A new blank word list will appear.

## Open an existing word list

1. Select the Class tab in the ribbon and from the **Word list** drop-down menu, click **Load Existing Word List**.
2. Highlight the relevant file and click **Open**.
3. The existing Word list will appear.

## Save a word list

1. Select the Class tab in the ribbon and from the **Word list** drop-down menu, click **Save Word List As**.
2. Enter a file name and click **Save**.
3. The current Word list will be saved.

### Notes:

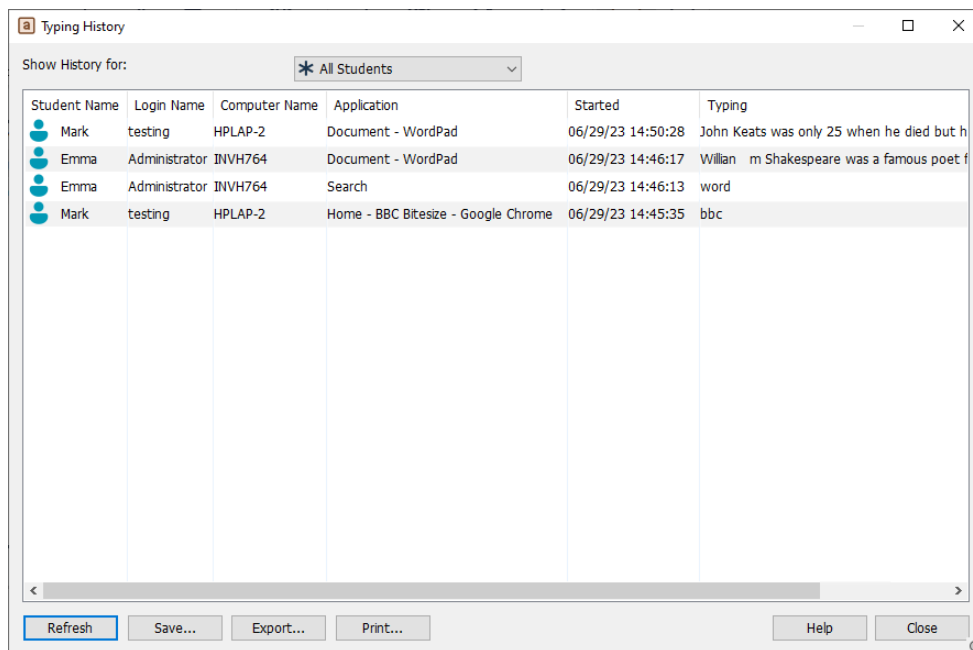
- Any changes that have been made to the new or existing word list will be automatically saved when a new word list is created or when you have exited from the NetSupport School program.
- The default word list is saved as NetSupport School.wdl.

## View typing history

This feature of Keyboard Monitoring enables you to monitor the keyboard usage of connected Students and if required, store or print a permanent record.

### View typing history

1. In Typing View, select the Class tab in the ribbon and click **History**.
2. The Typing History dialog appears.



This provides details of the Students keyboard activity during the currently connected session.

The available options are:

#### Show History for

You can view the history for all Students, the currently selected Students or you can select the required Student from the list.

#### Refresh

While viewing the list, click **Refresh** at any time to update the display.

#### Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

**Export**

Exports data to a CSV file allowing the data to be imported if needed.

**Print**

Prints details of the currently displayed items.

**Close**

Closes the History dialog but details will continue to be recorded while the Tutor is connected.

## Screen capture

Screen capture enables you to take a snapshot of the current Student screen whilst viewing or scanning and save this to a file. The machine name, Student name, date, time and product name is also recorded when saved.


### Capture a Student's screen

1. When viewing or scanning a Student, select the Home tab in the ribbon.
2. Click **Screenshot**.
3. The current Student screen is captured and automatically saved as a .png to NetSupport School\Screenshots in your local Documents folder.

**Note:** An indicator appears on the **Screenshot** icon showing the number of screenshots taken (up to a maximum of nine).

4. Clicking the **Screenshot** icon drop-down arrow lists the last nine screenshots taken (you can view or delete them as required) and you can open the folder where the images are stored.

#### Notes:

- When scanning multiple Students, a Student screen must be active (highlighted) for the screen capture to become available.
- When capturing in the Scan session (one Student at a time), auto scan is temporarily suspended until the screen capture operation is complete. Once complete, auto scan is re-enabled automatically and the scan of the next Student continues.
- You can take a screenshot of a Student thumbnail in Monitor mode. Zoom in to the required Student thumbnail and click the **Capture Screenshot**  icon.

## Showing to Students


The Show feature enables the Tutor to emphasise key learning points by displaying the information on their screen to a selected Student, all Students or a group of Students. You can also show a stored replay file, audio file, a video or an application that is currently running at the Tutor.

During a Show, the Tutor can nominate a selected Student to take over the demonstration, making them the show leader.

**Note:** You can apply internet restrictions at the Tutor, preventing inappropriate websites from being displayed to Students during a Show (this can be set in the Show menu).

To include a 'snapshot' of the screen in the Student Journal, click **Print Screen** during the Show or right-click the **Show** icon on the system tray and select **Add Screenshot to Journal**. A dialog appears displaying the image to be added to the Journal and notes can be added to accompany the image.

### To show a Tutor screen

1. If you want to Show your screen to one Student or a group, ensure they are selected.
2. Select the Class tab in the ribbon and click the **Show** icon.
3. Show options can be set by clicking the relevant option in the Show menu. To set further Show properties, click the **More**  icon.

**Note:** If you are running multiple monitors, you can choose which monitor to show Students by clicking the relevant icon.

4. Click **Quick Show**.

**Note:** If you want to show to one Student, a **Quick Show** option to show to the selected Student appears in the menu. You can also right-click a Student in the List view and click **Quick Show**.

5. Your desktop is displayed to the Student(s).

#### **Note:**

To improve performance when showing to a large number of machines, NetSupport School's Broadcast Show facility is enabled by default. This results in the screen information being sent to all machines simultaneously, thus improving the speed of transfer. Turning this feature off results in the screen information being sent to each Student machine in turn.

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.

The Show can be sent to Students using multicast. The broadcast will only be sent to machines included in the specified IP multicast address.



## To end the Show

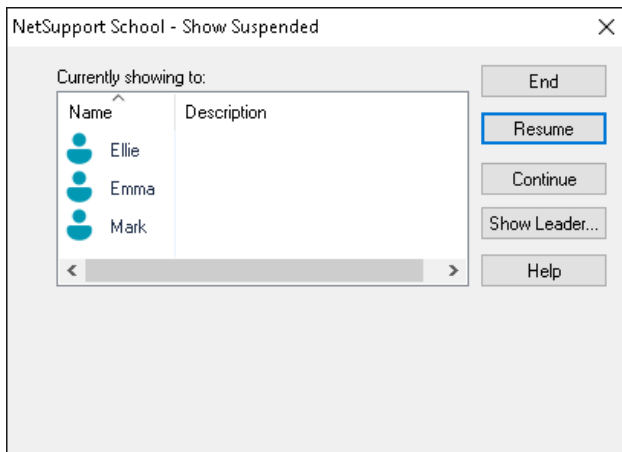
### To end the Show

1. Double-click the **Showing**  icon on the taskbar.

Or

Double-click the **NetSupport School Tutor** icon on the desktop.

2. This displays the Show Suspended dialog.



3. Click **End**.

Or

1. Right-click on the **Showing** icon on the taskbar.
2. Click **End Show**.

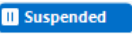
Or

1. Use the hotkey combination CTRL+ALT+END.

### To end a Show while suspended

1. Select the Class tab in the ribbon, click the **Show** icon and choose **End Show**.

Or


Click the **Suspended**  icon on the status bar and click **End Show**.

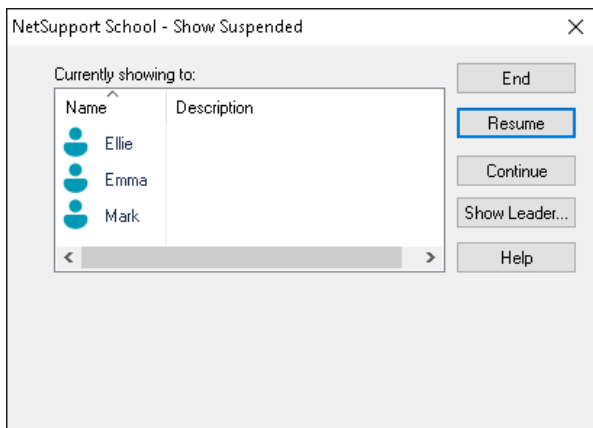
2. Students will now see their own display.

## Allow the Tutor to continue working in the background while showing

There may be times when you need to work in the background during a Show. You can suspend the Show and continue working without the Students seeing what you are doing.

### Allow the Tutor to work during a Show

1. Double-click the **Showing**  icon on the taskbar.
2. The Show Suspended dialog is displayed.



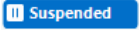
3. Click **Continue**.
4. The Tutor Console is displayed and the caption bar indicates that the Show is suspended. You can now continue to use the Tutor machine without the Students seeing what you are doing. The Student screens will still display the previous Show.

## Resume a Show while suspended

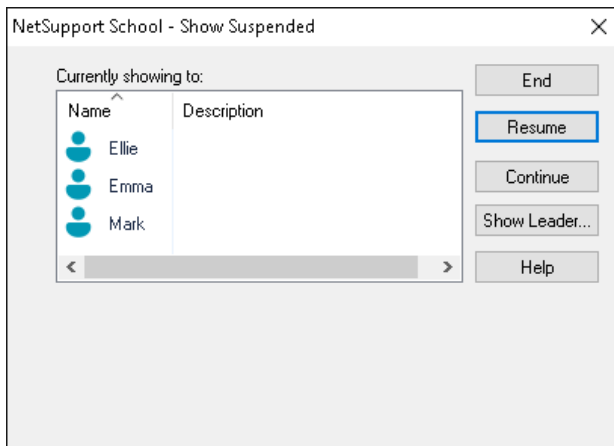
### Resume a suspended Show

1. Select the Class tab in the ribbon, click the **Show** icon choose **Resume**.

Or

Click the **Suspended**  icon on the status bar and click **Resume**.

2. The Show Suspended dialog is displayed.




From here, you can choose to **End** or **Resume** the Show.

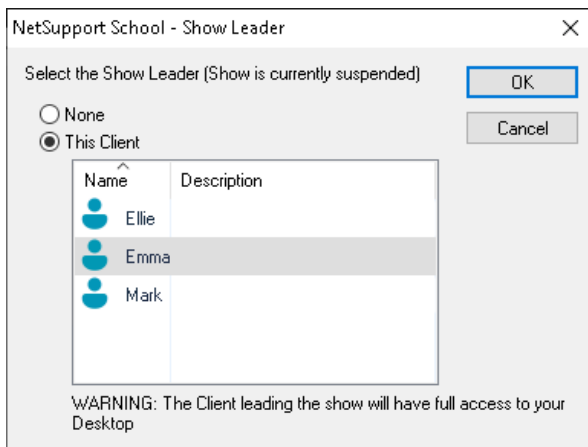
## Show leader

While the Tutor screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Tutor can assign Show leader status to a selected Student. The mouse and keyboard of the Show leader's machine are unlocked and they can continue the presentation on the Tutor's behalf.

The Tutor can still interact simultaneously with the Show leader and can suspend or end the session as required.

### To create a Show leader

1. Start showing to Students as normal.
2. When you are ready to create a Show leader, double-click on the **Showing**  icon on the taskbar.
3. This will display the Show Suspended dialog and the Show will be suspended. Student screens will still display the Tutor screen.
4. Click **Show Leader**.
5. The Show Leader dialog is displayed.



**Note:** If the **Show** icon on taskbar option has previously been selected, you can create a Show leader by right-clicking on the icon and choosing **Show Leader**.

6. Click **This Client** and select the Student to make Show leader.

**Note:** The Show leader will have full access to your desktop.

7. Click **OK**.
8. The message 'You are leading the Show' appears at the selected Student's machine.
9. Click **Resume** to restart the Show.
10. The Show leader and Tutor can now interact together in leading the Show.

**Note:** To remove the Show leader, click **Show Leader** in the Show Suspend dialog and select **None**.

## Exhibit - showing one Students' screen to others

With NetSupport School, it is possible to show the Tutor's screen to a number of connected Students. It is also possible to show one Student's screen to other connected Students; this is called Exhibit. For example, Student 1 has produced some work, which you wish to show to the rest of the class.

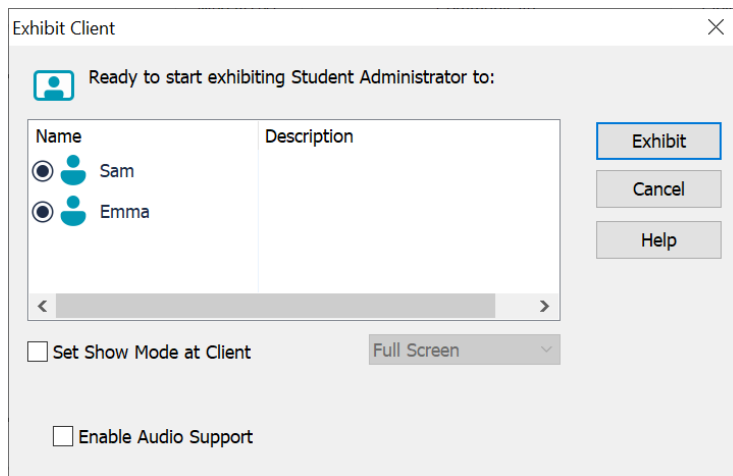
### To show a Student's screen

1. Select the Student whose screen you want to show to the other Students.
2. Select the Class tab in the ribbon, click **Show** and choose **Exhibit** from the menu.

Or

Right-click the Student icon and choose **Exhibit**.

3. The Exhibit Client dialog appears.




4. Select the Students to include.
5. Set the Show Mode to be used at Student screens (**Full Screen**, **Windowed** or **Maximize Window**) and whether to include audio support.
6. Click **Exhibit**.
7. The selected Student's screen is displayed on the screens of the Tutor and the other Students. Only the Tutor and the exhibiting Student will be able to change the screen.

### Switching between full screen and windowed mode at the Tutor

1. Select the Home tab in the Exhibit window ribbon and click **Full Screen**.

### Notes:

- While in full screen mode, a floating toolbar appears.
- To return to Windowed mode, click the **Windowed**  icon on the floating toolbar or use the hotkeys <CTRL>+<LSHIFT>+<RSHIFT>.

### Suspend or stop the exhibit

The Tutor can choose to end the exhibit or temporarily suspend it. While suspended, the Tutor and/or Student can prepare a new demonstration in the background. The previously exhibited screen remains on the other Student screens until the exhibit is resumed.

#### To suspend the exhibit

1. Select the Home tab in the Exhibit window ribbon and click **Suspend**.
2. While suspended, the Tutor and exhibiting Student can work in the background. The other Student screens remain frozen.
3. To resume the exhibit, click **Suspend** again.

#### To stop the exhibit

1. Select the Home tab in the Exhibit window ribbon and click **Stop**.

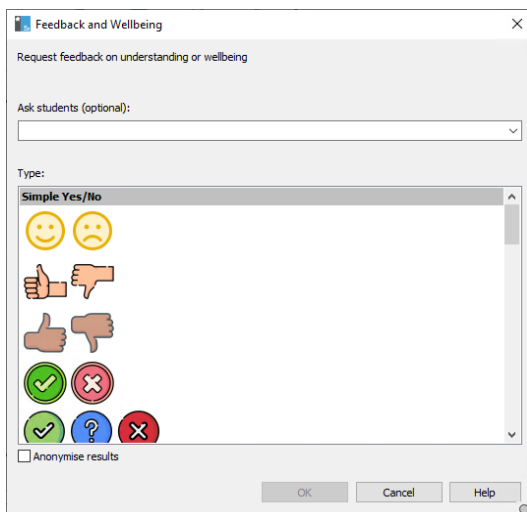
## Student Feedback and Wellbeing

NetSupport School provides a simple and quick way to receive feedback from Students, helping to capture how they feel, their confidence in a topic and whether they need extra support. Teachers can choose between several visual options to send to Students. The Student then clicks on the appropriate icon and the feedback results are reported to the Tutor in a simple list view or bar chart.

**Note:** NetSupport School also offers more comprehensive ways to ask Students questions and collaborate with them, see Survey mode or Question and Answer module.

### Requesting feedback

1. Select the Feedback & Wellbeing tab in the ribbon and click **Feedback and Wellbeing**.
2. The Feedback and Wellbeing dialog appears.




3. Enter the question to ask Students in the **Ask students** field (a drop-down list of the previous ten entries will appear, or you can type a new one - there is a 128-character limit), or you can verbally ask the question. Select the visual indicators to send to Students. If you want the results to be anonymous, click **Anonymise results**.
4. Click **OK**.
5. At the Student, the Student Toolbar will switch to Feedback mode and a dialog will appear showing the question (if entered) and a selection of icons for them to choose from. The Student simply clicks on the required icon.
6. A Feedback and Wellbeing Results dialog appears at the Tutor, allowing you to see the results as they come back. The results can be viewed in a list or bar chart. To switch between views, use the **List** or **Chart** buttons. The results can be saved or printed by clicking the appropriate icon.
7. Click **Close** when finished.

## Interactive Whiteboard

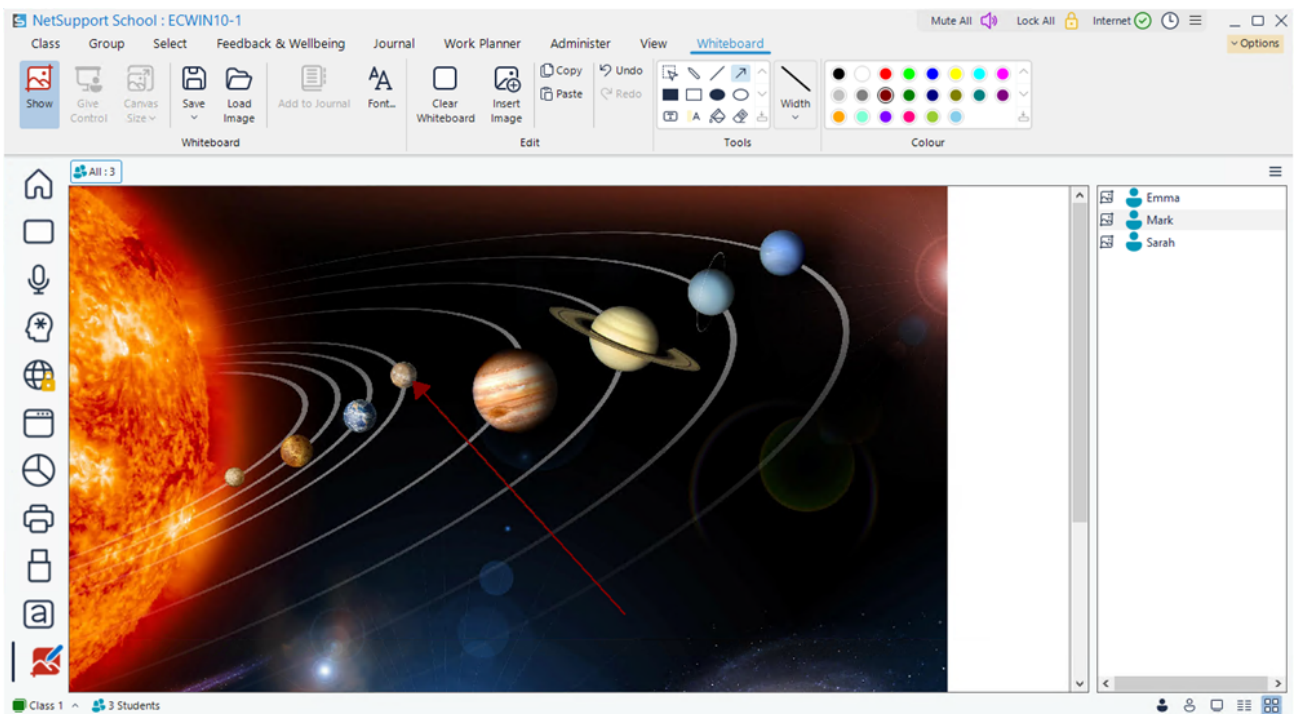
A full screen interactive whiteboard is provided, enabling the Tutor to use NetSupport School's annotation tools to highlight the screen and show the results to a selected group of Students.

**Note:** To include the whiteboard image in the Student Journal, select the Whiteboard tab in the ribbon and click **Add to Journal**.

1. Select the **Whiteboard View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Whiteboard View**.



Use the range of annotation tools provided in the Whiteboard tab in the ribbon to highlight the screen and add any stored graphics.

2. If required, you can save the content of the whiteboard for later use. Select the Whiteboard tab in the ribbon and click **Save**.

**Note:** You can save the currently selected area in the whiteboard by clicking the **Save** drop-down arrow and selecting **Save Selection**.

### To show the whiteboard to Students


1. If showing a stored whiteboard image, select the Whiteboard tab in the ribbon and click **Load Image**.



2. You can show the whiteboard to a group of Students by selecting the required group tab in the group bar. The Student list on the right-hand side of the Tutor Console shows which Students are included.

**Note:** You can set the whiteboard size displayed on Student screens. Select the Whiteboard tab in the ribbon, click **Canvas Size** and choose the required size from the drop-down menu.

3. Select the Whiteboard tab in the ribbon and click **Show**.
4. The content of the Whiteboard will appear on the selected Student screens. The Tutor can continue to annotate the whiteboard in real-time.

**Note:** The **Show** and **Whiteboard View** icon turns red and the **Whiteboard**  icon appears next to the Student icons in the Student list, showing that the whiteboard is being displayed to Students.

5. To remove the whiteboard from Student screens, click **Show** again.

### 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.
2. Select the Whiteboard tab in the ribbon and click **Give Control**.

Or

Right-click on the required icon in the Student list and select **Give Control**.

3. The Student can now use the available tools to add content to the whiteboard.

**Note:** The **Whiteboard** icon in the Student list turns red to show that the Student is now in control. A flashing **Leader** icon is also displayed on their Whiteboard toolbar.

4. Control can be switched to another Student by selecting their icon in the Student list and repeating step 2.



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

## Annotating screens

The Show, Exhibit and View features provide a useful annotate tool that can be used to highlight areas of a Tutor or Student's screen in order to emphasise a key learning point.

### To annotate a Show screen

While the Tutor screen is being shown, you may want to draw the student's attention to a particular area. The annotate tools can be used to highlight the relevant part of the screen.

1. While showing, right-click the **Showing**  icon in the system tray and select **Annotate Screen**.  
Or  
Double-click the **Annotate**  icon.
2. The Annotate toolbar appears.
3. Select the tool, colour etc. and use the mouse to draw over the relevant part of the Tutor screen.

**Note:** If you do not want the Students to see the screen being annotated in real-time, click **Suspend Show**. This freezes the Show enabling you to continue working in the background. Click **Suspend Show** again to restart the Show, this refreshes the display at the Student screens.

### To annotate a screen while viewing

While viewing, you can use the annotate tools to highlight a particular area of the Student screen. In Share and Watch mode, the Student can also use the Annotate toolbar. You can still use the other View window options while annotating, such as Chat, File Transfer etc.

1. View the required Student.
2. Select the Tools tab in the View window ribbon and click **Annotate**.
3. The Annotate toolbar will appear.

### To annotate a screen while exhibiting

The screen of a Student that is being exhibited can be annotated in order to draw the attention of the other Students to a particular learning point. Depending on the mode being used, both the Tutor and/or the exhibited Student can use the annotate options.

1. Exhibit the required Student screen.
2. Select the Home tab in the Exhibit window ribbon and click **Annotate**.
3. The Annotate toolbar will appear.

## Annotate toolbar



The following options are available:

### File

Save Screen	Saves the annotated screen to a file.
Save Selection	When the 'select region' tool is active, you can highlight an area of the screen and save it to a file.
Exit	Ends annotate but stays in Show, Exhibit or View mode.

### Edit

Clear Annotations	Clears the annotations.
Undo	Undo the most recent annotation.
Redo	Redo an annotation that has been undone.

### Tool

Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw an arrow and select a region.

### Colour

Sets the pen colour.

### Width

Sets the width of the line.

### Font

Sets the text font.

### Suspend Show

Suspends the Show (not available when viewing or exhibiting).


### End Show

Ends the Show and takes you back to Tutor Console. (Not available when viewing or exhibiting.)

## Audio monitoring

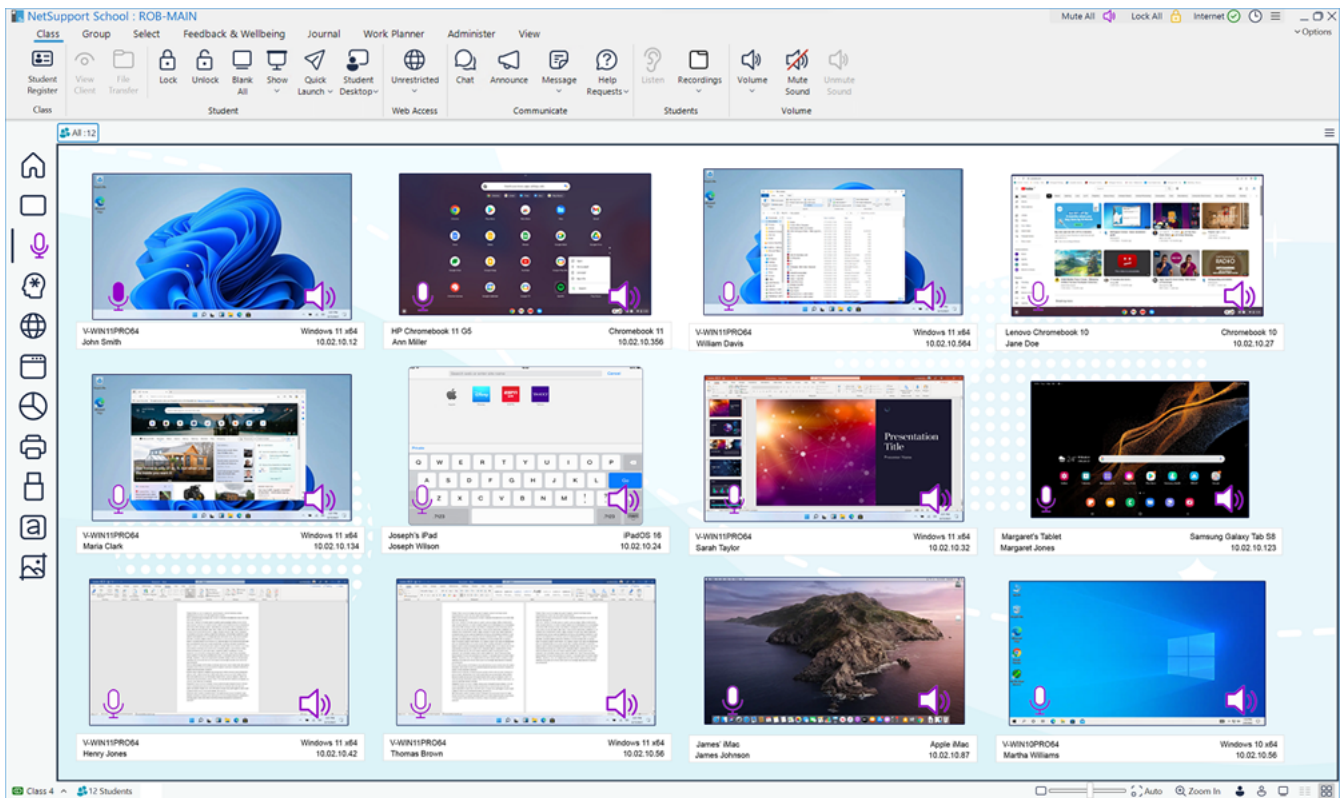
Audio monitoring allows the Tutor to monitor audio activity on all Students' machines. The Tutor is instantly alerted to any microphone or speaker/headphone activity at the Student and can select one of the displayed Student thumbnails to listen to the audio being played on that PC. Audio activity can also be recorded and played back to Students.

**Note:** If the Student Toolbar is enabled, Students will be advised when their audio activity is being listened to or recorded.

1. Select the **Audio View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Audio View**.



A thumbnail of each connected Student screen is displayed and the microphone or speaker icon indicates if there is audio activity at the Student machine.

**Note:** Audio Monitoring can be set up at startup. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.

## Listen to Student audio

1. Select the required Student in the List view.
2. Select the Class tab in the ribbon and click **Listen**.  
Or  
Right-click the Student and click **Listen**.
3. Details of the Student you are listening to and how long you have been listening is displayed on the status bar.
4. To stop listening, click **Listen** again.

## Record audio activity

1. While listening to audio activity, select the Class tab in the ribbon and click **Record**.
2. A red flashing icon is displayed on the status bar to show you are recording the audio.
3. To stop recording and carry on listening to the audio, click **Stop**.

**Note:** Once you have stopped recording, an indicator on the **Recordings** icon in the ribbon shows that a recording has been saved. Click the **Recordings** icon to access the saved recordings.

## Volume control

You can control the volume at both the Tutor and the Students.

1. Select the Class tab in the ribbon and click the **Volume** icon.
2. From here, you can adjust and mute the volume at the Tutor, adjust the volume for all Students, lock the volume at Students and set the maximum volume for Students (Students cannot increase their volume higher than this).

Or


1. While listening to audio, the volume sliders appear in the ribbon, allowing you to adjust the Tutor and Student volume.

## Mute sound at the Student

Sound can be muted at Student machines.

1. Select the required Student in the List view.
2. Select the Class tab in the ribbon and click **Mute Sound**.
3. An icon appears on the selected Student thumbnail(s), showing that the sound has been muted.
4. Click **Unmute Sound** to reinstate the sound.

### Notes:

- By default, sound will be muted at Students when locking the mouse/keyboard or blanking screens. This option can be disabled in the **Student User Interface - Configuration settings**.
- You can quickly mute all Student machines by clicking **Mute All** on the caption bar. If this is not displayed, you can add by clicking the **Configure Quick Access List**  icon and selecting **Mute/Unmute audio at students**.

### Mute sound at the Tutor

Sound can be muted at the Tutor machine.

1. Select the Class tab in the ribbon and click the **Volume** icon.
2. Click **Mute** next to the Your volume slider.

### Customise thumbnail size

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

1. Use the slider on the status bar to select the required size.

### Auto-fit size of Student thumbnail

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

1. Click **Auto** on the status bar.

### Notes:

- You can send an audio announcement to Students' headphones or speakers. Select the Class tab in the ribbon and click **Announce**.
- Recordings can be played back to Students using the Show function.

## Using audio

NetSupport School allows you to use audible communications to connected Students via microphones, headphones and speakers while viewing and showing. NetSupport School will only operate audio if the machines have audio hardware and software installed.

### Notes:

- NetSupport School also allows you to monitor all Student audio activity, see Audio monitoring for further information.
- You can quickly mute all Student machines by clicking **Mute All** on the caption bar. If this is not displayed, you can add by clicking the **Configure Quick Access List** ≡ icon and selecting **Mute/Unmute audio at students**.

## Using audio announce

This feature sends the audio announcement to all the selected Students' headphones or speakers. They will be able to hear the Tutor but will not be able to speak back.


### To make an announcement

1. Select the Class tab in the ribbon and click **Announce**.
2. The Announce dialog appears. Include or exclude Students from the announcement and click **Announce**.
3. A dialog appears, indicating that you can now announce. Click **OK** when you have finished speaking.




## Using audio support while viewing and showing to a Student

NetSupport School allows you to use audible communications to connected Students via microphones, headphones and speakers while viewing and showing. NetSupport School will only operate audio if the machines have audio hardware and software installed.

**Note:** You can quickly mute all Student machines by clicking **Mute All** on the caption bar. If this is not displayed, you can add by clicking the **Configure Quick Access List**  icon and selecting **Mute/Unmute audio at students**.

### To use audio support while viewing

1. The audio options are displayed in the Audio tab of the View window ribbon. From here, you can:
  - Turn audio on or off.
  - Enable only the Tutor or the Student to talk.
  - Listen to the Student.

**Note:** Click **Settings**  to access the Audio settings. From here, you can also set the microphone sensitivity and select the audio quality.

### To use audio support while showing

1. Select the Class tab in the ribbon, click the **Show** icon and select the **Enable audio during show** option.
2. During the Show only the Tutor has Announce functionality. (If you are showing to only one Student, both the Tutor and Student can speak. If you are showing to many, only the Tutor can speak (announce).)

The audio settings set in the Tutor Configurator - Audio apply during these sessions.

## Adjusting microphone and speaker volume

You can adjust the audio settings within NetSupport School to match the capabilities of your multimedia machines or to fine-tune performance. However, you should note that the higher the quality of sound you select, the greater the volume of data that needs to be sent. This can affect screen update performance on slower machines.

### To access the volume controls

1. Right-click on the **Speaker** icon in the system tray.

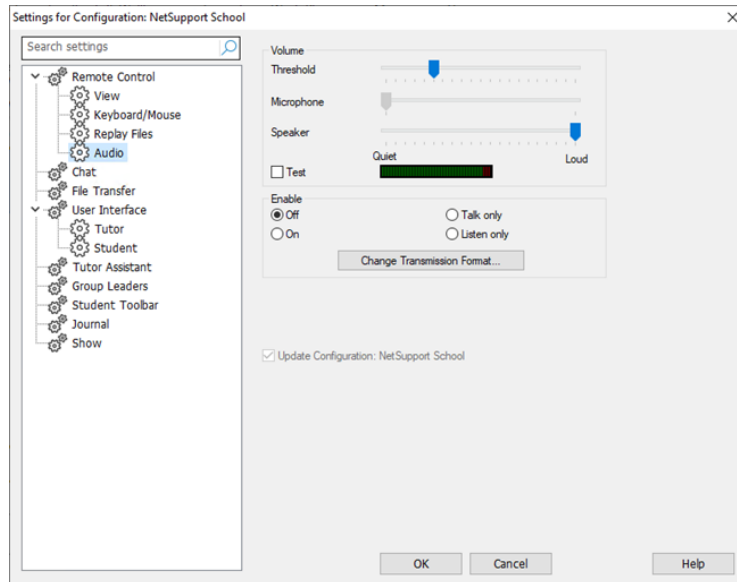
To change other options, such as sound quality, do one of the following:

### Global method (changes default setting for all Students):

1. Click **Options** in the Tutor Console and select **Settings** from the drop-down menu.
2. Select **Remote Control - Audio**.

### Individual Student method (while viewing):

1. Go to the Audio tab in the View window ribbon and click **Audio settings** .



In both cases, the Audio settings are displayed and you can set the following properties:

#### Volume

**Threshold:** Microphone sensitivity.

**Microphone:** Volume of microphone.

**Speaker:** Volume of speakers.

**Test:** Tests all of the above settings (this is only available when applying settings to all Student sessions).

### **Enable**

**Off:** Turn audio off.

**On:** Turn audio on.

**Talk only:** Turn the Tutor audio to talk function only.

**Listen only:** Turn the Tutor audio to listen function only.

Selecting **Change Transmission Format** allows you to change the transmission format. Use only the level you need for acceptable quality. High-quality settings can affect screen update performance.

## Video Player

NetSupport School provides exceptional multimedia support with full audio, video and remote control capabilities. This section deals specifically with the use of the Video Player. Please see audio support and showing for more details.

While the Video Player can be used to run a video file on the local machine, NetSupport School's remote control capabilities combined with full audio support enable you to use this tool to enhance training sessions and demonstrations across multiple PCs simultaneously.

All standard video files, for example, avi and mpg, are supported. The Video Player runs locally on each Student machine and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimised as only the data to control the player, e.g. start, stop, pause and synchronisation packets, are sent. If each Student machine retrieves the video file from a network drive, you will place additional demands on the network.

For optimum performance, store the video files locally on each machine, you may wish to use File Distribution to do this.

Other influencing factors will be:

- The number of Student workstations accessing the file.
- The speed of the network, e.g. 10/100 MB.
- The size of the video file.
- Student machine memory/performance specification.
- Other traffic on the network.

### Notes:

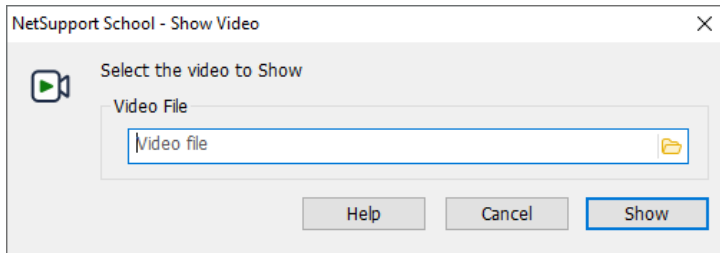
- If the video file to be played does not exist on the Student machine NetSupport School will automatically send it to the Student.
- If a Student machine is required to retrieve files from a Server, for smooth operation, ensure that the Student machine has sufficient access rights to the relevant drive and files.
- The video adapter of the machine and how the screen resolution is configured will affect the quality of the display.

## To play a video file on a Student machine

You can show a video file to Students.

### Playing a video to Students

1. Select the Class tab in the ribbon, click the **Show** icon and choose **Show Video**.
2. The Show Video dialog appears.



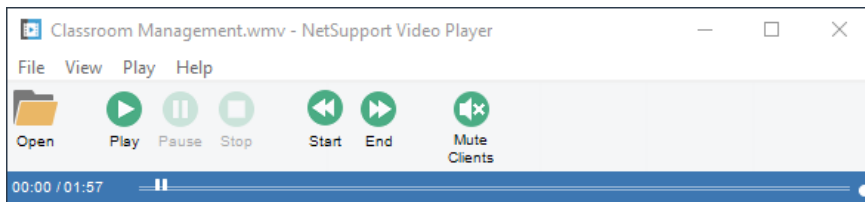
In the Video File field enter the location and name of the required video, you can select the **Open** 📁 icon to browse for the file.

3. Click **Show**.
4. A check will be made to ensure that the video file is available at the Student. If not, the video file will be automatically copied to the Student machine.
5. When the video file is launched, the Video Player control panel appears. Standard operations are available, play, stop, pause etc.

**Note:** While the video is running, the Student machines are locked.

## Video Player control panel

The Video Player control panel operates in a similar manner to all audio and visual aids.



### File

The File drop-down menu contains the following options:

**Open:** Allows you to select and load the appropriate video file.

**Close:** Closes the open video file.

**Exit:** Shuts down the Video Player.

### View

The View drop-down menu contains the following options:

**Toolbar:** Hides and displays the Video Player toolbar.

**Status Bar:** Hides and displays the status bar of the Video Player.

**Zoom:** Resizes the video screen

### Play

The Play drop-down menu contains the following options:

**Play:** Starts the loaded video file.

**Stop:** Returns to the beginning of the loaded video file.

**Pause:** Blanks the Students video screen and pauses the video file at the Tutor machine.

**Repeat:** The video file will be repeated until the Tutor stops this.

**Start:** Returns to the beginning of the video file.

**End:** Fast forward to the end of the video file.

**Mute Clients:** If students are not using headphones while they are watching a video, the sound coming from each machine can be distracting. This option turns audio off at the Student machines but leaves it on at the Tutor machine.

### **Help**

Provides access to the online help and general version information.

## Using replay files

When a Tutor remote controls a Student machine, they can record the screen, keyboard and mouse activity taking place. In addition, if the PCs are configured for audio, any narration that takes place can also be recorded.

The information is stored in a file that can be replayed at the Tutor machine and, if required, shown to other Students.

The Replay facility can be configured to record at all or individual Student machines. Local activity at the Tutor machine can also be recorded.

Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored replay file becomes available for playback.

A Show session can also be recorded, enabling Students to playback the demonstration at their convenience.

By default, a replay file is saved as a .rpf file, these can be converted to AVI or WMV video files. Pre-set options will be provided for converting replay files to video files. More advanced users can access the Replay Conversion utility where you can control video resolution, audio quality, start and end points of the video and much more. To launch the Replay Conversion utility, select {Start}{Programs}{NetSupport School}{NetSupport School Replay}. On Windows 8 machines, right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Replay** icon.

**Note:** Replay files store screen images and can, therefore, become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old files are deleted on a regular basis.

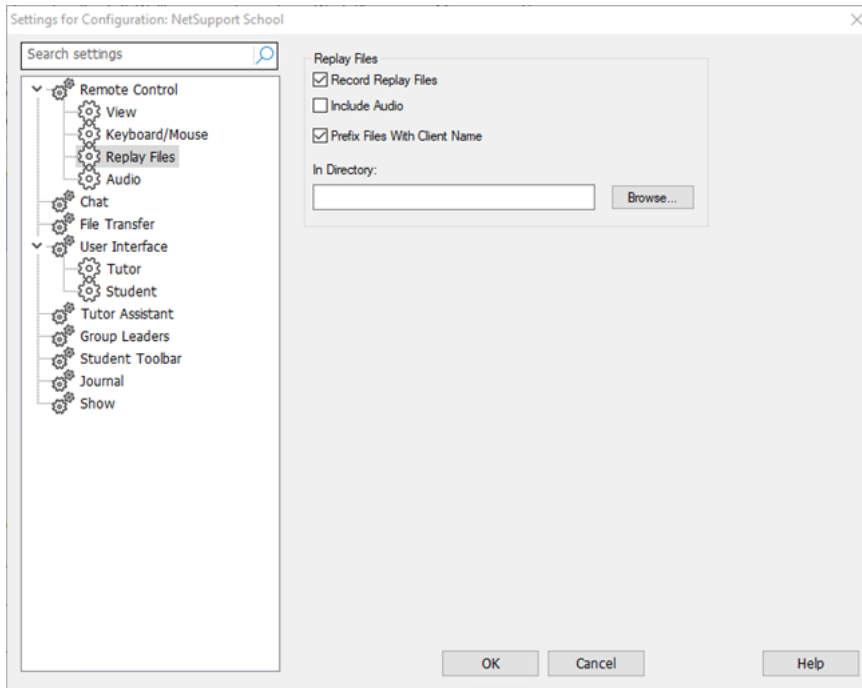


## Record replay files for all Students

Replay files can be created at any Student machine that the Tutor views.

### Record replay files

1. Click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **Replay Files**.



2. Enable the **Record Replay Files** checkbox. A replay file will be created each time the Tutor opens a view session at any Student machine.

3. **Include Audio**

In addition to the screen, mouse and keyboard activity, if the machine is configured for audio, you can record any microphone narration from the Tutor. Check this option to enable.

**Note:** Desktop sounds, music, etc, are unable to be recorded.

4. **Prefix Files With Client Name**

In order to identify each replay file, file names are prefixed with the Student name and the date/time of the recording. Alternatively, by unchecking this box, the files will be named sequentially in the format 00000001.rpf etc.

5. **In Directory**


Specify where the replay files are to be stored.

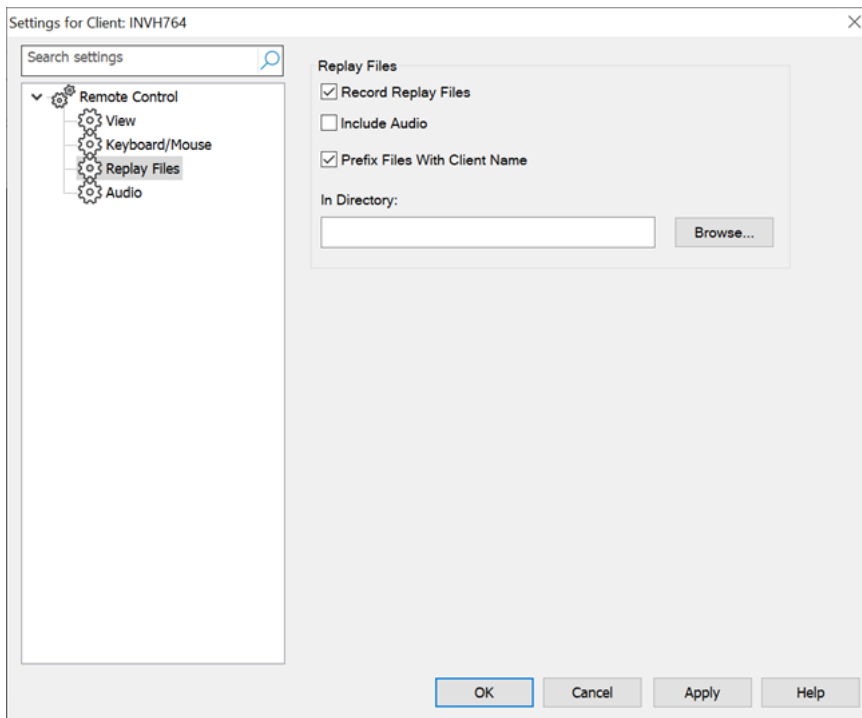
6. Click **OK**.

## Record replay files for individual Students

Replay files can be created at selected Student machines.

### Record replay files

1. View the required Student machine.
2. Click the **Settings**  icon in the caption bar and select **Replay Files**.



3. Enable the **Record Replay Files** checkbox. A replay file will be created each time the Tutor opens a view session at this Student machine.

#### 4. Include Audio

In addition to the screen, mouse and keyboard activity, if the machine is configured for audio, you can record any microphone narration from the Tutor. Check this box to enable.

**Note:** Desktop sounds, music, etc, are unable to be recorded.

#### 5. Prefix Files With Client name

In order to identify each replay file, file names are prefixed with the Student name and the date/time of the recording. Alternatively, by unchecking this box, the files will be named sequentially in the format 00000001.rpf etc.

#### 6. In Directory

Specify where the replay files are to be stored. A separate folder can be specified for each Student.

7. Click **OK**. Recording will start immediately, close the View session to stop recording.
8. Repeat steps 1-7 for any other Student machines.

## Record replay files at the Tutor

Activity at the local machine can be recorded and shown to Students.

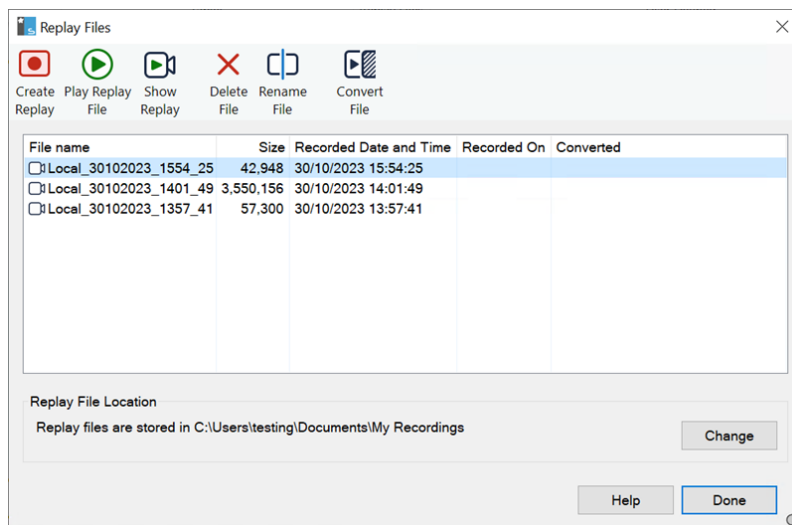
### Record replay files

1. Select the Administer tab in the ribbon and click **Replay Files**.


Or

Select the Class tab in the ribbon, click the **Show** icon and choose **Replay Files**.

2. The Replay Files dialog appears.



Existing replay files are listed.

3. Click **Change** to specify where you want the replay files stored.
4. Click **Create Replay** to start recording.
5. A dialog appears. Select **Include Audio** if the machine is configured for audio. Click **OK**.
6. The **Recording**  icon appears in the system tray (double-click this to stop recording).
7. By default, file names will be prefixed with 'Local' and the date and time of the recording. You can rename the file by overtyping the default name. Click **OK**.
8. The replay file will appear in the list.

## Watching replay files

Stored replay files can be watched by Tutors and, if required, shown to Students. At a local level, the NetSupport School Student program also provides a Replay option enabling Students to launch files.

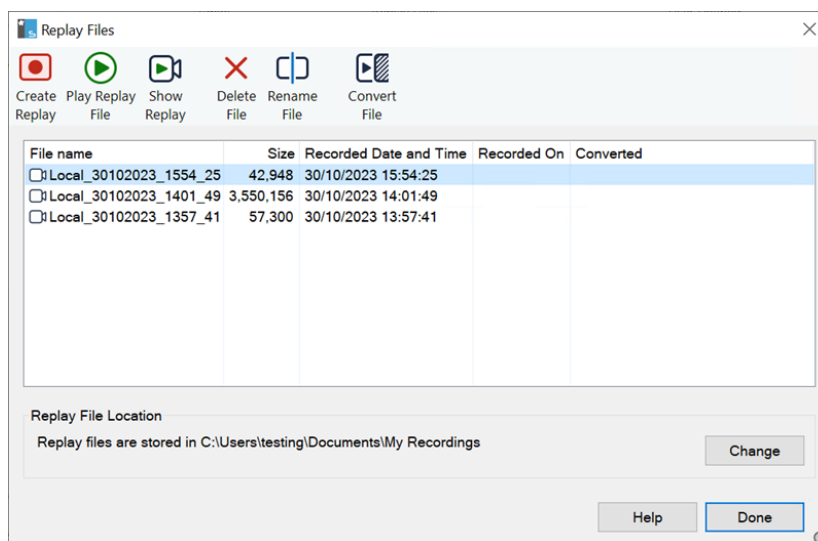
### At the Tutor

1. Select the Administer tab in the ribbon and click **Replay Files**.

Or

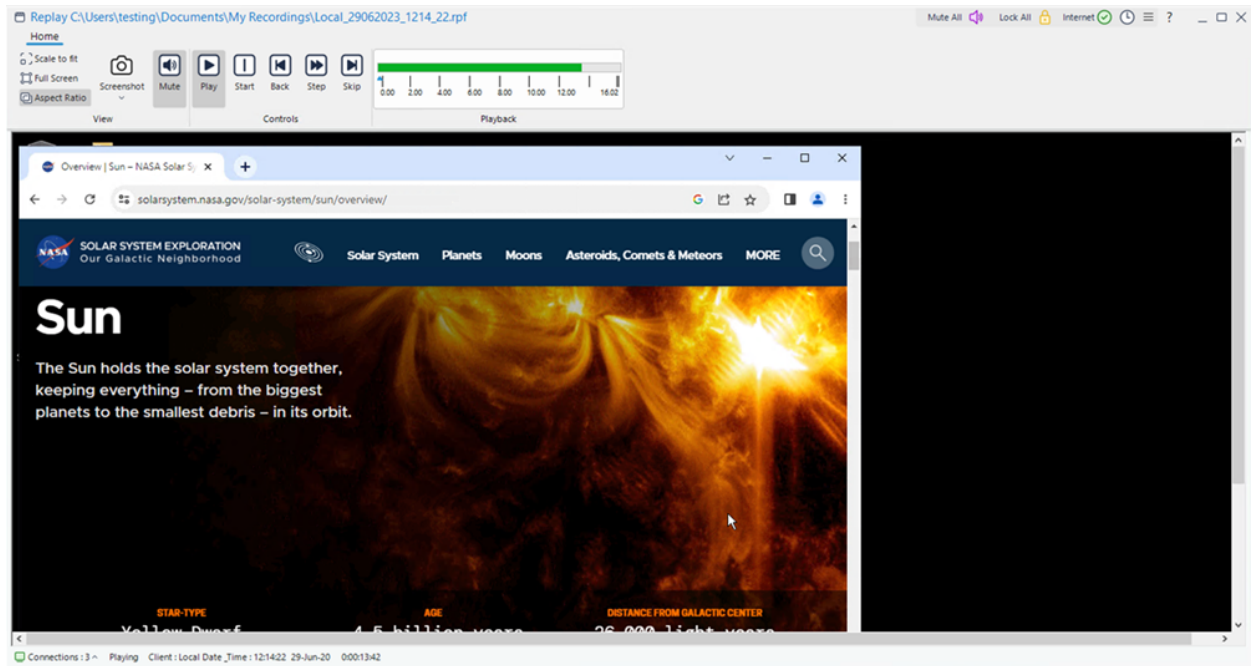
Select the Class tab in the ribbon, click the **Show** icon and choose **Replay Files**.

2. The Replay Files dialog appears.



Existing replay files are listed.

3. Select the required replay file and click **Play Replay File**.
4. The Replay window opens and starts playing the file.



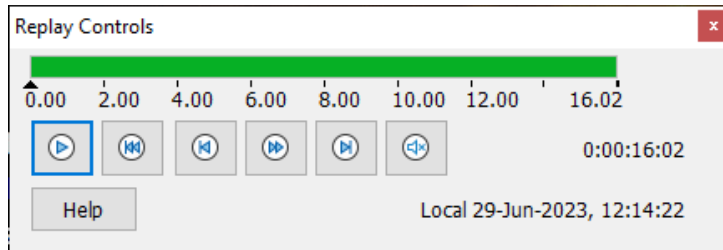
5. Use the replay controls in the ribbon to start/stop the file.

### At the Student

1. Right-click the NetSupport School Student icon in the system tray and choose **Replay**.  
Or  
Double-click the Student icon and choose {Commands}{Replay} from the drop-down menu.
2. Navigate to the folder where the replay files are stored.
3. Select the file to replay.
4. Click **Open**. The Replay window appears. Use the replay controls to start/stop the file.

## Replay window - control panel

When viewing a replay file in full screen mode a control panel is displayed, this provides the controls for playing the recorded information. The control panel contains a replay time index that indicates where in the replay file you currently are and displays information about the file being played.



The individual sub-menus and available functions are:

### Stop and play

The **Stop** button is shown when you are playing a replay file and the **Play** button when the file is stopped. Only one of these buttons is displayed at a time. The file is played until the end is reached or the pause marker is encountered.

### Rewind

Start playing the file from the beginning if it is already playing otherwise moves the replay index to the beginning of the file.

### Skip to previous marker

Moves the replay index to the previous activity marker or to the beginning of the file if there isn't one. These markers are added at points when lots of activity was recorded at the Student.

### Frame advance

Advance the replay index to the next frame. Press and hold this button to fast-forward through the replay file.

### Skip to next marker

Moves the replay index to the next activity marker or to the end of the file if there isn't one.

### Mute

Turn audio on/off within the replay file.

### Other information

The current time index is displayed to the right of these controls in the hh:mm:ss.ms format. The name of the Student that the replay was recorded on, the date and time are displayed at the bottom of

the window.

### **Replay marker**

This marker can be positioned anywhere within the time frame of the replay file. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.

### **Help**

Provides access to the on-line help and general licensee, version, Technical Support and compression information.



## Showing replay files to Students

Using NetSupport School's Show feature, a Tutor can show a stored replay file to any number of connected Students.

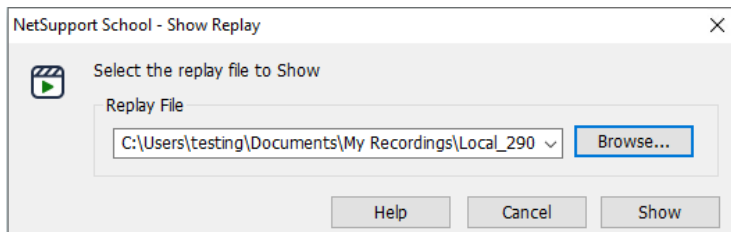
### To show replay files

1. Select the Class tab in the ribbon, click the **Show** icon and choose **Show Replay**.

Or

Select the Administer tab in the ribbon, click **Replay Files**, select the required replay file and click **Show Replay**.

2. The Show Replay dialog appears.



3. Browse for and select the required replay file.
4. Click **Show**.
5. The Replay window opens at the Tutor machine and starts playing the replay file to the selected Students.
6. On the caption bar, click the **Close** × icon to end showing the replay file.

## Converting replay files to video files

NetSupport School replay files can be converted to video files allowing them to be played outside of NetSupport School on a range of media players. Replay files can be converted to WMV and AVI formats.

### Converting a replay file

1. Select the Administer tab in the ribbon and click **Replay Files**.  
Or  
Select the Class tab in the ribbon, click the **Show** icon and choose **Replay Files**.
2. The Replay Files dialog opens.
3. Select the replay file to convert and click **Convert File**.
4. The wizard guides you through the conversion process.

### Using the Replay Conversion utility

For more advanced options when converting replay files, a Replay Conversion utility is provided allowing you to control video resolution, audio quality, start and end points of the video and much more.

**Note:** The Replay Conversion utility is installed by default when installing the NetSupport School Tutor or Tech Console. You can also install the utility as a standalone component.

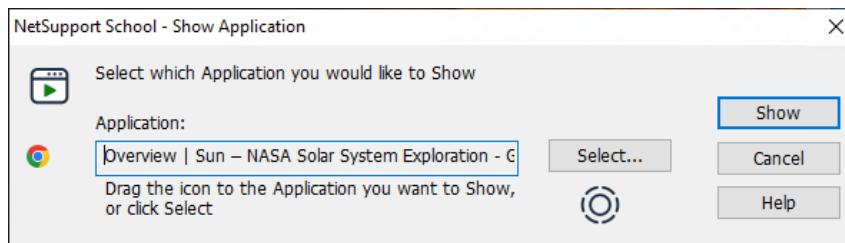
1. Select {Start}{Programs}{NetSupport School}{NetSupport School Replay Conversion Utility}.  
**Note:** On Windows 8 machines right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Replay Conversion Utility** icon.
2. The Replay Conversion utility opens.
3. Browse for the required replay file and set the required properties.
4. Click **Start Encoding**.

## Show application

The Show feature enables you to display the Tutor screen to Students. However, if a number of programs are open at the Tutor, there may be occasions when you want to show a single application in isolation.

### To show an application

1. Select the Class tab in the ribbon and click the **Show** icon.
2. Show options can be set by clicking the relevant option in the Show menu. To set further Show properties, click the **More** ⚙ icon.
3. Click **Show Application**.
4. The Show Application dialog appears.



5. Drag the ⚙ icon to the required application on the Tutor's desktop and release. (A pink border will appear around the selected application as you move the mouse around the desktop.)

Or

Click **Select** and choose the application from the displayed list.

6. Click **Show**.

## Chatting to Students

NetSupport School allows you to chat to any number of connected Students simultaneously via a scrolling text window.

**Note:** A history of all chat sessions can be saved to a .txt file. You can enable this in the Tutor Chat settings.

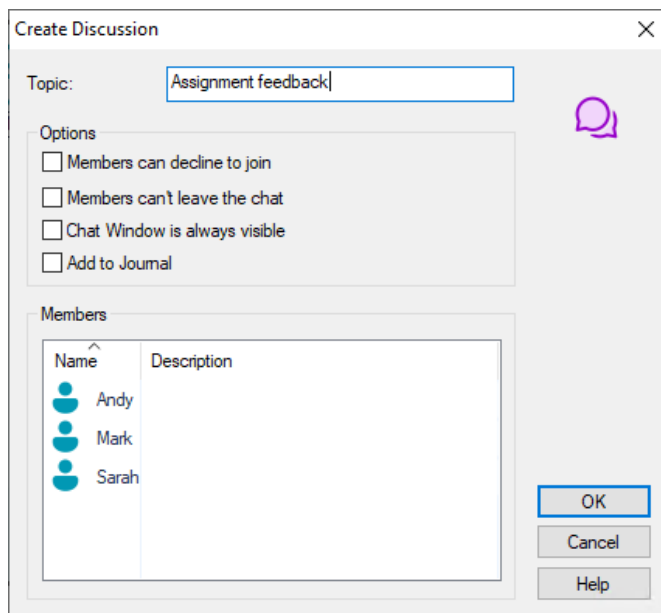
### To chat to Students

1. Select the Students or group of Students you want to chat to in the List view. If you do not select a Student icon, all connected Students will be included.
2. Select the Class tab in the ribbon and click **Chat**.

Or

Right-click on an individual Student and choose **Chat**.

3. The Create Discussion dialog appears.

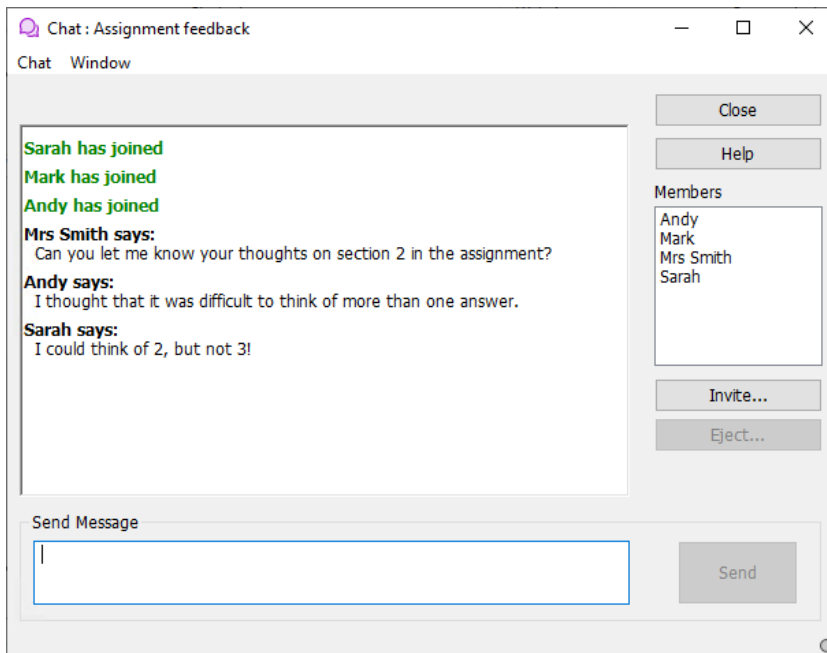


The 'Create Discussion' dialog box is shown. It has a title bar with a close button (X). The 'Topic:' field contains 'Assignment feedback'. To the right of the topic field is a purple speech bubble icon. Below the topic field is an 'Options' section with four checkboxes: 'Members can decline to join', 'Members can't leave the chat', 'Chat Window is always visible', and 'Add to Journal'. Below the options is a 'Members' section containing a table with two columns: 'Name' and 'Description'. The table lists three members: Andy, Mark, and Sarah, each with a small blue person icon to the left of their name. At the bottom right of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

Name	Description
Andy	
Mark	
Sarah	

Select any additional properties that should apply. Click **OK** to start the Chat session.

- The Chat window appears on the Tutor and Student machines.



#### Notes:

- Students can also initiate Chat sessions by opening the Student main window (click the Student icon in the system tray) and choosing {Commands}{Chat} or by clicking the **Chat** icon on the Student Toolbar.
- By default, the Student can only chat to the Tutor. However, you can enable Students to chat with each other by selecting the **Student to Student Chat** option in the Student User Interface settings.

### Chat to a Student whilst viewing

- Select the Tools tab in the View window ribbon and click **Chat**.
- The Chat window opens on the Tutor and Student machine.

### To end a chat

- Click **Close** in the Chat window.

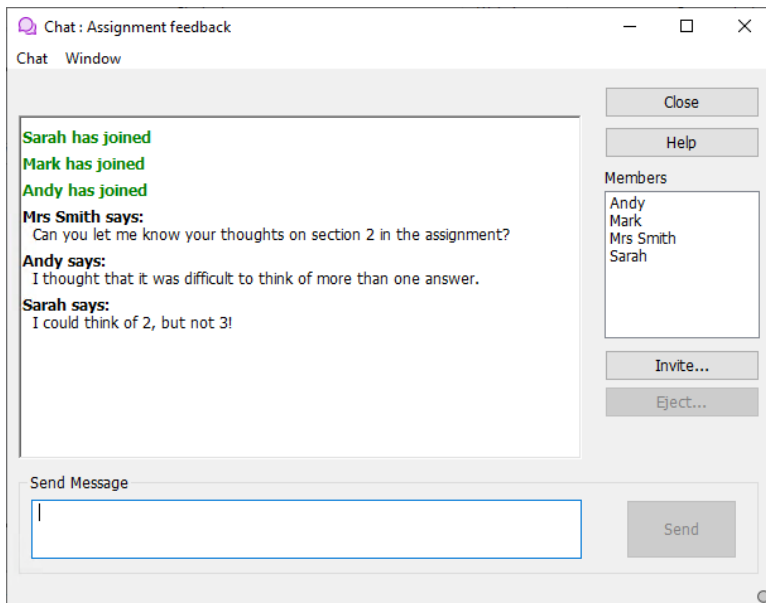
Or

Select {Chat}{Close} from the Chat window drop-down menu.

## The Chat window

This window is displayed at each participating members machine and lists the progress of the Chat session.

**Note:** Unless the option is disabled in the Create Discussion dialog, Students can choose to leave the session.



The following options are available from the Chat window:

### Chat Menu

The content of a Chat session can be stored for future reference. Choose **Save As** to create a file containing the text or **Copy** to be able to paste the Chat content into another application or file.

Each message is restricted to 128 characters. Check **Auto Send long message** to automatically send the message when the limit is reached.

You can add the content of the Chat session to the Student Journal by selecting **Add to Journal**.

### Window Menu

Only the Tutor's Chat window will have a window drop-down menu. This menu enables you to swap between opened screens or tile them.

### Chat Progress

The main body of the Chat window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

### Send Message

This is where you type your comments. Type the message and hit Enter or click **Send**. Each message is restricted to 128 characters. You can automatically send the message when the limit is reached, select {Chat}{Auto Send long Message} from the Chat window drop-down menu.

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

### Close

Ends the Chat session.

### Members

Members currently included in the Chat session are listed here. The Tutor can add or remove Students from the Chat session as required. Unless disabled, Students have the option to Leave the session of their own accord.

### Invite

To add Students when the Chat session is in progress, click **Invite**. The Add Members dialog will appear, select the required Students and click **Add**. You can send a copy of the Chat progress to new members by checking the **Send discussion history** option.

**Note:** Students that have been removed or have decided to leave the Chat session can be invited back.

### Eject

To remove Students from the Chat session, select the Student in the Members list and click **Eject**. Ejected Students can be invited back into the session if required.

## Sending a message to Students

With NetSupport School, you can send a message to all connected Students or the currently selected Students. If you send the same message on a regular basis, you can store up to five pre-defined messages.

### To enter and send a new message

1. Select the Students you want to send the message to.
2. Select the Class tab in the ribbon and click **Message**.

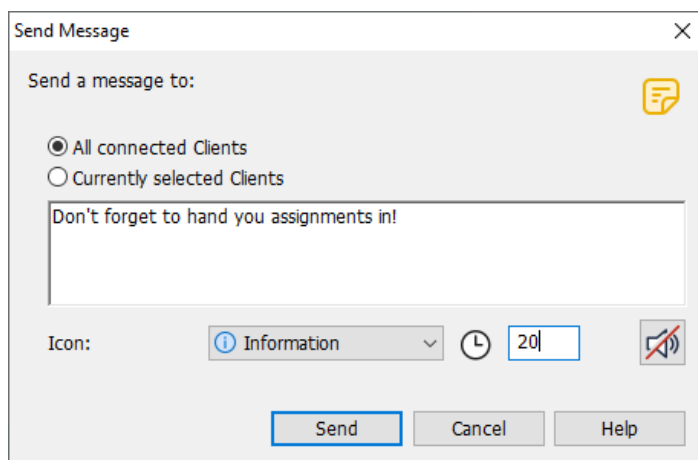
Or


Right-click and choose **Message**.

Or

To send a message to a group, select the Group tab in the ribbon (ensure the required group is selected) or click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this) and click **Message**.

3. The Send Message dialog appears.



Choose whether to send the message to all connected Students, the currently selected Students or group. Enter the message (any URLs entered are clickable at the Student), you can choose an icon to be displayed alongside the message from the drop-down list and decide whether to show it at Student machines for a specified time. You can further highlight the message by playing a sound at the Student's machine. Click the **Play a sound**  icon.

**Note:** If a Student Journal has been started, you have the option to add the message to this.

4. Click **Send**. The message is displayed at the Student screens and remains until the user closes the dialog or the specified time limit expires.



## To send a pre-defined message

1. Select the required Student icons.
2. Select the Class tab in the ribbon and click the **Message** icon drop-down arrow.

Or

Right-click and select the **Message** icon drop-down arrow.


Or

To send a pre-defined message to a group, select the Group tab in the ribbon (ensure the required group is selected) or click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this) and click the **Message** drop-down arrow.

3. The pre-defined messages are displayed. Click on the required message to send it to Students.

**Note:** If you have not created any pre-defined messages, you can do this by selecting **Preset Messages**.

## To send a quick message to all Students

1. Select the Class tab in the ribbon and click the **Message** icon drop-down arrow.
2. Enter the message in the Quick Message field and click the **Message**  icon.
3. The message is sent to all connected Students.

## To send a message while viewing

1. In the View window, select the Home tab in the ribbon and click **Message**.
2. The Send Message to Client dialog appears.
3. Enter the message. Decide whether to show it at the Student's machine for a specified time. If a Student Journal has been started, you can add the message to this.
4. Click **Send**.
5. The message is displayed on the Student screen currently being viewed.

## Preset messages

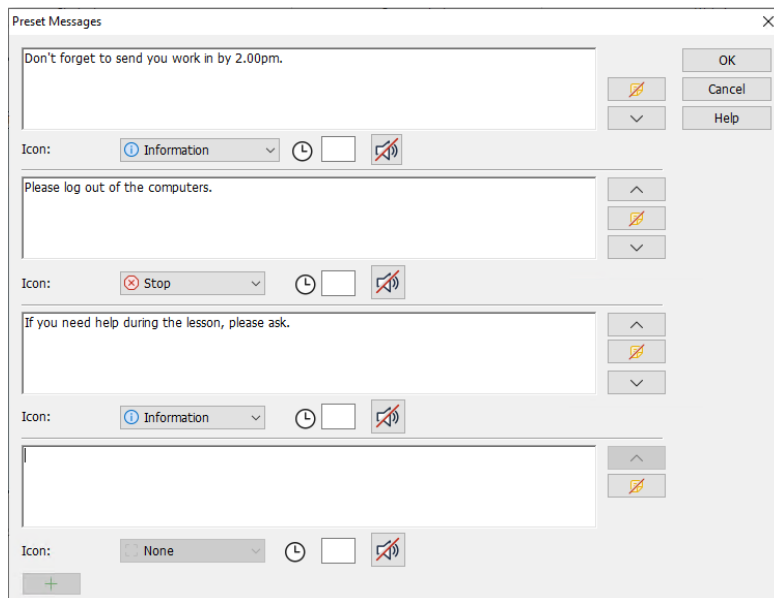
You can store up to five commonly used text messages that can be quickly broadcast to Students using the Message feature.




### Creating preset messages

1. Select the Class tab in the ribbon, click the **Message** icon drop-down arrow and select **Preset Messages**.

Or

Right-click on a Student icon, click the **Message** drop-down arrow and select **Preset Messages**.




2. Enter the required text message.
3. Set any additional properties for the message:
  - Choose an icon to be displayed alongside the message. This can be used to quickly identify the type of message, information, question, warning or stop.
  - Indicate how long the message should remain on the Student's screen.
  - You can further highlight the message by playing a sound at the Student's machine. Click the **Play a sound**  icon.
4. To add a new message, click the **Add a new message**  icon. Use the arrows to arrange the order of messages in the list. Click the **Remove this message**  icon to delete a message.
5. Click **OK**.

6. The message will show in the **Message** icon drop-down list in the ribbon, allowing you to quickly send this to Students.

## Raising a help request


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 (assuming that it has not been configured for quiet mode, which hides the Student icon) 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.

### To raise a help request

1. Press the hotkeys, usually ALT+LSHIFT+RSHIFT.  
Or  
Click the **Help request** icon in the Student toolbar.  
Or  
Right-click the Student icon in the system tray and select **Request Help**.
2. This opens a dialog box into which the Student can type the message.
3. Click **OK**.
4. The help request will then be sent to the connected Tutor.

**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.

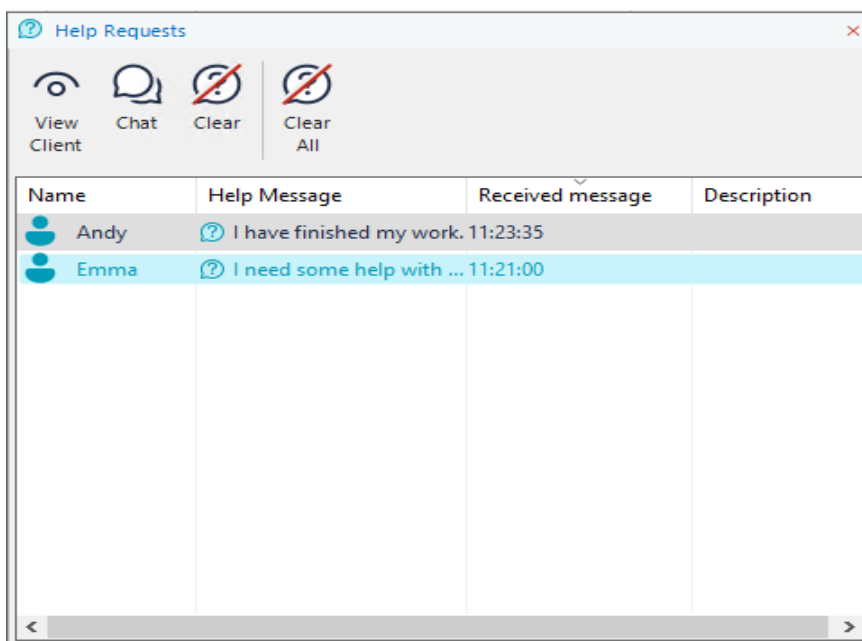
The Tutor can request support directly from a technician. A **Support**  icon can be displayed in the Tutor Console caption bar, allowing the Tutor to chat or send a message directly to the technician. This feature needs to be enabled in the Tech Console.

## Dealing with help requests

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 a Help Request icon displayed next to the Student and a badge indicating the number of outstanding help requests on the ribbon. This will show until that help request has been cleared.

### To display current help requests

1. Select the Class tab in the ribbon and click **Help Requests**.
2. The Help Requests window opens, listing the outstanding requests.



3. You can reply to the Student's help request by clicking the **View Client** or **Chat** icons.

**Note:** If a Student has raised an alert at the Tutor, 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. You can switch these alerts off in the Tutor configuration.

4. Once the help request has been dealt with, click the required Student's request in the Help Requests window and click **Clear** or right-click the required Student icon and click **Clear**. To clear all help requests, click **Clear All** in the Help Requests window. A Student can also clear previous help requests from the Request Help dialog.

## Transferring files

NetSupport School includes sophisticated File Transfer functionality that enables you to transfer files to and from a Tutor and Student machine.

File Transfer functionality can be configured by clicking **Options** in the Tutor Console, selecting **Settings** from the drop-down menu and choosing **File Transfer**.

**Note:** While viewing a Student, you can drag and drop files from the Tutor Windows Explorer directly to the Student's desktop.

### To transfer files and folders between a Tutor and a Student

1. Select the required Student in the List view.
2. Select the Class tab in the ribbon and click **File Transfer**.

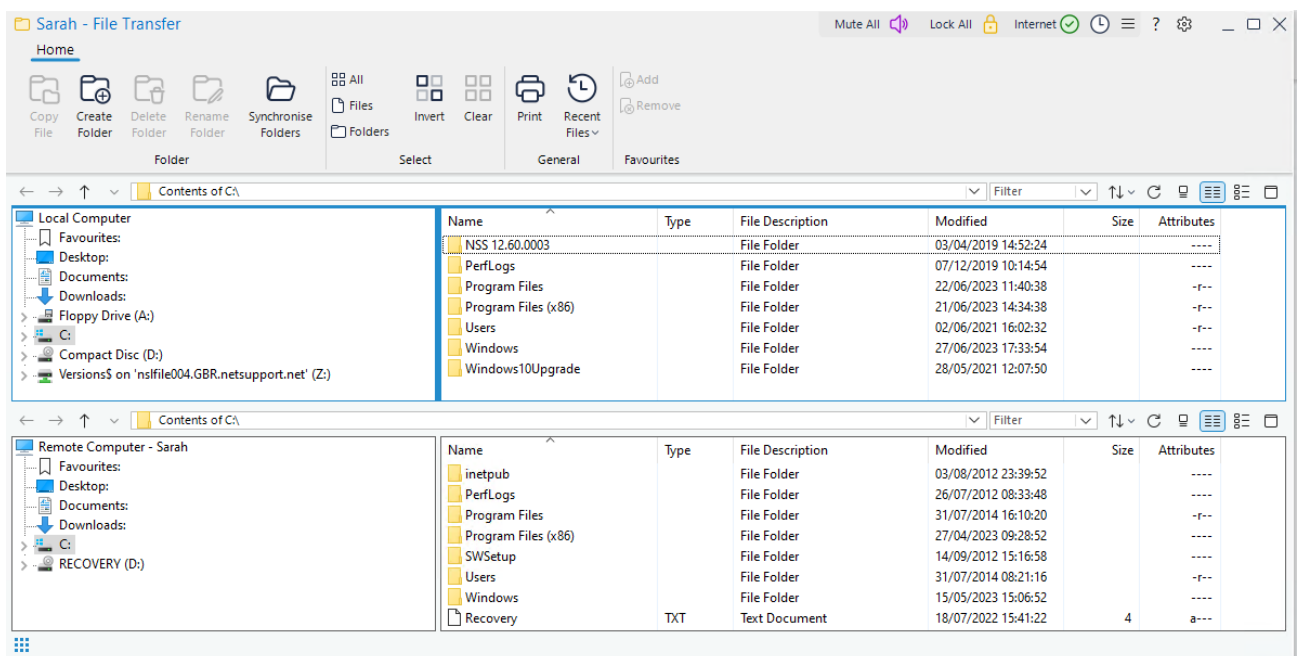
Or

Right-click the Student and choose **File Transfer**.

Or

If you are viewing the Student, select the Tools tab in the View window and click the **File Transfer** icon.

3. The File Transfer window to that Student opens.



4. From the local or remote pane, select the destination drive or folder into which the items will be copied.

**Note:** The path to any open folders (Explorer windows) on the Student desktop is displayed at the top of the remote pane to enable quick selection.

- From the local or remote List view, select the item(s) to be copied to the Student. To select all files, click the **Files** icon on the ribbon. To select all folders, click the **Folders** icon. If you want to transfer all files and folders, click the **All** icon.

**Note:** NetSupport School provides a list of files the Tutor has recently worked with that can be sent to a Student. Click **Recent Files** (the last 20 files are displayed) and select a file from the list. The file will be copied to the current folder at the Student.

- Click **Copy File**.

**Note:** The selected item(s) can also be 'dragged' from the List view and 'dropped' into the destination drive or folder.


- A confirmation dialog will be displayed. Click **Yes**.
- The Copy Progress dialog will appear, showing the progress. From here, you can choose to ignore any error messages and overwrite prompts until completion. These will then be displayed in a summary window at the end of the operation.

**Note:** When a file is transferred to Android Students, it will be copied across to the File Explorer for the Students to access.

### To transfer files between Students

It is also possible to copy files and folders between two Students.

- Display the File Transfer window for each Student.
- Arrange the File Transfer windows so you can see both Students and simply drag files/folders from one to the other.

**Note:** You can see more of a Student's files and folders by clicking **Window** , located above the remote pane.

## Managing files and folders

You can easily manage the file and folders you wish to work with during a File Transfer operation.

### To create folders

New folders can be created at the Tutor or the Student.

1. Select the local or remote Tree view.
2. Select the drive or folder in which the folder you want to create will appear.
3. Click the **Create Folder** icon on the ribbon.
4. The Create Folder dialog will be displayed.
5. Enter a name for the folder and click **OK**.

### Add a folder to Favourites

Folders that need to be accessed regularly can be added to the Favourites folder in the Tree view.

1. Select the required folder in the local or remote pane.
2. Click the **Add** icon on the ribbon.
3. The folder will appear under Favourites in the Tree view.

### To rename a file

1. Select either the local or remote pane List view.
2. Select the file to be renamed.
3. Click the **Rename File** icon on the ribbon or press **F2**.
4. Enter the new name for the file.
5. Press **Enter**.

### Changing file attributes

You may want to change the attributes of a file, for example, to read-only.

1. Select the file whose attributes you want to view or change.
2. Click the **Properties** icon on the ribbon.

Or

Right-click and choose **Properties**.

Or

Select the tab displaying the file name in the ribbon and click **Modify**.



3. The File Properties dialog will appear.
4. Check or clear the attributes you wish to set.

## Editing a remote file

You can edit a file on the Student machine at the Tutor machine and send the updated version back to the Student.

1. Double-click the required file in the remote pane.

Or

Select the required file in the remote pane. Click the **Open Item** icon on the ribbon to open the file using the default application, or click the drop-down arrow to select an application to open the file with.

2. A dialog will appear asking you to confirm that you wish to upload the file and open it. Click **Open**.
3. Make the relevant changes to the file and save and close it.
4. A prompt will appear. Click **Yes** to send the updated file to the Student. You can change the name of the file by entering a new name in the **Save As** field. If you click **No**, the file won't be copied to the Student and any changes you made will be lost.

**Note:** You will be advised if the file has changed while you were editing it. You can choose to save your copy of the file with a different name, overwrite the remote file at the Student or cancel and lose any changes you made.

**Note:** You can quickly edit a file using NetSupport School's internal text editor by right-clicking the required file and selecting **Quick Edit**.

## Deleting files and folders

You can delete files and folders from either a Tutor or Student machine.

### To delete a file

1. Select the file you wish to delete.
2. Click the **Delete File** icon on the ribbon.
3. A confirmation dialog will be displayed. Click **Yes**.

### To delete a folder

1. Select the folder you wish to delete.
2. Click the **Delete Folder** icon on the ribbon.
3. The Remove Folder dialog will be displayed.

4. Select the **Include Contents** checkbox.
5. Click **Yes**.

**Notes:**

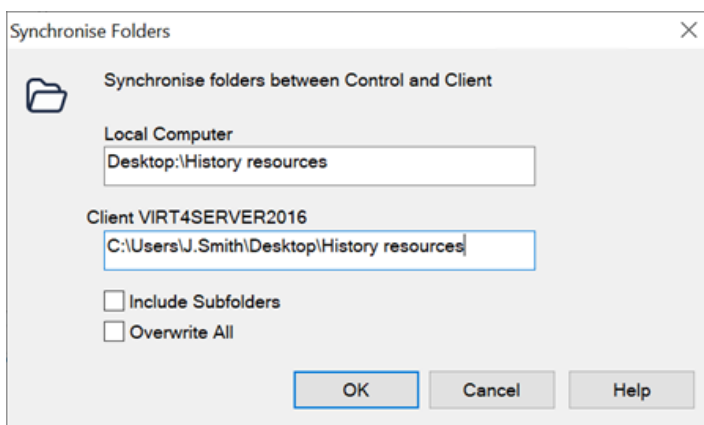
- You cannot remove more than one folder at a time. If you have several folders selected in the List view when performing the delete operation, only the last selected folder will be removed.
- By default, all files deleted from the local pane will be sent to the Recycle bin. This can be changed in the File Transfer settings.

## Synchronising folders

You can synchronise the contents of selected folders on the Tutor and Student. When you synchronise two folders, any new or updated files in either folder will be automatically copied to the other folder.

### To synchronise folders

1. Select the folder from the local pane Tree view to be synchronised with the Student.
2. Select the folder from the remote pane Tree view to be synchronised with the Tutor.
3. Click the **Synchronise Folders** icon on the ribbon.
4. The Synchronise Folders dialog appears.



5. Check the displayed paths of the two selected folders.
6. Choose to include the subfolders by selecting **Include Subfolders**.
7. To automatically overwrite newer versions of existing files, select **Overwrite All**.
8. Click **OK**.
9. Click **Yes** to confirm.
10. The Folder Synchronisation progress dialog appears.
11. The result is displayed in the Folder Synchronisation Results dialog.
12. Click **OK**.

## Distributing files

As well as enabling you to transfer files to and from individual Student's, NetSupport School also allows you to distribute files to multiple Students simultaneously.

### Note:

To improve performance when distributing files, NetSupport School's Broadcast File Distribution facility is enabled by default. This results in the files being sent to all machines simultaneously, thus improving the speed of transfer. If this feature is turned off, the files are sent to each Student machine in turn.

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.

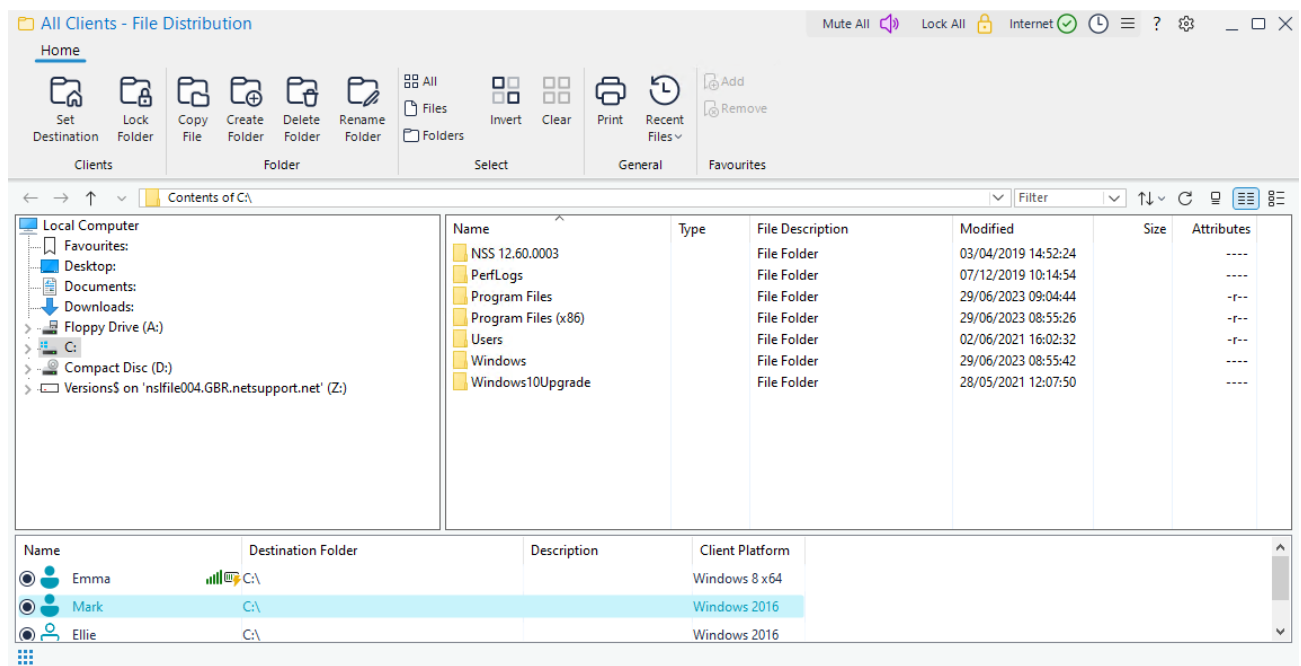
File Distribution can be sent to Students using multicast. The broadcast will only be sent to machines included in the specified IP multicast address.

## To distribute files to Students

1. Select the Group tab in the ribbon and click **File Distribution**.

**Note:** To distribute files to a group, select the required group from the group bar.

2. The File Distribution window appears.



3. In the remote pane, indicate which Students you wish to copy files to (remove the check mark next to the Student to exclude them).
4. From the Tree view, select the item(s) to be copied to the Students. To select all files, click the **Files** icon on the ribbon. To select all folders, click the **Folders** icon. If you want to transfer all files and folders, click the **All** icon.

**Note:** NetSupport School provides a list of files that the Tutor has recently worked with which can be sent to a Student. Click **Recent Files** (the last 20 files are displayed) and select a file from the list. The file will be copied to the current folder at the Student.

5. The location on the Student machines where the files/folders are copied to is called the destination folder. Unless otherwise specified, the Student destination folder will be the same as the item(s) located on the Tutor machine. If the Student does not have the same folder available, the item(s) will be copied to the C drive by default and the folder automatically created.

Or

To set a specific destination folder on the Student machine, right-click the Student icon in the remote pane and choose **Set Destination**. Specify a destination and click **OK**.

**Note:** To set the destination folder for all Students, click the **Set Destination** icon on the ribbon. You can lock the destination folder at Students by clicking **Lock Folder**.

6. Click **Copy File**.
7. A confirmation dialog is displayed. Click **Yes**.
8. A Copy Progress dialog appears, showing the progress of the transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

**Note:** When a file is distributed to Android Students, it will be copied across to the File Explorer for the Students to access.

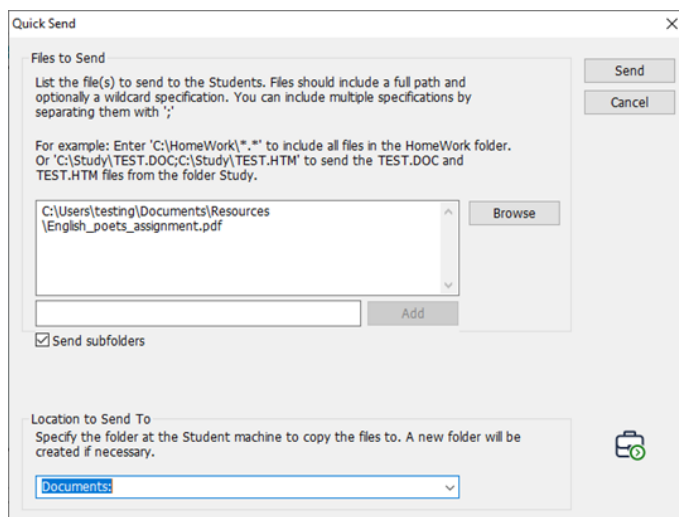
## Send work files

Two methods are available for sending pre-prepared work files to Student machines:

- **Quick send:** Useful for one-off operations where you want to send work to all connected Students or a defined group of Students.
- **Advanced send:** Enables you to store the properties of an operation that will be performed regularly and provides greater flexibility as to which Students the work is sent to.

### To send work using quick send

1. Decide which Students to send work to, all or a defined group. You cannot select individual Students using quick send.
2. Select the Work Planner tab in the ribbon and click **Send Work**.
3. The Quick Send dialog appears.

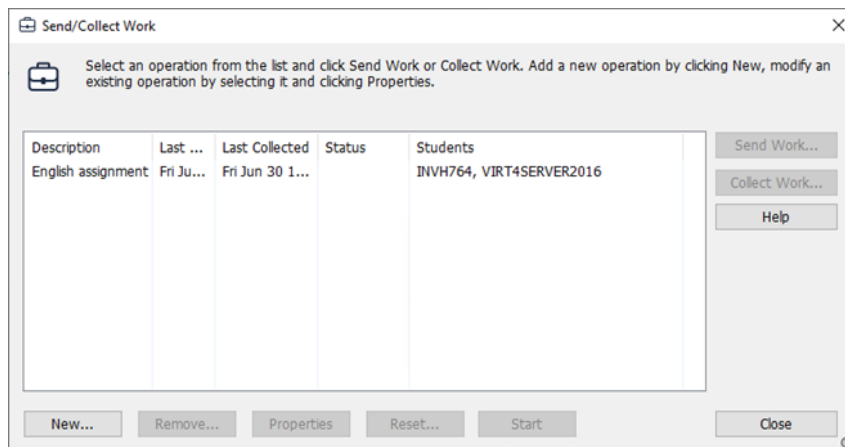


4. List the file(s) or specify a folder to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'.  
Or  
Click **Browse** to locate the file(s).  
Or  
Enter the path for the file or folder in the Add field and click **Add**.
5. If you are sending a folder to Students, you can also send any subfolders. Click **Include subfolders**.
6. Specify the folder at the Student machine to copy the file(s) to. You can choose **Desktop** or **Documents** from the drop-down list. A new folder will be created if necessary.

7. Click **Send**.
8. The result of the operation will be displayed for you to check that the work has been sent successfully.
9. Click **OK**.

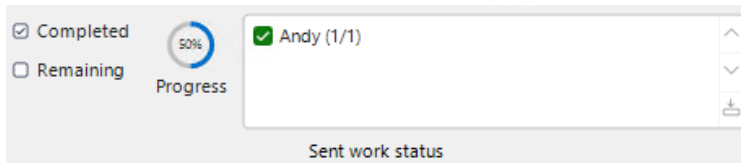
## To send work using advanced send

1. Select the Work Planner tab in the ribbon and click **Send/Collect Work**.
2. The Send/Collect Work dialog appears.



3. Existing send/collect work operations are listed.
4. To add a new operation, click **New**. The Send/Collect Work wizard appears. Follow the instructions in the wizard.
5. Select an operation from the list and click **Send Work**.
6. The Select Students dialog appears.
7. You can send work to all Students or click **These Clients** to select the required Students (remove the check mark next to the Student icon to remove them).
8. Click **OK**.
9. The result of the operation will be displayed for you to check that the work has been sent successfully.
10. Click **OK**.

Once work has been sent to the Students, a Send work status pane appears in the ribbon showing the current status.



You can show Students who have completed their work or those with items remaining by clicking the appropriate option. The overall progress allows you to keep track of how many Students have completed the work.

The Students can open work items from the Student Toolbar and click when a work item is complete. This updates the status in the Send work status pane.



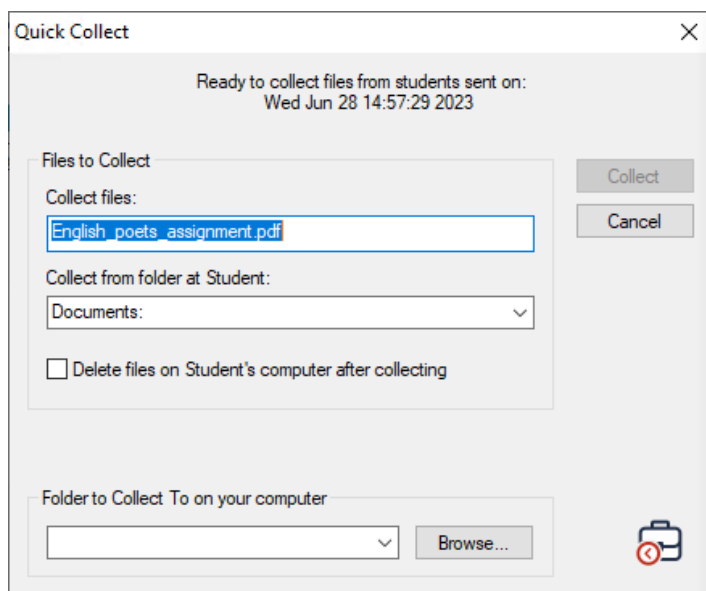
## Collect work files

Two methods are available for retrieving completed work files from Student machines:

- **Quick collect:** Remembers the last file(s) sent via quick send and provides a quick and easy method for retrieving the work back at the end of a session.
- **Advanced collect:** Lets you select the file(s) to retrieve from a list of pre-defined send/collect operations and provides greater flexibility as to which Students the work is collected from.

### To collect work using quick collect

1. Select the Work Planner tab in the ribbon and click **Collect Work**.
2. The Quick Collect dialog appears.



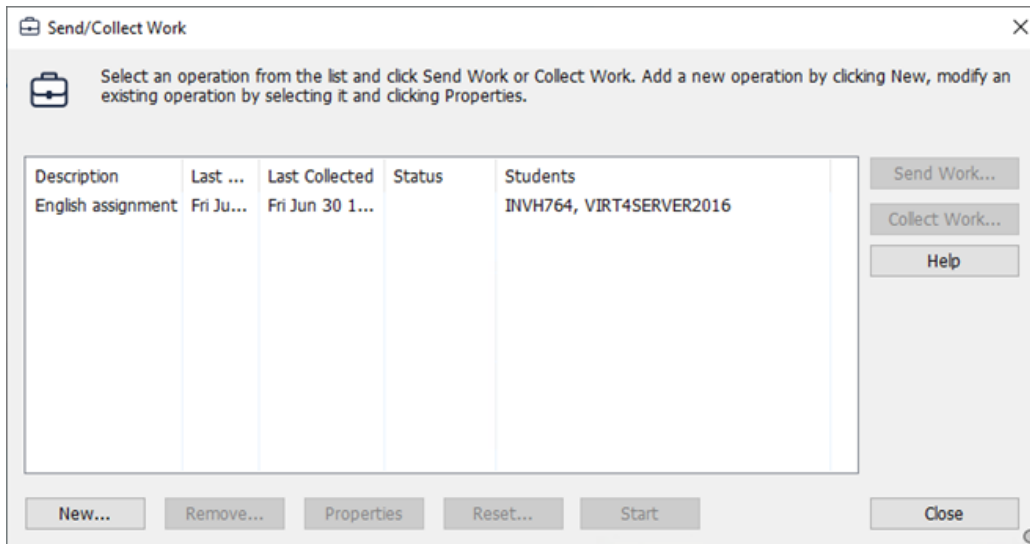
3. Specify the name of the file(s) to collect, e.g. \*.\* or Test1.txt;Test2.txt.
4. Specify the folder in which the file(s) are stored, e.g. C:\Desktop, and whether you want to remove the file(s) from the Student machine after collecting them.

**Note:** The **Collect files** and **Collect from folder at Student** fields are pre-populated with the last files sent using quick send.

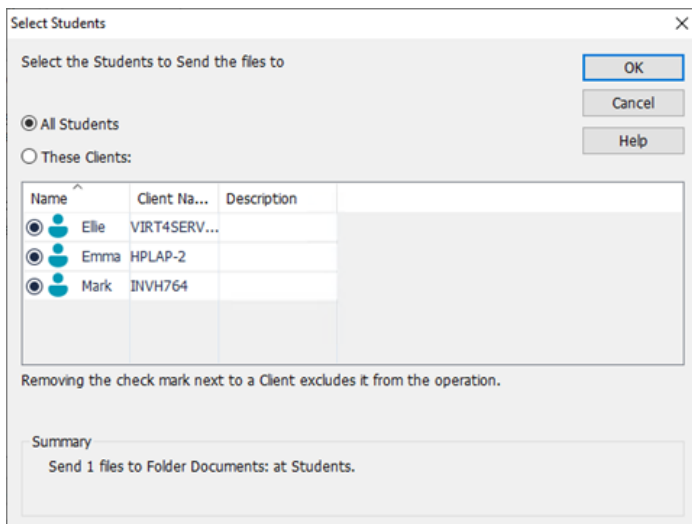
5. Specify the folder on the Tutor machine to collect the file(s) in. You can choose Desktop or Documents from the drop-down list or click **Browse** to specify a different folder.
6. Click **Collect**.
7. The result of the operation will be displayed for you to check that the work has been collected successfully.
8. Click **OK**.

## To collect work using advanced collect

1. Select the Work Planner tab in the ribbon and click **Send/Collect Work**.
2. The Send/Collect Work dialog appears.



3. Select the required operation from the list and click **Collect Work**.
4. The Select Students dialog appears.



Select the Students you want to retrieve the file(s) from.

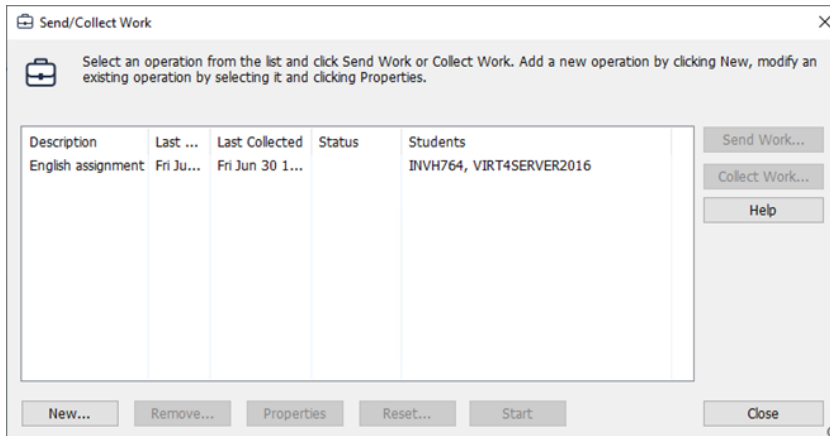
5. Click **OK**.
6. The result of the operation will be displayed for you to check that the work has been collected successfully.
7. Click **OK**.

## To change the properties of an operation

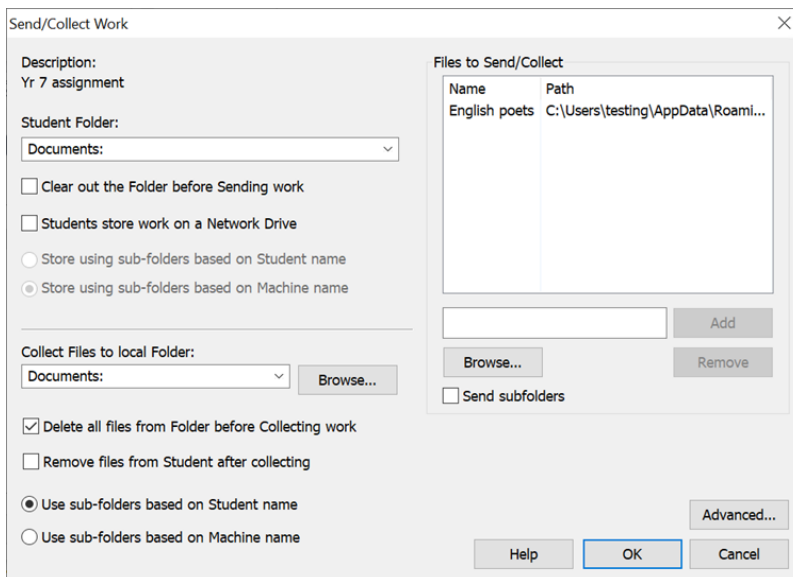
Manage the properties (the description, file location etc.) of a send/collect work operation.

### Change the properties of an operation

1. Select the Work Planner tab in the ribbon and click **Send/Collect Work**.
2. The Send/Collect Work dialog appears.



3. Select an operation from the list and click **Properties**.
4. The Send/Collect Work Properties dialog appears.



5. Adjust as necessary.
6. Click **OK**.

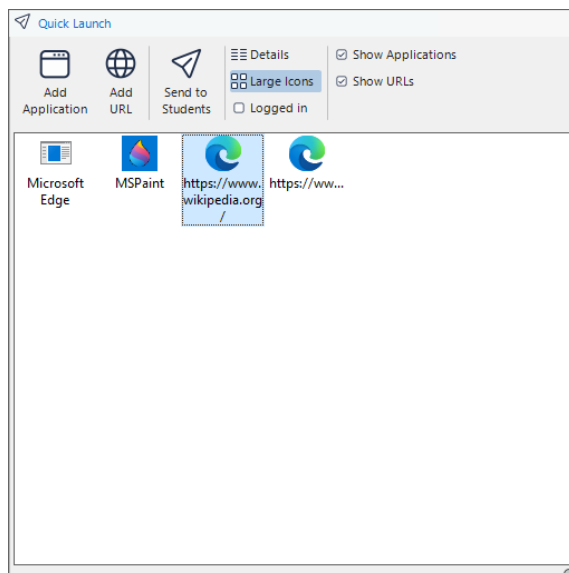
## Remotely launching applications and websites at Students

This feature allows you to launch (execute) applications and websites on an individual Student machine or a group of Student machines without the need to remote control them. For example, after showing Students how to use an application, you might want to launch it on their machines.

**Note:** Applications must be installed on, or available to, the Student machines.

### Launch an application or website at a Student from the Tutor Console

1. Select the required Student.
2. Select the Class tab in the ribbon and click **Quick Launch**.
3. The Quick Launch pane appears.



4. Click **Add Application** or **Add URL**.
5. If adding an application, enter the name and path of the application to launch at the Student.

Or

Click **Browse** and select an executable application on the Tutor machine.

#### Notes:

- When adding applications on Windows machines that have the Microsoft Store, two tabs will be displayed in the Application Properties dialog. The Desktop Application tab allows you to add standard Windows applications as detailed above. The Windows Store Application tab lists Windows Store applications.

- Check that Student applications are stored in the same location as the Tutor to ensure successful execution.
- If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, "C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls".

6. Click **OK**.
7. If adding a website, enter the URL and click **OK**.
8. The application or website icon is displayed in the Quick Launch pane and saved for future use.

**Notes:**

- If you only want to launch applications or websites to Students who are logged on, select the **Logged in** option.
- You can choose to display just applications or websites by clicking the **Show Applications** or **Show URLs** option.

9. Select the required application or website and click **Send to Students**.

### Launch an application at a Student from the Tech Console

1. Select the required Student in the List view.
2. Select the Home tab in the ribbon and click **Launch Application**.

Or

Right-click the Student and choose **Launch Application**.

3. The Execute Application at Client dialog appears.
4. Select the Execute tab.
5. Enter the name and path of the application to launch at the Student.

Or

Click **Local Browse** to browse for the application on the Tech Console machine.

**Note:** Check that Student applications are stored in the same location to ensure successful execution.

6. Select **Add to List** to save the application for future use in the Saved List tab. Confirm the description and path.

**Note:** The application is added to the Launch Application drop-down list in the ribbon.

7. If you only want to launch the application to Students that are logged on, select **Execute only if the Client is logged on**.
8. If you don't want to view the result of the operation, click **No result required**.
9. Click **Execute**.

10. The application will now be launched at the selected Student and if applicable, the result of the operation is displayed in the Results pane.

Or

1. If you have saved a list of applications, you can select the required application from the **Launch Application** drop-down list.
2. Click **Client must be logged on** to launch the application at Students that are logged on and if you don't want to see the results of the operation, click **No result required**.
3. The application will be launched at the Student and the Execute Application at Client dialog appears, displaying any results.


**Note:** You can quickly add applications to the saved list by clicking the **Launch Application** icon in the ribbon and selecting **Add Application** from the drop-down menu.

### Launch an application on a Student machine whilst viewing

A list of applications can be saved in the View window, allowing you to quickly launch these at a Student.

1. Select the Home tab in the View window ribbon.
2. Click **Add**.
3. Enter the name and path of the application.

Or

Click the **Folder**  icon to browse for the application on the Tutor machine.

4. Click **OK**.
5. The application will be listed in the Quick Launch pane.

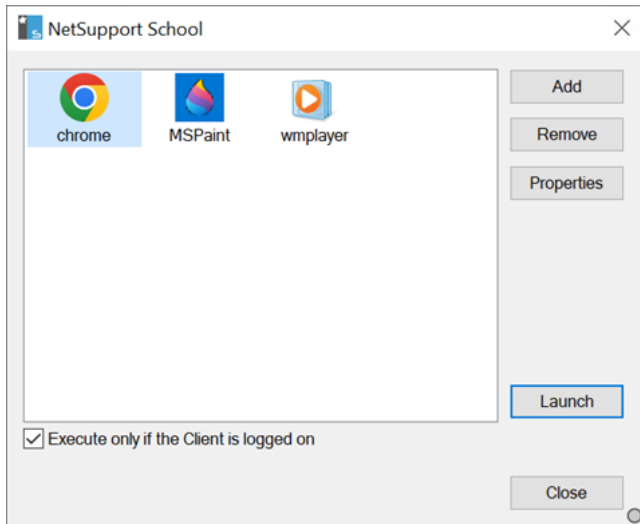
**Note:** Click **Manage** to edit or remove a listed application.

6. You can now launch the application at the Student. Select the application in the list and click **Launch** or double-click the application.
7. The application will run at the Student.

**Note:** You can also remotely launch an application that has been saved in the Quick Launch pane in the Tutor Console. Select **Launch Application**, select the required application (or click **Add** to add a new one) and click **Launch**.

## To launch an application on a group of Students

1. Click the drop-down icon on the required group tab (mouse over the right-hand side of the group tab to display this) and click **Quick Launch**.
2. The Launch Application dialog appears.



3. Click **Add**.
4. Enter the name and path of the application to launch at the Students.  
Or  
Click **Browse** and select an executable application on the Tutor machine.

### Notes:

- When adding applications on Windows machines that have the Microsoft Store, two tabs will be displayed in the Application Properties dialog. The Desktop Application tab allows you to add standard Windows applications as detailed above. The Windows Store Application tab lists Windows Store applications.
- Check that Student applications are stored in the same location as the Tutor to ensure successful execution.

5. Click **OK**.
6. The application icon will be displayed in the Launch Application dialog and saved for future use.

**Note:** If you only want to execute applications to Students that are logged on select the option **Execute only if the Client is logged on**.

7. Select the required application and click **Launch**.

## Edit a saved application or website

You can edit applications and websites that have been saved when using Quick Launch.

### Edit a saved application or website

1. Select the Class tab in the ribbon and click **Quick Launch**.
2. Right-click the application or website to edit and select **Properties**.
3. Edit the required details and click **OK**.
4. Click **Close**.



## Remove a saved application or website

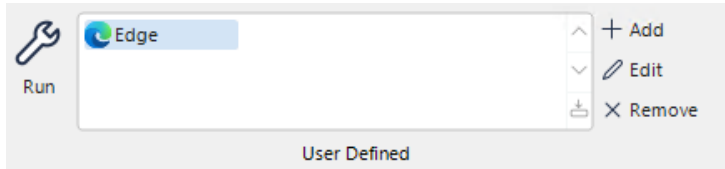
You can remove applications and websites that have been saved when using Quick Launch.

### Remove an application or website

1. Select the Class tab in the ribbon and click **Quick Launch**.
2. Right-click the application or website to remove and select **Remove**.
3. Click **Close**.

## User defined tools

As well as allowing you to launch applications at Student machines, you can automatically run a task on a Tutor or Tech Console machine using a defined tool.



### To add a tool

1. From the Tutor Console, select the Administer tab in the ribbon.  
Or  
From the Tech Console, select the Tools tab in the ribbon.
2. Click **Add**.
3. The Add Tool dialog appears.
4. Enter the required information.
5. Click **OK**. The new tool will be listed.
6. Click **Close**.

### To run a tool

1. From the Tutor Console, select the Administer tab in the ribbon.  
Or  
From the Tech Console, select the Tools tab in the ribbon.
2. Select the required tool in the User Defined pane.
3. Click **Run**.
4. The tool will automatically run.

## To edit a tool

1. From the Tutor Console, select the Administer tab in the ribbon.  
Or  
From the Tech Console, select the Tools tab in the ribbon.
2. Select the required tool in the User Defined pane.
3. Click **Edit**.
4. The Edit Tool dialog appears.
5. Edit the appropriate information and click **OK**.

## To delete a tool

1. From the Tutor Console, select the Administer tab in the ribbon.  
Or  
From the Tech Console, select the Tools tab in the ribbon.
2. Select the required tool in the User Defined pane.
3. Click **Remove**.
4. A confirmation dialog appears, click **Yes**. The tool will be removed.

## Rebooting or logging out Students

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

### To reboot or log out a Student



1. Select a Student or group of Students.

Or

To select all logged-in Students, click the **Select logged in Students**  icon on the status bar.

2. Select the Administer tab in the ribbon and click **Reboot** or **Logout**.

Or

Right-click a Student and click the **Reboot**  or **Logout**  icon.

3. A message appears confirming the Student(s) included in the reboot/log out.

**Note:** If you don't want to see this message in the future, click **Don't show this again**. It can be turned back on in the Tutor User Interface settings.

4. Click **Yes**.

### To reboot or log out a Student whilst viewing

1. Select the Home tab in the View window ribbon and click **Reboot** or **Logout**.
2. Click **Yes** to confirm the reboot/logout.

## Manage user account

NetSupport School allows you to manage users (reset and unlock passwords) that are part of Active Directory, allowing you to easily reset Student passwords at the end of a lesson, if required. You can see user accounts that have been locked, unlock the account or assign a new password.

If non-domain administrators want to use this facility, you will need to apply the appropriate rights to them. Please contact our [Support team](#) for full instructions on how to do this.

### To reset a Student password

1. Select the Student to reset the password for.
2. Select the Administrator tab in the ribbon and click **Manage Account**.
3. The Active Directory User Account dialog appears. The logged on user name for the selected Student will be displayed. Click **Modify**.
4. The Manage Directory User Account dialog appears.

The screenshot shows the 'Manage Directory User Account' dialog box. It contains the following fields and controls:

- User details:**
  - Domain: ECWIN10-1\testing
  - Username: testing
  - Description: User Account
- Account status:**
  - Account is unlocked
  - Unlock button
- Password:**
  - New Password: [text box]
  - Confirm Password: [text box]
  - Set button
  - ☐ Force password change at next login
- Bottom buttons:** Back, Refresh, Close

From here, you can see the current user details, unlock the account and set a new password. When setting a new password, you can force the user to change this when they next log in.


**Note:** If you selected multiple Students, you will only be able to set a new password and not unlock accounts or force a password change.

## Web Control module

The Web Control module is used to monitor and control the websites visited by connected Students. A record of websites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific websites. In addition, the Tutor can temporarily suspend all internet access.

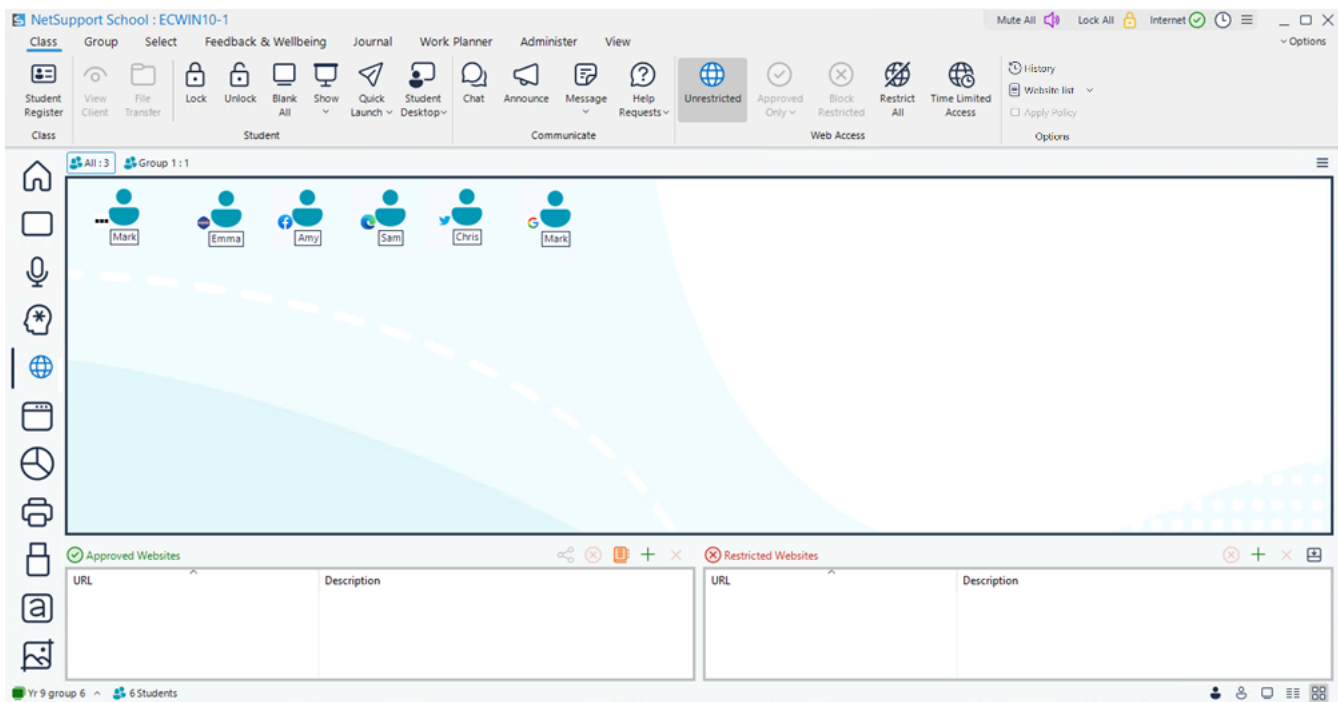
**Note:** Supported Internet Browsers for internet metering and restrictions are Microsoft Edge, Firefox and Google Chrome. The following supports internet restrictions only: Opera 9 and higher.

### Switching to Web View

1. Click the **Web View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Web View**.





In Web mode, you can view details of approved or restricted websites and use the available icons in the ribbon to:

- Revert back to unrestricted access if restrictions have been in place.
- Activate the Approved Websites list. The Student will only be able to view websites that are in the Approved Websites list. All other websites are blocked. When the Student accesses the internet, they are forced to choose an approved website rather than being able to surf at will.

- Activate the Restricted Websites list. The Student will not be able to view websites that are in the Restricted Websites list but will be able to view all other websites.
- Restrict access to the internet.
- Allow web access for a limited time.


### Notes:

- A padlock will be displayed next to the **Web View**  icon when there are central policy restrictions in force. You can turn on/off a central policy created in the Tech Console by clicking the **Apply Policy** option in the ribbon. You can override the restrictions in the Tutor configuration.
- To temporarily block web access for all Students, select **Internet** on the caption bar (this can be done from any window). If this is not showing, click the **Configure Quick Access List**  icon and select **Web access** from the list. An indicator will appear next to the Student icons to confirm internet usage is suspended.

## Identify websites currently running on the Student machine



You can monitor websites that are currently running at Student machines.


### Identify websites currently running on the Student machine

1. Click the **Web View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Web View**.

In the List view, the Student icons can be viewed in two different ways, large icons or details view. Click the **Large icons**  icon or the **Details**  icon on the status bar.

The lower panes can be minimised to make more room for the Student icons. Click the **Minimise View**  icon.

When viewing Students in large icons view, an icon is displayed next to the Student icon if a Student has a web browser open. This icon is either the default web browser icon or a personalised website icon. If the List view is in details view, the current website is displayed along with a list of all other website's running on the Student machine.

When viewing either of the two views, the order of the Student icons can also be rearranged. Right-click in the List view and choose **Arrange**. The following options are available:

<b>By Name</b>	Student icons will be arranged in alphabetical order according to their Student name, display name or Student register name.
<b>By Current Website</b>	Student icons will be arranged in alphabetical order according to the current website the Student is viewing.
<b>By All Websites</b>	Student icons will be arranged in alphabetical order according to the running websites on the Student machine.
<b>By Policy</b>	Student icons will be arranged in alphabetical order according to the current policy set in the Tech Console. This option only appears if there is a policy in force.

A tick identifies the selection of one of the above options.




<b>Ascending</b>	If this option has been selected, the Student icons will appear in ascending order according to the option selected above. A tick identifies selection of this option. Click this option again to clear. This will arrange the Student icons in descending order.
<b>Align to Image Centres</b>	This option is only available if a background image has been set to tile. This will align the Student icons to the centre of the image.
<b>Auto Arrange</b>	If a new Student has been added to the list, or a new website is running on a Student machine, this option will automatically arrange the icons into the order selected above. A tick identifies selection of this option. Click this option again to clear.

## Managing websites on Student machines


Not only can you identify the websites running on Student machines, you can also change, close and launch websites at Students.


### Change the current website running on a Student machine

This method allows you to change the current website running on a Student machine to another website that the Student has open.


1. Switch to details layout by clicking the **Details view**  icon on the status bar.  
Or  
Right-click in the List view and select **Details**.
2. Right-click the required website icon listed in the All Web Sites column.
3. Select **Activate**.
4. The newly activated website now replaces the current website running on the Student machine.

### Close the current/running website on a Student machine

1. Switch to details layout by clicking the **Details view**  icon on the status bar.  
Or  
Right-click in the List view and select **Details**.
2. Right-click a website in the Current Web Site or All Web Sites column.
3. Select **Close Browser**.
4. The website will be closed at the Student machine and the website icon will disappear from the List view.

**Note:** You can close a website at all connected Students by clicking the **Close at Students**  icon above the Approved or Restricted Websites pane or right-clicking in the pane and choosing **Close at Students**.

### Launch a website on all connected Students

1. Select a website in the Approved Websites list.
2. Click the **Send to Students**  icon above the list.  
Or  
Right-click and select **Send to Students**.
3. The website will be launched on all connected Student machines.

4. In the List view, the launched website icon will appear in the Current Web Site column or on the Student icon.

Or

1. Highlight a website in the Approved or Restricted Websites list.
2. Drag and drop the highlighted website in the List view.
3. The website will be launched on all connected Student machines.
4. In the List view, the launched website icon will appear in the Current Web Site column or on the Student icon.

## Setting up an Approved or Restricted Websites list

**Approved websites:** When activated, Students can only view the websites specified in this list. The list of approved websites is displayed on the Student Toolbar. If this is disabled, a page is displayed at Student machines.

**Restricted websites:** When activated, the Student is unable to view the websites specified in this list. However, all other websites can be viewed.

### Notes:

- To ensure Students are only viewing the appropriate pages in a website you can approve/restrict sub-URLs, specific web pages and have different parts of the same website approved/restricted, i.e. [www.bbc.co.uk/learning](http://www.bbc.co.uk/learning) can be restricted but [www.bbc.co.uk/learning/history](http://www.bbc.co.uk/learning/history) can be approved. Students will only be able to view pages relating to history and not view pages relating to Science or English.
- Web restrictions can be applied at startup. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.

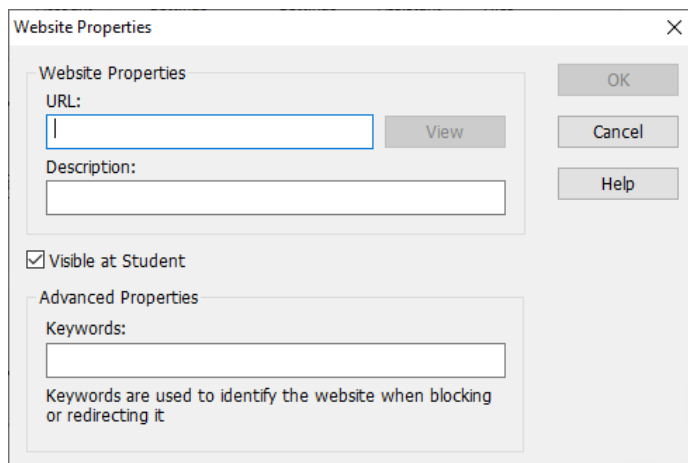
### Add a website to the Approved or Restricted Websites list

- Click the **Add**  icon.

Or

Right-click in the Approved Websites or Restricted Websites pane and select **Add Website**.

- The Website Properties dialog appears.




- Type in the website address under URL.
- Type in the description, e.g. Google (this is optional).

**Note:** By default, keywords are entered to prevent/allow a Student to view a URL that includes these keywords. This can be used to deal with websites that are re-directed.

5. By default, websites added to the Approved Websites list appear in the Student Toolbar. If you don't want Students to see this website, you can hide it by clearing the **Visible at Student** option.
6. Click **OK**.
7. The website and description will appear in the Approved Websites or Restricted Websites pane.

Or

1. Switch the List view to details view by clicking the **Details view**  icon on the status bar.
2. Right-click on a website icon in the List view in the Current Web Site or All Web Sites column.
3. Choose **Add to Approved List**.

Or

Choose **Add to Restricted List**.

4. The Website Properties dialog appears with the website details pre-populated.
5. Click **OK**.
6. The website and description will appear in the Approved or Restricted Websites list.

### Remove a website from the Approved or Restricted Websites list

1. Highlight the chosen website and click the **Remove**  icon.

Or

Right-click the website and select **Remove Website**.

### Create a new Website list

You may need to create more than one Website list, for example, if you want different websites approved or restricted for different classes. The default Website list is saved as NetSupport School.web

1. Select the Class tab in the ribbon and from the **Website list** drop-down menu, click **Create New Website List**.
2. Enter a file name and click **Create**.
3. A new blank Website list will appear.


## Open an existing Website list

1. Select the Class tab in the ribbon and from the **Website list** drop-down menu, click **Load Existing Website List**.
2. Highlight the relevant file and click **Open**.
3. The existing Website list will appear.

## Save a new Website list

1. Select the Class tab in the ribbon and from the **Website list** drop-down menu, click **Save Website List As**.
2. Enter a file name and click **Save**.
3. The current Website list will be saved.

### Notes:

- Any changes made to a new or existing Website list are automatically saved when a new Website list is created, or when you exit out of the Tutor Console.
- The approved Website list can be added to the Student Journal by clicking the **Journal**  icon above the Approved Websites pane.

## Blocking/restricting internet access

NetSupport School allows you to control what websites Students are able to access. This is done by creating Approved or Restricted Websites lists which can then be applied to individual or all connected Students. Students can view the current restrictions in the Student Toolbar. You can also block all web access for all Students if required.

### Notes:

- Web restrictions can be applied at start-up. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.
- You can set the web access from the Class tab in the ribbon in all view modes.

### Apply approved or restricted websites

1. If you want to apply restrictions to individual Student's, select their icons in the List view.
2. Select the Class tab in the ribbon and click **Approved Only** or **Block Restricted**.
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 website has been blocked by the Tutor.

### Notes:

- You can amend the URL that restricted websites will be redirected to. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu, choose **Administration - Security** and enter the required URL in the **URL that restricted websites will be redirected to** field.
- Full internet redirection is supported on Edge, Firefox and Chrome. For other browsers, the browser window will close.
- You can specify a time limit that certain internet permissions apply for. Select the Class tab in the ribbon and click **Time Limited Access**.

### End approved or restricted websites

1. To remove the restrictions for individual Student's, select their icons in the List view.
2. Select the Class tab in the ribbon and click **Unrestricted**.
3. The green or red indicator will be removed from the selected Student icons.

**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 Student's, select their icons in the List view.
2. Select the Class tab in the ribbon and click **Restrict All**.
3. All web access will be blocked for the selected Students.

#### Notes:

- You can instantly block all web access for all Students by clicking **Internet** on the caption bar (this can be done from any window). This changes to **Blocked** to show web access is now blocked. If this is not displayed, you can add it by clicking the **Configure Quick Access List** ☰ icon and selecting **Web access** from the list.
- You can also block web access for all connected Students from the Tutor Toolbar.



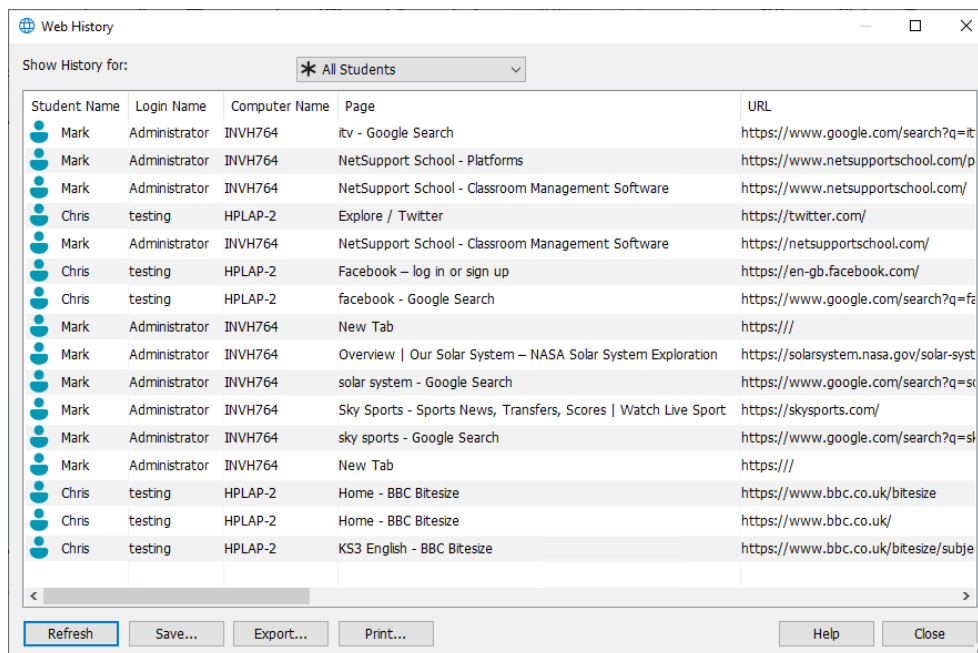
## View web history

This feature of the Web Control module enables you to monitor the websites being visited by connected Students and, if required, store or print a permanent record.

**Note:** Students' web history can be automatically saved to the Tutor Journal when the Tutor Console is shut down. To enable this setting, click **Options** in the Tutor Console, select **Settings** from the drop-down menu, choose **User Interface - Tutor** and click the **Save Student Web history to Tutor Journal** option.

### View web history

1. In Web View, select the Class tab in the ribbon and click **History**.
2. The Web History dialog appears.



The screenshot shows the 'Web History' dialog box. At the top, there is a dropdown menu labeled 'Show History for:' with the selection '\* All Students'. Below this is a table with five columns: Student Name, Login Name, Computer Name, Page, and URL. The table contains 18 rows of data. At the bottom of the dialog, there are buttons for 'Refresh', 'Save...', 'Export...', 'Print...', 'Help', and 'Close'.

Student Name	Login Name	Computer Name	Page	URL
Mark	Administrator	INVH764	itv - Google Search	https://www.google.com/search?q=itv
Mark	Administrator	INVH764	NetSupport School - Platforms	https://www.netsupportschool.com/p
Mark	Administrator	INVH764	NetSupport School - Classroom Management Software	https://www.netsupportschool.com/
Chris	testing	HPLAP-2	Explore / Twitter	https://twitter.com/
Mark	Administrator	INVH764	NetSupport School - Classroom Management Software	https://netsupportschool.com/
Chris	testing	HPLAP-2	Facebook – log in or sign up	https://en-gb.facebook.com/
Chris	testing	HPLAP-2	facebook - Google Search	https://www.google.com/search?q=fa
Mark	Administrator	INVH764	New Tab	https://
Mark	Administrator	INVH764	Overview   Our Solar System – NASA Solar System Exploration	https://solarsystem.nasa.gov/solar-syst
Mark	Administrator	INVH764	solar system - Google Search	https://www.google.com/search?q=sc
Mark	Administrator	INVH764	Sky Sports - Sports News, Transfers, Scores   Watch Live Sport	https://skysports.com/
Mark	Administrator	INVH764	sky sports - Google Search	https://www.google.com/search?q=sk
Mark	Administrator	INVH764	New Tab	https://
Chris	testing	HPLAP-2	Home - BBC Bitesize	https://www.bbc.co.uk/bitesize
Chris	testing	HPLAP-2	Home - BBC Bitesize	https://www.bbc.co.uk/
Chris	testing	HPLAP-2	KS3 English - BBC Bitesize	https://www.bbc.co.uk/bitesize/subje

This provides details of the sites visited by the Student(s) during the currently connected session.

The available options are:

#### Show History for

You can view the history for all Students, the currently selected Students or you can select the required Student from the list.

#### Refresh

While viewing the list, click **Refresh** at any time to update the display.

**Save**

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

**Export**

Exports data to a CSV file allowing the data to be imported if needed.

**Print**

Prints details of the currently displayed items.


**Close**

Closes the History dialog but details will continue to be recorded while the Tutor is connected.

## Application Control module

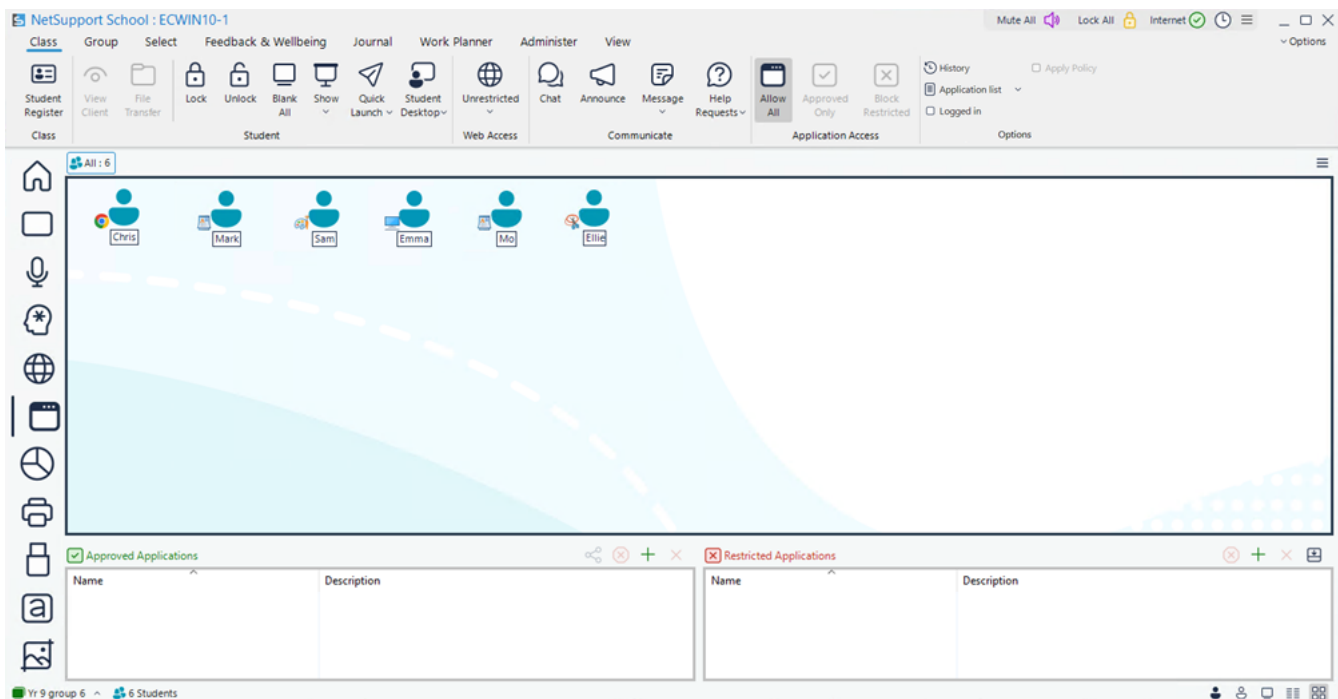
The Application Control module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

### Switching to Application View

1. Click the **Application View**  icon on the left-hand side of the Tutor Console.


Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Application View**.



In Application mode, you can view details of approved or restricted applications and use the available icons in the ribbon to:


- Revert back to unrestricted access if restrictions have been in place.
- Activate the Approved Applications list. Students can only run applications that are in the approved list. All other applications are blocked.
- Activate the Restricted Applications list. Students can't run applications that are in the restricted list but will be able to run all other applications.

**Note:** A padlock will be displayed next to the **Application View**  icon when there are central policy restrictions in force. You can turn on/off a central policy created in the Tech Console by clicking the **Apply Policy** option in the ribbon. You can override the restrictions in the Tutor configuration.

## Identify applications currently running on the Student machine



You can monitor applications that are currently running on Student machines.


### Identify applications currently running on the Student machine

1. Click the **Application View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Application View**.

In the List view, the Student icons can be viewed in two different ways, large icons or details view. Click the **Large icons**  icon or the **Details**  icon on the status bar.

The lower panes can be minimised to make more room for the Student icons. Click the **Minimise View**  icon.

When viewing Students in large icons, an icon is displayed next to the Student icon, showing the current application in use. If the List view is in details view, the current application, along with a list of all other applications running on the Student machine is also displayed.

When viewing either of the two views, the order of the Student and application icons can also be rearranged. Right-click in the List view and choose **Arrange**. The following options are available:

<b>By Name</b>	Student icons will be arranged in alphabetical order according to their Student name, display name or Student register name.
<b>By Current Application</b>	Student icons will be arranged in alphabetical order according to the current application.
<b>By Running Applications</b>	Student icons will be arranged in alphabetical order according to the running applications on the Student machine.
<b>By Policy</b>	Student icons will be arranged in alphabetical order according to the current policy set in the Tech Console. This option will only be displayed if there is a policy in force.

A tick identifies the selection of one of the above options.

### **Ascending**

If this option has been selected, the Student icons will appear in ascending order according to the option selected above. A tick identifies that this option is selected. Click this option again to clear. This will arrange the Student icons in descending order.

### **Align to Image Centres**

This option is only available if a background image has been set to tile. This will align the Student icons to the centre of the image.

### **Auto Arrange**


If a new Student has been added to the list or a new application is running on a Student machine, this option will automatically arrange the icons into the order selected above. A tick identifies that this option is selected. Click this option again to clear.

## Managing applications on Student machines

Not only can you identify what applications are running on Student machines, you can also change, close and launch applications at Students.

### Change the current application running on a Student machine

This method allows you to change the current application running on a Student machine to another application that the Student has open.

1. Switch to details layout by clicking the **Details view**  icon on the status bar.  
Or  
Right-click in the List view and select **Details**.
2. Right-click on an application icon listed in the Running Applications column.
3. Select **Activate**.
4. The newly activated application now replaces the current application running on the Student machine.

**Note:** You can minimise all applications at Student machines. Select the Class tab in the ribbon, click the **Student Desktop** icon and choose **Show Desktop**.


### Close current/running applications on a Student machine


There are two options when closing an application on a Student machine:

**Close Application:** Close down an application but respect any applications requests at the Student, e.g. to save file before closing.

**Kill Process:** Force the application to close, without any application prompts.

### To close an application running on a Student machine

1. Switch to details layout by clicking the **Details view**  icon on the status bar.  
Or  
Right-click in the List view and select **Details**.
2. Right-click on an application icon listed in the Current Application or Running Application column.
3. Select **Close Application** or **Kill Process**.
4. The application will be closed at the Student machine and the icon will disappear from the List view.

**Note:** You can close an application at all connected Students by clicking the **Close at Students**  icon above the Approved or Restricted Applications pane or right-clicking in the pane and choosing **Close at Students**.

## To close all applications at the Student

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

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


1. Select the Students you wish to close applications at.
2. Select the Class tab in the ribbon, click the **Student Desktop** icon and click **Clear Desktop**.

Or

Right-click on an application icon listed in the Current Application or Running Application column and select **Close All Applications**.

**Note:** You can switch Windows 8 Students to either the desktop or Start screen by selecting the Class tab in the ribbon, clicking the **Student Desktop** icon and choosing **Switch to Desktop** or **Switch to Start screen**.

## Launch an application on all connected Students

1. Select an application in the Approved Applications list.
2. Click the **Send to Students**  icon above the list.

Or

Right-click on an application icon in the Approved or Restricted Applications list and choose **Send to Students**.

3. The application will be launched on all connected Student machines.
4. In the List view, the launched application icon will appear in the Current Application column or on the Student icon.

Or

1. Highlight an application in the Approved or Restricted Applications list.
2. Drag and drop the highlighted application into the List view.
3. The application will be launched on all connected Student machines.
4. In the List view, the launched application icon will appear in the Current Application column or on the Student icon.



## Setting up approved or restricted application lists

**Approved Applications:** The Student is only able to run the applications specified in this list.

**Restricted Applications:** The Student is unable to run the applications specified in this list.

**Note:** Application restrictions can be applied at startup. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.

### Add an application to your Approved or Restricted Applications list

1. Click the **Add**  icon.

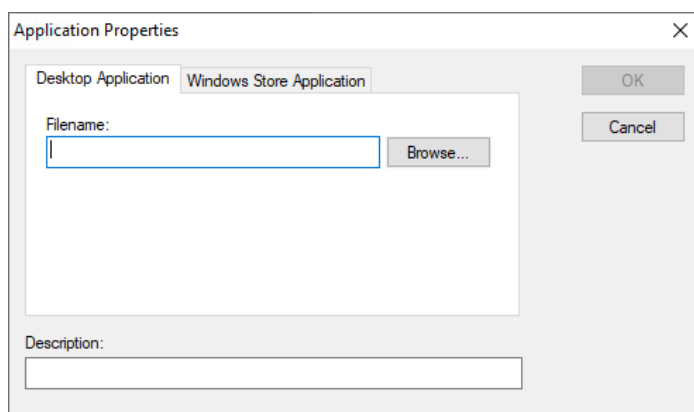
Or

Right-click in the Approved or Restricted Applications List pane and select **Add Application**.

Or

Drag and drop applications from your desktop or Start menu into the Approved or Restricted Applications List pane.

2. The Application Properties dialog appears.




3. Type in the .exe file name (e.g. winword.exe) under **Filename** or browse for your chosen application.
4. Type in the description, e.g. Microsoft Word.

**Note:** When adding applications on Windows machines that have the Microsoft Store, two tabs will be displayed. The Desktop Application tab allows you to add standard Windows applications as detailed above. The Windows Store Application tab lists Windows Store applications, allowing you to select the required application.

5. Click **OK**.
6. The application icon, name and description will appear in your Approved or Restricted Applications pane.

Or


1. Switch the List view to details layout by clicking the **Details view**  icon on the status bar.
2. Right-click on an application icon in the List view in the Current Application or Running Applications column.
3. Choose **Add to Approved List**.

Or

Choose **Add to Restricted List**.

4. The application icon and description will appear in the Approved or Restricted Applications pane.

## Remove an application from your Approved or Restricted Applications list

1. Highlight the chosen application and click the **Remove**  icon.

Or

Right-click the application and select **Remove Application**.

## Apply approved or restricted applications

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students, select their icons in the List view.
2. To apply these restrictions, select the Class tab in the ribbon and click **Approved Only** or **Block Restricted**.
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 running an application included in your activated restriction list, an Application Blocked dialog appears on their screen, stating the application that has been blocked by the Tutor. This will also appear if a Student attempts to run any of the applications included on the restriction list.

## End approved or restricted applications

1. To remove the restrictions for individual Students, select their icons in the List view.
2. Select the Class tab in the ribbon and click **Allow All**.
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.

### Create a new application list

You may need to create more than one application list, for example, if you want different approved or restricted for different classes. The default application list is NetSupport School.app.

1. To create a new Application list, select the Class tab in the ribbon and from the **Application list** drop-down menu, click **Create New Application List**.
2. Enter a file name and click **Save**.
3. A new blank Application list will appear.

**Note:** Application lists can be assigned to different Tutor users by setting up a Tutor Profile.

### Open an existing application list

1. To open an existing application list, select the Class tab in the ribbon and from the **Application list** drop-down menu, click **Load Existing Application List**.
2. Highlight the relevant file and click **Open**.
3. The existing application list will appear.

### Save an application list

1. To save the current application list, select the Class tab in the ribbon and from the **Application list** drop-down menu, click **Save Application List As**.
2. Enter a file name and click **Save**.
3. The current application list will be saved.

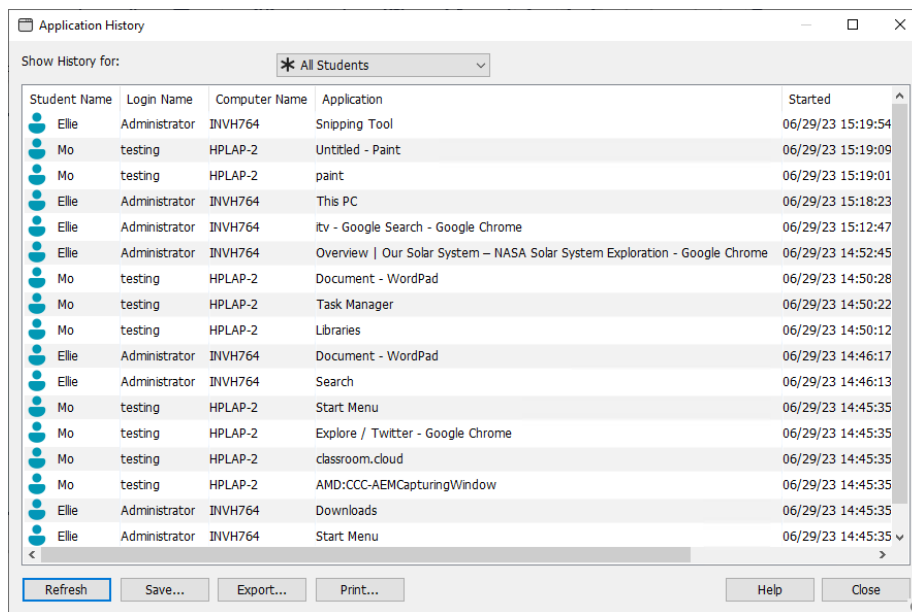
**Note:** Any changes that have been made to the new or existing applications lists will be automatically saved when a new applications list is created, or when you exit the NetSupport School program.

## View application history

This feature of the Application Control module enables you to monitor the applications being used by connected Students and, if required, store or print a permanent record.

### View application history

1. In Application View, select the Class tab in the ribbon and click **History**.
2. The Application History dialog appears.



This provides details of any application used by the Student(s) during the currently connected session.

The available options are:

#### Show History for

You can view the history for all Students, the currently selected Students or you can select the required Student from the list.

#### Refresh

While viewing the list, click **Refresh** at any time to update the display.

#### Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

**Export**

Exports data to a CSV file allowing the data to be imported if needed.

**Print**

Prints details of the currently displayed items.

**Close**


Closes the History dialog but details will continue to be recorded while the Tutor is connected.

## 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 gathered at the Tutor with the results shown as an overall percentage and by individual Student. Results can be shown to Students in the form of a pie chart, Students must respond before they can view the results.

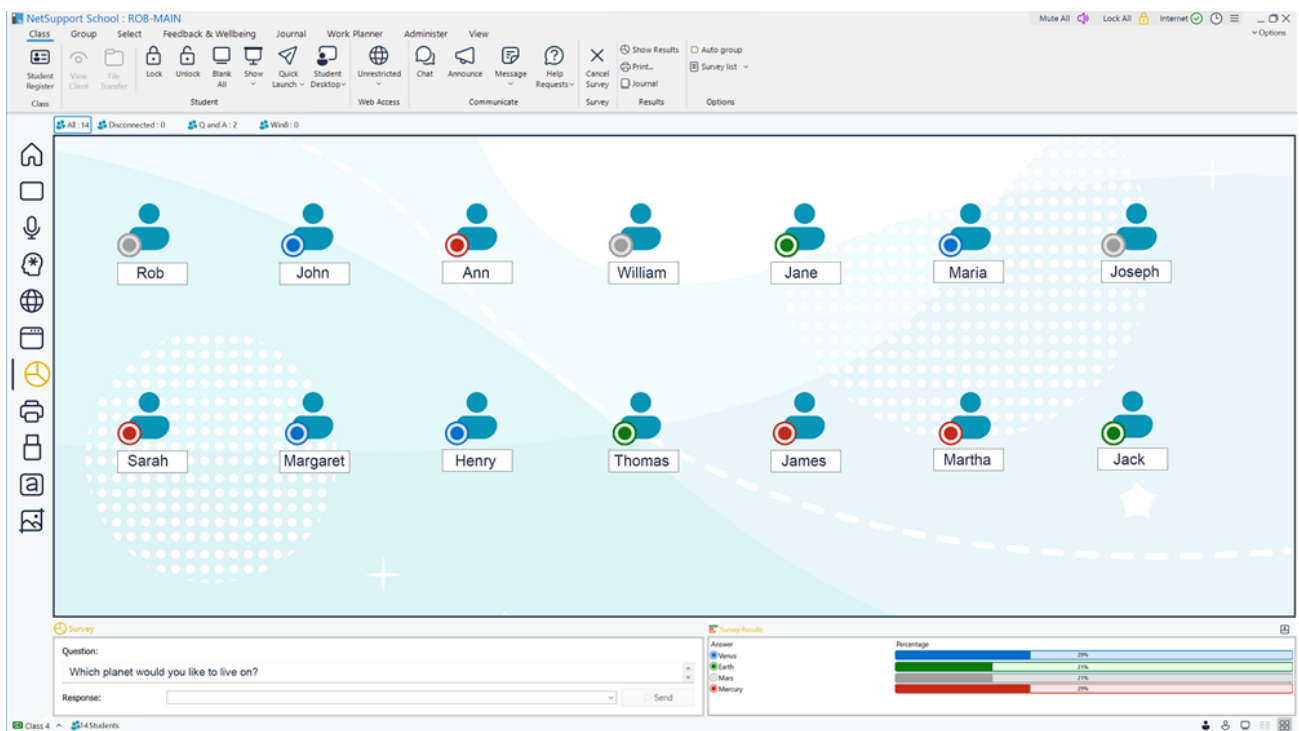
Students can also be temporarily 'grouped' by response enabling you to see in an instant who selected the same answer. This could be useful if you felt a quick follow-up question or message to particular Students was required.

### Sending a survey to Students

1. Select the **Survey View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Survey View**.



2. Select the Students to include in the survey. This can be all Students in the List view, the currently selected Students or a defined group of Students.
3. Enter a question in the Survey pane Question field.

4. Select the responses/answers to the question. These can either be chosen from the Response drop-down list of defaults or you can enter your own options, using a comma to separate each one. Up to six choices can be entered.

**Note:** You can select a pre-defined survey from the Survey list by selecting the Class tab in the ribbon, clicking the **Question** icon and selecting the required survey. Pre-defined surveys can be selected from the **Question** drop-down arrow in the ribbon.

5. Send the survey to Students by clicking **Send** in the Survey pane or selecting the Class tab in the ribbon and clicking **Send**.
6. A dialog appears at the Student machines displaying the question and responses. Students choose the appropriate response to submit their answer.
7. As Students submit their answers, the Survey Results pane will display the percentage response for each option. The Student icon will also flag how the individual Student answered. By switching the List view to details view (click the **Details** ≡ icon on the status bar), you can sort the Students by result. Alternatively, you can sort the Students into temporary groups by response. From the Class tab in the ribbon, click **Auto group**.
8. When the survey is complete, remove it from the screen by clicking **Cancel Survey** in the ribbon.

### Notes:

- The survey will be cleared from all machines whether the Student has responded or not.
- Once the question has been sent to Students, it will be added to the Survey list, allowing you to re-use this.

## Show survey results to Students

1. Select the Class tab in the ribbon and click **Show Results**.
2. The results will be displayed as a pie chart on Students screens'.

**Note:** Survey results will only be displayed if the Student Toolbar is running and the Student has submitted their answer.

## Save survey results

The survey can be saved to a .CSV file.

1. Select the Class tab in the ribbon, click **Survey list** and choose **Save** from the drop-down menu.

## Print survey results

Before clearing the survey, you can print a permanent record of the results.

1. Select the Class tab in the ribbon and click **Print**.

**Note:** The Student results can be added to the Student Journal. Select the Class tab in the ribbon and click **Journal**.



## Survey lists

Surveys can be re-used by adding them to a Survey list. NetSupport School provides a default list, NetSupport School.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

### Create a Survey list

1. In Survey view, select the Class tab in the ribbon, click **Survey list** and choose **New** from the drop-down menu.
2. Enter a name for the file and click **Create**.
3. Any new surveys you enter will be added to the list.

### Load a Survey list

1. In Survey view, select the Class tab in the ribbon, click **Survey list** and choose **Load** from the drop-down menu.
2. Select the required list and click **Open**.

### Using Survey lists

With the required Survey list loaded, you can enter new questions or use and manage previously stored questions and responses.

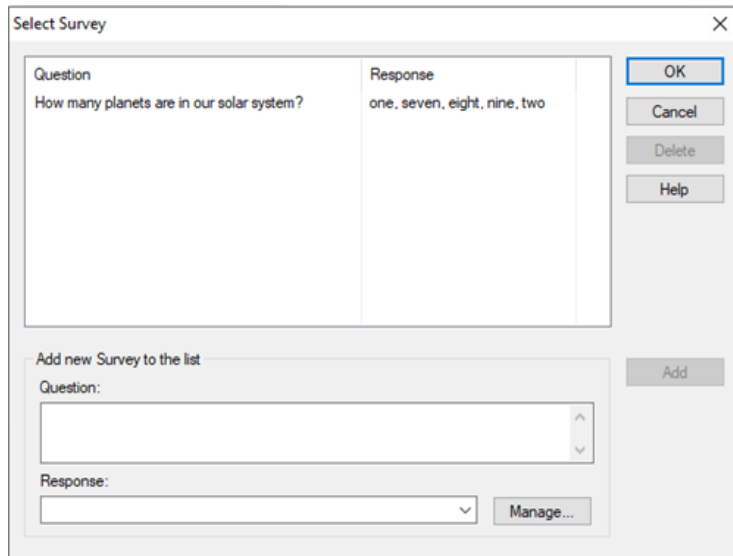
### To add a new question to a Survey list

1. In the Survey pane, enter the question and choose the required responses from the Response drop-down list (or add new options if the defaults aren't appropriate).
2. Click **Send**. The survey will automatically be stored in the current list.


**Note:** You can also add a question in the Select Survey dialog.

### To use an existing survey

1. Select the Class tab in the ribbon and click **Question**.
2. The Select Survey dialog appears.



3. Select a question from the list and click **OK**.
4. The question will be displayed in the Survey pane ready to be sent to Students.

**Note:** Recent questions can also be selected by clicking the **Question** icon drop-down arrow in the ribbon. You can send the question directly to Students by clicking the **Send**  icon.

### Manage questions and responses

As well as enabling you to choose an existing survey, the Select Survey dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. Select the Class tab in the ribbon and click **Question**.
2. The Select Survey dialog appears.
3. If the Survey list does not currently include the required question, enter the new question along with the responses, in the fields provided and click **Add**.

Or

To edit an existing question, select it from the list, change the question and/or the responses and click **Add**.

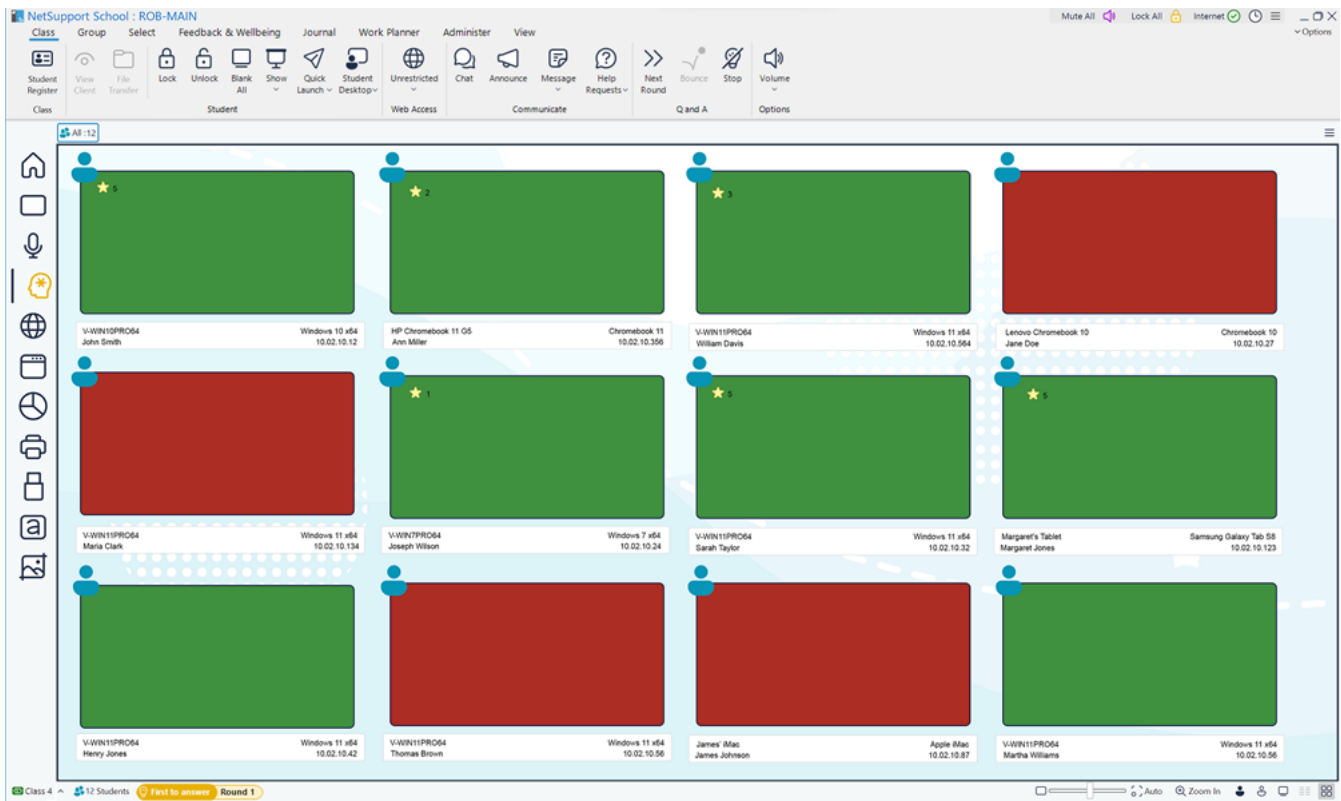
**Note:** If you change the question, it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

4. To use the question in a survey, select it from the list and click **OK**.
5. The question will be displayed in the Survey pane ready to be sent to Students.


**Note:** When you use customised responses in a survey, they will be attached to that question only. If you want to make the responses available to other surveys, they need to be added to the default drop-down list. Click **Manage**, enter the required responses and click **Add**.

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



**Note:** The Student Toolbar will be enabled and displayed at the Student, even if the toolbar is turned off at the Tutor.

1. Click the **Q&A View**  icon on the left-hand side of the Tutor Console.  
Or  
Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Q&A View**.
2. The Tutor displays the Student thumbnails. Once a question and answer session has begun, you can see who has responded and mark their answers.

### Starting a question and answer session

1. Select the Class tab in the ribbon and click **Question Types**.
2. There are five types of questions to choose from:

First to answer

Enter an answer

Pot luck

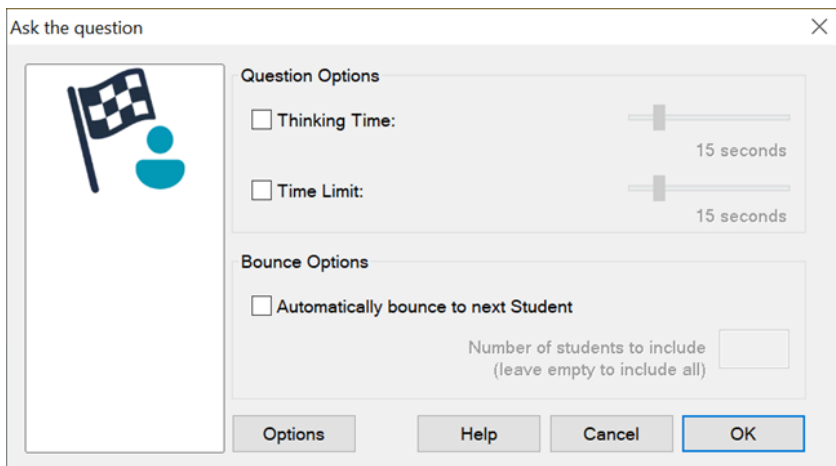
Team first to answer

Team enter an answer


3. Select a question type to continue.
4. Set the required properties for the question and click **OK**.
5. Click **Go** to start the question and answer session.
6. A dialog appears at the Student, allowing them to answer the question.
7. The Student thumbnails show who has responded and you can mark their answers.
8. A Question and Answer dialog at the Student shows the current question type and any awards the Student has received. Students can 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 & Answer Options dialog.

## Question and Answer module - first to answer question type

The teacher asks a verbal question and the Students click 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.



Ask the question



**Question Options**

☐ Thinking Time: 15 seconds

☐ Time Limit: 15 seconds

**Bounce Options**

☐ Automatically bounce to next Student

Number of students to include (leave empty to include all)

Options Help Cancel OK

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 click. A time limit for answering the question can also be set.

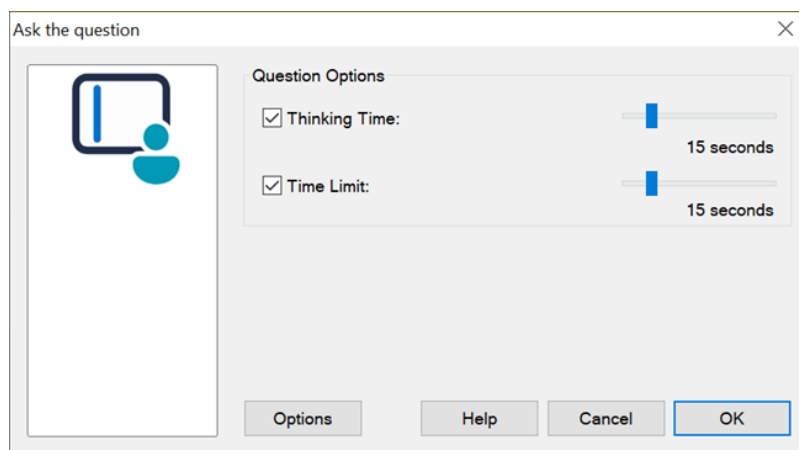
**Note:** Questions can be bounced to the next quickest Student when more than one Student has been selected. This can be done automatically by selecting the **Automatically bounce to next Student** option in the Ask the question dialog or manually by selecting the Class tab in the ribbon and clicking **Bounce**.

You can choose to exclude a Student from the next round if they have already answered a question by clicking **Options**, 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.

**Note:** You can determine whether the answer is case sensitive or not.

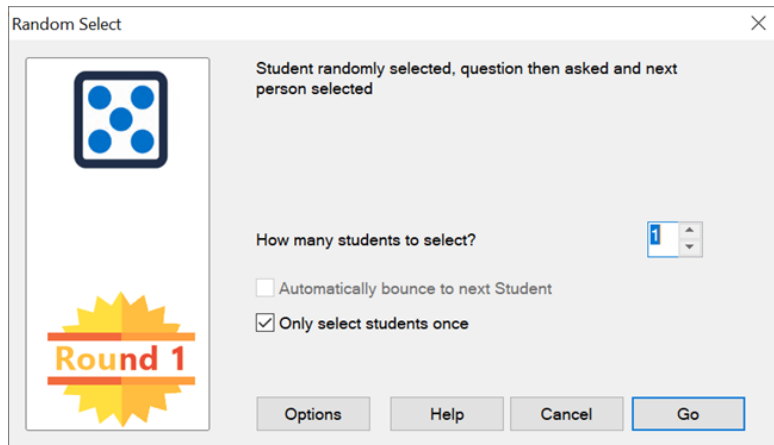


A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set.

You can choose to exclude a Student from the next round if they have already answered a question by clicking **Options**, 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 and you verbally ask a question and the Student answers. You then decide whether this is correct or not and have the option to 'bounce' the question to another random Student. Rewards can be awarded or deducted.



**Note:** 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 manually by selecting the Class tab in the ribbon and clicking **Bounce**.

If a Student has answered correctly, you can allow them to select the next random Student.

**Note:** 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 tab in the ribbon and clicking **Random Student**.

## Question and Answer mode Tutor display

Once the question type has been selected and the options chosen, Student thumbnails are displayed at 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. Use the slider on the status bar to select the required size.

### Auto-fit size of Student thumbnail

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

1. Click **Auto** on the status bar.

The following icons can be displayed at the Tutor:



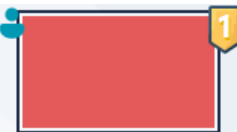
Student has not yet answered.



The Student has answered. You can mark their answer correct or incorrect by clicking on the tick or cross. Clicking 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.



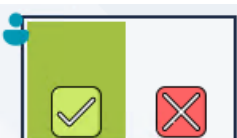
Student has been marked incorrect. The number of rewards the Student currently has is also displayed.



Student is excluded from the round.



The time ran out before the Student answered.



A Student is being peer assessed. The green and red area will fill in a bar chart style as the Students respond.

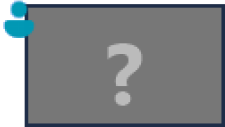




Student thought the answer was correct in peer assess mode.



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 Question and Answer mode

Once a Question and Answer session has begun, you can see who has responded and mark Student answers by clicking the tick or cross on the Student's thumbnail. Awards can be given for a correct answer and deducted for an incorrect answer and you can configure these options in the Question & Answer Options dialog. The number of rewards a Student has is shown on their thumbnail and Students can see their current awards in the Question and Answer Mode window displayed on their screen.

**Note:** Rewards can be allocated/deducted outside of a Question and Answer session by selecting the Feedback & Wellbeing tab in the ribbon.

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 on to the next round by selecting the Class tab in the ribbon and clicking **Next Round**. You can stop the current question type and clear the Question and Answer Mode window on the Student machines by clicking **Stop** in the ribbon.

### Excluding Students

To ensure all Students are involved equally in the process, you can exclude specific students, those that 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 & Answer Options dialog have been selected. Students can be manually excluded, right-click the Student and select **Exclude Student from round**.

### Sound effects

Sound effects can be played at the Tutor and Students. A sound is 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 are turned on by default.

1. Select the Class tab in the ribbon and click **Volume**.
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 click 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 Class tab in the ribbon and click **Bounce**.

Or

Right-click the Student and select **Bounce Question**.

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

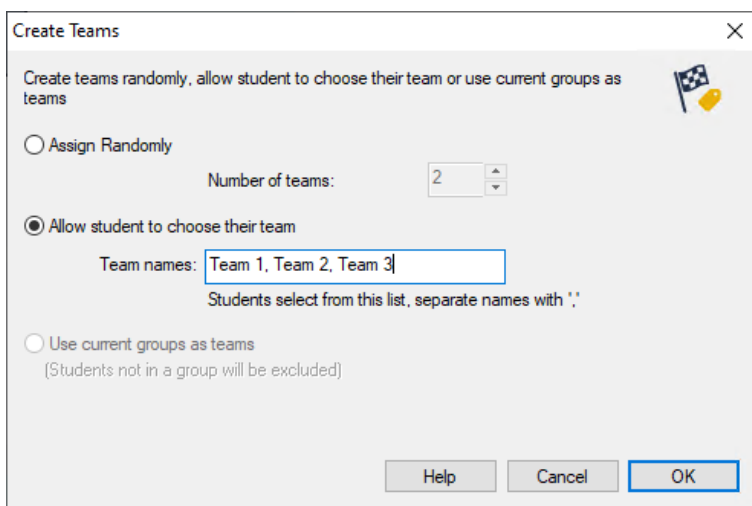
Peer assessment allows Students to give feedback in response to an answer given by one of their classmates. After a question has been answered, you can ask the rest of the class to assess the answer by clicking on the  button. A dialog appears at Student screens asking them to decide if the answer was 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

Students can be placed in teams allowing them to compete for rewards as a group. You can use team mode when selecting Team first to answer or Team enter an answer question types. 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 the Class tab in the ribbon, click **Question Types** and choose **Team first to answer** or **Team enter an answer** from the menu.
2. Select the required properties for the question in the Ask the question dialog. Click **OK**.
3. The Create Teams dialog appears.



4. Select how to group the teams. If randomly, enter the number of teams. If you allow the Student to choose a team, enter the team names; the Student can then pick a team from a drop-down list. Click **OK**.
5. The Team Summary dialog appears showing how many Students are in each team. NetSupport School randomly allocates colours to teams; you can change this by clicking the colour and selecting a new colour.
6. Click **OK**. The question and answer session will start as normal.

The Tutor Console shows which team each Student is in. The teams are displayed in the group bar. You can hide/show these by clicking the **Teams** icon on the group bar. The team statistics will be displayed to students in the Question and Answer dialog. Rewards are awarded to both the individual Student and the team.


**Note:** To delete the teams that have been set up, select the Class tab in the ribbon, click the **Question Types** icon and select **Delete Teams**.

## Printer Management


Print Management gives the Tutor total control over printer usage within the classroom, the Tutor can monitor and control all printing activity by connected Students or printer. Students can be prevented from printing, be assigned page limits per lesson or require Tutor authorisation to print.

The print management feature supports multiple printers within a classroom, prevents the addition, deletion or modification of existing printers and provides printing usage summaries as part of the Student Register.

### Notes:

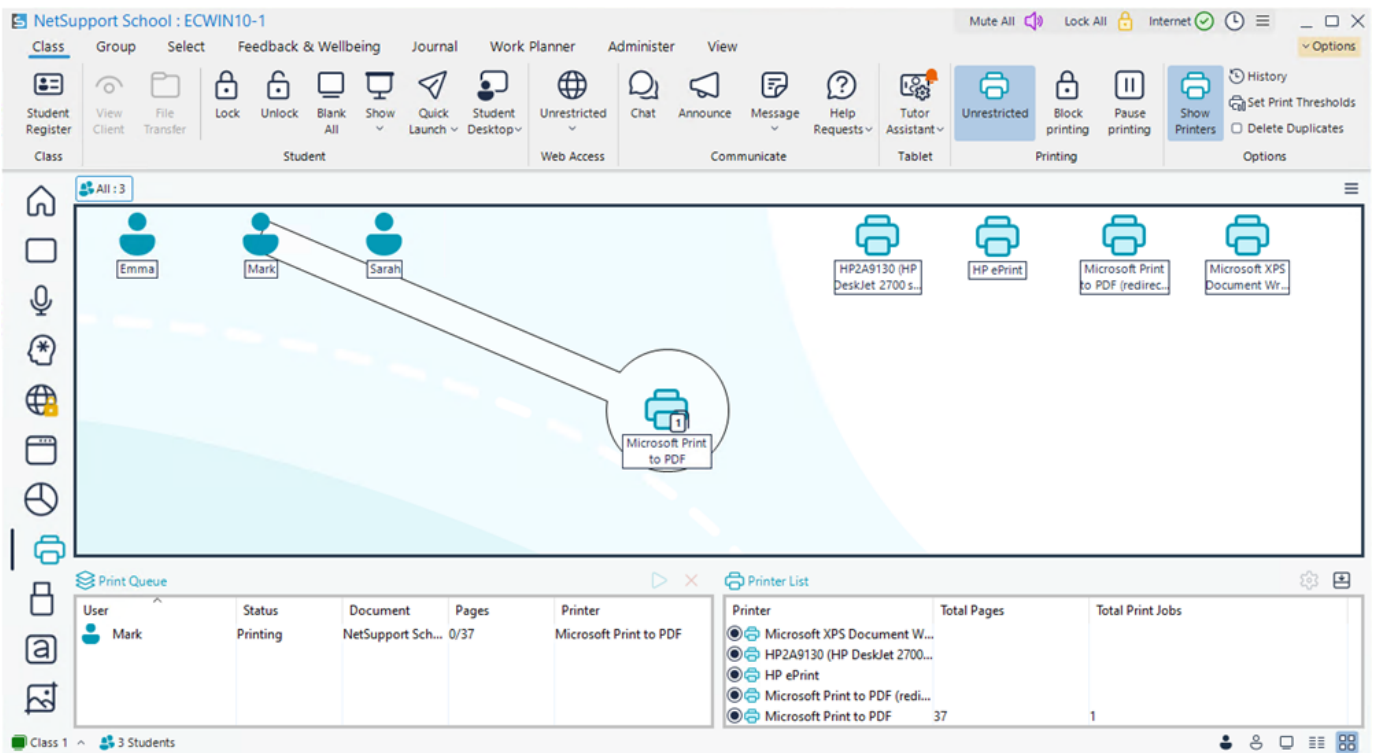
- Printers must be added to Student machines before the Tutor connects.
- A padlock will be displayed next to the **Print View**  icon when there are central policy restrictions in force. You can override the restrictions in the Tutor configuration.

### Switching to Print View

- Click the **Print View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Print View**.





**Print Queue**


User	Status	Document	Pages	Printer
Mark	Printing	NetSupport Sch...	0/37	Microsoft Print to PDF

**Printer List**

Printer	Total Pages	Total Print Jobs
Microsoft XPS Document W...		
HP2A9130 (HP Deskjet 2700...		
HP ePrint		
Microsoft Print to PDF (redi...		
Microsoft Print to PDF	37	1

In the List view, the Student icons can be viewed in two different ways, large icons or details view. Click the **Large icons**  icon or the **Details**  icon on the status bar.

When viewing in large icons view, an icon is displayed next to the Student icon, informing the Tutor of the current print activity. If the List view is in details view, a summary of the print activity for each Student is displayed.

The lower panes can be minimised to make more room for the Student icons. Click the **Minimise View**  icon.

To keep track of print usage while in other areas of the Tutor Console, select the Class tab in the ribbon and click **Show Printers**. The printer icon will be displayed in all other views allowing you to see jobs as they happen, pause, delete and resume printing.

### Notes:

- All printers are displayed when you select **Show Printers**. You can remove printers by deselecting the printer in the Printer List pane.
- When a Student is printing, a connection bar will be displayed from the printer to the Student who is printing. The connection bar will only be displayed for local printers.



## Using Printer management

Printers must be added to the Student machine before the Tutor connects, once connected to Students, printers cannot be added, removed or modified. All printers that are attached to Student machines will appear in the Printer List pane. Student print jobs will be displayed in the Print Queue pane, giving you an overview of who is printing, what is being printed, how many pages are printing and the current print status. From here, you can delete or resume printing for Students.

### Notes:

- If 'Show printers' is enabled, you can pause, delete and resume jobs via the printer icon in any view.
- Print restrictions can be applied at startup. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.

If the Student Toolbar is enabled, Students will be notified of the current print status.

### Setting print thresholds

Print thresholds can be applied for an individual print job, allowing the Tutor to specify the maximum number of pages Students can print. If the Student exceeds this limit, the print job will be automatically paused or deleted.

1. Select the Class tab in the ribbon and click **Set Print Thresholds**.
2. The Print Thresholds dialog will appear, allowing you to apply the relevant settings.

### Pause printing

1. Select the required Students in the List view.
2. Select the Class tab in the ribbon and click **Pause printing**.
3. The print status for the selected Student(s) will now show as paused.

Or

1. Select the required printer in the Printer List pane.
2. Right-click and choose **Pause**.
3. Printing will be paused for the selected printer.

### Block all printing

1. Select the required Students in the List view.
2. Select the Class tab in the ribbon and click **Block printing**.


3. The print status for the selected Student(s) will now show as blocked.

Or

1. Select the required printer in the Printer list.
2. Right-click and choose **Block**.
3. Printing will be blocked for the selected printer.

## Delete print jobs

You can delete all print jobs, selected print jobs or all print jobs for a Student.

1. Select the required print job(s) in the Print Queue pane.
2. Click the **Delete**  icon above the Print Queues pane.

Or

Right-click and choose **Delete/Delete All/Delete All jobs for xxx**.


3. The selected print job(s) will be deleted.

## Deleting duplicate print jobs

1. Select the Class tab in the ribbon and click the **Delete Duplicates** option.
2. Duplicate print jobs will now be deleted.

## Resume printing

Allows you to restart printing after it has been paused or blocked.

1. Select the required Students in the List view.
2. Click the **Resume**  icon above the Print Queues pane.

Or

Select the Class tab in the ribbon and click **Unrestricted**.

3. Printing will now be resumed.

Or

1. Select the required printer in the Printer List pane.
2. Right-click and choose **Resume**.
3. Printing will be resumed for the selected printer.

**Note:** You can also resume printing for Student(s) in the Print Queue pane. Select the required print job, right-click and choose **Resume**.

## Printer properties

Allows you to change the image, display name of the printer and reset the total page and job count.

1. Select the printer icon in the List view.

Or

Select the required printer in the Printer List pane.

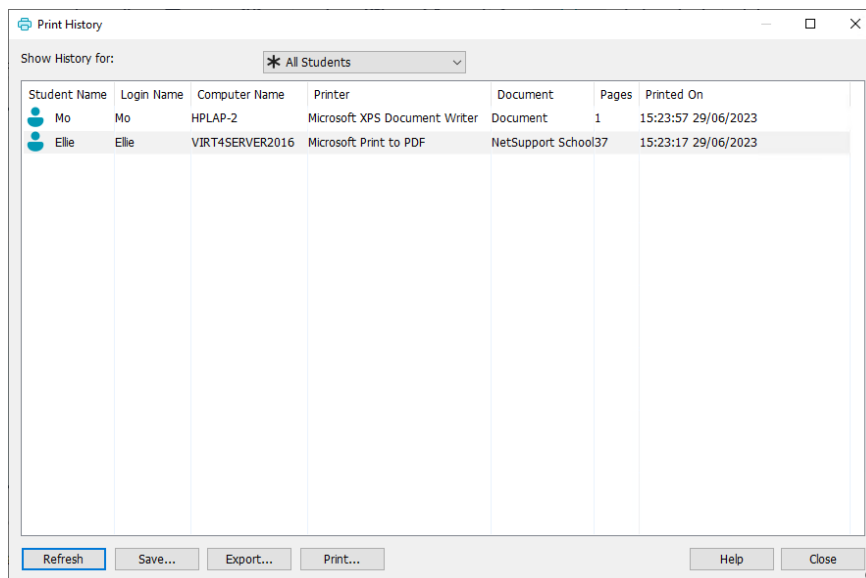
2. Right-click and choose **Properties**.
3. Amend the required properties.
4. Click **OK**.

## View print history

This feature of Print Management enables you to monitor the print usage of connected Students and if required, store or print a permanent record.

### View print history

1. In Print View, select the Class tab in the ribbon and click **History**.
2. The Print History dialog appears.



Student Name	Login Name	Computer Name	Printer	Document	Pages	Printed On
Mo	Mo	HPLAP-2	Microsoft XPS Document Writer	Document	1	15:23:57 29/06/2023
Elle	Elle	VIRT4SERVER2016	Microsoft Print to PDF	NetSupport School37		15:23:17 29/06/2023

This provides details of the Students print activity during the currently connected session.

The available options are:

#### Show History for

You can view the history for all Students, the currently selected Students or you can select the required Student from the list.

#### Refresh

While viewing the list, click **Refresh** at any time to update the display.

#### Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

#### Export

Exports data to a CSV file allowing the data to be imported if needed.

**Print**


Prints details of the currently displayed items.

**Close**

Closes the History dialog but details will continue to be recorded while the Tutor is connected.

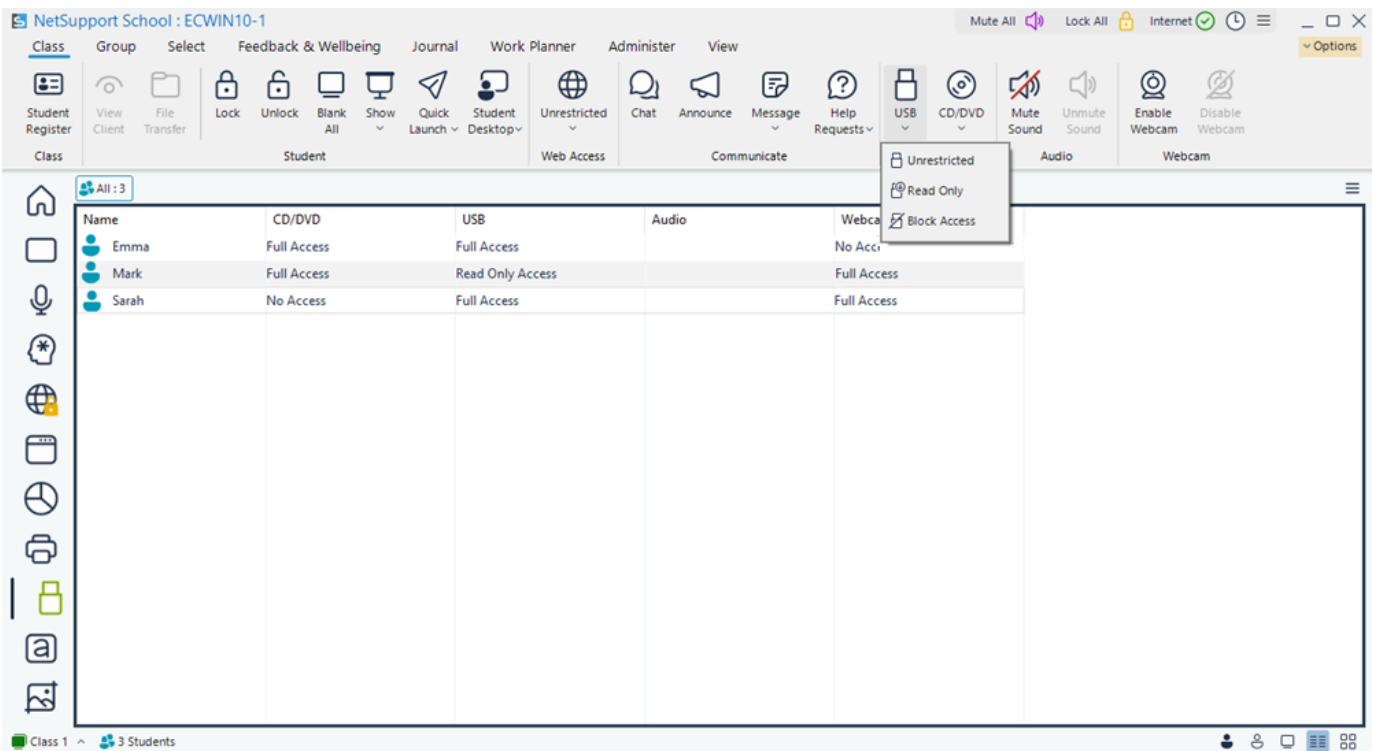
## Device Control


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. The Tutor can also prevent Students from using the webcam on their device.



1. Select the **Device View**  icon on the left-hand side of the Tutor Console.

Or

Select the View tab in the ribbon, click the drop-down arrow ▼ in the Mode section and choose **Device View**.



**Note:** A padlock will be displayed next to the **Device View**  icon when there are central policy restrictions in force. You can override the restrictions in the Tutor configuration.

In the List view, the Student icons can be viewed in two different ways, large icons or details view. Click the **Large icons**  icon or the **Details**  icon on the status bar.

When viewing in large icons view, an icon is displayed next to the Student icon, informing the Tutor of the current device restrictions. If the List view is in details view, a summary of device restrictions for

each Student is displayed.

**Note:** Device restrictions can be applied at startup. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Start Options - Restrictions**.

### Block access to CD/DVD or USB devices

1. Select the required Students in the List view.
2. Select the Class tab in the ribbon, click the **USB** or **CD/DVD** icon and choose **Block Access** from the drop-down menu.

### 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 Class tab in the ribbon, click the **USB** or **CD/DVD** icon and choose **Read Only** from the drop-down menu.

### 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 Class tab in the ribbon, click the **USB** or **CD/DVD** icon and choose **Unrestricted** from the drop-down menu.

### Mute sound on Student machines

1. Select the Class tab in the ribbon and click **Mute Sound**.
2. Sound will be muted on the Student machines.
3. To enable sound at the Students, click **Unmute Sound**.

### Disable the webcam on Student machines

Prevent Students from using the webcam.

1. Select the required Students in the List view.
2. Select the Class tab in the ribbon and click **Disable Webcam**.
3. The webcam at the selected Students will be disabled.

**Note:** To allow access to webcams, click **Enable Webcam** in the ribbon.

## Tutor profiles

NetSupport School allows you to set up multiple Tutor profiles for different Tutor users, each with a pre-defined set of options. On starting the Tutor Console, if multiple profiles have been created, a dialog is displayed that allows the user to select which profile to use.

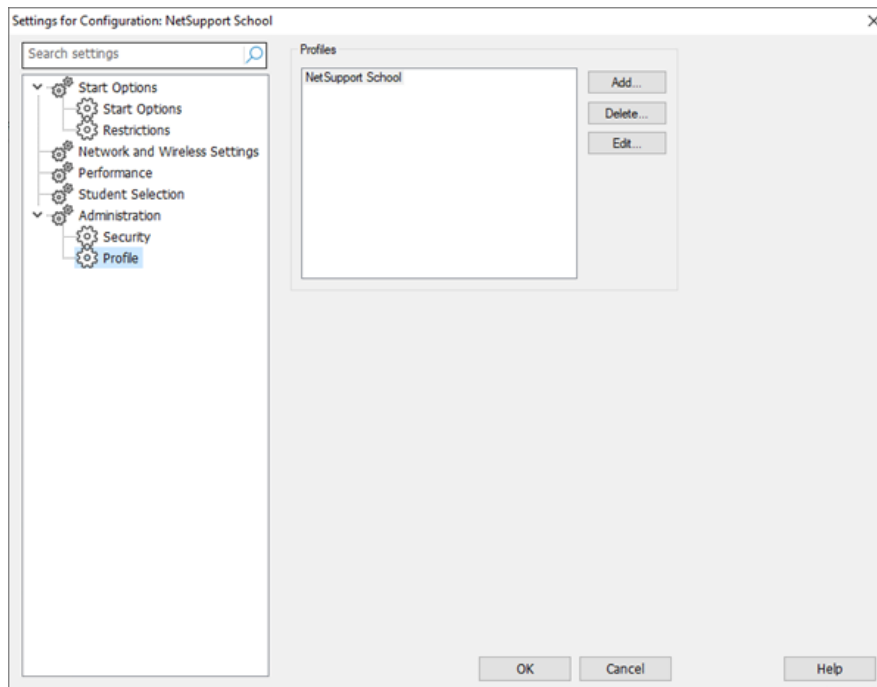
The main benefit of creating a profile is to be able to store ready-made lists of approved/restricted applications, websites and keywords rather than have the user create these at the start of each lesson.

Having created your Application, Website or Word lists, as detailed in the Web Control, Application Control and Keyboard monitoring sections, the files can then be added to a Tutor Profile.

**Note:** As well as Website, Application and keyword lists, other areas of the program that can be profiled are Layouts, Student Surveys, Client lists, Group lists, the location for storing test results, exams and Class lists.

### To create a Tutor profile

1. Create the files containing details of approved/restricted websites, applications etc that are to be included in the profile.
2. Click **Options** in the Tutor Console, select **Network Settings** from the drop-down menu and choose **Administration - Profile**.



A list of existing Tutor Profiles will appear, NetSupport School is the default.

3. To create a new profile, select **Add**. The Create New Configuration dialog appears.



4. Enter a name for the profile. Functionality for the profile can be 'copied from' an existing Tutor configuration, the default NetSupport School or a user defined profile. Click **OK**. The name will be added to the profile list.
5. To change the content of the profile, click **Edit**. The File Locations dialog appears.
6. In each category, select the file to be used in the profile. The Folder Locations dialog allows you to change where items are located.
7. Click **OK**.

Each time the Tutor Console is started, the user will be presented with a list of locally stored profiles to choose from. Should you wish to share profiles across a network, the /R command line instruction can be used to launch the Tutor program with a centrally available profile.

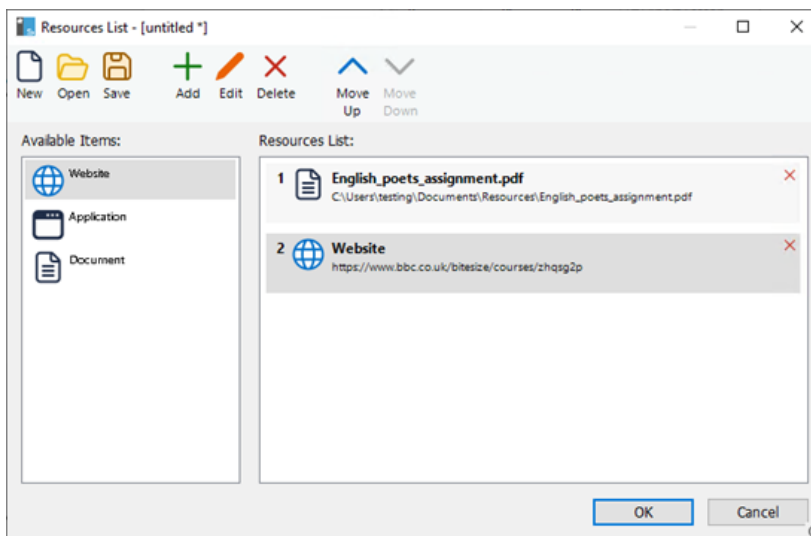
For example, from the NetSupport School program folder run the command; **pcinssui /rN:\SampleProfile.cfg**. If the profile, in this example SampleProfile.cfg, does not currently exist a default will be loaded, enabling you to add your own values. Once you exit the Tutor Console, the profile will be stored in the specified location.

## Manage Student resources

Students can easily access any resources required during a lesson. The Tutor can create a resource list and add links to websites, applications and documents, this list is then displayed in the Student Toolbar providing Students with a quick and easy way to access the required resources.

### To create a resource list

1. Select the Work Planner tab in the ribbon and click **Student Resources**.
2. The Resources List dialog appears.



3. Select the resource from the Available Items list and either drag and drop to the Resource List or click the **Add** icon. You will be prompted to enter a description and location for the resource.
4. The order of the list can be sorted using the appropriate arrows.
5. Click **Save** and specify a file name for the list, once saved the resources will be displayed in the Student Toolbar.

## Student Journal

NetSupport School provides a Journal feature, allowing key lesson resources to be captured and automatically included in a PDF file for post-lesson review by each student and as a record of content covered for teachers. Not only can teachers add notes and resources used during the lesson directly to each Student Journal, the Students can add their own notes making this a truly personalised document.

**Tutor**


**Lesson Details:** 30/06/2023 16:19  
Teacher: Mrs Smith  
Lesson: English - Poetry  
Room: ICT 2

**Approved Websites:** 30/06/2023 16:21  
Approved websites for year 7

URL	Description
<a href="https://englishhistory.net/poets/">https://englishhistory.net/poets/</a>	
<a href="https://www.bbc.co.uk/bitesize/topics/zqevbqt">https://www.bbc.co.uk/bitesize/topics/zqevbqt</a>	
<a href="https://www.poetryfoundation.org/poets">https://www.poetryfoundation.org/poets</a>	

**Notes from Tutor:** 30/06/2023 16:23  
Please research the following poets:  
Edgar Allen Poe  
William Shakespeare  
Maya Angelou  
Emily Dickinson

**Screenshot from Tutor:** 30/06/2023 16:25



Tutor 1 / 1 NetSupport School

**Note:** A PDF reader will be required to view the Journal.

By default, the Journal is located in:

C:\Users\"Logged on User"\Documents\Journals

## Configuring the Journal

You can customise the settings for the Journal (at both the Student and Tutor) and change the location of where the Journal is stored.

### Tutor Journal

1. Click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **Journal**.

## Student Journal

1. In the Student Configurator, select **Journal**.

Items that can be included within the Journal are:

- Lesson details and objectives
- Student register
- The Approved Websites list
- Copies of any class chat transcripts
- Class or group survey results
- Individual Student test results
- Virtual whiteboard screens
- Screenshots (and supporting explanation)
- Target keywords
- Teacher notes
- Individual Student notes.
- Student rewards.
- Student stickers.

### Notes:

- Students' web history can be automatically saved to the Tutor Journal when the Tutor Console is shut down. To enable this setting, click **Options** in the Tutor Console, select **Settings** from the drop-down menu, choose **User Interface - Tutor** and select the **Save Student Web history to Tutor Journal** option.
- Student rewards and stickers are automatically added to the Journal when they are given to Students.

## Starting a Journal



The Journal will automatically start when any of the 'Send to Journal' options are selected. You can also start a Journal in the Class wizard.

1. Select the Journal tab in the ribbon and click **Start**.

**Note:** If the Tutor Console is closed or the Student is restarted, the current Journal will be closed. You can open an existing Journal. Select the Journal tab in the ribbon, click the **Start** icon drop-down arrow and choose the previous Journal from the list.

## Add Tutor notes to the Journal

1. Select the required Students in the List view.
2. Select the Journal tab in the ribbon and click **Notes**.
3. The Add Notes to Journal dialog appears.
4. Enter the required note and choose which Student Journals to send the note to from the **Send To** drop-down list (all connected Students or the currently selected Students).
5. Click **OK**.

**Note:** You can also add a note to all Student Journals. Select the Journal tab in the ribbon, enter the required note in the Note section and click **Add**. Or, click the **Add notes to the journal**  icon on the caption bar, enter the required note and click **Add**. If this is not displayed, you can add by clicking the **Configure Quick Access List**  icon and selecting **Add notes to the student journal** from the list.

## Add a screenshot to the Journal

1. Select the required Students in the List view.
2. Select the Journal tab in the ribbon and click **Screenshot**.
3. Click **Desktop** to add a screenshot of your desktop.
4. Click **Application** and select the required application from the list to add a screenshot of the selected application.
5. Click **Paste** to add an image you have copied to your clipboard.
6. You can enter a note to accompany the screenshot if required.
7. Choose which Student Journals to send the screenshot to from the **Send To** drop-down list (all connected Students or the currently selected Students).
8. Click **OK**.

## Add Student notes or screenshots to the Journal

Students can add their own notes and screenshots to their Journal.

1. Click the **Journal**  icon on the Student Toolbar and select **Add notes to Journal**.

Or

Right-click the NetSupport School Student icon on the system tray and select **Add Notes to Journal**.

Or

Click the NetSupport School Student icon on the system tray and choose {Commands}{Add Notes to Journal} from the drop-down menu.

2. Enter the required note and/or screenshot, following steps 3-5 above.
3. Click **OK**.
4. The note and/or image will be added to the Student Journal.

**Note:** Students cannot add notes if the Student Toolbar and Student icon are not visible.

### Add the student register to the Journal

The student register can be added to the Tutor's Journal.

1. Select the Journal tab in the ribbon and click **Student Register**.

Or

Select the Class tab in the ribbon, click the **Student Register** icon and choose **Student Register**.

### Add the Approved Websites list to the Journal

1. Select the required Students in the List view.
2. Select the Journal tab in the ribbon and click **Websites**.
3. Enter a note if required, and choose whether to send to all connected or the currently selected Students.
4. Click **OK**.

**Note:** If you haven't set up an Approved Websites list in the Web Control module, the Website Properties dialog appears, allowing you to add a website to the list.

### Add the target word list to the Journal

You can add a target word list to the Journal.

1. Select the required Students in the List view.
2. Select the Journal tab in the ribbon and click **Word List**.
3. Enter a note if required and choose whether to send to all or the currently selected Students.

**Note:** If you haven't already created a word list in Keyboard Monitoring, you are prompted to add the target words. Click **OK**.

4. Click **OK**.

### Add the survey results to the Journal

If you have conducted a Student survey, you can add the results to the Journal.

1. Select the Journal tab in the ribbon and click **Survey**.
2. A message will appear advising that the results have been added.
3. Click **OK**.

## Add the contents of the interactive whiteboard to the Journal

1. Select the Journal tab in the ribbon and click **Whiteboard**.

**Note:** This option is only active if the whiteboard is being shown to Students.

2. Enter a note to be added with the whiteboard image if required.
3. Click **OK**.

## Add a chapter to the Journal

Chapters can be added, allowing the Journal to be organised into sections. Each chapter starts on a new page.

1. Select the Journal tab in the ribbon.
2. In the Chapter section, enter a name for the chapter and click **Add**.
3. Items are now added to the new chapter.

## Remove an item from the Journal

You can remove the last item added to the Journal.

1. At the Tutor, select the Journal tab in the ribbon and click Undo last add.

Or


1. At the Student, right-click the NetSupport School Student icon on the system tray and select **Delete Last Journal Item**.

Or

Click the NetSupport School Student icon on the system tray and choose {Commands}{Delete Last Journal Item} from the drop-down menu.

## View a Journal

1. Select the Journal tab in the ribbon and click **View Journal**.

**Note:** Student's can view a copy of their Journal by clicking the **Journal**  icon in the Student Toolbar and selecting **View Journal**.

## Print the Journal

You can print a copy of the current Journal.

1. Select the Journal tab in the ribbon and click **Print**.

## Synchronise Journals

You can synchronise the Tutor Journal with the Students to ensure the Student Journals are up-to-date. Any missing items are added to the Student Journals. This will not affect any information that the Student has added.

1. Select the Journal tab in the ribbon and click **Synchronise**.

## End the current Journal

1. Select the Journal tab in the ribbon and click **Stop**.




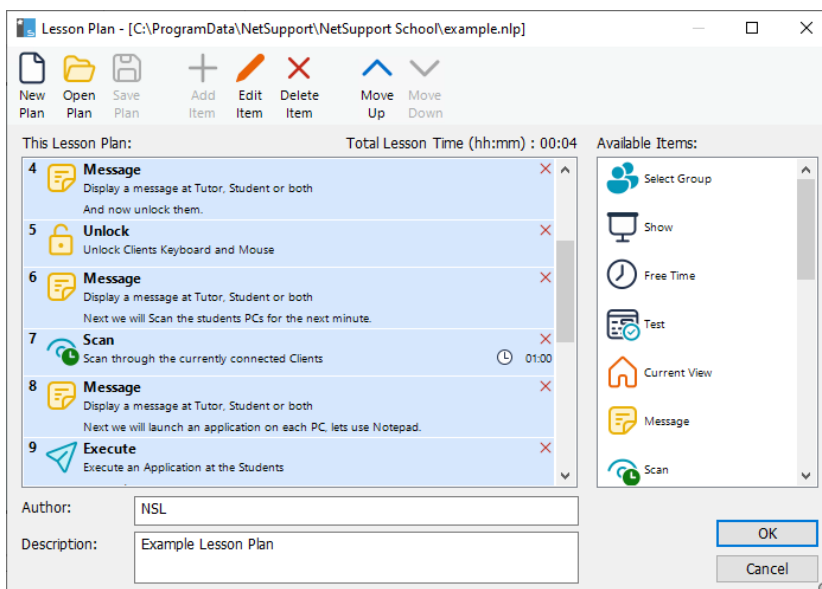
## Lesson planner

A NetSupport School lesson plan enables a Tutor to structure a session around a pre-defined set of tasks with appropriate timings and prompts allocated to each part of the plan.

Common NetSupport School functionality can be built into the plan, such as run test, send/collect work, scan and show.

### To create a lesson plan

1. Select the Work Planner tab in the ribbon and click **Manage Plans**.  
Or  
If displayed, click the **Show the Lesson Planner**  icon on the Lesson Plan bar.
2. The Lesson Plan window appears.



3. To create a new lesson plan, click **New Plan** on the toolbar or click **Open Plan** to load a saved lesson plan.
4. From the Available Items list, drag the required task and drop it into the This Lesson Plan pane. Enter any additional properties that are required. You can edit and move tasks in the lesson plan using the appropriate icons on the toolbar.
5. If required, enter the lesson plan's author and description.
6. Click **Save Plan** and enter a name for the plan.
7. Click **Save**.
8. The Lesson Plan window displays the lesson content, total time, author and description of the

lesson.

9. To start the currently loaded lesson, click **OK** and then **Yes** or click **Cancel** to close the window.

## Running a lesson plan

1. Select the Work Planner tab in the ribbon and click **Execute Plan**.
2. Select the required lesson plan and click **Open**.
3. A cut-down version of the Lesson Plan window appears, showing the tasks included in the plan.

**Note:** You cannot edit the tasks in a lesson plan from here.

4. Click **OK**.

## Managing a lesson plan

When a lesson plan is activated, a progress bar appears in the lesson plan bar. You are prompted before each task is due to begin and can choose whether to continue or abort. At any point during a task, you can use the tools in the ribbon or on the lesson plan bar to pause, skip to the next item or abort the lesson.

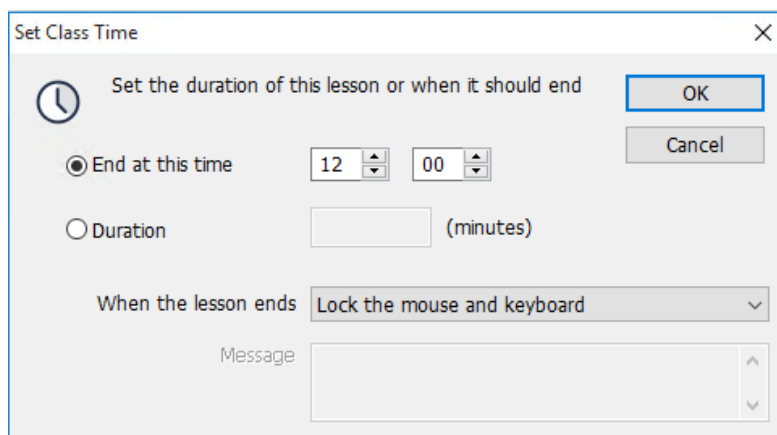
## Lesson timer

You can have a timed session without running a pre-defined lesson plan.

### Notes:



- Students running pre-version 15.00 won't show the lesson timer.
- You can also set the time that the lesson ends in the Class wizard.

1. Select the Work Planner tab in the ribbon and click **Set Class Time**.
2. The Set Class Time dialog appears.



3. Select the end time for the class or enter a duration.

4. Decide what happens when the lesson ends. You can do nothing, send a message or lock the Students' mice and keyboards.
5. Click **OK**.
6. A timer appears on the caption bar and the Student Toolbar.
7. Click the timer to add an extra ten minutes, pause or stop. You can also stop the timed session by clicking **Remove** in the Set Class Time dialog.

**Note:** You can quickly start a timed session by clicking the **Lesson Timer**  icon on the caption bar (if this is not displayed, you can add it by clicking the **Configure Quick Access List**  icon and selecting **Show the lesson timer**). Select the lesson duration (15, 30 or 45 minutes), or you can enter your own time in the field. Click **Start**.

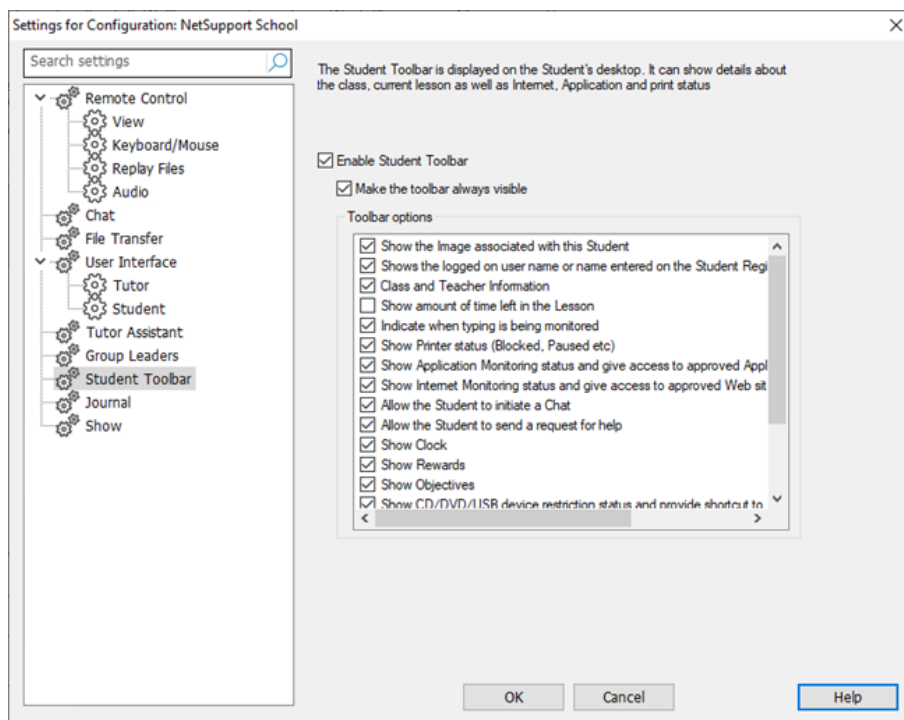
## Student Toolbar

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

All features included on the toolbar can be customised by the Tutor. To select the features available on the toolbar, click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **Student Toolbar**.

The toolbar is enabled by default and set to always visible. Alternatively, if the toolbar is not always set to be visible, the Student can mouse over the top of their screen to make it appear. If the Tutor changes a setting that affects a toolbar option, a message will appear. For example, enabling internet restrictions.

**Note:** You can quickly show/hide the Student Toolbar by selecting the View tab in the ribbon and selecting the **Student Toolbar** option.



The following toolbar options can be turned on or off as required:

Shows the image associated with this Student.

Displays the Student Icon image.

Shows the Student's logged on user name or the name entered on the Student Register.	Shows the Student's logged on user name or the name entered on the Student Register.
Class and teacher information.	Displays details of the current class, teacher name, subject and room.
Show amount of time left in the lesson.	If a timed lesson is in progress, indicates the time remaining.
Indicate when typing is being monitored.	Advises the Student when keyboard monitoring is active.
Shows the current printer status (blocked, paused etc).	The Students will see the current printer status.
Show Application Monitoring status and give access to approved applications.	Indicates to Students the current status of Application Monitoring, restricted or unrestricted access. If restrictions apply, the list of approved applications will be displayed when Students click the Toolbar icon.
Show Internet Monitoring status and give access to approved websites.	Indicates to Students the current status of Internet Monitoring, restricted or unrestricted access. If restrictions apply, the list of approved websites will be displayed when Students click the Toolbar icon.
Allow the Student to initiate a Chat.	Enables the Student to initiate a Chat session.
Allow the Student to send a request for help.	Enables the Student to send a help request to the Tutor.
Show clock.	Displays the time and date.
Show rewards.	Shows any rewards that have been given to the Student.
Show objectives.	If lesson objectives have been set, they will be displayed.
Show CD/DVD/USB device restrictions status and provide shortcut to USB memory stick.	Allows Students to access their USB memory stick from the Toolbar and see any device restrictions.
Allow Students to access their Journal.	Allows Students to view and add notes to their Journal from the Student Toolbar.
Allow Students to access resources (applications, websites, documents or folders) that you define.	Allows Student to access any resources you have defined from the toolbar.

Show when you are listening to or recording the audio at the Student.

Advises Students when they are being listened to or if you are recording their audio.

Show list of files sent to work on.

Displays the files that have been sent via the Send/Collect work feature. The Student can work through these and indicate when they have been completed.

**Note:** A Tutor Toolbar is also available, this provides access to key NetSupport School features when the Tutor program is minimised.

## Student rewards

NetSupport School allows the Tutor to 'reward' Students for good behaviour. During a lesson, a Tutor can reward individual Students by giving them a star, which is reflected on the Student Toolbar. The number of rewards a Student has can be viewed by mousing over the Student icon.

**Note:** The Student Toolbar must be switched on to use this feature.

### Giving rewards to Students

1. Select the required Student in the List view.
2. Select the Feedback & Wellbeing tab in the ribbon and click **Give Reward**.  
Or  
Right-click on an individual Student and select **Give Reward**.
3. A star appears on the Student Toolbar.

**Note:** If a Student Journal is active, the reward is automatically added to it.

### Removing rewards

1. Select the required Student in the List view.
2. Select the Feedback & Wellbeing tab in the ribbon and click **Remove**.  
Or  
Right-click on an individual Student and select **Remove**.
3. A star is removed from the Student Toolbar.

#### Notes:

- If a Student Journal is active, an entry is added to show that the reward has been removed.
- All rewards can be removed from a Student by selecting the Feedback & Wellbeing tab in the ribbon and clicking **Remove All**.

## Student stickers

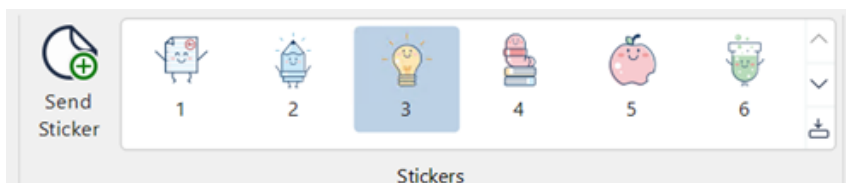
NetSupport School allows you to send animated stickers to Students recognising students' good behaviour. During a lesson, you can send a sticker to individual Students, which is reflected on the Student Toolbar.


### Notes:

- The Student Toolbar must be switched on to use this feature.
- This feature is only available for Windows Students running v15.00 or higher.

### Sending a sticker

1. Select the Student(s) in the List view.
2. Select the Feedback & Wellbeing tab in the ribbon.
3. A selection of stickers is available to choose from.



Select the required sticker from the gallery (click the **Show drop-down**  icon to see all stickers in the gallery) and click **Send Sticker**.



4. A large version of the sticker appears on the Student screen before animating to the Student Toolbar.

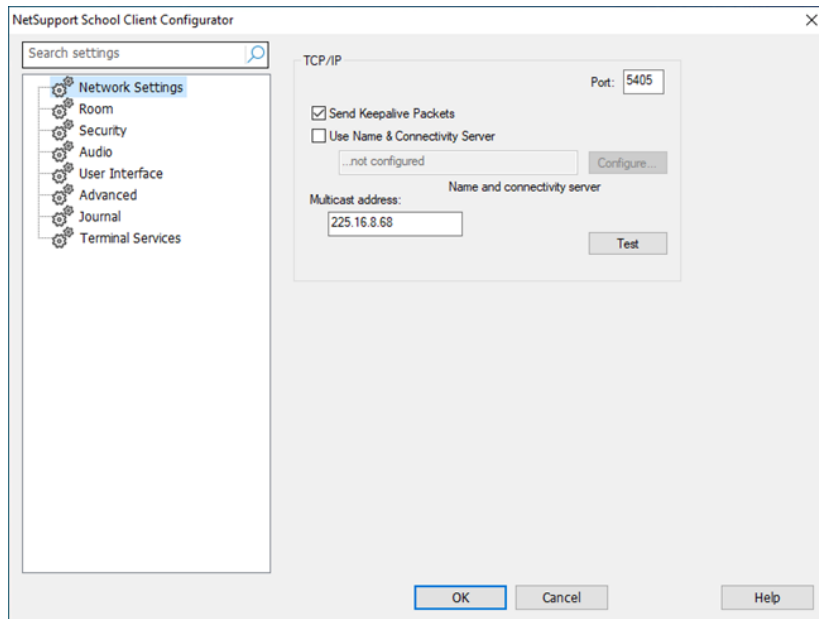
**Note:** If a Student Journal is active, the sticker is automatically added to it.



## Configuring the Student

Students are configured using the NetSupport School Student (Client) Configurator launched from the NetSupport School Program Group.

**Note:** A search bar is provided at the top of the window, allowing you to locate the settings you're looking for. Type in the search bar (you can enter a full or partial term) and click the **Search**  icon. Any sections containing the search term will be highlighted. Click the **Close**  icon to close the search.



The Student Configurator has the following options:

### Network Settings

Set the network transport that the Student will use for communicating with the Tutor program. It must be the same as that set at the Tutor.

### Room

Specify where to connect the Student when using Room mode.

### Security

Set passwords to protect the configuration and prevent unauthorised access to the Student machine.

### Audio

Set the audio settings for the Student. Both the Student and the Tutor machines must have audio hardware installed in order to use NetSupport School's audio features.

### **User Interface**

Customise the interface between the Student and Tutor.

### **Advanced**

Set a personalised Student name and the behaviour of certain remote control features.

### **Journal**

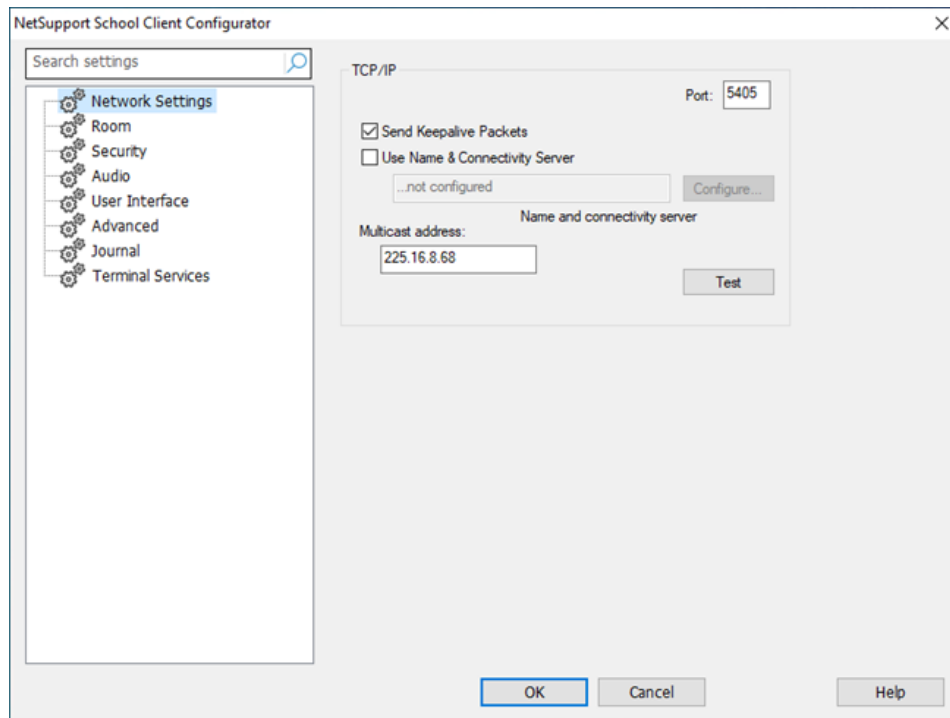
Customise the settings for the Student Journal.

### **Terminal Services**

Allows you to configure the Terminal Server settings for the Student.

## Student Network settings

Allows you to set up the network transport for a Student. It must be the same as set at the Tutor.



### TCP/IP

**Port:** The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport School is 5405.

**Send Keep Alive Packets:** Some TCP stacks send Keep Alive Packets. In some circumstances, it may be desirable to disable this. For example, on an ISDN line where a TCP/IP client is loaded, a symptom may occur where the ISDN line is brought up unintentionally.

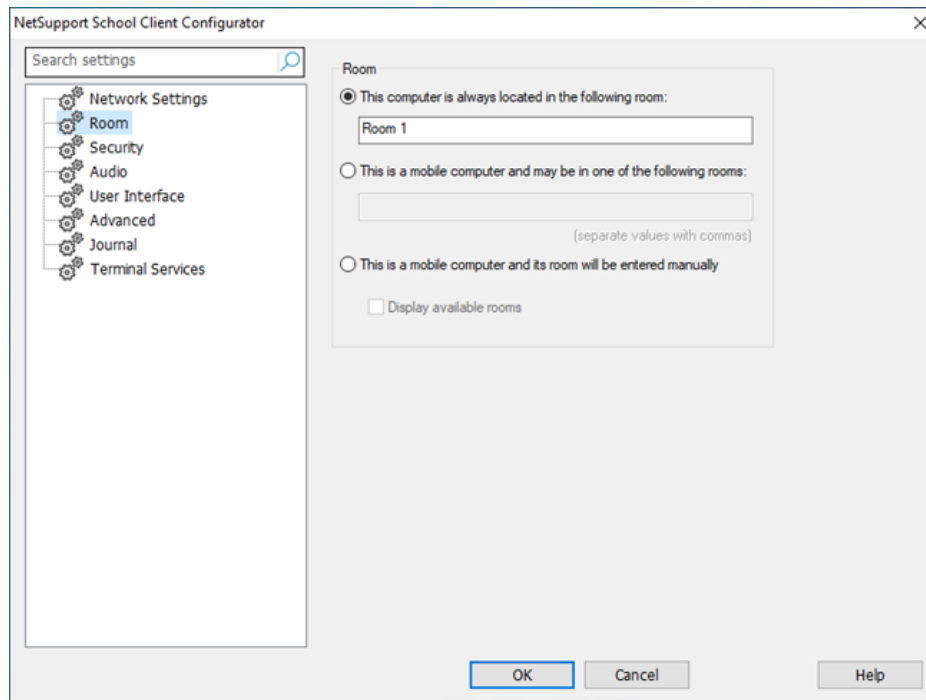
**Use Name & Connectivity Server (Gateway):** Enable this option if you want the Student's current IP address to register with a designated 'NetSupport Connectivity Server/Gateway' on start up. Click **Configure** and enter the IP address of the Connectivity Server along with the matching security key.

**Multicast address:** This is the IP multicast address that the Student is listening on.

Click **Test** to check that the protocol is correctly installed on this machine.

## Student Room settings

Allows you to specify the room settings for Students when connecting via Room mode.



### Room

**This computer is always located in the following room:** If the computer is always located in the same room, select this option and enter the required room.

**This is a mobile computer and may be in one of the following rooms:** Select this option if the computer could be located in different rooms, enter the required rooms and separate each value with a comma.

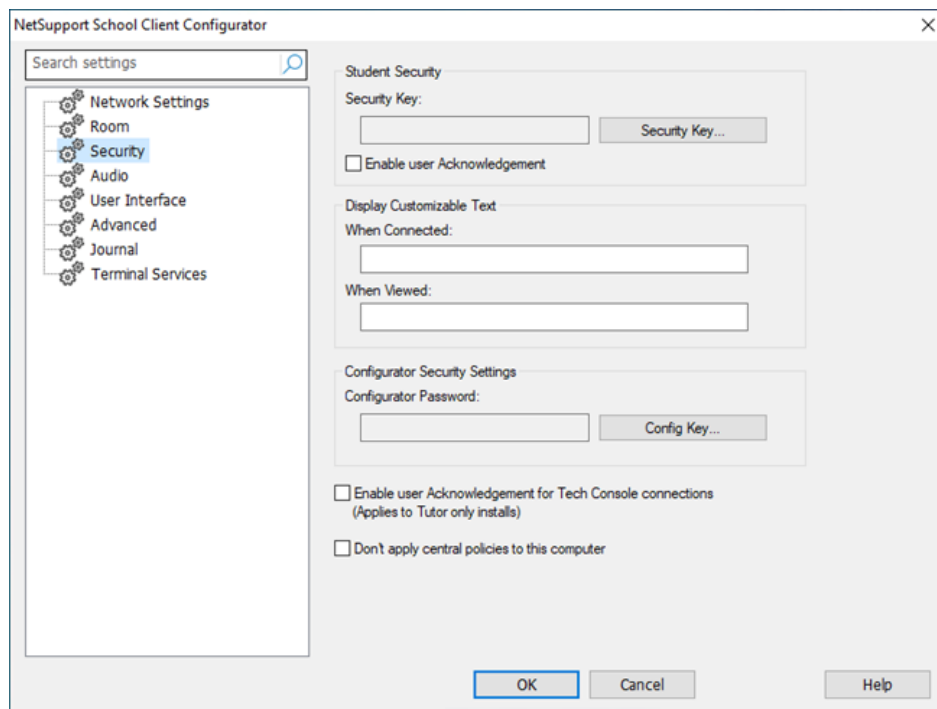
**This is a mobile computer and its room will be entered manually:** Select this option if the computer is a mobile computer. The Student will then have an option from the Student icon in the taskbar to manually enter the room.

- **Display available rooms:** A list of available rooms will be displayed, allowing Students to choose which one to connect to.

**Note:** If the Student icon is hidden in the taskbar, the Student can still manually enter the room by running the setroom.exe. This file is located in the NetSupport School Program folder on the Student machine.

## Student Security settings

From here, you can set the security settings at the Student.



### Student Security

**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.

**Enable User Acknowledgement:** If enabled, a remote control session cannot take place until the Student has confirmed that they accept the link being made.

### Display Customisable Text

**When Connected:** The message entered here is displayed at the Student machine when a Tutor or Tech Console connects to it.

**When Viewed:** The message entered here is displayed at the Student machine when it is being viewed by the Tutor or Tech Console.

### Configurator Security Settings

**Configurator Password:** As an extra level of security, you can associate a password with a Configuration file. This prevents unauthorised amendment of this Student's configuration. When the Configurator is next started, the user must enter the required password before being able to change any Student parameters in this Configuration file. Choose **Set**, to set your password.

**Enable user acknowledgement for Tech Console connections (applies to Tutor only installs)**

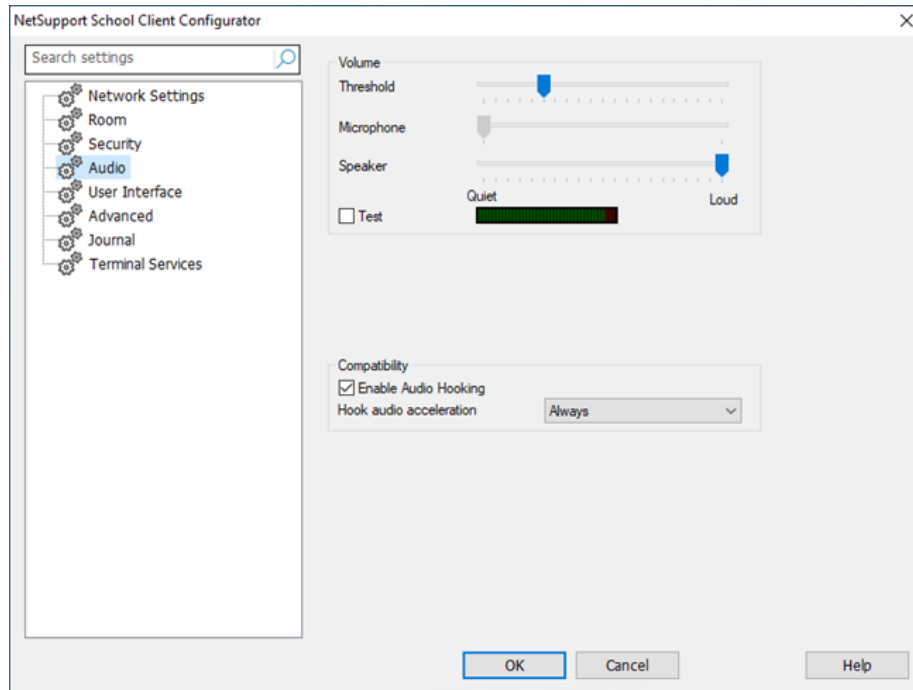
If enabled, the Tech Console will not be able to connect to a Tutor machine until the Tutor has confirmed that they accept the link being made.

**Don't apply central policies to this computer**

Any policy restrictions set in the Tech Console will not be applied at this Student machine.

## Student Audio settings

Set the audio settings for the Student. Both the Student and Tutor machines must have audio hardware installed in order to use NetSupport School's audio features.



### Volume

**Threshold:** Microphone sensitivity.

**Microphone:** Volume of microphone.

**Speaker:** Volume of speakers.

**Test:** Tests all of the above settings.

### Compatibility

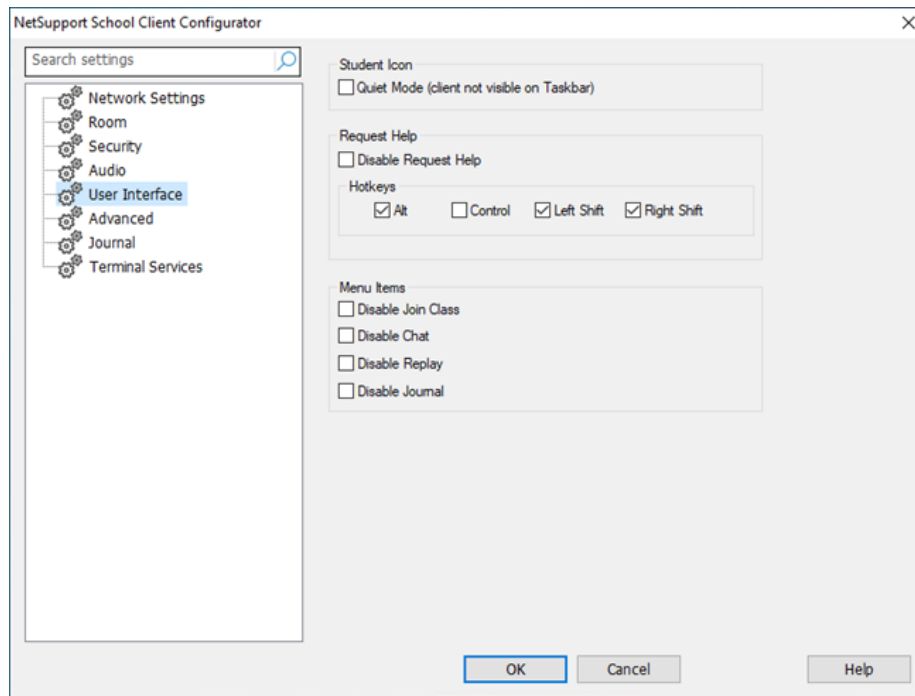
**Enable Audio Hooking:** Allows you to set the hardware acceleration level for the Students.

**Hook audio acceleration:** The following levels are available:

- **Never:** Leaves the acceleration level at full.
- **While Connected:** The acceleration level will be moved to basic while connected.
- **Always:** The acceleration level will be moved to basic.

## Student User Interface settings

Here, you can customise the interface between the Student and Tutor.



### Student Icon

**Quiet Mode:** If this box is checked, there will be no indication at the Student machine, that the Student program is loaded. This is useful for preventing Students from manually unloading or otherwise misusing the Student program.

### Request Help

**Disable Request Help:** Prevents the Student user from being able to use the request help function.

**Hotkeys:** These are the keys that the user at the Student will need to press to obtain access to the request help function. The default is ALT + Left Shift + Right Shift. Note that some keyboards do not recognise a three key combination so if you experience problems try changing to a two-key combination.

### Menu items

**Disable Join Class:** Prevents the Student from being able to use the Join Class function.

**Disable Chat:** Prevents the Student from being able to use the Chat function.

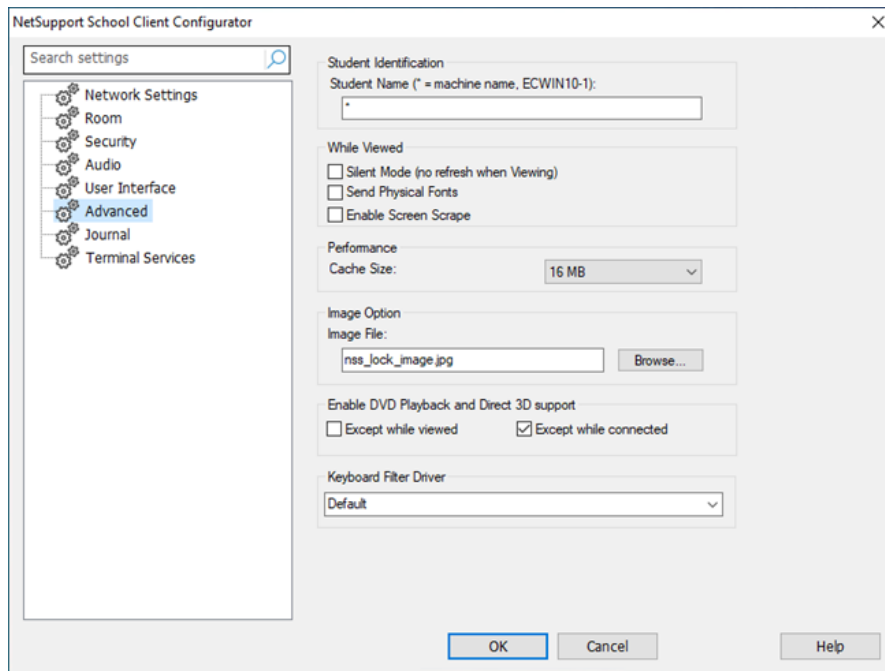
**Disable Replay:** Prevents the Student from being able to open Replay Files.



**Disable Journal:** Disables the Journal options in the NetSupport School Student icon on the taskbar. Students will still be able to access the Journal from the Student Toolbar.

## Student Advanced settings

Allows further personalisation of the Student's configuration. A meaningful Student name can be used rather than the machine name, or you can specify a particular image to load when the Student's keyboard and mouse are locked rather than use NetSupport School's default.



### Student Identification

**Student Name:** This is the name that the Student will be known as on the network for NetSupport School purposes. It must be a unique name of up to 15 characters. You should try to use a sensible naming convention to help you identify which machine is which. It is also important to prefix each name in a group of related Students with the same few characters, as this will be used when the Tutor connects to establish the workgroup. For example, you might start the name of each machine in the same room with the prefix CLASS1\_. Then configure the Tutor to connect to all Students starting with CLASS1\_ will avoid Student machines outside of this room being inadvertently connected and receiving a show. You can use an asterisk (\*) to cause the Student name to default to the machine name (also known as the computer name).

**Note:** Although internally the Tutor connects to Students by referring to their Student name, the user at the Tutor can configure the Tutor program to display a different name.

### While Viewed

**Silent Mode:** Allows the Tutor to connect and view a Student without the Student's knowledge. If Silent mode is not selected the Student's screen and mouse icon will flicker notifying the Student that a connection has been made and their screen is being viewed.

**Send Physical Fonts:** When a Windows Student is sending its screen to a Tutor, it passes the font information by reference to reduce the volume of data sent. The Tutor refers to its own internal font mappings and uses the closest matching that it has to the one being displayed at the Student. In most cases, the same fonts will be available at both the Student and the Tutor and so what is displayed on the screen will appear identical. However, there may be occasions when a close match cannot be found. In these cases, it is desirable that the Student sends the Tutor the full information that it requires to display the data in the same font. Setting this option forces *TrueType* text to be sent as glyphs (i.e. character shapes), rather than character codes. This guarantees that they will be displayed correctly at the Tutor.

This will, however, impact on performance and is not usually required.

**Enable Screen Scrape:** NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the machine being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

### Performance

**Cache size:** Screen data that has been recently sent to the Tutor by the Student is cached to improve performance. A larger cache improves performance, at the expense of using more memory at both the Student and the Tutor. Setting this option enables you to tailor the cache size in order to achieve maximum performance. The Student and the Tutor use the same size cache, the lowest cache value will be used so you must ensure that you set this at both the Student and the Tutor for this to be effective.

### Image Option

**Image File:** When a Student's keyboard and mouse have been locked, a default image appears on their screen. Alternatively, you may prefer to specify an image personal to your organisation.

### Enable DVD Playback and Direct 3D support

NetSupport School uses the Microsoft Mirror Driver to capture screen data for view sessions. However, while hooked into the Mirror Driver it is not possible to play DVD's. Therefore, if you do need the capability to play DVD's, NetSupport School provides options which load and unload the Mirror Driver as required.

**Except While Viewed:** If checked, DVD support is enabled but will be disabled for the duration of a view session while the Mirror Driver is loaded.

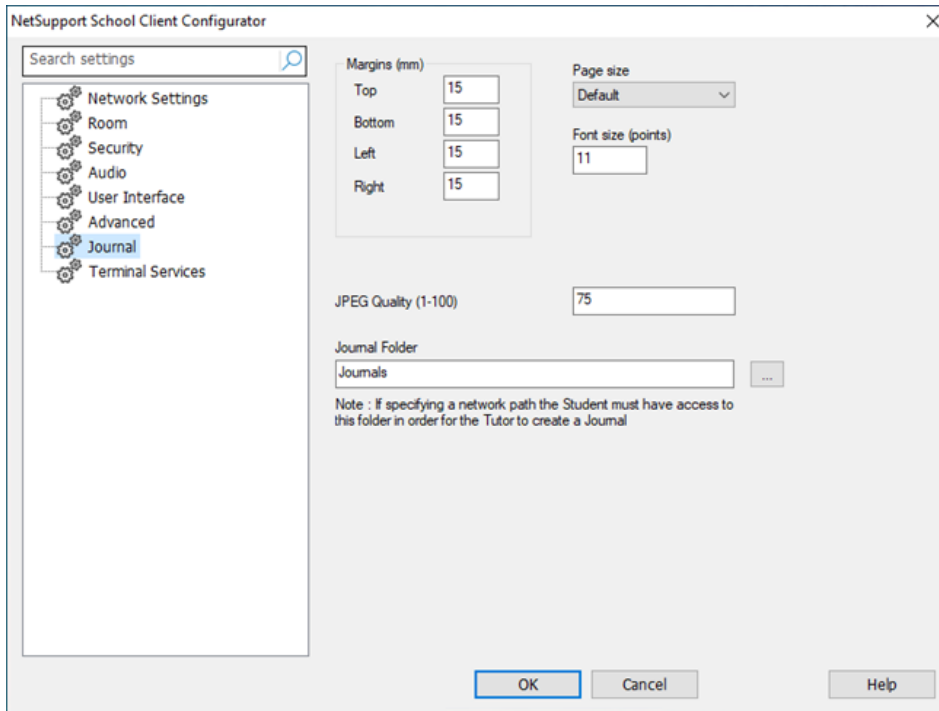
**Except While Connected:** If checked, DVD support is suspended while a connection to the Student is in place.

### **Keyboard Filter Driver**

Should you encounter any issues with your keyboard filter driver, we provide a choice of drivers to switch between. Select the required driver from the drop-down menu.

## Student Journal settings

A Student Journal is provided allowing key information from the lesson to be stored in a portable PDF file. You can use these options to customise the settings for the Student Journal.



### Margins (mm)

If required, you can adjust the top, bottom, left and right margins for the Journal.

### Page Size

Select the required page size for the Student Journal.

### Font Size (points)

Set the font size to be used in the Journal.

### Jpeg Quality (0-100)

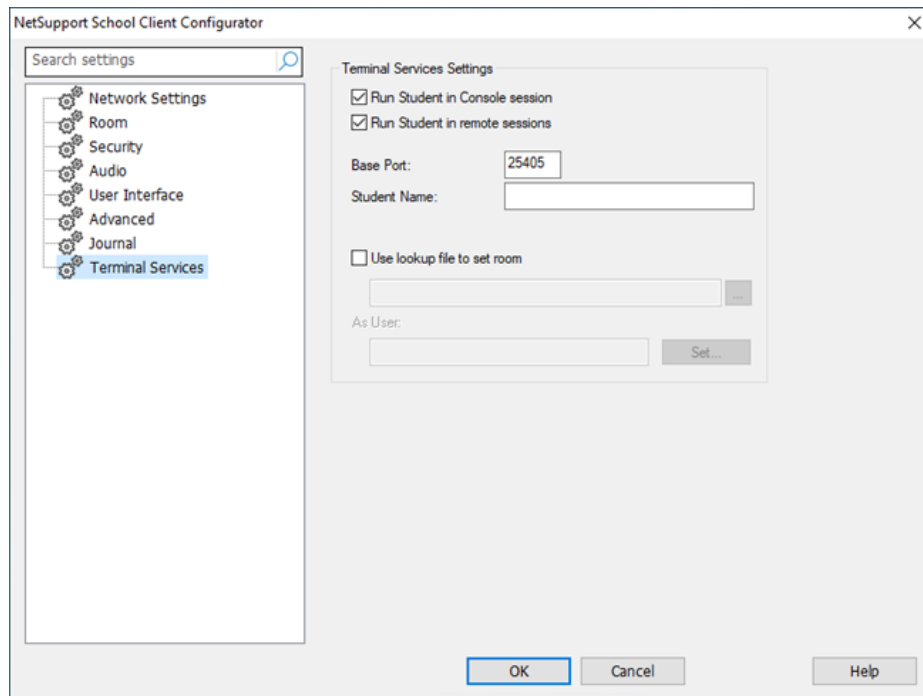
Allows you to set the quality of images in the Journal, this is set to 75 by default.

### Journal Folder

Specify where you want the Student Journal to be stored.

## Student Terminal Services settings

You can configure the settings for the Student Terminal Server here.



**Note:** Terminal Server and other thin clients may not be configured to use the NetSupport Connectivity Server.

### Terminal Services Settings

**Run Student in Console Session:** Unchecking this option will stop the Student from running in a Console session.

**Run Student in remote sessions:** Unchecking this option will stop the Student from running in remote sessions.

**Base Port:** Enter the required base port number, the default value is 25405.



**Student Name:** Enter the required name for the Student, if left blank a unique ID will be displayed (defaults to %CLIENTNAME%). When entering a Student name, you must include at least one environment variable, e.g. %computername%.

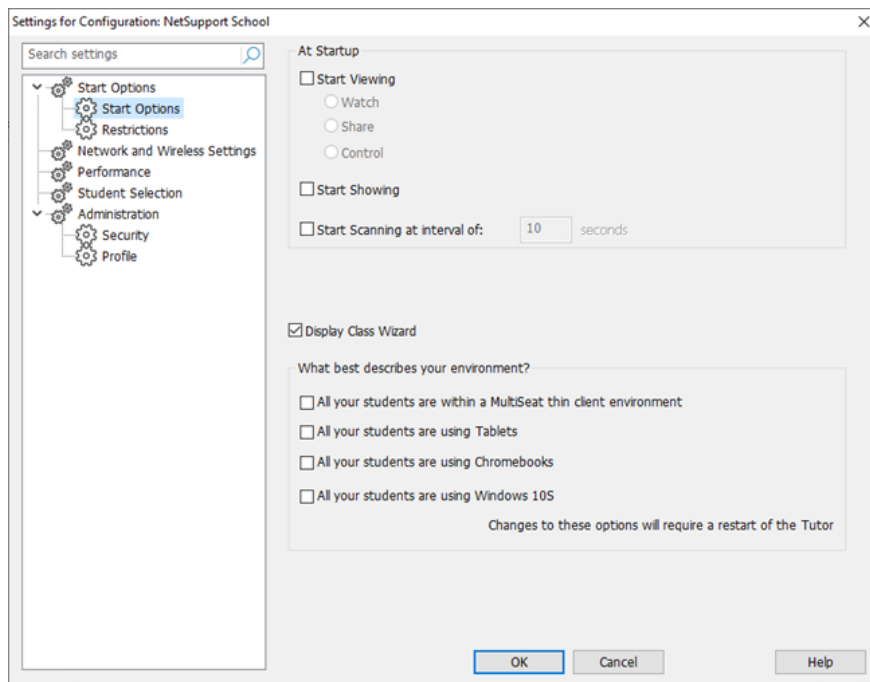
**Use lookup file to set room:** Checking this option allows you to allocate Students to different rooms when connecting via Room mode, a 'lookup file' containing the Student name and required room must be used. The 'lookup file' should be saved with a .csv extension and should be in the format 'Student Identifier', 'Room value'.

**Note:** For further information regarding Terminal Server support, please visit our Knowledge Base and refer to product article [Setting up NetSupport School to run in a Microsoft Terminal Server environment](#).

## Configuring the Tutor

The NetSupport School Tutor is configured by clicking **Options** in the Tutor Console and selecting **Network Settings** from the drop-down menu.

**Note:** A search bar is provided at the top of the window, allowing you to locate the settings you're looking for. Type in the search bar (you can enter a full or partial term) and click the **Search**  icon. Any sections containing the search term will be highlighted. Click the **Close**  icon to close the search.



The Tutor Configurator has the following options:

### Start Options

Allows you to specify the start-up options for the Tutor and also set the level of access for the various modes.

### Network and Wireless Settings

This is used for setting the network transport that the Tutor will use for communicating with the Student program. It must be the same as that set at the Student. You can also set the name and description for the Tutor.

### Performance

Allows you to set low bandwidth and colour reduction settings to lower data sent across the networking when performing a View or Show.



### **Student Selection**

This is used to specify the mode to connect to Students when the Tutor program starts.

### **Administration**

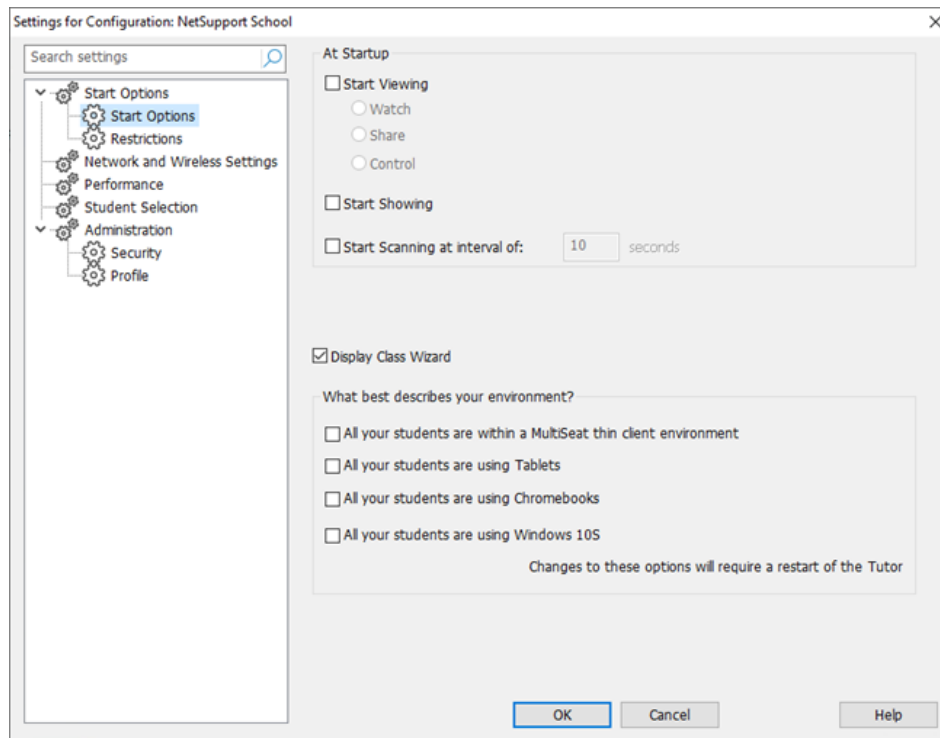
Enables you to set an additional password if the configuration options are to be protected and to create pre-defined Tutor profiles.

### **Adjusting Student settings for a Tutor session**

During any Tutor session where you may be working with more than one Student, you can customise how each Student interacts with the Tutor. Changes can be made on an individual Student basis, while they are being viewed, or globally.

## Tutor Start Options

Use these options to specify the startup options for the Tutor.



### At Startup

**Start Viewing:** If this option is selected, when the Tutor initialises, it will connect to all Students and immediately start viewing them. You can choose which mode to view the Students in: Share, Watch or Control.

**Start Showing:** If this option is selected, when the Tutor initialises, it will connect to all Students and immediately start showing the Tutor's screen to them.

**Start Scanning at interval of:** If this option is selected, when the Tutor initialises, it will connect to all Students and immediately start scanning them. The scan interval time will be set to ten seconds. This can be amended if required.

### Display Class Wizard

If this option is selected, the Class wizard will appear at startup.

### What best describes your environment?

**All your students are within a MultiSeat thin client environment:** If you are connecting to students within a MultiSeat thin client environment, you may want the NetSupport School Tutor to display only the features that apply to these students.

**All your students are using Tablets:** If you are connecting to students using tablets, you may want the NetSupport School Tutor to display only the features that apply to these students.

**All your students are using Chromebooks:** If you are connecting to students using Chromebooks, you may want the NetSupport School Tutor to display only the features that apply to these students.

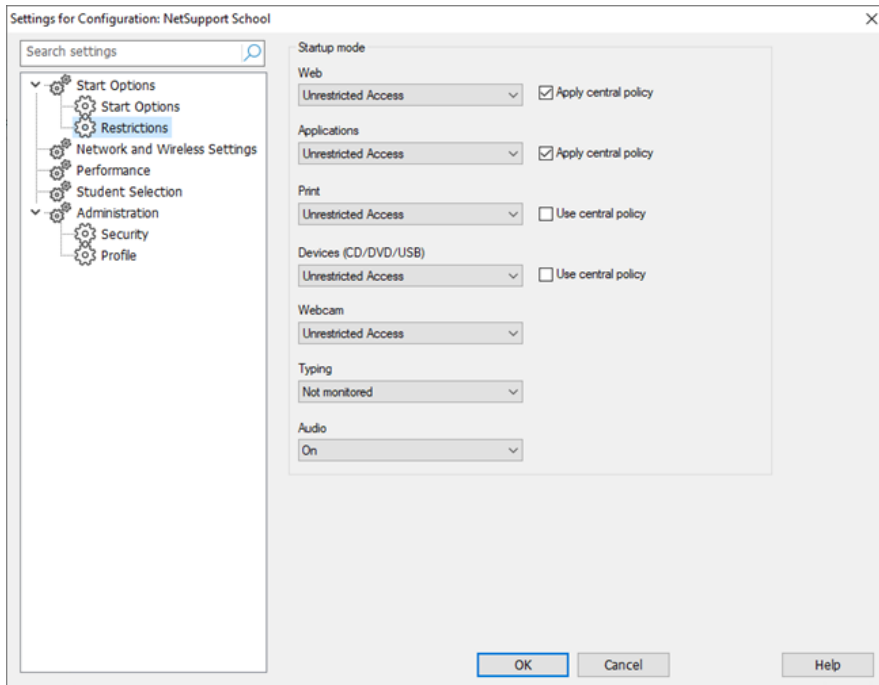
**All your students are using Windows 10S:** If all your students are using Windows 10S, you may want the NetSupport School Tutor to display only the features that apply to Windows 10S students.

Selecting one of these options will provide you with a cut-down version of the NetSupport School Tutor.

**Note:** A restart of the NetSupport School Tutor will be required each time a change to these options is made.

## Tutor Startup Restrictions

Access levels and restrictions for NetSupport School features can now be defined at start-up, ensuring they come into force as soon as the Tutor is started.



### Startup mode

**Web:** Set the level of access for the Web Control Module.

- **Apply central policy:** Applies the central policy restrictions that have been created in the Tech Console.

**Applications:** Set the level of access for the Application Control Module.

- **Apply central policy:** Applies the central policy restrictions that have been created in the Tech Console

**Print:** Choose the level of access for the Printer Management mode.

- **Use central policy:** Applies the central policy restrictions that have been created in the Tech Console

**Devices (CD/DVD/USB):** Choose the level of access for the Device Control mode.

- **Use central policy:** Applies the central policy restrictions that have been created in the Tech Console

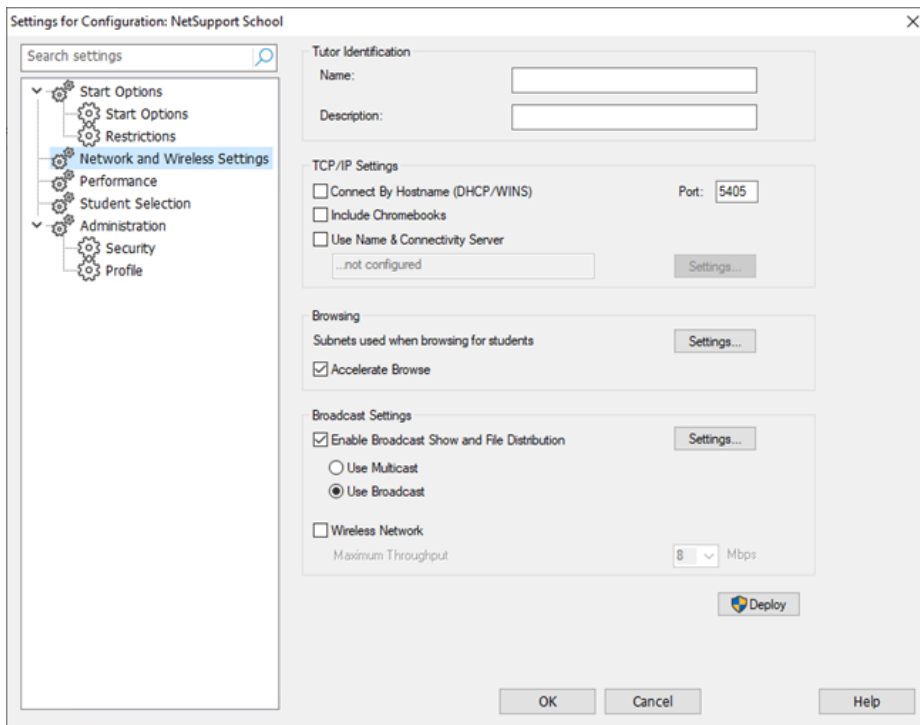
**Webcam:** Choose whether to allow or block access to webcams at Student machines.

**Typing:** Choose whether or not to monitor Students keyboard usage in Keyboard Monitoring mode.

**Audio:** Enable Audio monitoring or mute audio at the Students machines.

## Tutor Network and Wireless settings

This is primarily used for setting the network transport that the Tutor will use for communicating with the Students. It must be the same as that set at the Students. You can also set the name and description for the Tutor.



### Tutor Identification

**Name:** This is the name by which the Tutor will be known on the network. Setting it to an asterisk defaults to the machine or computer name.

**Description:** This is used to provide a description for the Tutor program itself. This is displayed in the Title bar of the Student program.

### TCP/IP Settings

**Connect by Hostname (DHCP/WINS networks):** Normally, the Tutor connects to a Student by IP address rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Student machine is restarted. Checking this option forces the Tutor to connect by hostname.

**Port:** The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport School is 5405.

**Note:** If you are using routers, you must ensure that they are configured to pass through data using this port.

**Include Chromebooks:** NetSupport School provides support for Google Chromebooks. This option includes Google Chromebooks when performing a search.

**Note:** The IP address of the NetSupport Connectivity Server/Gateway along with the matching security key needs to be entered - click **Settings**.

**Use Name & Connectivity Server (Gateway):** Enable this option if you want to search for Students whose IP addresses are registered with a defined NetSupport 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 program will search the Connectivity Server for Students matching the specified criteria. Click **Settings** and enter the IP address of the Connectivity Server along with the matching security key.

**Note:** When using the Name & Connectivity Server, please ensure **Connect By Hostname (DHCP/WINS)** is disabled to avoid conflicts.

### Browsing

**Subnets used when browsing for students:** 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.

**Accelerate Browse:** Increases the browse and connection speed to Students. This is set by default.

**Note:** A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

### Broadcast Settings

**Enable Broadcast Show and File Distribution:** When performing a Show or distributing files to Students, the screen information/files are sent to each Student machine in turn. Enabling Broadcast Show and File Distribution results in the screen information and 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.

**Note:** Show and File Distribution can be sent using multicast instead of UDP/broadcast. This means that the multicast packet will only be sent to machines included in the specified IP multicast address. Select **Use Multicast** to switch to this method.

**Settings:** If the Broadcast Show and File Distribution option is enabled, select this option to set the multicast or broadcast address. The Broadcast Settings dialog will appear. If multiple Tutors are attempting to use UDP/Broadcast Show simultaneously on the same subnet, it is recommended that each uses a unique port to avoid conflict.

**Wireless Network:** Check this option in order to optimise Show performance across a wireless network.

**Note:** NetSupport School will automatically detect any wireless Students and enable this option to improve performance.

- **Maximum Throughput:** Controls the level of data sent across the network to your wireless access point. The default data rate is 8 Mbps. If required, this can be altered to reflect the speed of the router.

**Note:** When a Tutor detects wireless Students, or is itself wirelessly connected, it will automatically reduce the maximum data output to whatever has been configured in the Maximum throughput settings, regardless of whether the wireless network checkbox has been selected. This behaviour cannot be turned off.

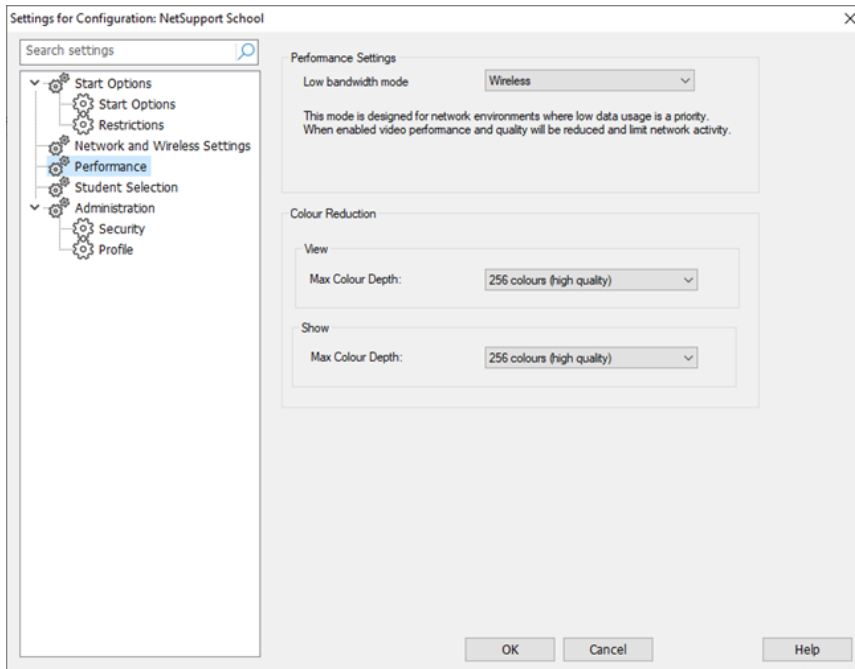
### Deploy

Opens the NetSupport School Basic Deploy dialog, allowing you to deploy Student software to PCs in a particular room.



## Tutor Performance settings

Allows you to set low bandwidth and colour reduction settings to lower the amount of data sent across the network.



### Performance Settings

**Low bandwidth mode:** This mode is designed for network environments where low data usage is a priority. When enabled, video performance will be reduced to limit network activity.

Select the mode from the drop-down list: **Never**, **Always** or **Wireless**. The Wireless option will automatically turn on low bandwidth mode when wireless students have been detected.

### Colour reduction

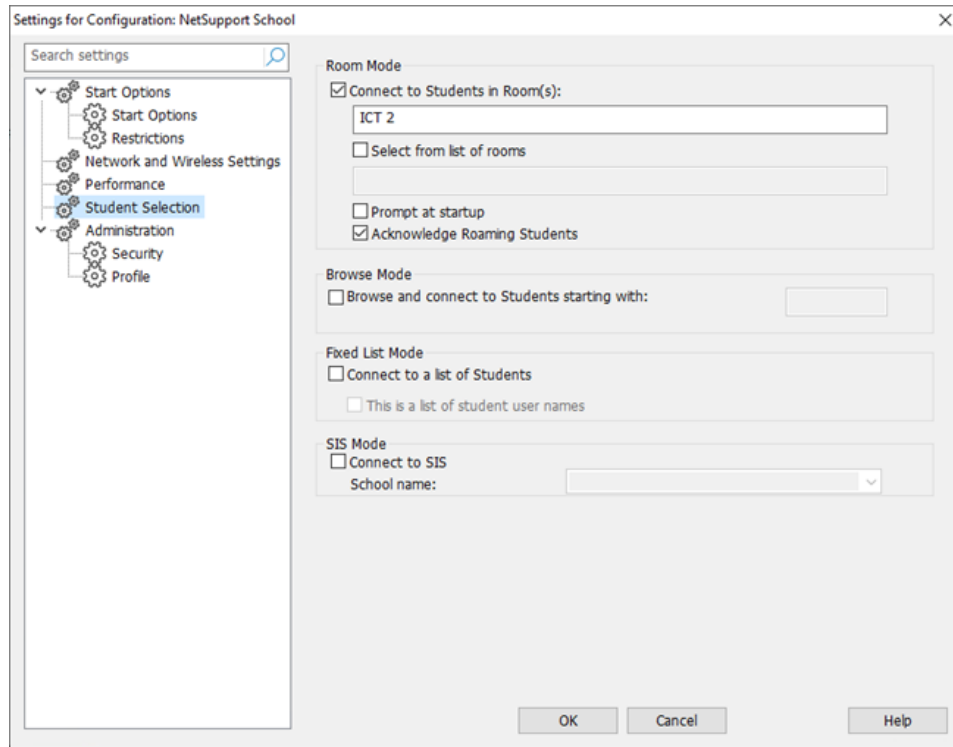
**View:** Allows you to select the maximum colour depth when viewing Students. By default, this will be set to 256 (high) colours.

**Show:** Allows you to select the maximum colour depth when showing to Students. By default, this will be set to 256 (high) colours.

**Note:** These options will have negligible visual impact when remotely viewing or showing applications, but may be seen when viewing or showing multimedia. Typically, these options should be applied only when network utilisation is a priority.

## Tutor Student Selection settings

Use these options to pre-determine the Students to connect to when the Tutor program starts and in what mode.



**Note:** If a 'NetSupport Connectivity Server/Gateway' has been configured, the Tutor program will use the details registered here rather than perform a browse across the network.

### Room Mode

**Connect to Students in Room(s):** Allows you to connect to the machines in a given room. Specify the room you wish to connect to.

**Note:** You can connect to multiple rooms in the Class wizard.

**Select from a list of rooms:** Allows you to choose from a list of rooms to connect to at startup. Enter the required rooms and separate each value with a comma.

**Prompt at startup:** Allows you to specify an ad-hoc room to connect to in the Class wizard.

**Acknowledge Roaming Students:** Allows roaming Students to connect to your room.

**Note:** The Room settings can be configured at the Student in the NetSupport School Student Configurator.

### Browse Mode

**Browse and connect to Students starting with:** If this option is selected, NetSupport School will browse and immediately connect to all Students starting with the prefix set in the text box.

### Fixed List Mode

**Connect to a list of Students:** Allows you to connect to a fixed list of Student computers by machine name.

- **This is a list of student user names:** Select this option if you are connecting to a list of Student logged on user names.

**Note:** You can set the list of Student machine/user names in the Class wizard.

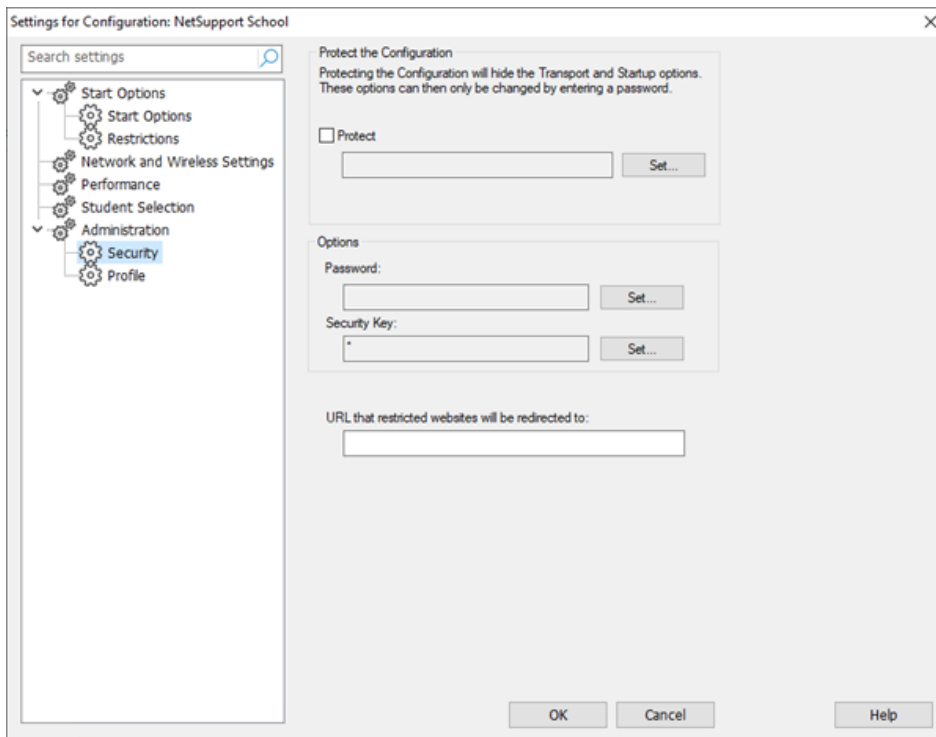
### SIS Mode

**Connect to SIS:** Allows you to connect to your SIS data. The NetSupport Connectivity Server needs to be synced with OneRoster/Google Classroom to use this connection method. Once connected, select the required school name from the drop-down list.

### Notes:

- If the expected Students are not found, it may be because NetSupport School has not been configured to browse the required networks. See [Configuring NetSupport School for subnet browsing](#) for more information.
- If connecting to Students via the NetSupport Connectivity Server in Room mode, it is necessary to set the Connectivity Server settings at the Tutor in both the Tutor Configurator and the Student Configurator.

## Tutor Administration - Security settings



### Protect the Configuration

The Tutor Configuration can be protected by setting a password. This acts independently of the Tutor password if set.

Select **Protect** to set the password.

Each time a Tutor user subsequently wants to make changes to the configuration, they will be prompted to enter the password.

### Options

**Password:** Setting a password will mean that the next time the Tutor program is started the user will be prompted to enter a password. If they do not enter the correct password, they will not be able to start the Tutor.

**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. Note that this must 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.

### URL that restricted websites will be redirected to

Allows you to specify the URL that Students are redirected to if they try to access restricted websites.

### **Shared Data**

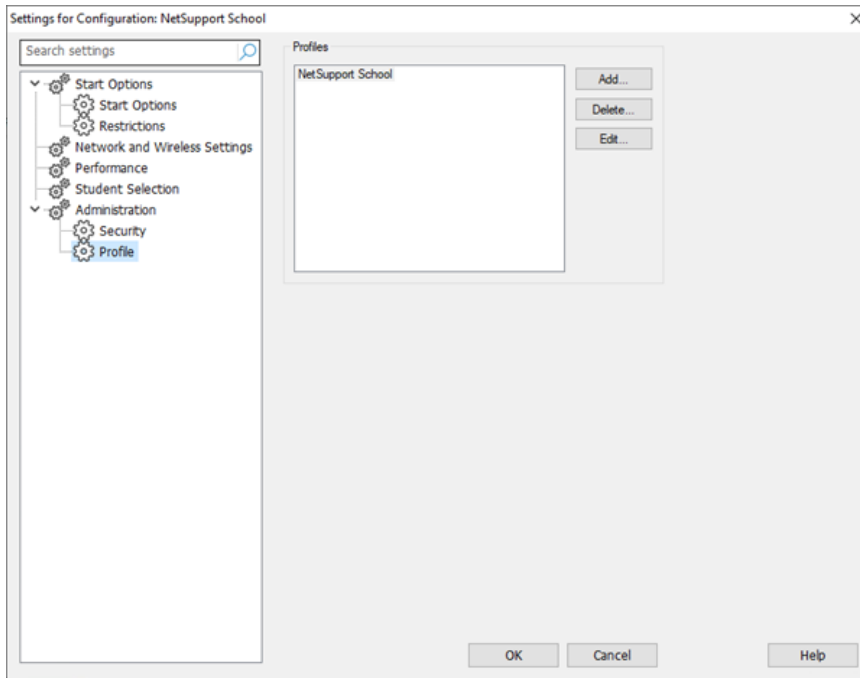
Checking this option allows you to share data files with other users.

By default, on a new install, this option will be disabled.

By default, on an upgrade, this option will be enabled.

## Tutor Administration - Profiles

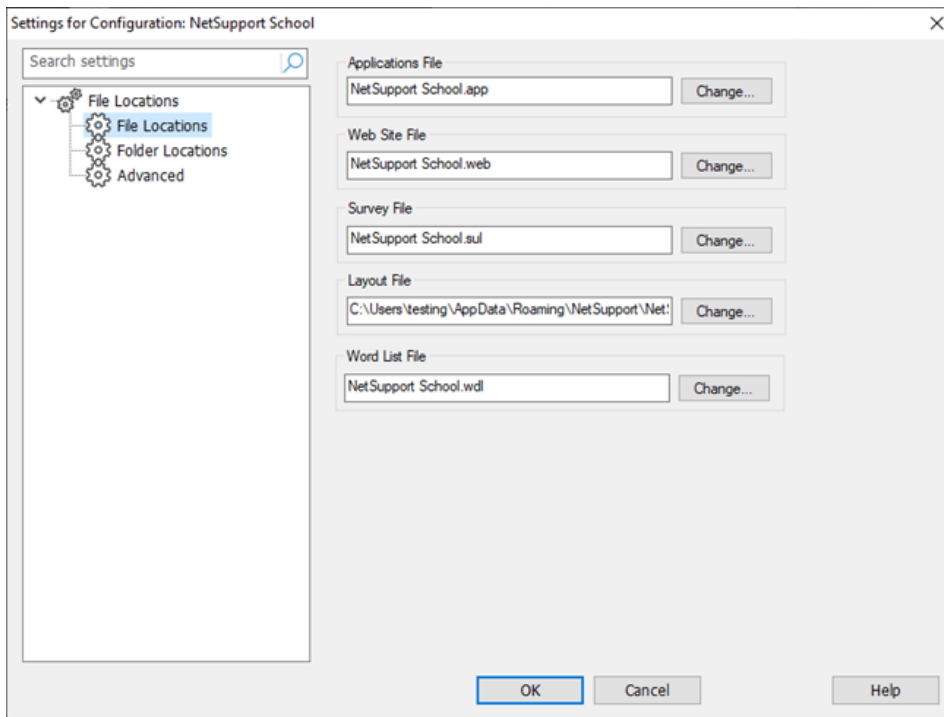
After creating, for example, an approved or restricted list of websites and applications, you can add the files containing this information to a Tutor Profile. On entering the Tutor Console, you select the required profile to load the pre-defined settings.



From here, you can add, edit or delete Tutor Profiles.

- Click **Add** to create a new Tutor Profile.
- To remove a profile, select the profile name and click **Delete**.
- To choose the files to include in a new or existing profile, select the profile name and click **Edit**.

## Tutor Profiles - file locations



Click **Change** for the appropriate files to include in the Tutor Profile.

### Applications File

Contains details of approved and restricted application packages. The default file name is NetSupport School.app. See Application Control module for more information about creating pre-defined lists of approved or restricted applications.

### Web Site File

Contains details of approved and restricted websites. The default file name is NetSupport School.web. See Web Control module for more information about creating pre-defined lists of approved or restricted websites.

### Survey File

Identifies the location of stored Student Surveys. The default file name is NetSupport School.sul. See Student Surveys for more information.

### Layout File

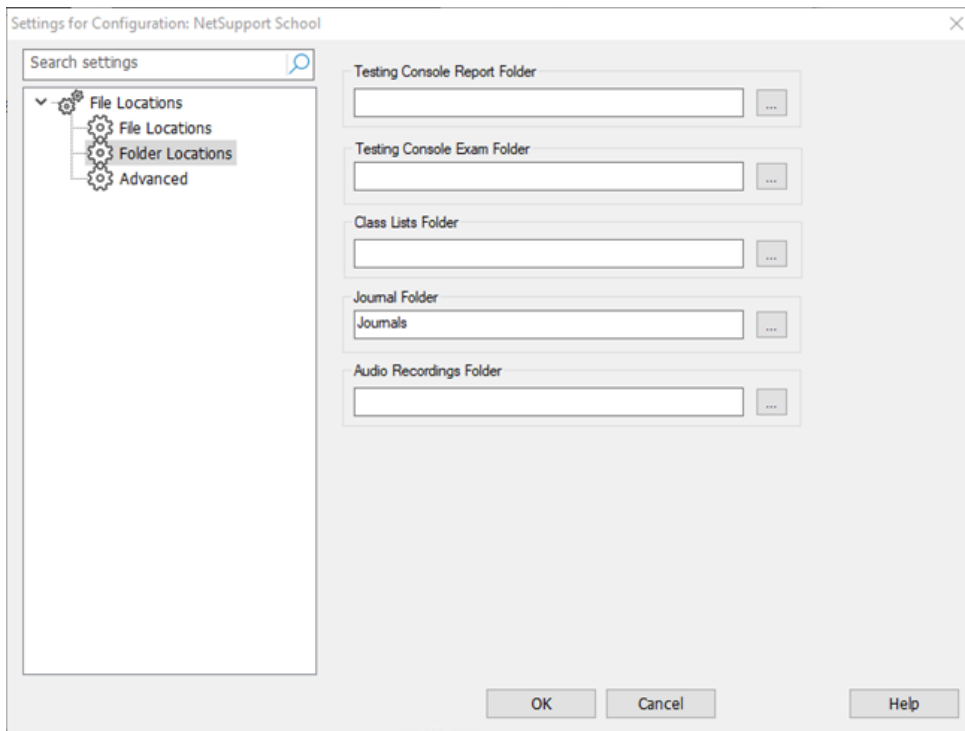
Stores the position of the Student machines as they appear in the Tutor Console and, if specified, a background image. See Working with classroom layouts for more information.

### **Word List File**

Contains details of target and Inappropriate keywords. The default file name is NetSupport School.wdl. See Keyboard Monitoring for further information.



## Tutor Profiles - folder locations



Click the **Browse** ... icon to specify locations for the following items in the Tutor Profile.

### Testing Console Report Folder

Specify a location for storing test results.

### Testing Console Exam Folder

Specify a location for storing exams.

### Class List Folder

Specify a location for storing Class Lists.

### Journal Folder

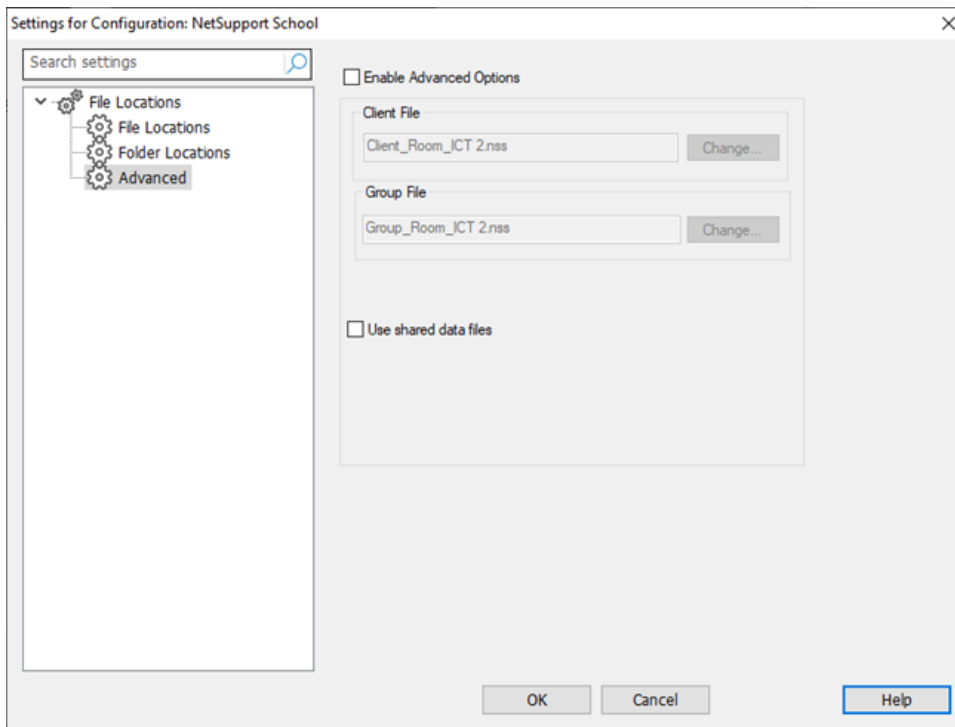
Specify the location for storing Student Journals.

### Audio Recordings Folder

Specify the location for storing audio recordings.

## Tutor Profiles - file locations advanced

Pre-defined Student and Group lists can also be included in a Tutor Profile, but these aren't enabled by default. Before deciding to apply these to a profile, consider the current method of browsing for Students on start-up as you may not want to override this.



Click **Change** and browse for the appropriate files to include in the Tutor Profile.

### Enable Advanced Options

**Client File:** Contains a list of Known Client machines that the Tutor program attempts to connect to when loading. The default file name is, CLIENT.NSS. See Class Lists for more information.

**Group File:** Contains the details of any Student groups that have been created. The default file name is GROUP.NSS. See Working with groups for more information.

### Use shared data files

Checking this option allows you to share data with other users.

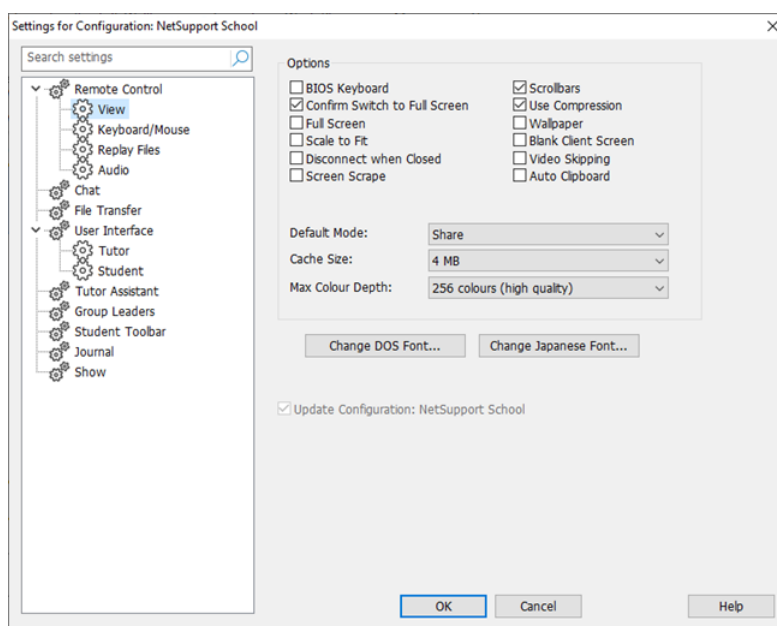
## Adjusting configuration settings

NetSupport School provides a range of customisable options enabling you to tailor each Remote Control session to suit specific requirements and conditions.

The Tutor has the option of applying settings globally or, in some instances, at individual Student level.

### To adjust global configuration settings

1. Click **Options** in the Tutor Console and select **Settings** from the drop-down menu.





2. The following options are available:

- Remote Control
  - View
  - Keyboard/Mouse
  - Replay Files
  - Audio
- Chat
- File Transfer
- User Interface
  - Tutor
  - Student
  - Tutor Assistant

Group Leaders  
Student Toolbar  
Journal  
Show


3. Configure the required options.

**Note:** A search bar is provided at the top of the window, allowing you to locate the settings you're looking for. Type in the search bar (you can enter a full or partial term) and click the **Search**  icon. Any sections containing the search term will be highlighted. Click the **Close**  icon to close the search.

4. Click **OK**. The selected settings will apply to all Students and will automatically be saved for future Tutor sessions.

## To adjust settings for individual Students

The View, Keyboard/Mouse, Replay Files and Audio settings can be customised for individual Students.

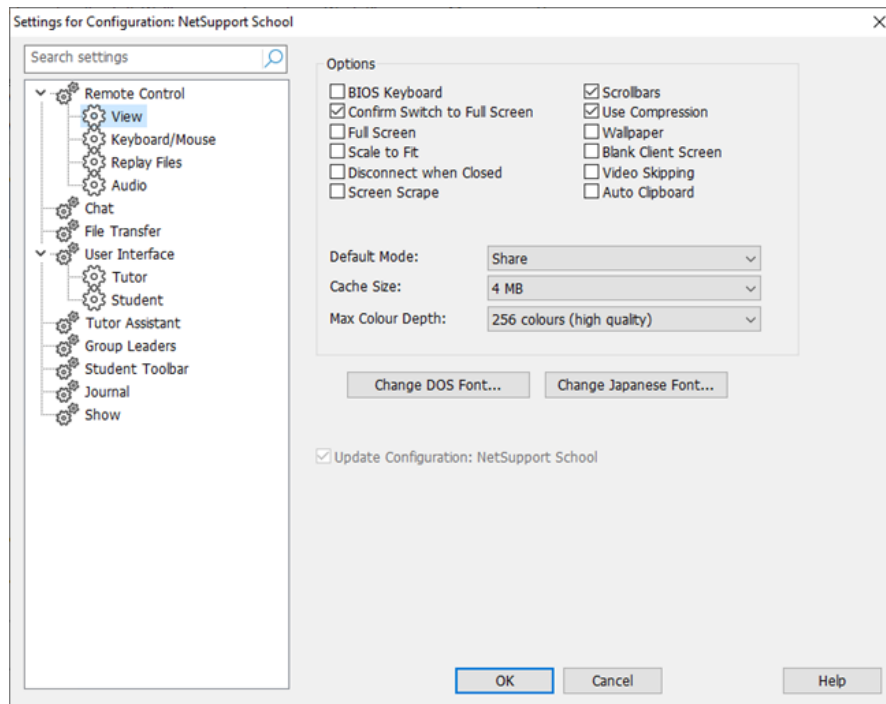
1. View the required Student.
2. Click the **Settings**  icon on the caption bar.
3. The settings for the selected Student appears, select the relevant option View, Keyboard/Mouse, Replay Files or Audio.
4. Configure the options to be enabled or disabled during the session.

**Note:** If you want to change the settings permanently, select **Update Configuration NetSupport School**.

5. Click **OK**.

## Tutor View settings

This option provides configuration options for the viewing of Student machines.



The View settings can be configured in two ways:

1. To apply the settings for all Student View sessions, click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **View**.
2. To apply the settings for an individual Student View session, click the **Settings** ⚙ icon on the View window caption bar and select **View**.

A brief description of the available options follows:

### Options

**BIOS Keyboard:** Checking this option causes the Tutor to emulate keystrokes on the Student, at the BIOS level rather than the hardware level. Use this if an application at the Student does not appear to be correctly accepting keystrokes from the Tutor. Only use this option if you are experiencing problems with the default low-level keyboard option.

**Confirm Switch to Full Screen:** When this box is checked, you will be prompted to confirm switching to full screen mode.

**Full Screen:** Checking this option will force the Tutor to view a Student in full screen mode rather than in a windowed mode.

**Scale to Fit:** Check this option if you want the contents of the View window to be automatically shrunk to fit the sizeable frame.

**Disconnect when closed:** Check this option to disconnect from a Student when a View window is closed.

**Screen Scrape:** NetSupport School's favoured (and the most efficient) method for capturing screen data is to hook into the Video Driver of the machine being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

**Scrollbars:** You can turn off scrollbars on the View window by checking this option. This is useful when using auto-scroll, as you gain a little extra workspace.

**Use Compression:** Select this option to enable compression when viewing a Student's screen. The state of this checkbox is also reflected in the Client Properties.

**Wallpaper:** Select this option if you want the Student's wallpaper to be visible when viewing. Normally this is turned off to improve performance, so expect the screen update speed to be impacted by selecting this option.

**Blank Client screen:** This enables the Tutor to blank the Student screen in any of the View modes.

**Note:** This feature is only available on Students running Windows 10 v2004 and above (legacy support is provided for Students running Windows 8 and below).

**Video Skipping:** A Tutor's viewing performance can be configured using video skipping. The Tutor program will not display Student screen updates if a subsequent update to the area of the screen is made. Unticking the box will result in all Student screen updates being displayed at the Tutor.

**Auto Clipboard:** When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl+C and Ctrl+V) to automatically copy to and from the clipboard at both the Tutor and Student machines.

**Default Mode:** When you view a Student, by default, you start viewing in Share mode. If you prefer to start viewing in a different way, change the style from the list provided.

**Cache Size:** The NetSupport School Tutor contains a cache to help improve overall performance. The cache sizes range from 256KB to 16Mb and a separate cache is allocated to each Student connection. If you are running applications on the Student that use lots of or large bitmaps, increase the cache size to improve the performance.

**Max Colour Depth:** When you connect to a Student, you can restrict the colour depth that is sent. This is done to reduce the amount of traffic between the Student and Tutor.

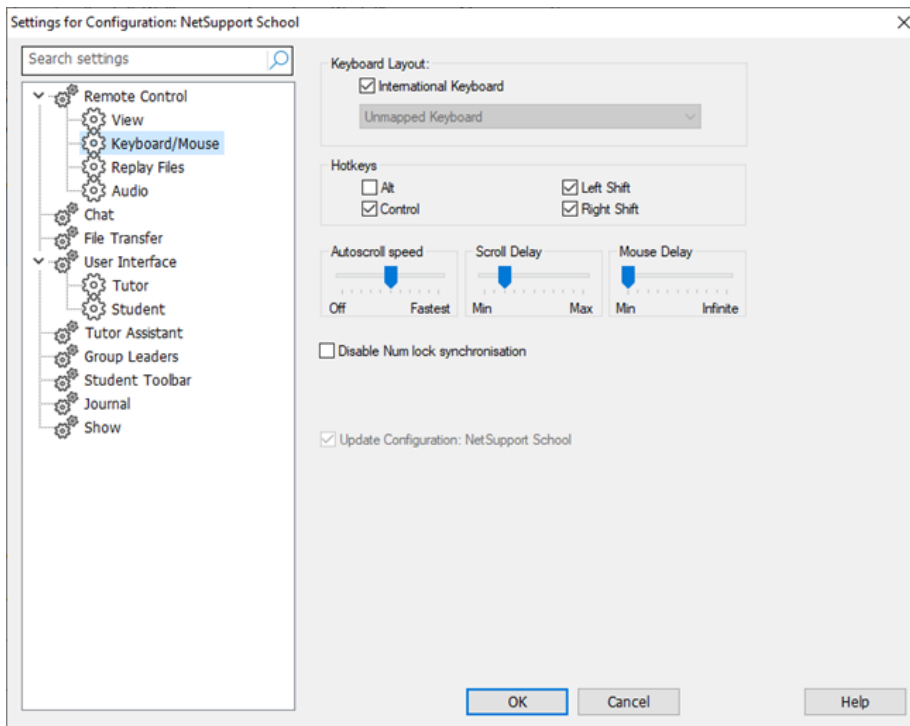
### **Change DOS Font**

Use this dialog to select the font to use when displaying DOS screens. This will be from Windows Students running full screen DOS boxes. Windows uses a graphic character set for displaying DOS screens. The higher the resolution that you are running Windows in the larger the font size you will need to set to get an accurate representation of a DOS screen.

### **Change Japanese Font**

Use this dialog to select the font to use when displaying Japanese DOS screens.

## Tutor Keyboard/Mouse settings



### Keyboard Layout

**International keyboard:** An international keyboard layout will be used at the Tutor during a view session.

To specify a different keyboard layout to be used at the Tutor while viewing, select the required layout from the drop-down list. These layouts map keys on the Tutor to keys on the Student machine. If both Student and Tutor are using the same keyboard layout, you should select **Unmapped Keyboard** from the list.

### Hotkeys

When you are viewing a Student in full screen mode, hotkeys provide a way of returning to the possibly hidden user interface. If the screen resolution at the Student is smaller than the resolution of the Tutor, you can simply click your mouse button outside the View window to stop viewing and display the view window again. Check the boxes in this group to determine the keys that are used as hotkeys.

### Autoscroll Speed

When you are viewing a Student's screen, the Tutor can automatically scroll the contents when the mouse moves close to the edges of the window. Adjusting the sliding control sets the speed at which the view scrolls, from not at all to very fast.



### Scroll Delay

When auto-scroll is enabled, you can change the delay before the scroll is activated. If you want the view to scroll as soon as the mouse is at an edge of the screen, move the slider towards **Min**. If you prefer a longer delay before the auto-scroll takes effect, move the slider towards **Max**.

### Mouse Delay

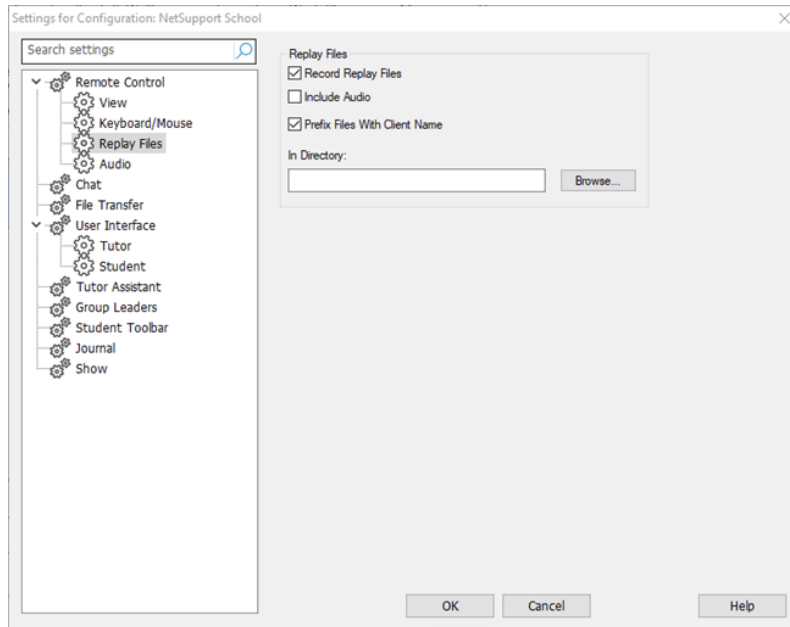
Adjusting the mouse delay allows you to reduce the rate at which mouse updates are sent from the Tutor to the Student when controlling or sharing. Move the slider control towards **Infinite** to reduce the rate and conserve bandwidth, or towards **Min** for the best mouse response. This is useful on dial-up or very slow networks.

### Disable Num Lock Synchronisation

Check this option if using a laptop as the Tutor machine to ensure that the keyboard's behaviour corresponds with that of a standard desktop machine.

## Replay file settings

The replay files feature enables the Tutor to record and play back the screen activity that takes place at a Student machine while it is being remote controlled/viewed.



### Replay Files

**Record Replay Files:** Check this option to enable the recording of replay files. A replay file will be created each time the Tutor opens a view session at any Student machine.

**Include Audio:** In addition to the screen, mouse and keyboard activity, if the machine is configured for audio, you can record any microphone narration from the Tutor.

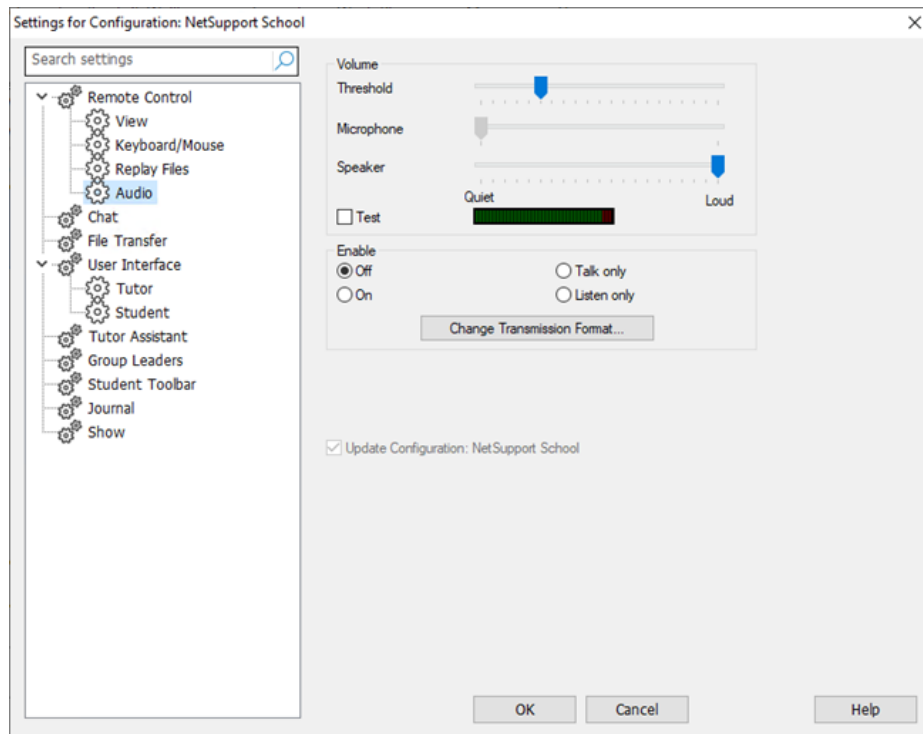
**Note:** Desktop sounds, music, etc, are unable to be recorded.

**Prefix Files With Client Name:** In order to identify each replay file, file names are prefixed with the Client name and the date/time of the recording. Alternatively, by clearing this checkbox the files will be named sequentially in the format 00000001.rpf etc.


**In Directory:** Specify where the replay files should be stored.

## Audio settings

Provides the configuration options for using audio support.



The audio settings can be configured in two ways:

1. To apply the settings for all Student sessions, click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **Remote Control - Audio**.
2. To apply the settings for an individual Student session, go to the Audio tab in the View window ribbon and click **Audio Settings** .

### Volume

**Threshold:** Microphone sensitivity.

**Microphone:** Volume of microphone.

**Speaker:** Volume of speakers.

**Test:** Tests all of the above settings (this is only available when applying settings to all Student sessions).

### Enable

**Off:** Turn audio off.

**On:** Turn audio on.

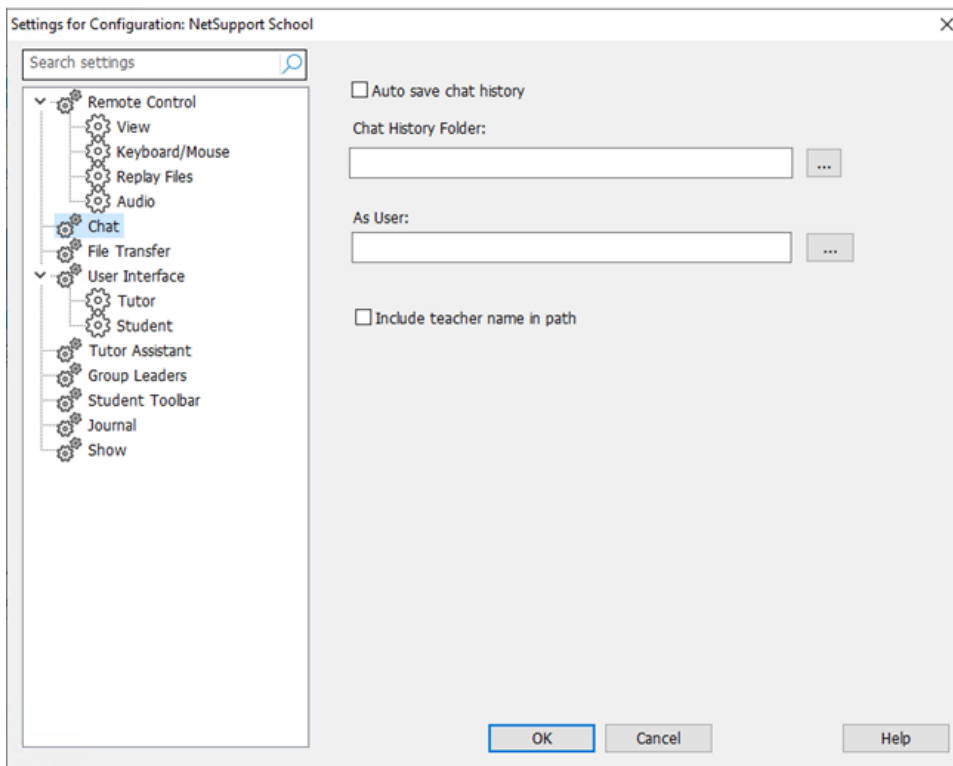
**Talk only:** Turn the Tutor audio to talk function only.

**Listen only:** Turn the Tutor audio to listen function only.

Selecting **Change Transmission Format** allows you to change the transmission format. Use only the level you need for acceptable quality. High-quality settings can affect screen update performance.

## Tutor Chat settings

A copy of all chat history can be saved to a .txt file.



### Auto save chat history

Select to save all chat history automatically.

### Chat History Folder

Click the **Browse**  icon to specify the folder to store the chat history.

### As User

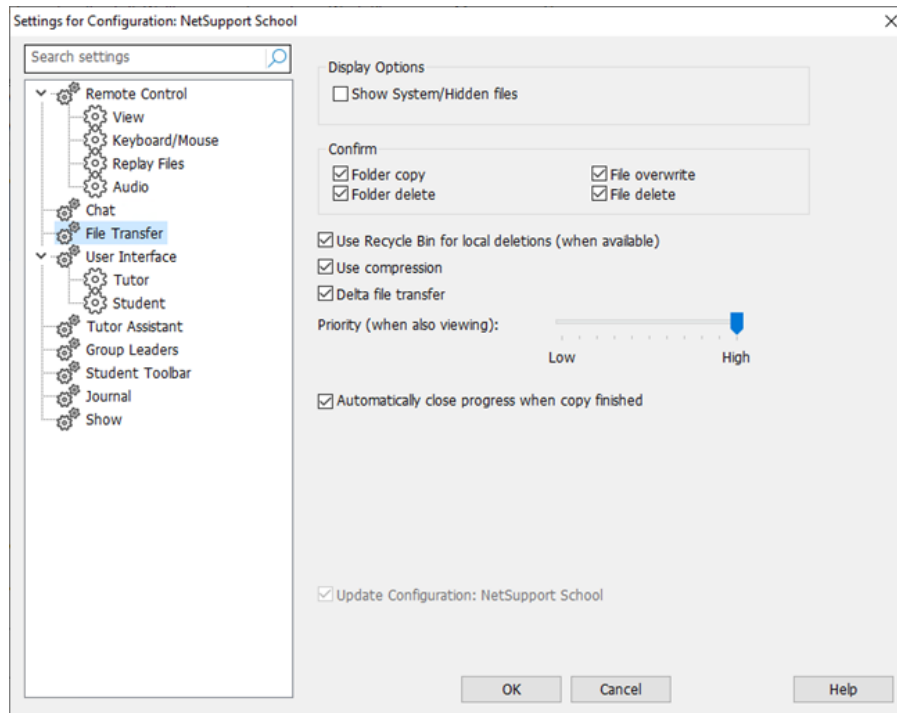
If the path specified above is a UNC path, enter the user name and password.

### Include teacher name in path

Allows you to include the teacher name in the path name.

## Tutor File Transfer settings

You can configure the File Transfer settings in NetSupport School. Click **Options** in the Tutor Console, select **Settings** from the drop-down menu and choose **File Transfer**. Here you can alter the way in which information is displayed and set safety features such as confirmation before performing a damaging operation.



### Display Options

**Show System/Hidden files:** Check this box to display all files with system and hidden attributes. By default, this option is unchecked.

### Confirm

When you perform potentially dangerous file operations, such as deleting a folder or file, you can make the Tutor display a Confirmation dialog box. This helps prevent accidental loss of data. If you are familiar with the User Interface, you can turn these options off as required. By default, all the confirmation settings are turned on.

**Folder copy:** Make the user confirm before copying a folder structure.

**Folder delete:** Make the user confirm before deleting a folder structure.

**File overwrite:** If checked, displays a confirmation dialog before overwriting an existing file. However, if unchecked the confirmation message will still appear if system/hidden files are about to be overwritten.

**File delete:** Display a confirmation dialog before deleting one or more files.

### **Use Recycle Bin for local deletions (when available)**

All files deleted from the local pane will be sent to the recycle bin, this is enabled by default.

### **Use Compression**

Check this box to enable the use of compression. When you are communicating with a Student, whether it is a File Transfer, View or Chat session, the data being sent and received will be compressed. This also provides a means of security, as the data will also be encrypted.

### **Delta File Transfer**

Delta File Transfer improves performance by skipping the transfer of information that is unchanged. If the file being transferred already exists in the destination folder, only the changed parts of the file will be updated.

Delta File Transfer is enabled by default.

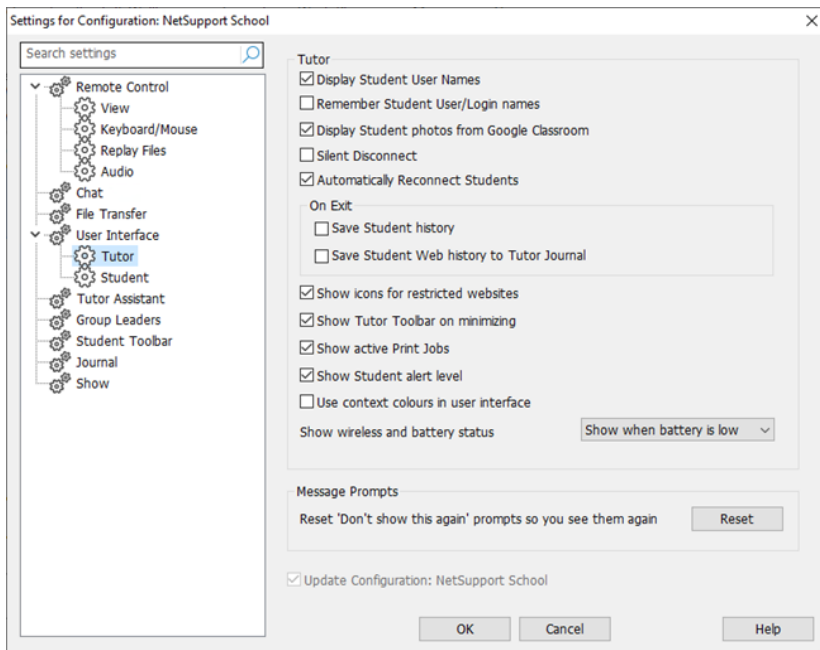
### **Priority (when also viewing)**

When you are transferring files and viewing a Students' screen at the same time, each operation impacts the performance of the other. You can reduce the priority of a File Transfer operation to make the viewing more responsive and vice-versa. Slide the control to the left to give the File Transfer higher priority, or to the right to give Student views higher priority. If you are not viewing a Student, this setting is ignored.

### **Automatically close progress when copy finished**

Closes the File Transfer progress dialog automatically on completion. Un-tick this option if you want to see the File Transfer results.

## Tutor User Interface settings



### Tutor

**Display Student User Names:** Check this option to retrieve and display the login name of the Student on the Tutor Console when you perform a Student Register.

**Remember Student User/Login names:** Check this option to save the Student user/login names in the Known Client list.

**Display Student photos from Google Classroom:** If you are integrating with Google Classroom and a photo is associated with the student account, you can choose to display the photo as the Student icon in the Tutor Console.

**Silent Disconnect:** Should a Student inadvertently disconnect from the Tutor during a session, a prompt appears at the Tutor machine. Check this option to disable this warning.

**Automatically Reconnect Students:** Ensures that Student machines automatically rejoin a live remote control session should they inadvertently disconnect.

### On Exit

- **Save Student history:** Check this option to automatically save Internet, Application, Print and Typing history to a CSV file when the Tutor is shut down.
- **Save Student Web history to Tutor Journal:** This option will automatically save Students' web history to the Tutor Journal when the Tutor is closed down.



**Show icons for restricted websites:** By default, the website icon for restricted websites is displayed. If you have numerous restricted websites, you may want to disable these icons so you are not using excessive Windows resources.

**Show Tutor Toolbar on minimizing:** When the Tutor program is minimised, the Tutor Toolbar will be displayed, providing access to key NetSupport School features. Uncheck this option to disable this.

**Show active Print Jobs:** Displays any active print jobs in all views.

**Show Student alert level:** Students can raise an alert from the Student Toolbar, the Student icon will change colour at the Tutor depending on the type of alert raised. This option enables you to show or hide these alerts.

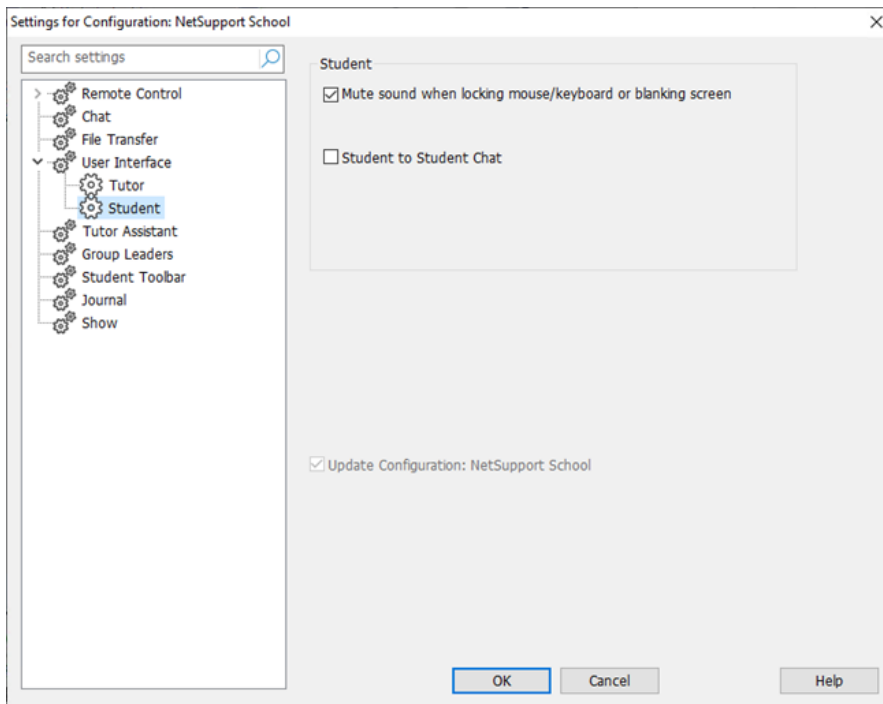
**Use context colour in user interface:** By default, the colour used in the Tutor user interface changes to match the current view mode. Disabling this option allows you to turn this off and use the same colour throughout the user interface instead.

**Show wireless and battery status:** You can choose to display both the wireless and battery status on the Student thumbnails, just show the battery level when it drops below 10% or show neither.

### Message Prompts

**Reset 'Don't show this again' prompts so you see them again:** If you have turned off the 'Don't show this again' message prompts for certain features such as power off, restart, log out or when exiting the Tutor Console, you can enable them again here. Click **Reset**.

## Student User Interface settings



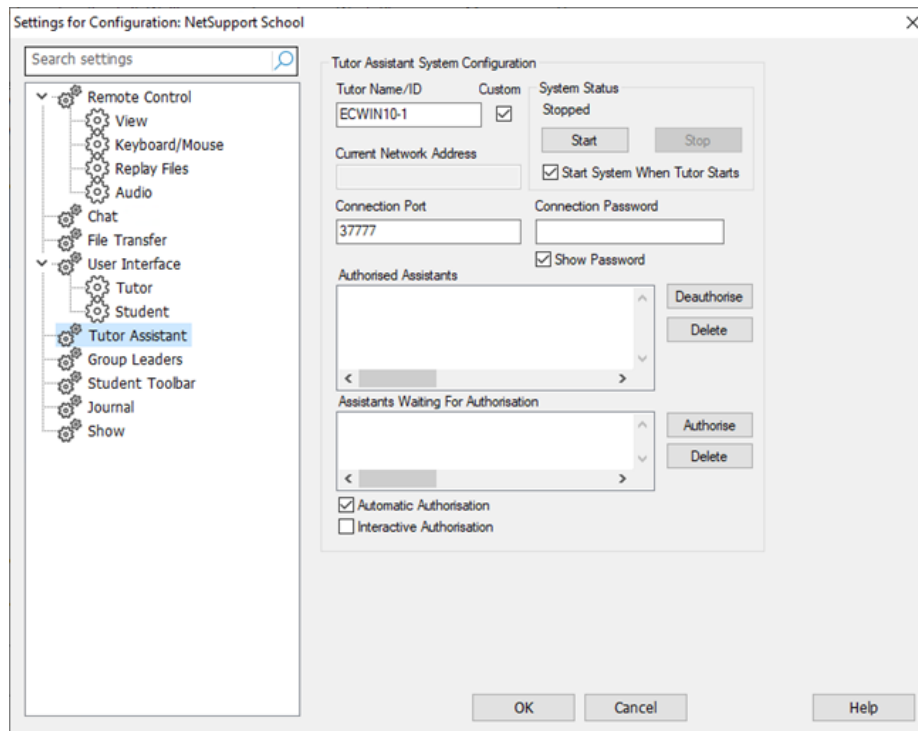
### Student

**Mute sound when locking mouse/keyboard or blanking screen:** Sound will be muted at Students when locking the mouse/keyboard or blanking the screen.

**Student to Student Chat:** Check this option to enable Students to initiate a group Chat session with other connected Students.

## Tutor Assistant settings

Configure the settings for the NetSupport School Tutor Assistant.



### Tutor Name/ID

The name that appears at the Tutor Assistant. Selecting **Custom** allows you to enter your own name for the Tutor.

### System Status

Shows the current system status. You can start and stop the system from here.

**Start System when Tutor Starts:** The system will automatically start when the Tutor starts.

### Current Network Address

The network address for the Tutor.

### Connection Port

Enter the port number. The default port is 37777.

### Connection Password

Enter the password that Tutor Assistants will use to connect to the Tutor.

**Show Password:** Displays the connection password.

### **Authorised Assistants**

Lists the Tutor Assistants that have been authorised to connect to the Tutor. You can remove or unauthorise the Tutor Assistants from here.

### **Assistants waiting for Authorisation**

Lists the Tutor Assistants waiting for authorisation to connect to the Tutor. Click **Authorise** to approve the Tutor Assistant.

### **Automatic Authorisation**

Tutor Assistants will be automatically authorised once they have entered the correct password.

### **Interactive Authorisation**

Tutor Assistants will require manual authorisation to connect to the Tutor.

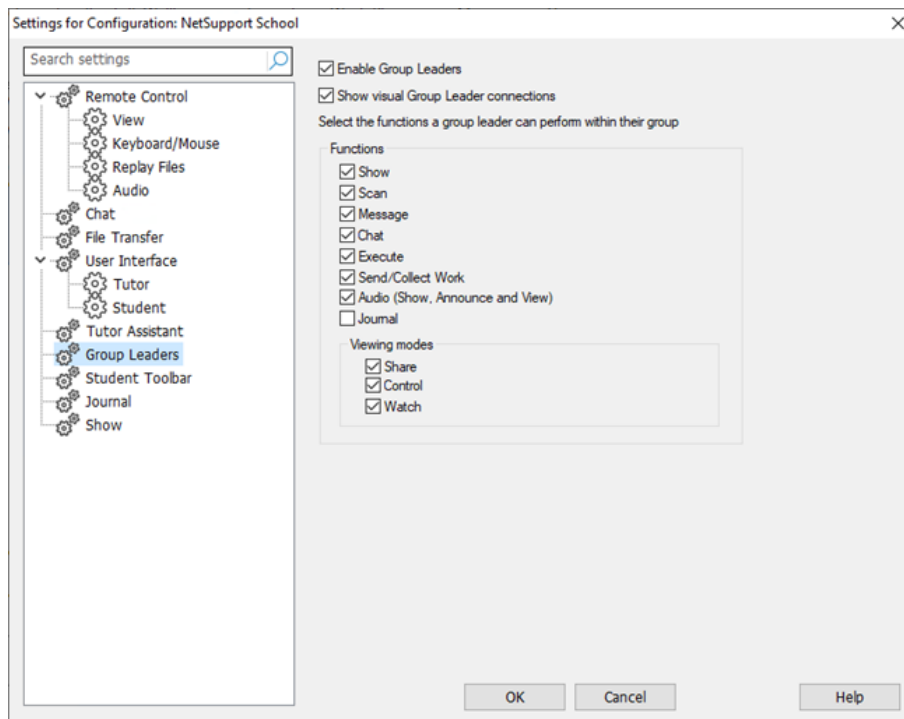
## Group leader settings

When working with defined groups of Students, the Tutor can assign 'group leader' status to a selected group member. The designated leader can then take control of the group, performing many tasks that the main Tutor can. However, the main Tutor retains overall responsibility while a group leader is in place and can remove the status at any time.

To select the features available to a group leader, select the Group tab in the ribbon and click **Configure**.

Visual group leader connections are displayed by default, allowing you easily see the link between a group leader and their Students in all views. If you don't want to see these, clear the **Show Visual Group Leader Connections** option.

All group leader features are enabled by default but can be removed by clearing the appropriate box.



The following functions are available to a group leader:

Show

Scan

Message

Chat

Execute

Send/collect work

Audio (Show, Announce and view)

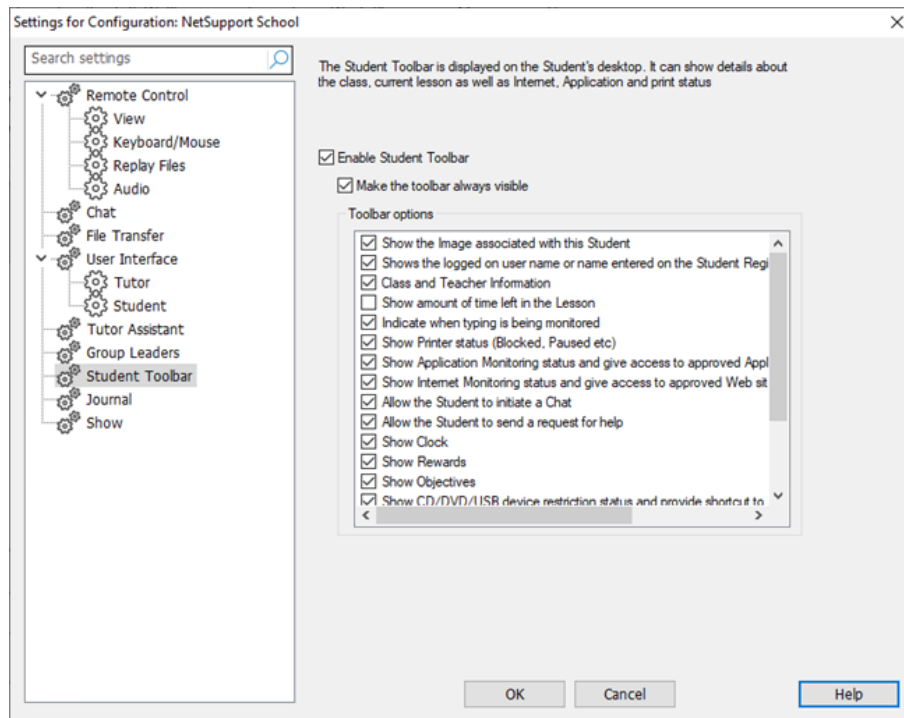
Student Journal

View (Share, Control and Watch modes)

Click **OK** to accept the settings. You are now ready to assign group leader status to selected Students.

## Student Toolbar settings

From here, you can enable/disable and configure the settings for the Student Toolbar.



### Enable Student Toolbar

Enables the Student Toolbar.

### Make the toolbar always visible

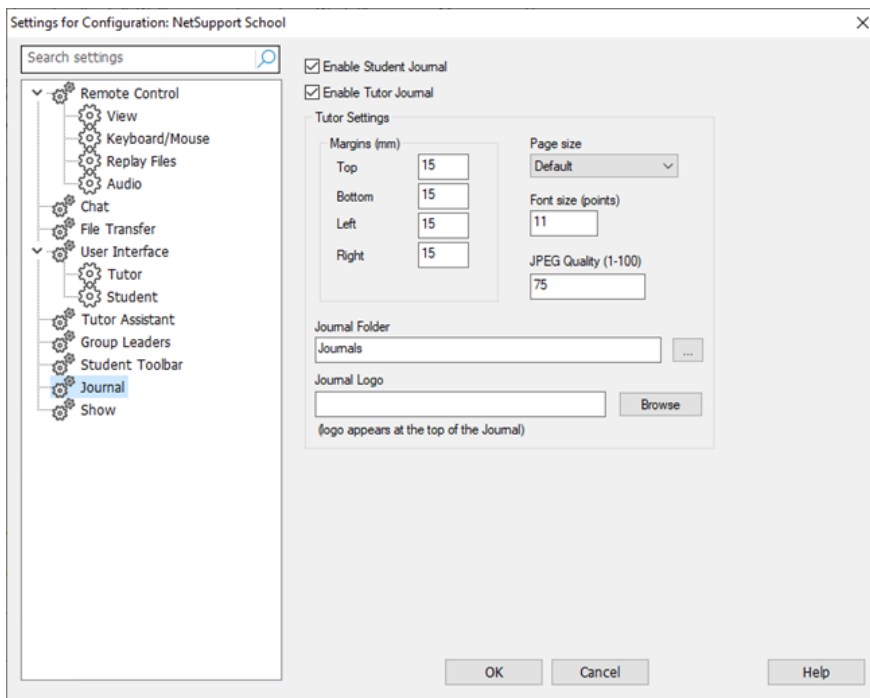
By default, the toolbar is set to always visible at the top of the Student screen. Clearing this option will auto-hide the toolbar and it's only visible if the Student mouses over the top of their screen.

### Toolbar options

Select the options that are displayed on the Student Toolbar.

## Tutor Journal settings

A Journal is provided, allowing key information from the lesson to be stored in a portable PDF file. You can use these options to customise the settings for the Journal stored at the Tutor. To customise the settings for the Student Journal, choose {Start}{Programs}{NetSupport School}{NetSupport School Student Configurator - Journal}. On Windows 8 machines, right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Student Configurator** icon.



### Enable Student Journal

Activates the Journal for the Students.

### Enable Tutor Journal

If enabled, a copy of the Journal will be stored for the Tutor to view.

### Tutor Settings

**Margins (mm):** If required, you can adjust the top, bottom, left and right margins for the Journal.

**Page size:** Select the required page size for the Student Journal.

**Font size (points):** Set the font size to be used in the Journal.

**Jpeg Quality (0-100):** Allows you to set the quality of images in the Journal, this is set to 75 by default.



**Journal Folder**

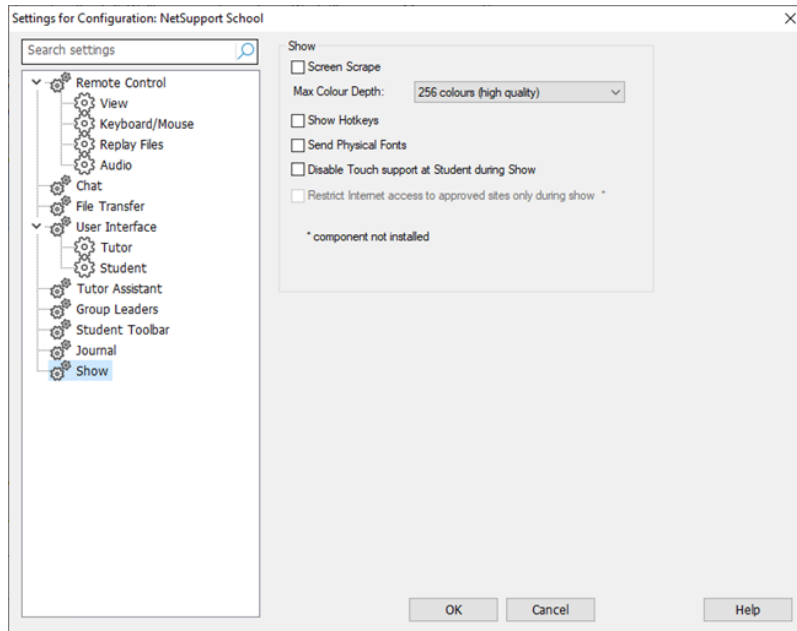
Specify where you want the Student Journal to be stored.

**Journal Logo**

Allows you to add an image that will appear at the top of the Journal.

## Show settings

The Show feature allows you to display the Tutor screen on all, some or one of the Student's screens. From here, you can configure the settings for a Show.



### Show

**Screen Scape:** NetSupport School's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the machine being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances, you can enable 'screen scape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network, it will at least provide an accurate representation of the Student's screen.

**Max Colour Depth:** Allows you to select the maximum colour depth when showing to Students. By default, this will be set to 256 (high) colours.

**Show Hotkeys:** To ensure that all actions performed by the Tutor are visible to Students during a Show, you can enable the use of hotkeys. Any key combinations that the Tutor uses, e.g. CTRL+V, will be displayed in a balloon at both the Tutor and Student screens.

**Send Physical Fonts:** In order to reduce the volume of data being sent when sharing information of this nature, NetSupport School passes the font information by reference. The target machine will refer to its own internal font mappings to find an appropriate match to the one that has been sent. In most cases, the same fonts will be available, but if there are instances where this isn't the case, you can send the full information. Check this box to enable.

**Disable Touch Support at Student during Show:** If the Students are using touch-enabled devices, you may wish to disable touch support whilst performing a Show.

**Restrict Internet access to approved sites only during a Show:** Allows the Tutor to only access websites that are in the Approved Website list, preventing inappropriate websites being displayed to Students during a Show.

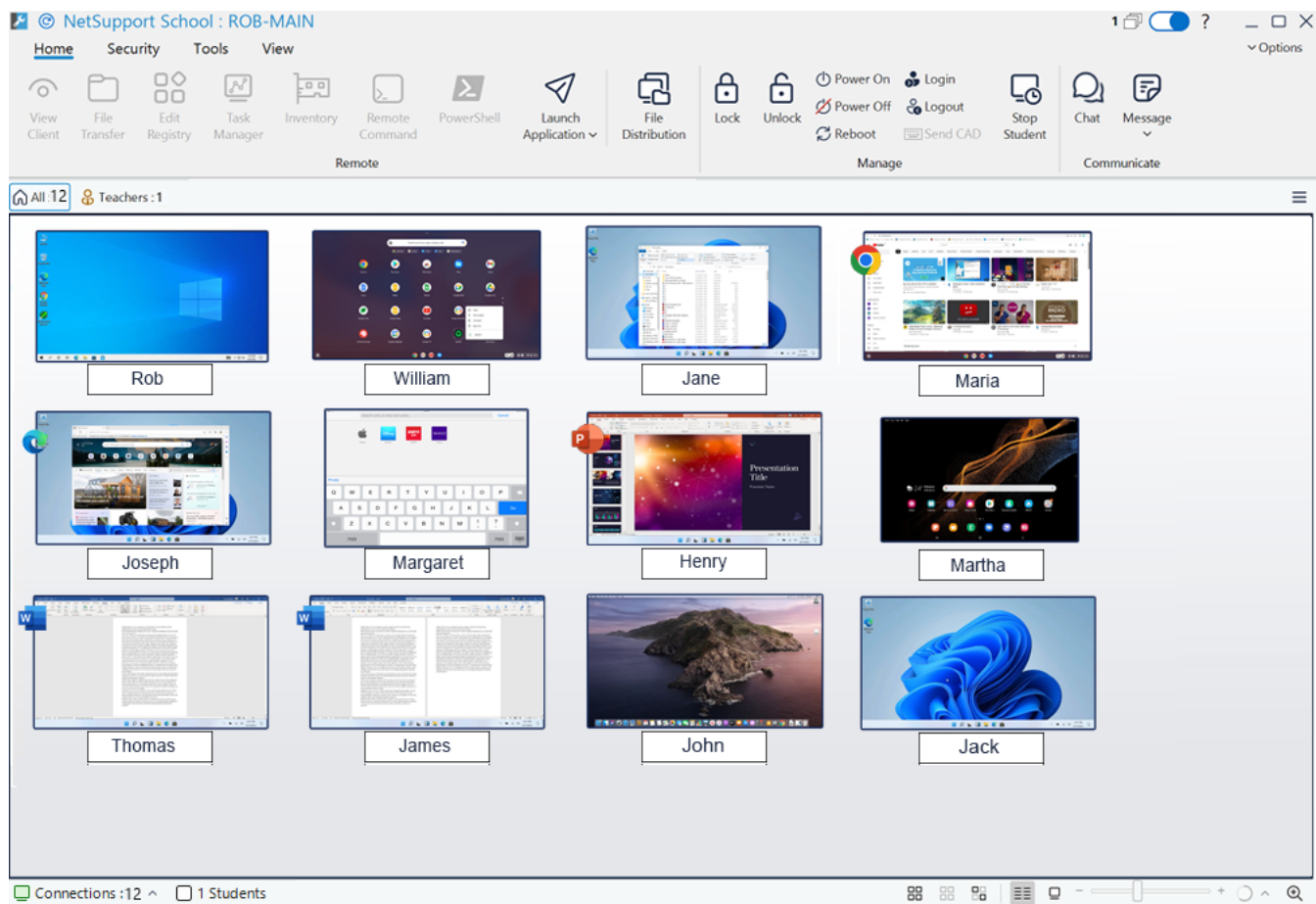
## Tech Console

A classroom management solution is not simply about providing the right tools for each teacher; equally important are tools to ensure all computers in the school can be managed and maintained, so they are always available for teaching. With this in mind, NetSupport School also provides a unique "Tech Console" specifically for technicians.

The Tech Console provides a single view of all computers across the school, allowing technicians to review hardware and software inventory, monitor internet and application usage, apply 'always on' internet, application and printing policies and define security policies which all PCs across the school will be checked against to determine whether they are secure.

**Note:** The Tech Console can be installed with other NetSupport School components or as a standalone component.

To start the Tech Console, click the **NetSupport School Tech Console** icon in the Start screen or click the desktop icon, if the option was selected during installation.



When the Tech Console loads for the first time, the Configuration dialog appears. This enables you to specify the Students to connect to at start-up. This dialog will not appear in future sessions but can be accessed by clicking **Options** on the right-hand side of the Tech Console and selecting **Settings** from the drop-down menu.

**Note:** If required, a message can be displayed at a Tutor machine when a connection is made. See [Student Security settings](#) for further details.

In the List view, the connected Students can be viewed in two different ways. Thumbnail view displays a thumbnail of the Student screen, providing a quick and easy method for monitoring activity. Details view displays details of the Student machines, such as name, IP address, user name, Client platform, Client version, current security state, policy settings, room, running application and all websites.



The icon displayed next to the Student name in details view will change depending on the status of the Student. The available icons are:

Grey PC = the machine is off.

Colour PC = the machine on, no Tutor connected.

Green user = the Tutor is connected (Student is in a class).



Brown user = the Student is a teacher.

To toggle between views, select the View tab in the ribbon and click **Details** or **Thumbnail**, or click the **Details**  or **Thumbnail**  icon on the status bar.

If you are in details view, you can hide the Running Applications, All Websites and Client Version columns by clearing the required checkboxes in the View tab of the ribbon.


**Note:** From details view, you can activate and close applications and websites on a Student by right-clicking the required icon.

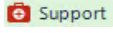
From the status bar, you can resize the Student thumbnails using a convenient 'slider' bar, change the thumbnail refresh rate and automatically adjust the size of the displayed thumbnails to fit the window.

To allow you to differentiate between a Student and a Tutor, a **Tutor**  icon is displayed next to the Tutor thumbnail. A connection bar showing the link from the Tutor to the Students is also displayed. You can manually set a machine to show as a Tutor machine; right-click the required Student and click the **Properties**  icon. In the General tab, select **This is a teacher's computer**.

With the Tech Console, you can:

- Monitor all computers across the school network in a single view.
- Monitor application and internet usage on each Student PC.
- Transfer files and folders to selected or all computers.
- Group all computers by classroom/physical location.
- Perform a hardware/software inventory.
- Use the Task Manager to view and manage applications, processes and services on the Student.
- Provide direct technical assistance to any classroom teacher.
- Power on/off classroom computers remotely.
- Reboot/logout classroom computers remotely.
- Automatically login computers.
- Display all Students and Tutors by active class.
- Review individual NetSupport School Student security settings remotely.
- Conduct Chat with one or multiple Students or Tutors.
- Broadcast messages to groups or all network users in seconds.
- Perform powerful 1:1 PC Remote Control on any selected computer.
- See real-time USB memory stick status on all Student PCs.
- Lock/unlock Students' keyboards and mice.
- Launch applications on Student PCs.
- View/set power management, Windows update and security settings.
- Edit the registry of a remote and local system.
- Launch a local command prompt from the remote system on your PC.
- Launch a PowerShell window at the selected Student.
- Automatically connect to Students/Tutors using Room mode.
- Apply a school-wide set of internet, application, USB, CD/DVD and print restrictions.
- Easily find Student and Tutor machines using the search feature.
- Stop the NetSupport School Student running at the student machine.
- Create user-defined tools that can automatically run a task on a Tech Console machine.
- Manage files on a Tech Console using the File Manager.

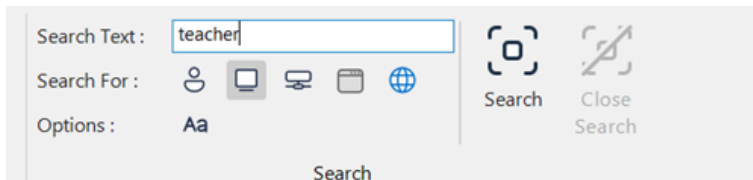
NetSupport School allows teachers to request help from technicians. The Teacher Support feature is enabled by default and can be turned on and off by toggling the **Teacher Support**  toggle on the

caption bar. A **Support**  icon is displayed on the Tutor Console caption bar. Clicking the icon allows the Tutor to either chat or send a message directly to the technician.

## Searching for Students

You can easily find Student and Tutor machines using the search feature in the Tech Console. You can search by logged-on user name, machine name, IP address, running application or the active website.

1. Select the View tab in the Tech Console ribbon and enter the search term in the **Search Text** field.



Click the required **Search For** icon:



Search by logged-on username.

[Logged-on user icon]



Search by PC name.

[PC name icon - monitor]



Search by IP address.

[IP address icon]



Search by the running application.

[Running application icon]



Search by the active website.

[Active website icon]

2. To make the search case-sensitive, click the **Case sensitive search** **Aa** icon.
3. Click **Search**.
4. The search results appear in a new group on the group bar.

**Note:** You can remove the search results (and the group) by clicking the **Close Search** icon on the ribbon.



## Stopping the Student service

There may be occasions when you need to stop the NetSupport School Student running at a student machine. You can stop the Student service from the Tech Console. Once this has been stopped, no further use of NetSupport School is available. You can stop the Student until the machine is restarted, specify how long the Student is stopped for before it's restarted or stop the Student until a specified time.

**Note:** If you have suspended the service for a set period or a specified time, restarting the machine does not cause the Student service to start unless the specified time has expired.

### To stop the Student service

1. In the Tech Console, select the Student(s) or group to stop the Student service for.

**Note:** Please ensure the correct machines are selected, as this can't be undone.

2. Select the Home tab in the ribbon and click **Stop Student**.

3. Choose the required option:

**Student is stopped now and won't be available until the machine is restarted:** The Student service is stopped and won't be available until the machine is restarted.

**Student is stopped now and restarted after the specified number of minutes:**

Suspends the Student service for a specified time. Enter the amount of time in minutes before the Student is restarted.

**Student is stopped now and restarted at the specified time:** Stops the Student service until the specified time. Enter the time the Student is restarted.

4. Click **Next**.
5. A summary of the option you have selected and the Student(s) this applies to is displayed.
6. Click **OK**.
7. A final confirmation appears. Click **Yes** to proceed.

**Limitations:**

- This is only available for Windows Students.
- The maximum time you can stop the Student service for is 24 hours. If you need to stop the service for longer, the setting must be applied daily.
- In terminal server environments, it is not possible to stop the Student service for individual user sessions.

## Remote inventory and system information

For many support teams an important part of the problem resolution process is knowing not only what platform the machine is running, but its hardware specifications and the applications installed on the machine. For this reason, NetSupport School provides the tools to supply a full inventory of the remote machine.

In addition to its sophisticated hardware/software reporting, where a wealth of information is collected specifically about the hardware or environment of the Student PC, you can obtain details of installed hotfixes and use the Task Manager to view and manage applications, processes and services that are currently running.

As well as the real-time reporting, NetSupport School also provides the tools, security permitting, to allow you to remotely stop and start services, end applications and processes.

**Note:** The inventory is only available from the Tech Console.

### To retrieve a Student inventory

1. Select the required Student icon in the Tech Console List view.
2. Select the Home tab in the ribbon and click **Inventory**.

Or

Select the tab displaying the Student's name in the ribbon and click **Inventory**.

Or

Right-click and select **Inventory**.

3. The Inventory window for the selected Student appears.

**Note:** Once collected, the various Student inventories are stored locally in the NetSupport School program folder, meaning that you do not need to be connected to the target PC to be able to view the information at a later date. Simply select the required Student from the List view and choose the **Inventory** option. However, if you subsequently want to refresh the inventory, you do need to connect to the target PC.

### Running the Task Manager

1. Select the required Student icon in the Tech Console List view.
2. Select the Home tab in the ribbon and click **Task Manager**.

Or

Select the tab displaying the Student's name in the ribbon and click **Task Manager**.

Or

Right-click and select **Task Manager**.

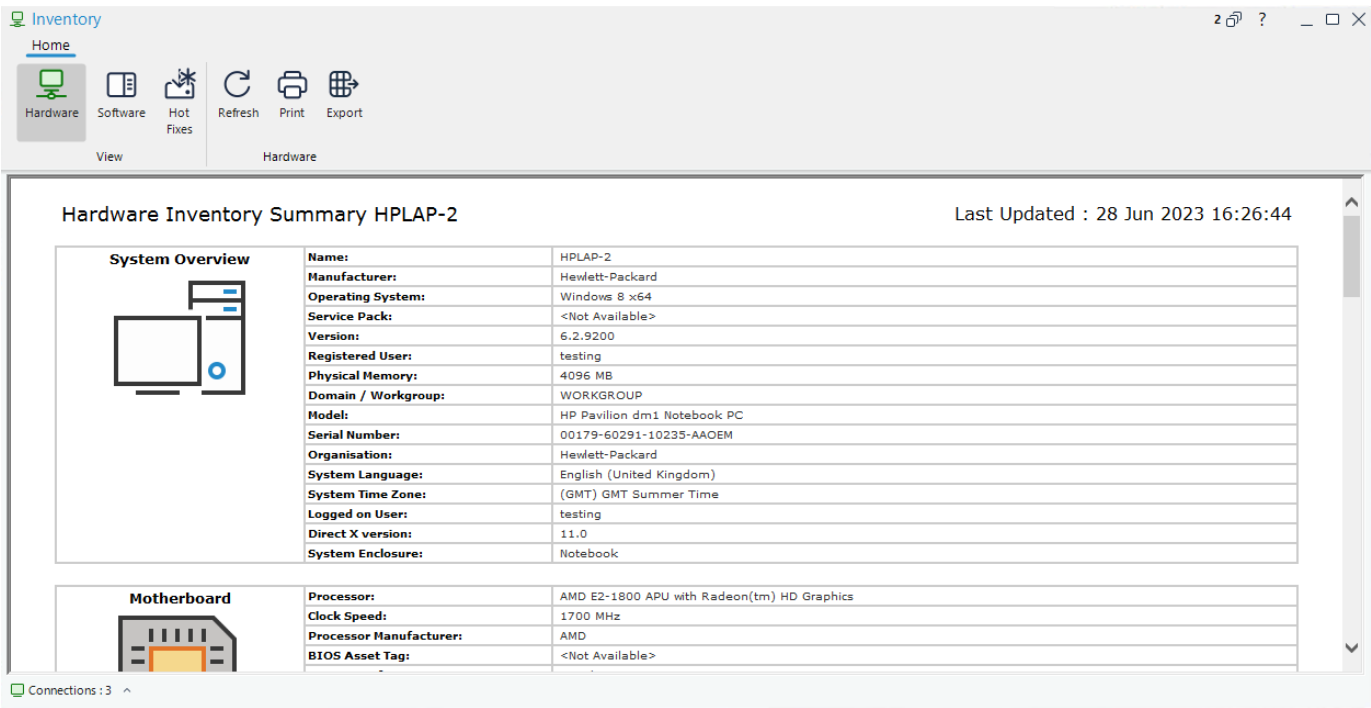
Or

While viewing the Student screen, select the Tools tab in the View window ribbon and click the **Task Manager** icon.

3. The Task Manager window for the selected Student appears.

# The Inventory window






The Inventory window is the primary interface for accessing the wealth of information that NetSupport School's inventory feature provides.



The window is organised as follows:

## The caption bar

The caption bar displays the name of the remote Student PC whose system inventory is being viewed. The following options are available on the right-hand side:

-   
[Multiple windows icon]
-   
[Online help icon - question mark]
-   
[Minimise window icon]
-   
[Maximise window icon]
-   
[Close window icon]
- Shows how many windows are open. From here, you can access the Window menu.
- Access the online help and version number, licensee, Technical Support and compression information.
- Minimise the window.
- Maximise the window.
- Close the window.

### The ribbon

The ribbon provides access to the inventory components and from here, you can refresh, print and export the current view.

The following inventory views are available:

**Hardware:** NetSupport School collects a range of information specifically about the hardware or environment of the Student PC, providing all the key information needed to assist in speedy problem resolution.

**Software:** Provides a full software inventory report for any selected Student PC. Includes the name of each installed product, the manufacturer, product icon, version number and even the associated .exe file.

**Hot Fixes:** NetSupport School scans for and checks the status of any hotfixes that have been installed on the selected Student machine. The hotfix ID is listed along with its status. The hotfix ID links to the appropriate Microsoft support page, where details of the fix can be found.

When verifying the status of each fix, NetSupport School returns one of three indicators:



Verifies that the fix is present on the target PC and is current.



An expected file may not be present or is not the correct version. It would be advisable to install the fix again.



NetSupport School was unable to gather the required information for it to be able to verify the status.

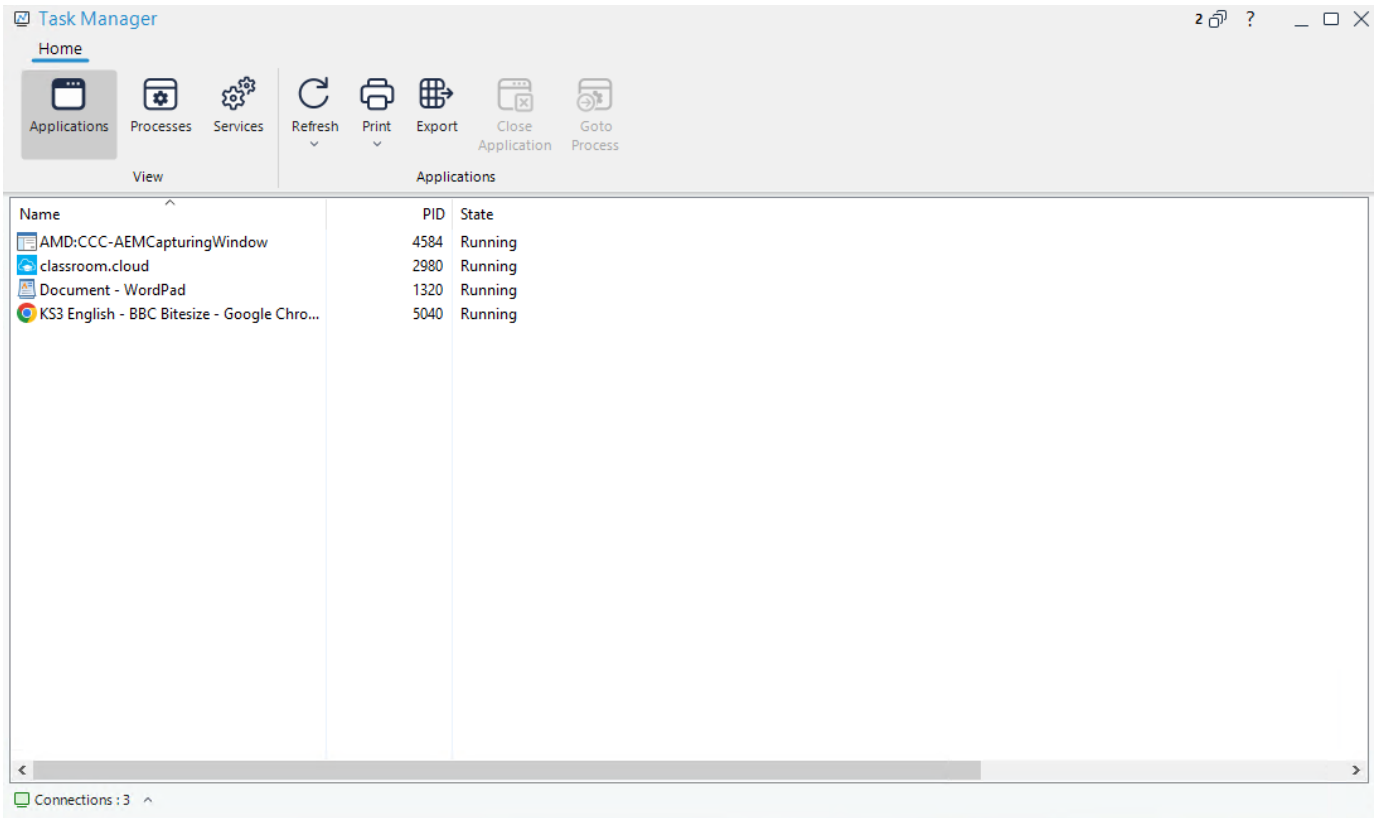
**Note:** Once collected, the various Student inventories are stored locally in the NetSupport School program folder, meaning that you do not need to be connected to the target PC to be able to view the information at a later date. Simply select the required Student from the List view and choose the Inventory option. However, if you subsequently want to refresh the inventory, you do need to connect to the target PC.

### The status bar

The status bar shows the number of connected Students. You can see a list of all connected Students by clicking **Connections** (clicking a Student name opens an Inventory window for them).

# The Task Manager window





NetSupport School allows you to remotely open the Task Manager and manage applications, processes and services on the Student.



The window is organised as follows:

## The caption bar

The caption bar displays the name of the Student you are running the Task Manager for. The following options are available on the right-hand side:

-   
[Multiple windows icon]
- Shows how many windows are open. From here, you can access the Window menu.
-   
[Online help icon - question mark]
- Access the online help and version number, licensee, Technical Support and compression information.
-   
[Minimise window icon]
- Minimise the window.
-   
[Maximise window icon]
- Maximise the window.



Close the window.

[Close window icon]

### The ribbon

The ribbon provides access to the Task Manager tasks and tools. The available options change depending on what view is selected. You can refresh, print and export the data from all views.

The following views are available:

**Applications:** Shows a list of applications currently running on the Student machine. You can close a selected application from the list by clicking the **Close Application** icon.

**Processes:** Provides a list of processes currently running on the Student machine. You can close a selected process from the list by clicking the **Kill Process** icon.

**Note:** Click **Monitor Resources** to see the usage differences (+/-) for the running processes.

**Services:** Provides a list of services currently running on the Student machine. You can stop, start, pause and restart services by clicking the required Services icon.

### The status bar

The status bar shows the number of connected Students. You can see a list of all connected Students by clicking **Connections** (clicking a Student name opens a Task Manager window for them).



## Policy management

The Tech Console allows you to create a set of policy restrictions that can be applied across the whole school permanently. Once the policy is applied, it will remain in force 24 hours a day. The policy restrictions can include internet and application usage, access to USB and CD/DVD drives, printing and webcams.

**Note:** The Tutor can override central policies for their Students in the NetSupport School Tutor - Start Option settings.


In details view, you can view the current policy restrictions for Students. Hovering over the icons in the Policy column displays further information about the current policy.

The NetSupport School Tutor is notified of any policy restrictions that are in force. A lock icon will be displayed next to the relevant feature advising that a central policy has been applied.

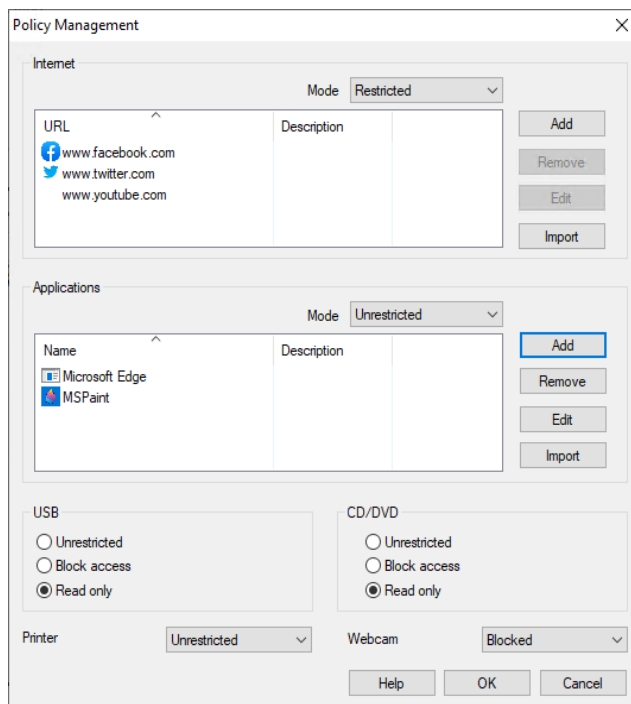
### Creating a policy

1. Select the Security tab in the ribbon and click **Group**.

Or

Click the **Details**  icon on the status bar, right-click in the Policy column and select **Policy Management**.

2. The Policy Management dialog appears.



3. Set the required restrictions.
4. Click **OK**.
5. Click **Yes** to apply the policy changes to all Students.

### Applying a policy


You can apply the policy to all connected machines.

**Note:** Teacher machines can be excluded from a policy. Select the **Don't apply policies to teacher computers** option in the Tech Console - General settings dialog.

1. Select the Security tab in the ribbon and click **Apply**.

### Clear a policy

Clears the current policy from the selected Student(s).

1. Click the **Details**  icon on the status bar.
2. Select the required Student(s).
3. Right-click in the Policy column and select **Clear Policy**.

## Define and view Student security settings

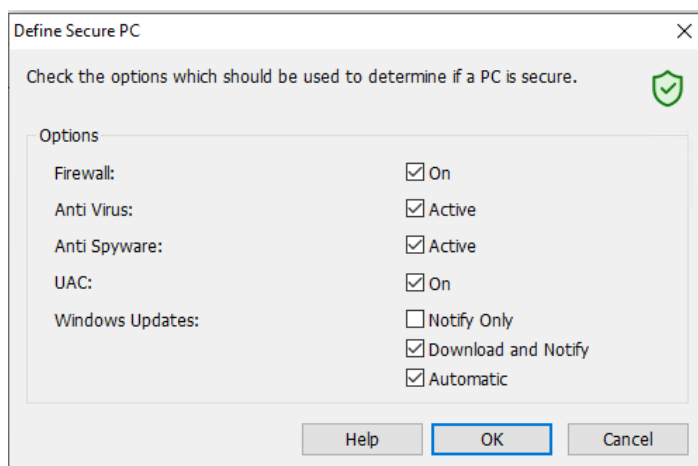
The Tech Console allows you to view the current security status for Students, modify the security settings such as the firewall, Windows updates etc, for Students and configure the settings that determine whether a PC is secure. If a Student meets the conditions that define a secure PC, a green shield is displayed in details view. This will turn red if the Student fails to meet even one of these conditions.

**Note:** These settings are only available in the Tech Console.

### Define a secure PC

Define what options determine whether a PC is classed as secure.


1. Select the Security tab in the ribbon and click **Define**.
2. The Define Secure PC dialog appears.

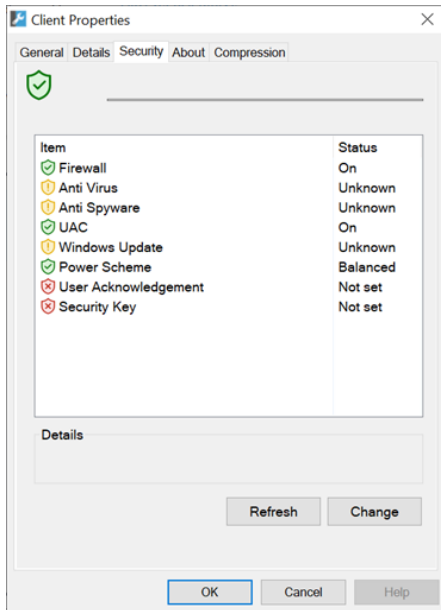


3. Select the required options.
4. Click **OK**.

### View current security settings

In details view, the current security status for Students is displayed in the Security column. Hovering over the shield will display the current status of all items for a Student.

1. Right-click the Student icon and select **Properties** .
2. The Client Properties dialog appears.



3. Select the Security tab.
4. The current security status for the Student is displayed.

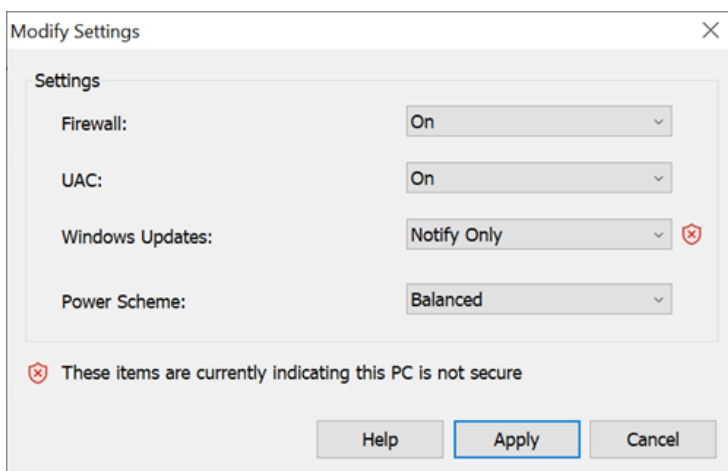
## Change the security settings

1. Select the Student icon.
2. Select the Security tab in the ribbon and click **Security Settings**.

Or


In details view, right-click the shield in the Security column and select **Modify Security Settings**.

3. The Modify Settings dialog appears.



4. Alter the settings as required.
5. Click **Apply**.

Or

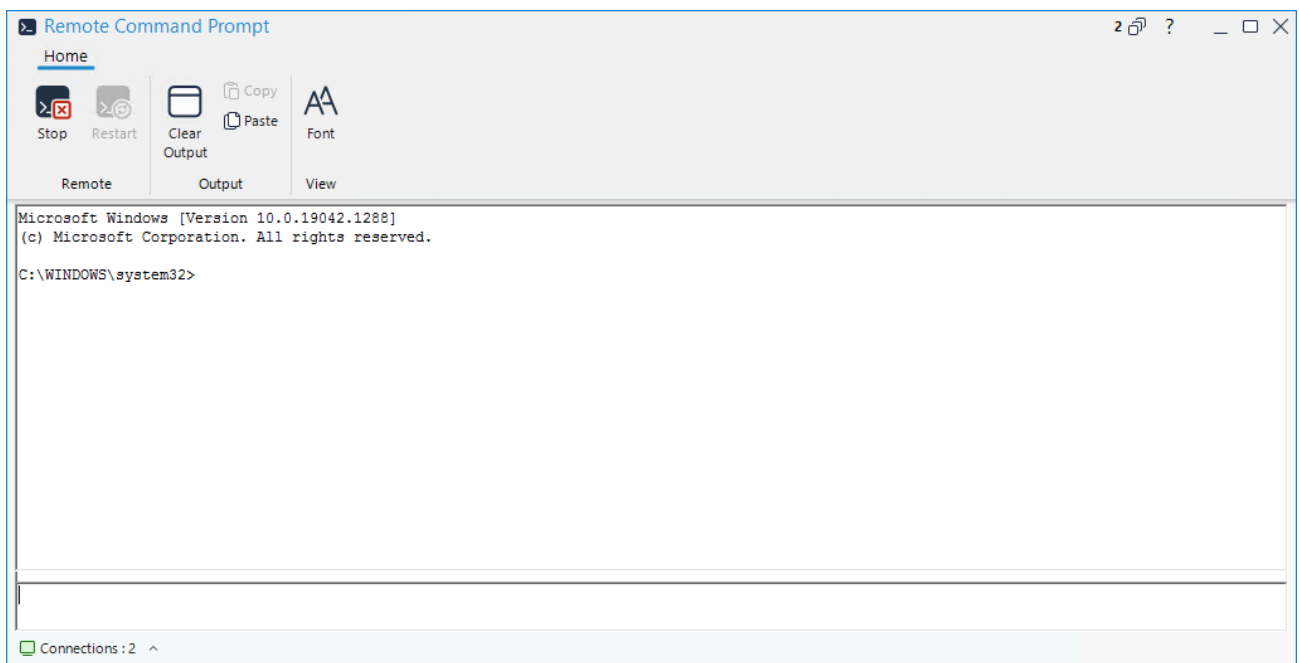
1. Right-click the Student icon and choose **Properties** .
2. The Client Properties dialog appears. Select the Security tab.
3. Click **Change** and alter the settings as required.

## Remote Command Prompt window

By launching the Remote Command Prompt window, you can remotely execute command line instructions at a connected Student.

**Note:** This feature is only available in the Tech Console.

1. Connect to the required Student.
2. Select the Home tab in the Tech Console ribbon and click **Remote Command**.  
Or  
Right-click on the Student icon and select **Remote Command Prompt**.  
Or  
Select the tab displaying the Student's name in the ribbon and click **Remote Command**.
3. The Remote Command Prompt window appears.



The window is divided into the following sections:

### The caption bar

The caption bar shows the name of the Student the Remote Command Prompt window is open for. The following options are available on the right-hand side:



[Multiple windows icon]

Shows how many windows are open. From here, you can access the Window menu.



[Online help icon - question mark]

Access the online help and version number, licensee, Technical Support and compression information.



[Minimise window icon]

Minimise the window.



[Maximise window icon]

Maximise the window.



[Close window icon]

Close the window.

### The ribbon

A range of tools is available via the ribbon, enabling you, for example, to clear the output window and change the displayed font.

### Output/results pane

Shows the results of the command that has been run at the Student.

### Input pane

This is where you enter the commands to run at the Student. It can be resized if required. While the window is open, each command is stored by the Tech Console - enabling you to recall previous instructions that you may wish to run again. Either scroll through the entries using the up and down arrow keys and press **Enter** when the required command is displayed or press **F7** to show all commands in a window. Click on the required command and press **Enter**.

A maximum of fifty commands are stored. To clear the history, press **F8**. Once you close the Remote Command Prompt window, the history is cleared automatically.

### The status bar

The status bar shows the number of connected Students. You can see a list of all connected Students by clicking **Connections** (clicking a Student name opens a Remote Command Prompt window for them).

## PowerShell window

A PowerShell window can be launched, allowing you to execute PowerShell commands at Students.

**Note:** This feature is only available in the Tech Console.

1. Connect to the required Students.
2. Select the Home tab in the Tech Console ribbon and click **PowerShell**.

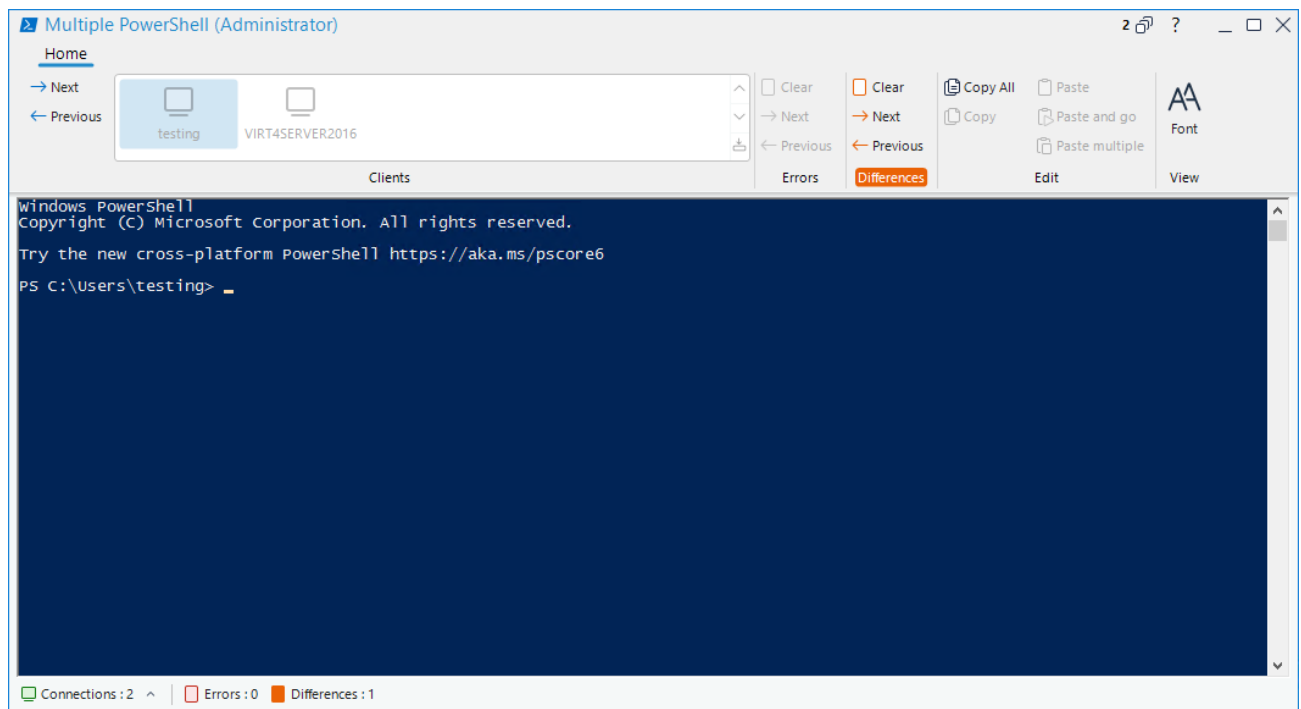
Or

Right-click the Student icon and select **PowerShell**.

Or

Select the tab displaying the Student's name in the ribbon and click **PowerShell**.

3. The PowerShell window appears.



The window is divided into the following sections:

### The caption bar

The caption bar shows the name of the Student the PowerShell window is open for (or the currently selected Student if the PowerShell is for multiple Students). The following options are available on the right-hand side:





[Multiple windows icon]

Shows how many windows are open. From here, you can access the Window menu.



[Online help icon - question mark]

Access the online help and version number, licensee, Technical Support and compression information.



[Minimise window icon]

Minimise the window.



[Maximise window icon]

Maximise the window.



[Close window icon]

Close the window.

### The ribbon

A range of tools is available via the ribbon, enabling you, for example, to change the displayed font. If the PowerShell is launched at multiple Students, they will be listed in the Students pane, allowing you to easily access the required Student session.

When a PowerShell is launched at multiple Students, if any sessions report an error or there are any differences between them, you will be notified in the Errors and Differences sections in the ribbon. An indicator will appear advising how many errors or differences there are and you can scroll through these and clear them when required.

### Input output pane

This is where you enter the commands to run at the Student(s) and the results are displayed.

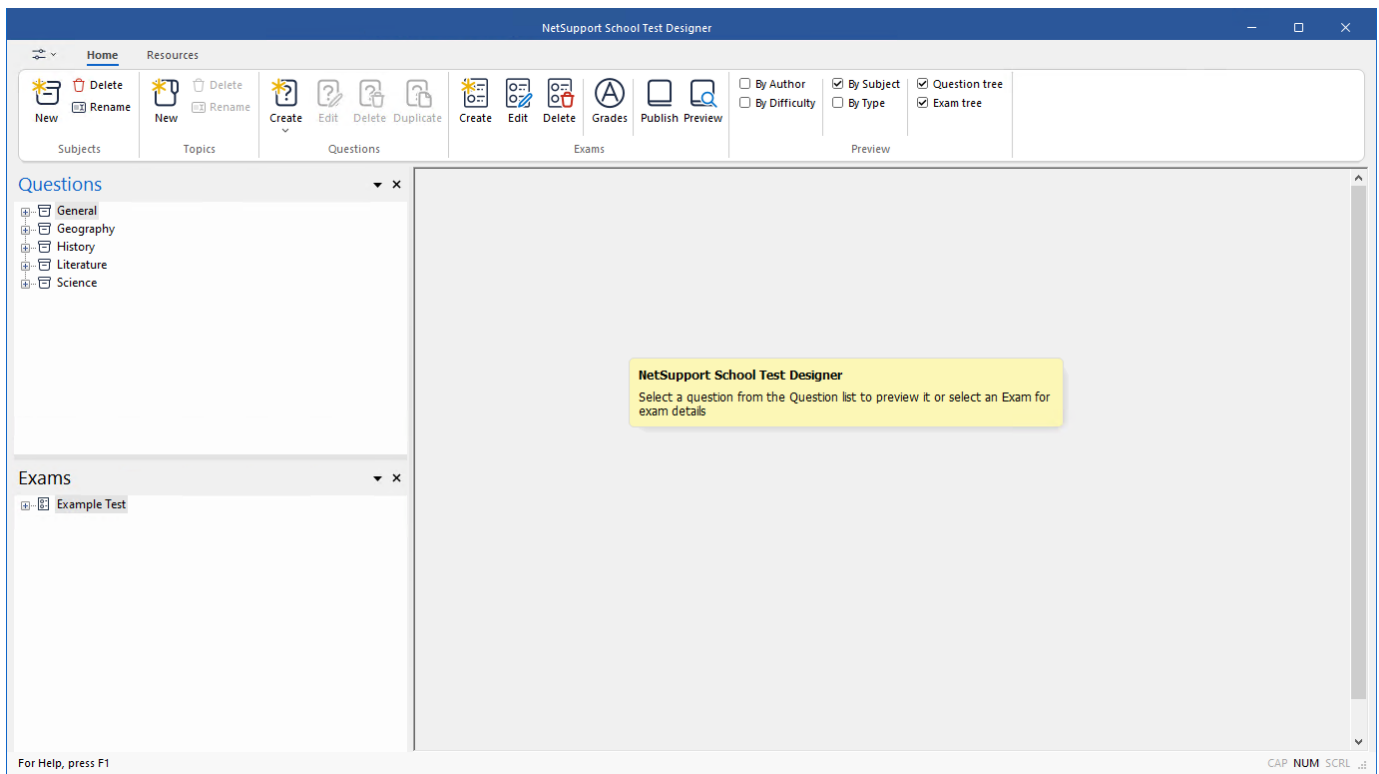
While the window is open, each command is stored by the Tech Console - enabling you to recall previous instructions that you may wish to run again. Either scroll through the entries using the up and down arrow keys and press **Enter** when the required command is displayed or press **F7** to show all commands in a window. Click on the required command and press **Enter**.

### The status bar

The status bar shows the number of connected Students and any errors or differences between multiple Student sessions. You can see a list of all connected Students by clicking **Connections** (clicking a Student name opens a PowerShell window for them).

## About NetSupport School Testing module

NetSupport School's Testing module is a powerful utility that enables you to design tests and examinations with the minimum of effort. Incorporating an intuitive Test Designer allowing you to set customised tests including text, picture, audio and video questions, once the specified Students have completed the test in the pre-set time, the results are automatically collated, marked and made available.



The following components are available within the Testing module:

### The Test Designer

The Test Designer is used to create questions and tests.

### The Testing Console

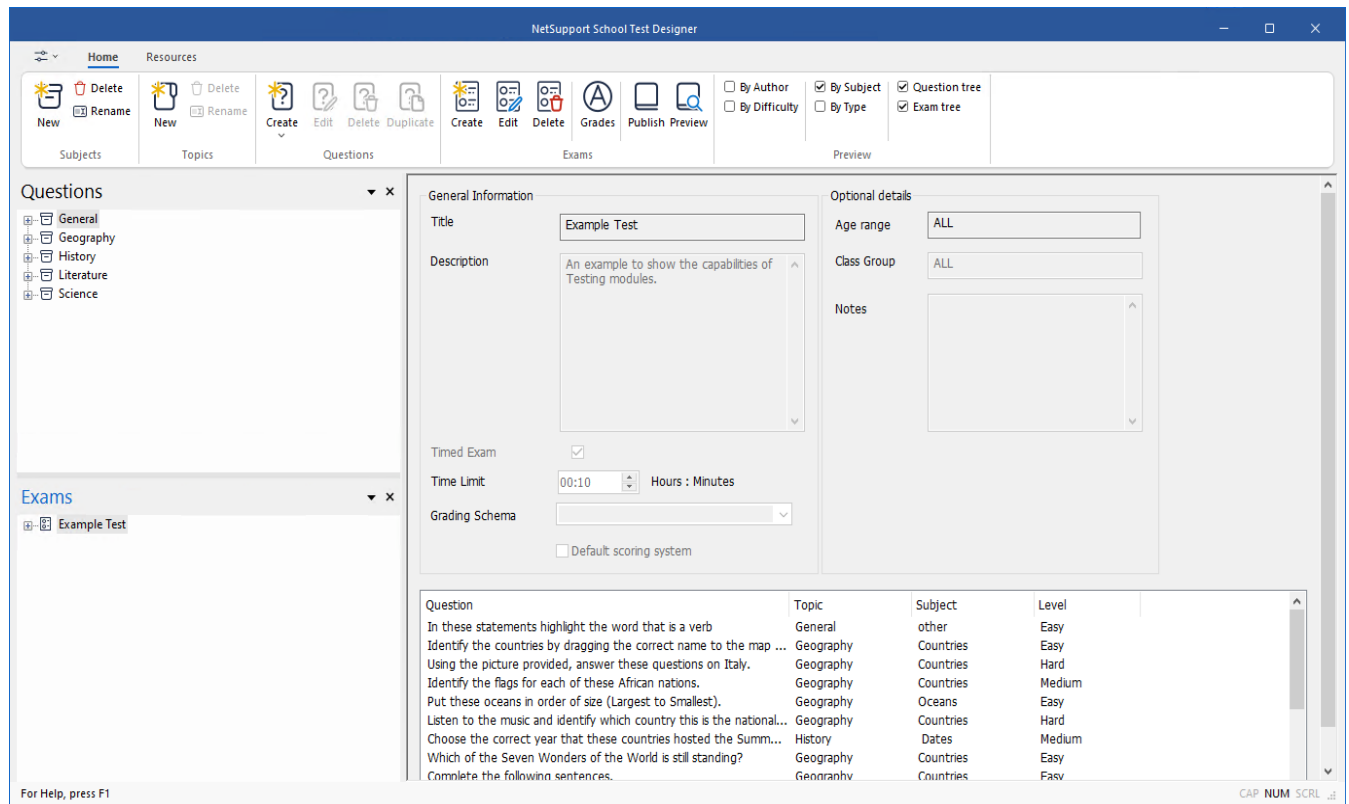
Run from within the NetSupport School Tutor program, the Testing Console is used to launch the required test at selected Student machines, monitor progress and collate results.

### The Test Player

This component runs the test at the Student machine, it loads automatically when the Tutor launches a test.

# The Test Designer

The Test Designer is where you view and create questions and exams.



The window is divided into the following areas:

## The ribbon

The ribbon provides access to all the tools needed to use and manage the Test Designer. The ribbon is organised into the following tabs:

### Options

Enables you to import and export data, manage users and configure the Test Designer options.

### Home

Here, you can create and manage subjects, topics, questions and exams.

### Resources

Displays the resources available to add to questions. From here, you can add, edit and remove resources.

**Left-hand pane**

**Questions tree view**

Shows the available questions. These are grouped by subject.

**Exams tree view**

Shows the exams. Expanding the exam name shows the questions that are included.

**Right-hand pane**

Shows a preview of the currently selected question or exam or the list of resources if the Resources tab is selected.

## Starting the Test Designer

The NetSupport School Test Designer is the primary interface for:

- Creating questions.
- Creating tests/examinations.
- Maintaining stored questions and tests.
- Providing user access to the designer.

**Note:** Selecting participants, running the test at student machines and recording the results of tests is managed in the Tutor Console.

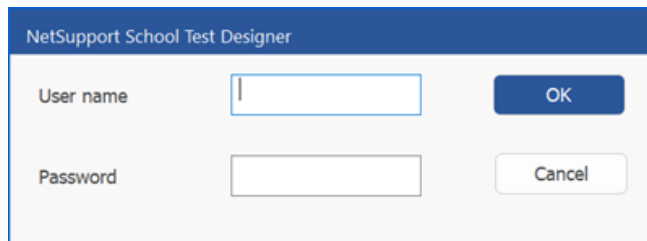
### Starting the Test Designer

1. Choose {Start}{Programs}{NetSupport School}{NetSupport School Test Designer}. On Windows 8 machines right-click in the Start screen and choose **All Apps** at the bottom of the screen. Click the **NetSupport School Test Designer** icon.

Or

Select the Feedback & Wellbeing tab in the Tutor Console ribbon and click **Test Designer**.

2. A login screen appears.



Enter your user name and password.

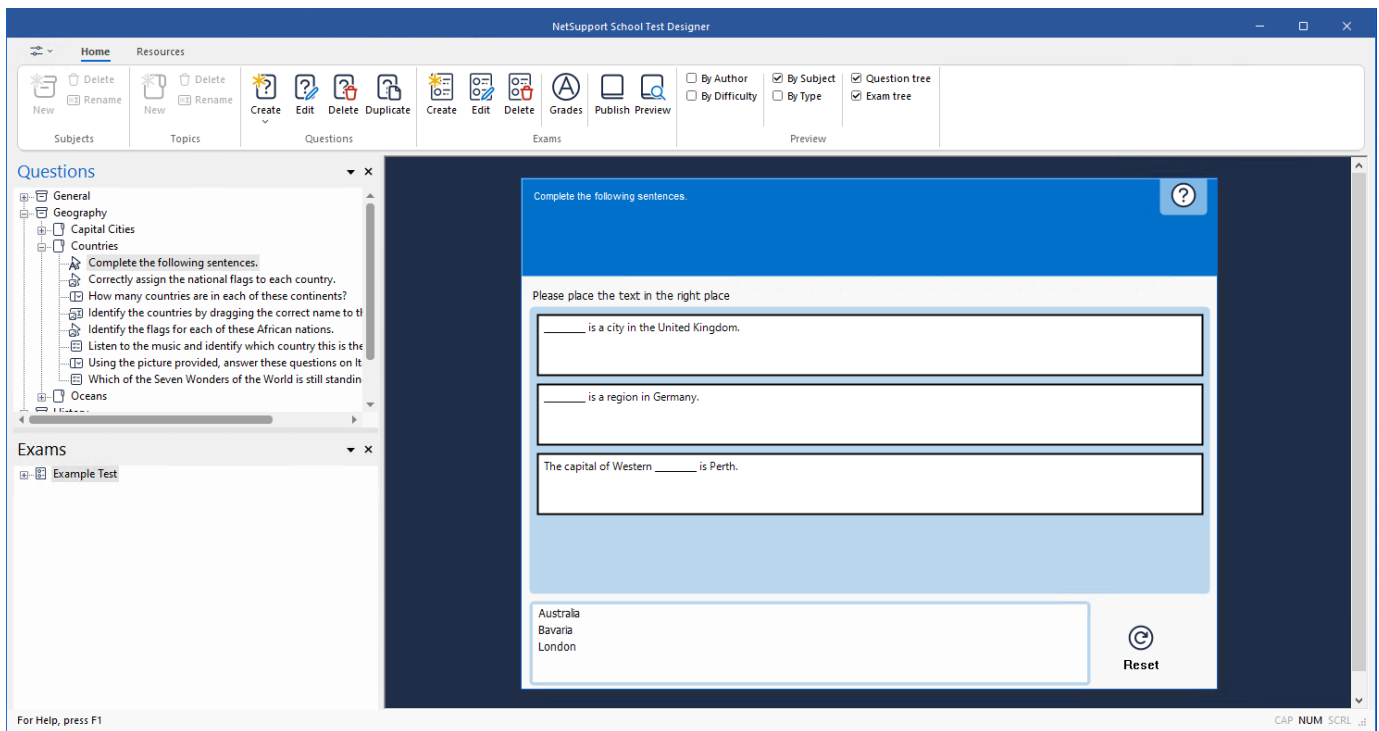
**Note:** By default, the admin account has no password set. You are prompted to set one when you create additional user accounts or exit the Test Designer.

3. The Test Designer window opens.

## The Questions interface

You can create questions in a variety of formats and these can be enhanced by the use of imported pictures, videos and sound clips.

1. Select the required question from the Questions pane tree view.
2. A preview of the question appears in the right-hand pane.



The icons available in the Questions section of the ribbon, enable you to:

- Create questions
- Edit a selected item
- Delete a selected item
- Duplicate a selected item
- Change the way questions are arranged in the tree view. This can be by author, question type, subject or level of difficulty.

Subjects and topics can be added to the tree view at any time or, if you are not sure which subject groups your questions will belong to, you can add them when creating a question.

To add subjects directly to the tree view, select the Home tab and click **New** in the Subjects section of the ribbon or right-click in the Questions pane and select **New Subject**.

Multiple topics can then be added beneath a subject by right-clicking on the subject name and selecting **New Topic** or clicking **New** in the Topics section of the ribbon.

## Create questions

A choice of nine question styles are available, each with a Question wizard which steps you through the required process.

### To create a question

1. Select the Home tab and click **Create** in the Questions section of the ribbon.

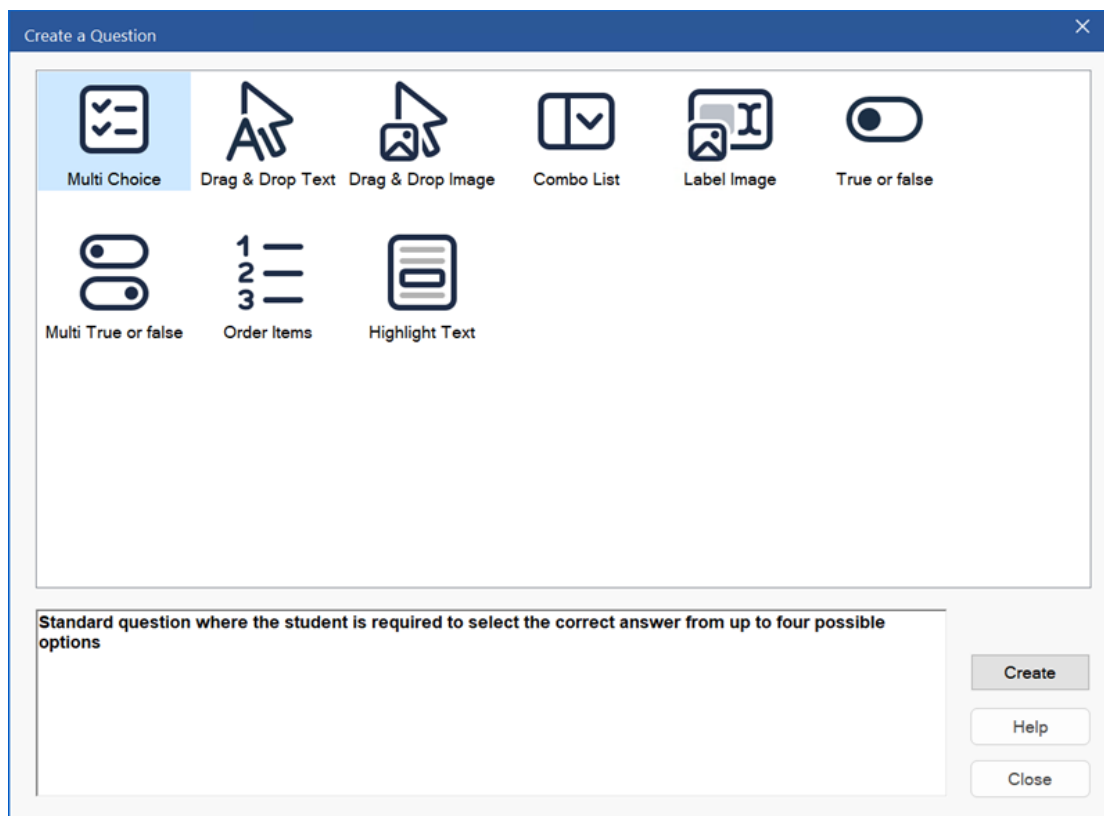
Or

Right-click on an existing question and click **Create Question**.

2. Select the required question type and click **Create**.

Or

1. Select the Home tab in the ribbon, click the **Create** icon drop-down arrow and choose the required question from the list.



**Note:** Questions can also be created in the Exam Editor when you compile a test.



The available question types are:

### **Multi choice**

The Student is required to pick the correct answer from up to four possible options.

### **Drag and drop text**

Students must try to complete a statement by adding a word or phrase from the alternatives provided.

### **Drag and drop image**

Students must match an image with the appropriate statement.

### **Combo list**

Students are presented with up to four questions and need to select the correct answer from the drop-down list. You can insert additional 'decoy' answers into the list.

### **Label image**

You provide students with a picture that has various areas marked. The Student needs to label each area correctly.

### **True or false**

The Students are provided with a statement and they must decide whether this is true or false.

### **Multi true or false**

Students are presented with up to four statements and must decide whether they are true or false.

### **Order items**

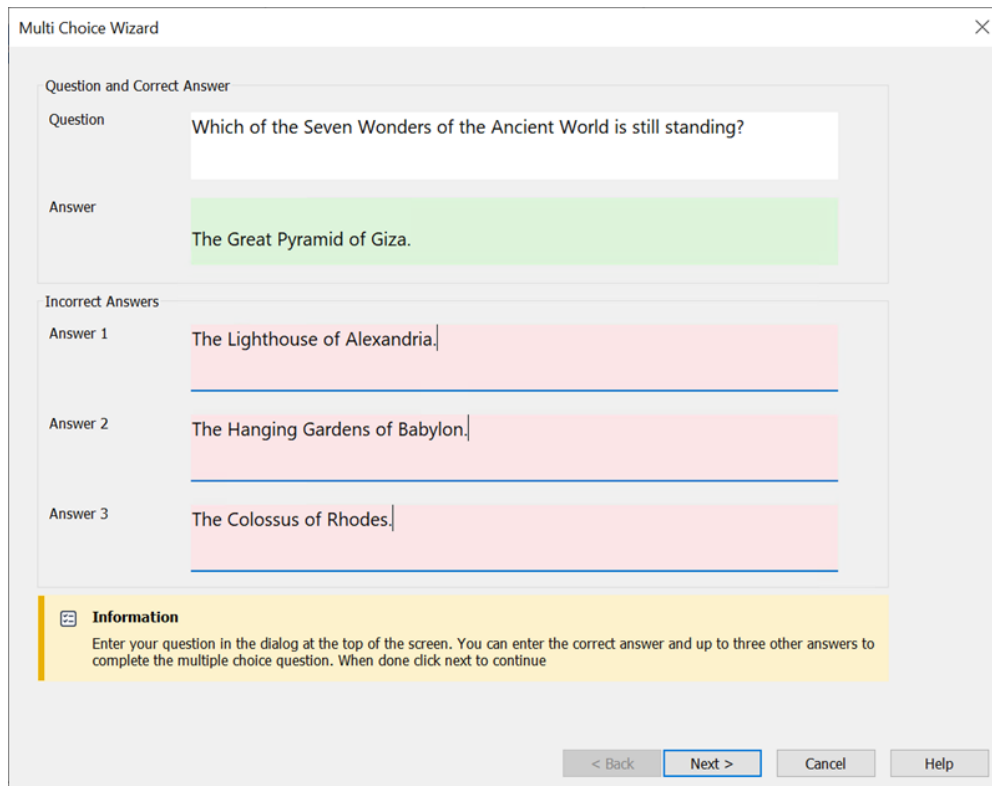
The Students are required to place the items in the correct order.

### **Highlight text**

Students must highlight a word or phrase to answer the question.

## Multiple choice question

Students select the correct answer from up to four possibilities.



The screenshot shows a 'Multi Choice Wizard' dialog box with a close button (X) in the top right corner. It is divided into three main sections:

- Question and Correct Answer:** Contains a 'Question' text box with the text 'Which of the Seven Wonders of the Ancient World is still standing?' and an 'Answer' text box with the text 'The Great Pyramid of Giza.'.
- Incorrect Answers:** Contains three text boxes labeled 'Answer 1', 'Answer 2', and 'Answer 3'. 'Answer 1' contains 'The Lighthouse of Alexandria.', 'Answer 2' contains 'The Hanging Gardens of Babylon.', and 'Answer 3' contains 'The Colossus of Rhodes.'.
- Information:** A yellow box with an information icon and text: 'Enter your question in the dialog at the top of the screen. You can enter the correct answer and up to three other answers to complete the multiple choice question. When done click next to continue'.

At the bottom of the dialog are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. The 'Next >' button is highlighted with a blue border.

The first stage of three is to set the question followed by the correct answer and up to three incorrect answers. When the question is run at Student machines, the answers are randomly arranged.

Once you have completed part one of the wizard, click **Next**.

## Drag and drop text question

The Student is presented with four partially completed statements. They must complete the statement by dragging and dropping the appropriate word or phrase from a list.

Drag & Drop Text Wizard

Instructions

Identify the correct capital cities for the countries listed below.

Statement 1

London is the capital city of England.

Set Answer

Statement 2

Paris is the capital city of France.

Set Answer

Statement 3

The capital city of Italy is Rome.

Set Answer

Statement 4

Madrid is the capital city of Spain.

Set Answer

Fake answers

Barcelona

Berlin

Information

Enter the instructions for the question along with up to four statements. Within each statement highlight with your mouse the word or phrase that you want the Student to drag and drop. Click 'Set Answer' when you are happy that you have selected the appropriate text.

< Back

Next >

Cancel

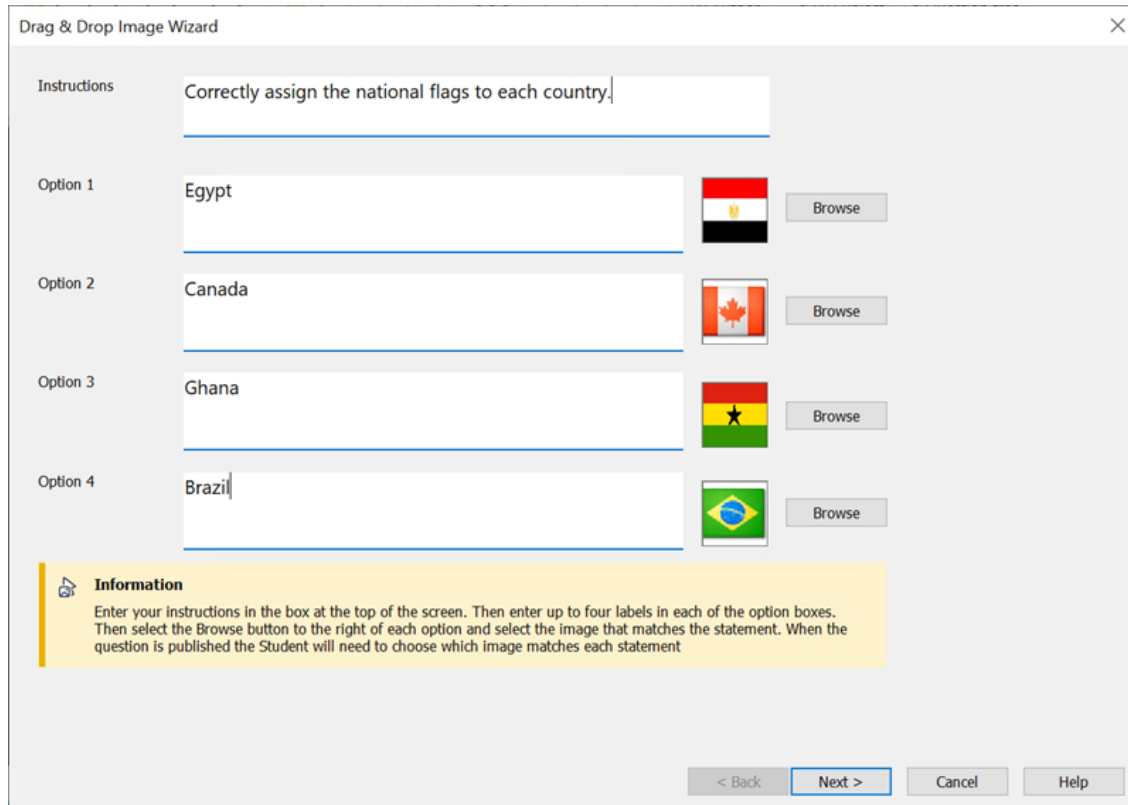
Help

The first stage of three is to enter the instructions for the question along with the four statements. Within each statement, highlight the word or phrase that you want the Students to drag and drop and click **Set Answer**. You can add two fake (incorrect) answers, so the Students have to identify the correct answer before dragging it into the statement. When the question is run at Student machines, the four highlighted items are removed from the statements and randomly arranged with any fake answers you have entered.

Once you have completed part one of the wizard, click **Next**.

## Drag and drop image question

The Student is presented with up to four statements or questions, and a selection of images. They must match the image with the correct statement.



The screenshot shows the 'Drag & Drop Image Wizard' dialog box. It has a title bar with a close button (X). The main area is divided into sections. The 'Instructions' section has a text box containing 'Correctly assign the national flags to each country.'. Below this are four 'Option' sections. Each section has a text box for a statement and a 'Browse' button to the right. The statements are: Option 1: 'Egypt', Option 2: 'Canada', Option 3: 'Ghana', and Option 4: 'Brazil'. To the right of each statement is a small image of a national flag: Egypt, Canada, Ghana, and Brazil. At the bottom of the dialog is a yellow 'Information' box with a speech bubble icon and text explaining the steps. At the very bottom are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

Drag & Drop Image Wizard

Instructions: Correctly assign the national flags to each country.

Option 1: Egypt

Option 2: Canada

Option 3: Ghana

Option 4: Brazil

Information: Enter your instructions in the box at the top of the screen. Then enter up to four labels in each of the option boxes. Then select the Browse button to the right of each option and select the image that matches the statement. When the question is published the Student will need to choose which image matches each statement

< Back Next > Cancel Help

The first stage of three is to enter the instructions along with up to four statements or phrases. Alongside each statement, you add the appropriate image. Click **Browse** to search for the images. The list of pictures currently stored in the images database appears. Either select an existing image or import a new one. Click **Use** to apply the image to the question.

When the question is run at Student machines, the pictures are randomly arranged at the bottom of the screen and the Students drag and drop the images next to the appropriate statement.

Once you have completed part one of the wizard, click **Next**.

## Create question - combo list

The Student is presented with up to four statements, alongside each statement is a drop-down list containing a choice of possible answers. They must select the correct answer from the list.

Combo List Wizard

Instructions

How many countries are in each of these continents?

Question Text

Text 1 Africa 54

Text 2 Asia 48

Text 3 Australia & Oceania 14

Text 4 Antarctica 0

Fake Answers

68 100

**Information**

Enter up to four different statements, for each statement enter the correct answer in the text box provided. In addition add two incorrect answers in the boxes marked Fake 1 and 2. The student will be shown all possible answers to choose from

< Back Next > Cancel Help

The first stage of three is to enter the instructions along with up to four statements or phrases. Alongside each statement, enter the correct answer text. You can then add two further fake answers, meaning that when the question is run at Student machines, the Student will be shown all possible answers to choose from.

Once you have completed part one of the wizard, click **Next**.

## Create question - label image

Students are presented with a picture that has up to four areas marked, each with an adjacent blank text box. At the bottom of their screen will be up to four text labels which they must drag and drop into the correct text box.

Label Image Wizard

Instructions

Question

Identify the countries by dragging the correct name to the map label.

Label 1

Brazil

Label 2

Canada

Label 3

France

Label 4

India

Image to label

Image File

Map of World

Browse

**Information**

Enter the instructions at the top of the page, then specify up to four labels that will need to be correctly located on the image. Select the image by using the Browse button. When done click Next to proceed

< Back

Next >

Cancel

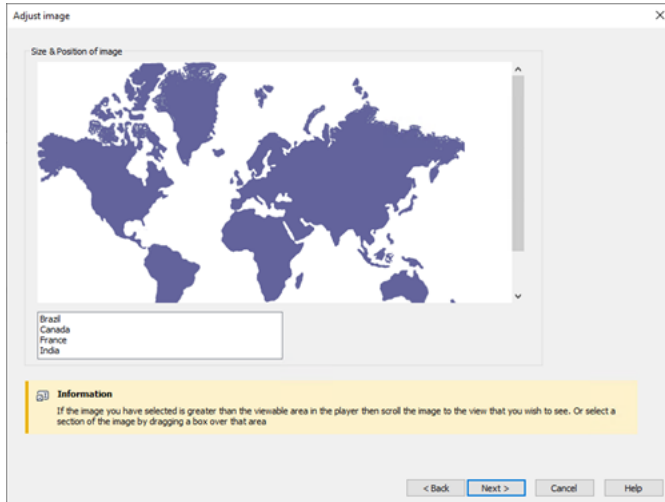
Help

The first stage of five is to enter the question along with up to four text labels. You then select the image that the Students need to label. Click **Browse** to search for the image. The list of pictures currently stored in the Images database appears. Either select an existing image or import a new one. Click **Use** to apply the image to the question.

Once you have completed part one of the wizard, click **Next**.

## Adjust image

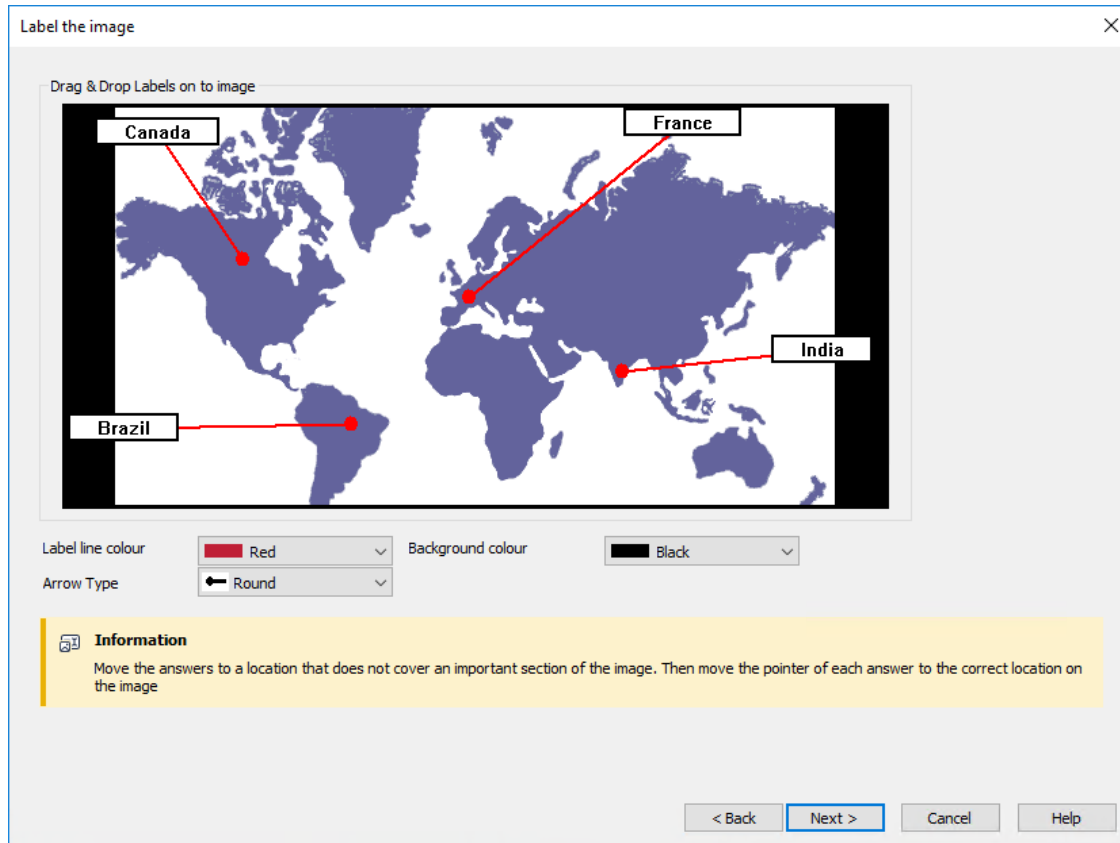
If the image you have chosen for the label image question is too large for the viewable area, you can resize it.



Use the scroll-bars to position the image within the viewable area. To select the required section, use your mouse to draw around the area you require. When ready, press **Enter** or click **Next** to continue.

## Label image

Use this preview window to position the answers on the image and choose an appropriate colour scheme for the 'pointer' lines and background.



1. Drag the end of each pointer to the correct region of the image.
2. Drag the associated text box to an appropriate area.
3. Select the pointer (arrow) style you wish to use and choose a colour for the label line and background.
4. Click **Next**.



## True or false question

Students are provided with a statement and they must decide whether it is true or false.

True or false Wizard

Instructions

Is the following statement true or false

Answer TRUE or FALSE

Statement

The deepest point in the ocean is the Marianas Trench, which is located in the Pacific Ocean.

TRUE

**Information**

Enter the instructions for the question along with the statement that is true or false.

< Back Next > Cancel Help

The first stage of three is to provide instructions for the question, then enter the statement you want the students to answer and specify whether the statement is true or false.

Once you have completed part one of the wizard, click **Next**.

## Multi true or false question

Students are provided with up to four statements and they must decide whether they are true or false.

Multi True or false Wizard

Instructions: Are the following statements true or false?

Answer TRUE or FALSE

Statement: There are 86,400 seconds in a day. **TRUE**

Statement: There are 1,540 seconds in a day. **FALSE**

Statement: Statement 3 **FALSE**

Statement: Statement 4 **FALSE**

**Information**  
Enter the question instructions. Then add a statement and select whether the correct answer is true or false.

< Back Next > Cancel Help

The first stage of three is to enter instructions for the questions, along with up to four statements. Alongside each of the statements choose whether they are true or false, by using the toggle.

Once you have completed part one of the wizard, click **Next**.

## Order items question

Students are required to correctly place in order up to four answers to the question.

Order Items Wizard

Question  
Using the picture to help you, order the planets below by their distance from the Sun (nearest to furthest).

Answer correct order

Text 1  
Mercury

Text 2  
Venus

Text 3  
Earth

Text 4  
Mars

**Information**  
Enter the instructions for the question along with up to four items to order.

< Back Next > Cancel Help

The first stage of three is to set the question, with up to four answers in the correct order. When the question is run at the Student machines, the answers will be randomly arranged and the Students will drag and drop each item to the correct place.

Once you have completed part one of the wizard, click **Next**.

## Highlight text question

Students are presented with up to four statements. They have to highlight the correct section of the statement(s).

**Note:** This question type was introduced in version 15.00 and previous versions cannot import or use this question. This question type should not be used if you have Tutor Consoles or Students running earlier versions, as it will not work and, if included in a test, the test will not start for any Students.

Highlight Text Wizard

Instructions: In these statements highlight the word that is a verb

Select student highlight error margin:

Number of characters before start of answer: 1 Number of characters after end of answer: 2

Statement 1: John **visited** Buckingham Palace with his friends. Highlight

Statement 2: The boy **played** the piano at the concert. Highlight

Statement 3: Sarah **loved** her new toys. Highlight

Statement 4: Connor **broke** the window. Highlight

**Information**  
Enter the instructions for the question along with up to four statements. For each statement, using your mouse select the text that comprises the correct answer and click the 'Highlight' button.

< Back Next > Cancel Help

The first stage of three is to enter instructions for the question and then up to four statements. Once you have entered a statement, highlight the correct section of the statement. To allow for Student error when highlighting the correct text, an error margin can be set, allowing you to specify how many characters before and after the highlighted section can be selected before the answer is marked incorrect (by default, this is set to one character before and two after the selection). The correct answer is highlighted in dark green and the error margin is shown in light green.

If the text selected as the correct answer appears more than once in the statement, the duplicates are highlighted in red. You may want to reword the statement, as if a student highlights the wrong section of text, this will be marked as incorrect.


**Note:** If a Student only partially highlights the correct answer, the question will be marked as incorrect.

Click **Next**.

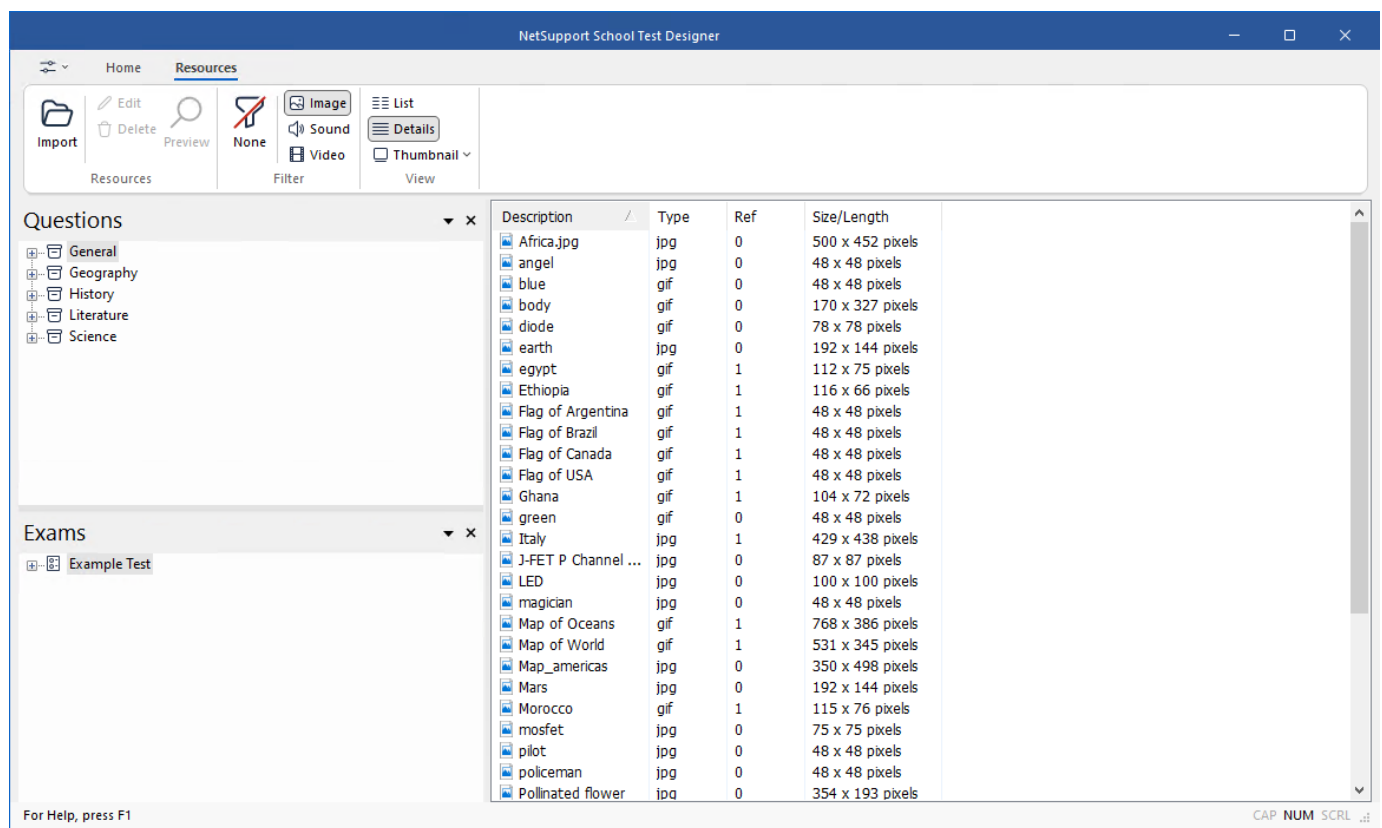
## Adding additional resources to questions

### The resources database

Imagery in the form of pictures, videos and sound clips are often an integral part of any question you create. Question types such as label image and drag and drop image are graphical by nature but any question type can have an additional supporting resource included. The Test Designer provides an 'observation' mode which, if enabled, forces Students to view or listen to a resource before they can answer the question.

Before you can attach a resource to a question, it must first be added to the programs internal resources database. By default, this is stored in C:\\Program Files\\NetSupport\\NetSupport School\\resources but the location can be modified by selecting the **Options**  icon in the ribbon and clicking **Change program options**.

To populate the database, select the Resources tab in the ribbon. The Resource list appears.



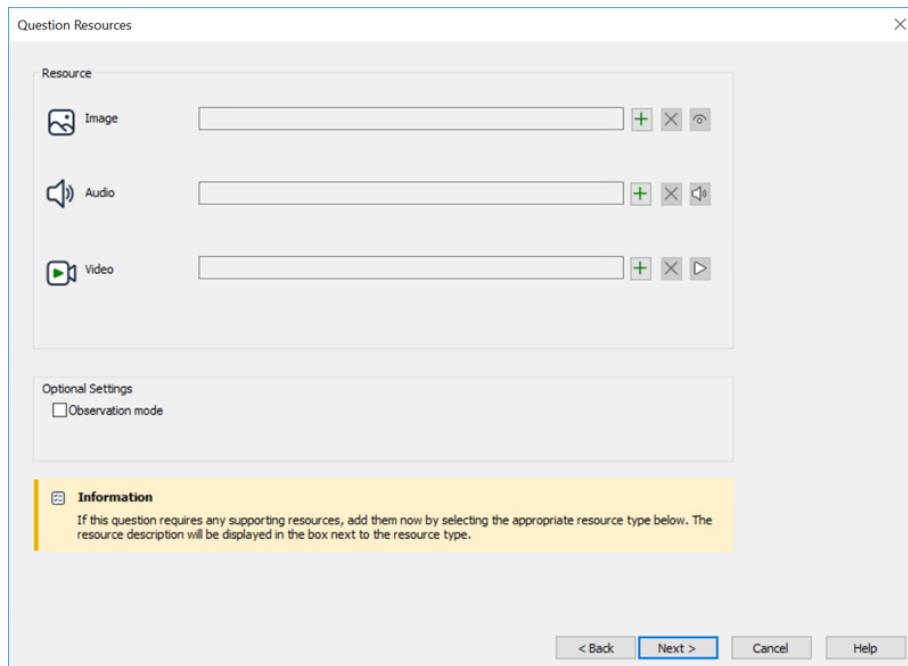
A range of tools is available, enabling you to import and manage items. Before importing a new resource, select the relevant category, **Image**, **Sound** or **Video** in the Filter section of the ribbon. This ensures that each resource type is stored in the appropriate folder within the database.


Click **Import** and browse for the required file. Alternatively, you can simply drag and drop the file directly into the list from its location using Windows Explorer.

At the stage where you add your resources to a question, if the required file isn't already in the database, you can import it at that time.

### Adding resources to a question

When you create a question, the wizard prompts you to add resources at the appropriate stage.



1. Decide which resource type is appropriate - image, sound or video - and click the **Add**  icon. The resources list for the selected type appears.
2. If the required file has already been imported into the database, highlight it in the list and click **Use**. You can preview the files before selecting them.

Or

To add a new item to the list, click **Import** and browse for the file. When you have selected the file, you can preview it to ensure it is the correct one. It is also important that you include a suitable description for the item, as this will appear in the Resources list rather than the file name. Once added to the list, click **Use** to add the item to the question.

3. Click **Next**.

### Observation mode

Selecting this option allows you to force the Students to view a resource file before the question appears, they will not be able to view the resource in the question. When the exam is run at the

Student machines, they will be advised that the question media will only be shown once. If this option is selected, you cannot continue until a resource has been added to the question.



## Question details

The Question Details dialog completes the create question process. Decide where to store the question and whether to add any additional author notes.

Stored questions are maintained in an internal database, school.mdb, within the NetSupport School program folder. The questions are stored in the Questions pane tree view.

1. Select the subject and topic to assign the question to.

**Note:** To search for a subject or topic, enter a full or partial term in the search bar and click the **Search** icon. Any subjects or topics containing the term are highlighted. Click the **Close** icon to stop the search.

2. You can create new subjects and topics. Click **Create Subject** or **Create Topic**, enter the required name and click **OK**. The new subject or topic is added to the tree view.
3. If required, edit the question title that appears in the tree view and add any additional supporting text in the **Notes** field.
4. A level of easy, medium or hard can be assigned to each question to indicate the level of difficulty.
5. If you want to create the same question type again, click **Create another question of this type**.
6. Click **Finish** to store the question.

## Edit questions

To edit a stored question, highlight it in the Questions pane tree view, select the Home tab and click **Edit** in the Questions section of the ribbon or right-click on the question and select **Edit**.

Edit Drag & Drop Text

Question & Answers Page | Question Resources | Question Details

Instructions Identify the correct capital cities for the countries listed below.

Statement 1 **London** is the capital of England. Set Answer

Statement 2 **Rome** is the capital of Italy. Set Answer

Statement 3 **Washington DC** is the capital of America. Set Answer

Statement 4 **Tokyo** is the capital of Japan. Set Answer

Fake answers Fake Answer Fake Answer

**Information**  
Edit the items on this page. Use the tab at the top of the page to edit other details or press OK to save

OK Cancel Help

Change the required details by selecting the appropriate tab on the Edit Question dialog and click **OK** when complete.

**Note:** Questions can be duplicated. Select the Home tab in the ribbon and click **Duplicate** or right-click on the question and select **Duplicate**. The Edit Question dialog appears, if required, make any changes and click **OK**. The duplicate question now appears under the original question in the tree view.

## Delete questions, subjects and topics

A question can only be deleted if it does not appear in an exam. A subject or topic can be removed if there are no items beneath it in the tree view, the currently selected sort view determining the extent of the deletion.

### Delete a question

1. Select the question in the Questions pane tree view.
2. Select the Home tab and click **Delete** in the Questions section of the ribbon.

Or

Right-click and select **Delete**.

### Delete a subject

1. Select the subject in the Questions pane tree view.
2. Select the Home tab and click **Delete** in the Subjects section of the ribbon.

### Delete a topic

1. Select the topic in the Questions pane tree view.
2. Select the Home tab and click **Delete** in the Topics section of the ribbon.

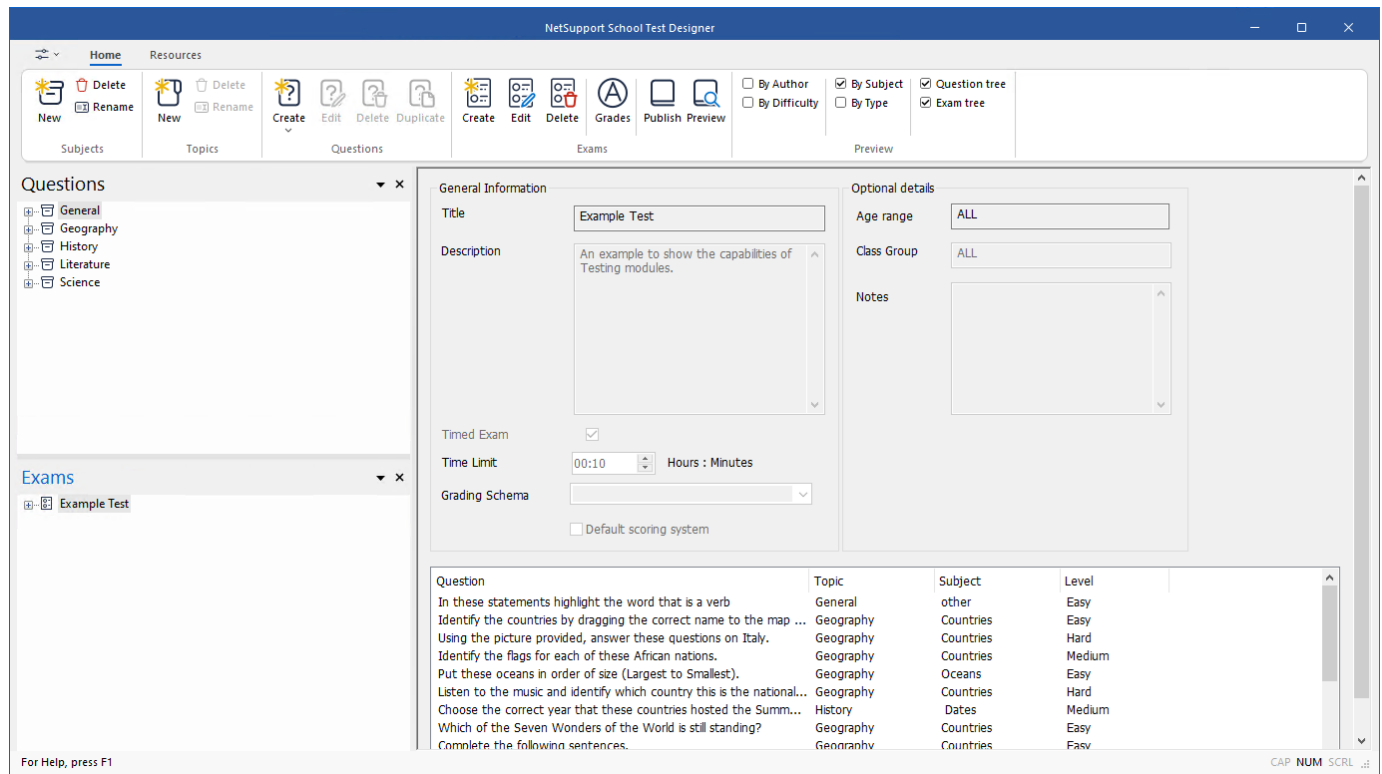
**Note:** You can rename a subject or topic by selecting the required item and selecting **Rename** in the Subjects or Topics section of the ribbon.

When deleting a subject or topic, the program checks to see if there are items beneath it in the tree view and, depending on the current sort view, if the item appears anywhere else in the tree view.

When sorted by subject type, there will only be one occurrence of the item. Therefore, a topic is removed if it does not contain any questions and a subject if it does not contain any topics. However, when sorted by question type, for example, there may be multiple occurrences of the same subject and topic in the tree view. If you delete the only occurrence of a Geography question in the multi-choice category, that topic or subject will be removed from multi-choice but not from any other category that Geography appears in.

## The exams interface

Having created a library of questions, you can now add them to an exam. Your own grading and scoring schemes can be applied and exams can be centrally 'published' for shared use with other teachers.



You can:

- Create an exam.
- Edit the content of an exam.
- Delete an exam.
- Publish an exam. Before an exam can be run at Student machines, it needs to be published. This also enables you to store completed exams in a shared area for general use.
- Preview an exam. Enables you to step through the questions as the Students will see them.
- Edit exam grades. Apply your own grading scheme to exams.

## Exam grades

Upon completion of an exam, teachers are provided with a detailed breakdown of results. You can further enhance this report by categorising the students within specific bands.

**Note:** The exam grades need to be set up before you start creating an exam.

Select the Home tab in the ribbon and click **Grades**.

Exam score grading

Please enter the percentage scores for the exam grades

Grading schema name: Grading 1

Report Image: star3

Grading Band

Band Name:

Band Values: 101 To 101 % Add

Band	Name	Grading
4	A	81%-100%
3	B	55%-80%
2	C	28%-54%
1	D	0%-27%

Edit Delete

Save Cancel Help

Enter a name for the grading schema and add a report image. This provides a pictorial indicator of how well the Student has done. For example, a Student scoring 20% might have one star appearing next to their grade and someone scoring 80%, four stars. The image, restricted to 32x32 pixels, must be imported into the Resources database.

Give each grading band a description and attach the appropriate percentage mark. Click **Add** to insert each band into the list. Use the **Edit** or **Delete** icons to change any of the items in the list. When all bands are added click **Save**.

You can view the grades each Student has achieved in the Test Report window.

## Create an exam

Having created a suitable mix of questions, adding those questions to an exam is a quick and easy process.

The Exam wizard guides you through the process of selecting the required questions, setting a time limit for the exam, using your own grading system and including supporting information. New questions can also be created during this process.

### To create an exam

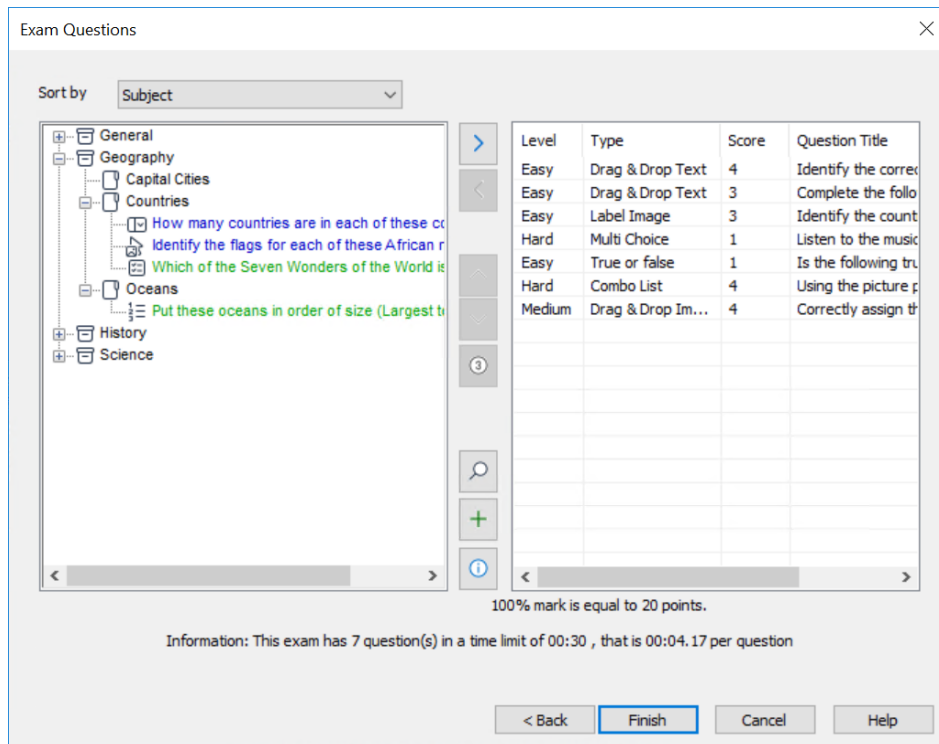
1. Select the Home tab and click **Create** in the Exams section of the ribbon.

The screenshot shows the 'Exam Details' dialog box with the following fields and controls:

- General Information:**
  - Title:** Geography exam
  - Description:** General overview
  - Timed Exam:** ☒
  - Time Limit:** 00:30 (Hours : Minutes)
  - Grading Schema:** (Dropdown menu)
  - ☐ Default scoring system
- Optional details:**
  - Age range:** (Text field)
  - Class Group:** Year 7
  - Notes:** (Text area)

At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

2. The first stage is to enter general supporting information about the exam. Choose whether to have the exam timed, if so, set the time limit, hh:mm. You can use your own grading system by selecting from the **Grading Schema** drop-down (a grading schema must exist for this option to be available). Decide whether to use the default scoring system (you can assign your own scores to questions in stage two). You can then add some optional information such as the age range or class group that the exam is aimed at.
3. Click **Next**.




4. Stage two is to select the questions for the exam. Expand the tree view in the left-hand pane, highlight the required question and click the **Add** > icon. The tree view can be sorted by author, level, question type and subject. Repeat this process until all questions are selected.
5. Selected questions appear in the right-hand pane. From here, you can use the icons to remove a question from the exam, sort the questions into the required order, preview the question, assign a new score to the question or even create a new question.
6. Click **Finish** to store the exam in the Exams pane tree view.

Once created, you can use the ribbon to edit or delete exams, preview exams and publish the exam.

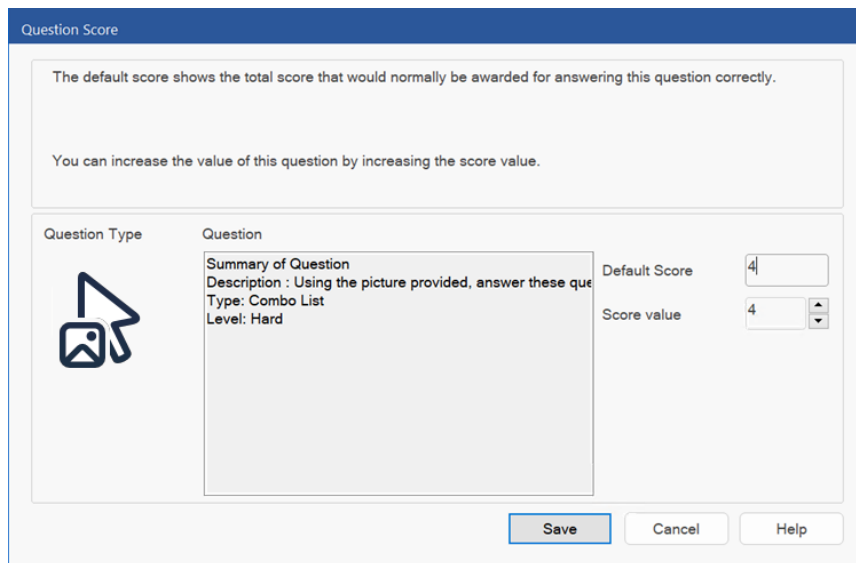
**Note:** Although the newly created exam appears in the Exams tree view, it cannot be run at Student machines until it is 'published'. This bundles the various elements of the exam, questions, pictures, videos etc, into a single ZIP file which is then made available in the Testing Console.

## Question score

Questions are created with a default score, but you can allocate your own score to individual questions when creating or editing exams.

1. In the Exam Question dialog, select the question you wish to amend the score for and click the **Question Score**  icon.


**Note:** You must ensure that the **Default scoring system** option is not selected in the Exam Details dialog.





**Question Score**

The default score shows the total score that would normally be awarded for answering this question correctly.

You can increase the value of this question by increasing the score value.

Question Type	Question	Default Score	Score value
	<p>Summary of Question</p> <p>Description : Using the picture provided, answer these que</p> <p>Type: Combo List</p> <p>Level: Hard</p>	4	4

**Save** **Cancel** **Help**

2. The details of the question is displayed along with the current score. You can then adjust the score by using the **Up**  and **Down**  icons.

**Note:** Questions with multiple answers can only be incremented by a corresponding number.

3. Click **Save** to exit.



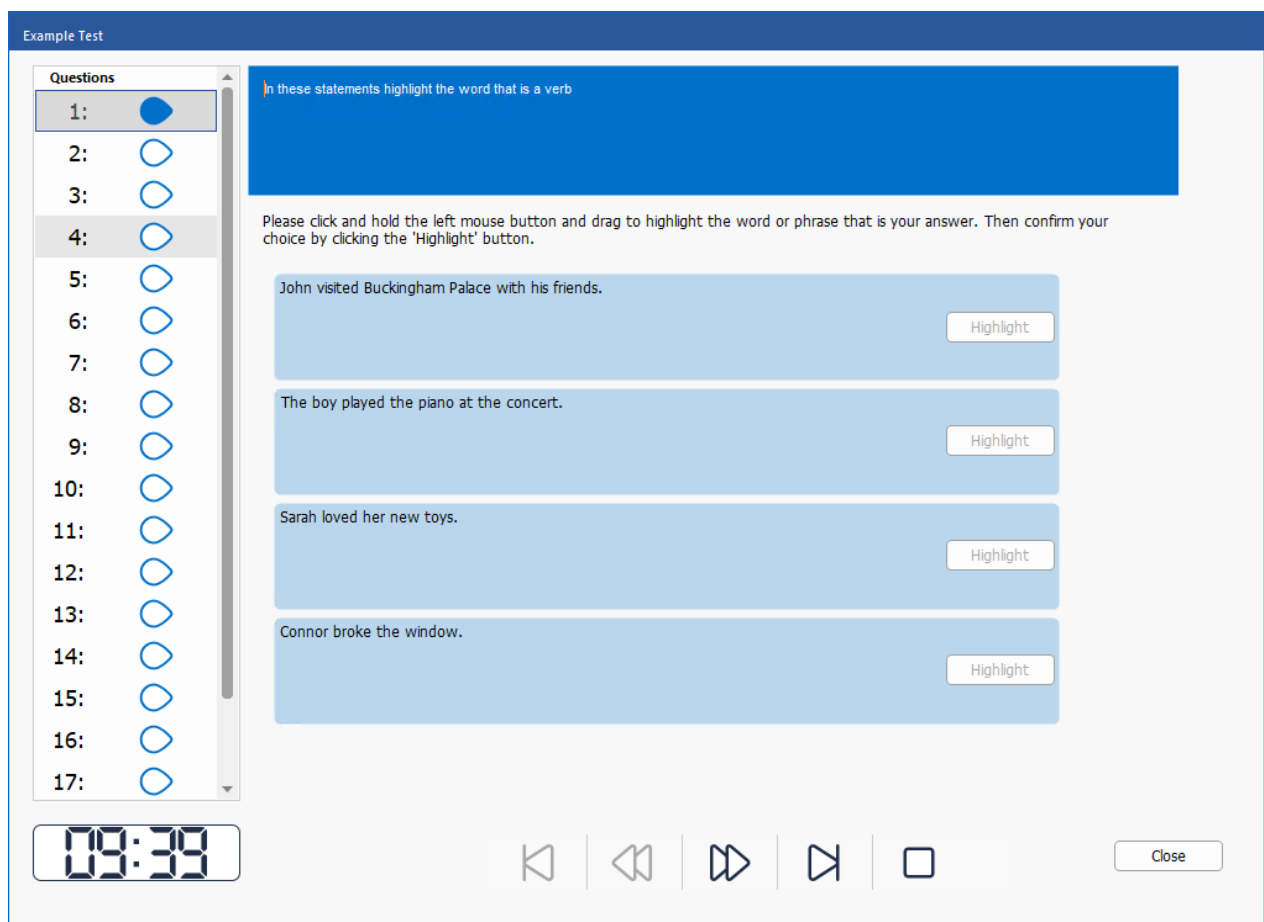
## Preview exam

You can preview an exam at any time to simulate what the Students will see. This is a useful way of checking each question and viewing the resources that have been included. Although the exam runs exactly how it would at the Student machines, the preview facility does not return any results.

1. Select the exam in the Exams pane tree view.
2. Select the Home tab in the ribbon and click **Preview**.

Or

Right-click on the exam name and select **Preview**.



3. Use the icons at the bottom of the window to move between questions and end the preview. You can also click each question number on the left-hand side of the window to view each one.

**Note:** Individual questions can also be previewed in this mode. Expand the tree beneath an exam to reveal the questions, highlight the appropriate item and click **Preview**.

## Delete an exam

Although this removes the exam from the Exams pane, it does not delete the ZIP file that is created when an exam is published. The exam is still available to run at Student machines.

1. Select the exam in the Exams pane tree view.
2. Select the Home tab and click **Delete** in the Exams section of the ribbon.

Or

Right-click on the exam name and select **Delete**.

3. Confirm that you want to delete the exam.

## Publish an exam

Before an exam can be run at Student machines it must be published. This bundles the various elements of the exam, questions and resources into a ZIP file that can be stored in either the default C:\Program Files\NetSupport\NetSupport School\Tests folder or in a shared network area of your choosing. The latter having the added benefit of enabling other teachers to access the exam.

Once published, the exam can be selected in the Testing Console.

### To publish an exam

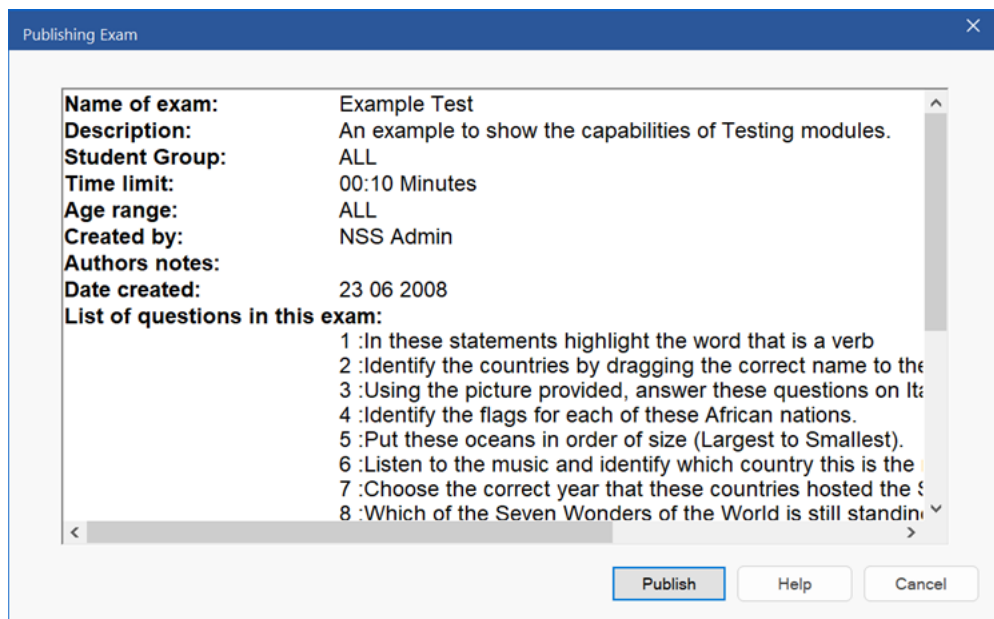
1. Select the exam in the Exams pane tree view.
2. Select the Home tab in the ribbon and click **Publish**.

Or

Right-click on the exam name and select **Publish**.

**Note:** Exams published in this version should only be used with NetSupport School version 15.10 or later.

3. The Publishing Exam dialog appears, confirming the exam properties.




Click **Publish**.

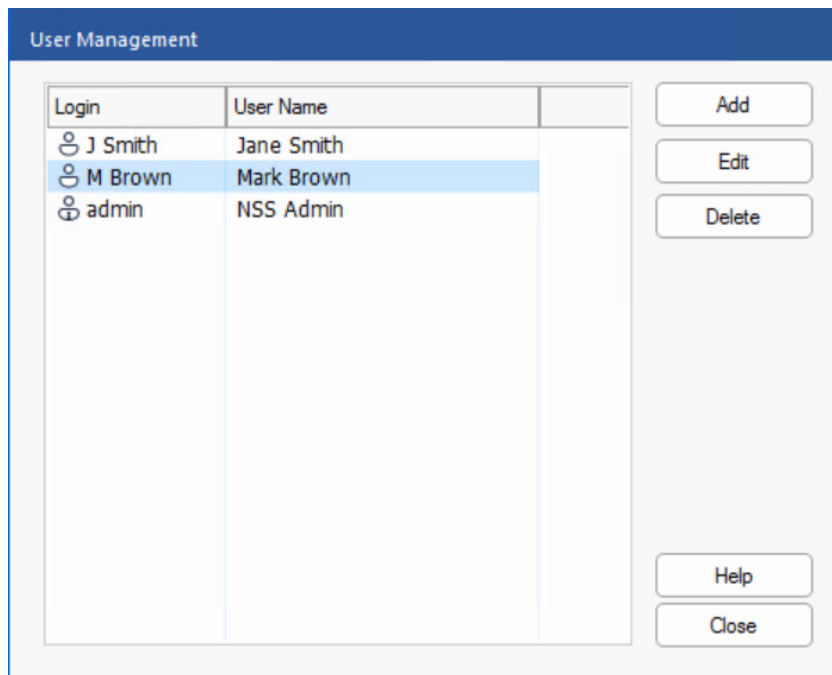
4. Enter a suitable name for the exam. This is the name that appears in the Testing Console when selecting an exam to run. If you want the exam stored in a different location, click **Change**. Click **Save** to create the ZIP file.

## Setting up user accounts

Multiple Test Designer user accounts can be created in addition to the default admin account.

**Note:** By default, the admin account has no password set. You are prompted to set one when you create additional user accounts or exit the Test Designer.

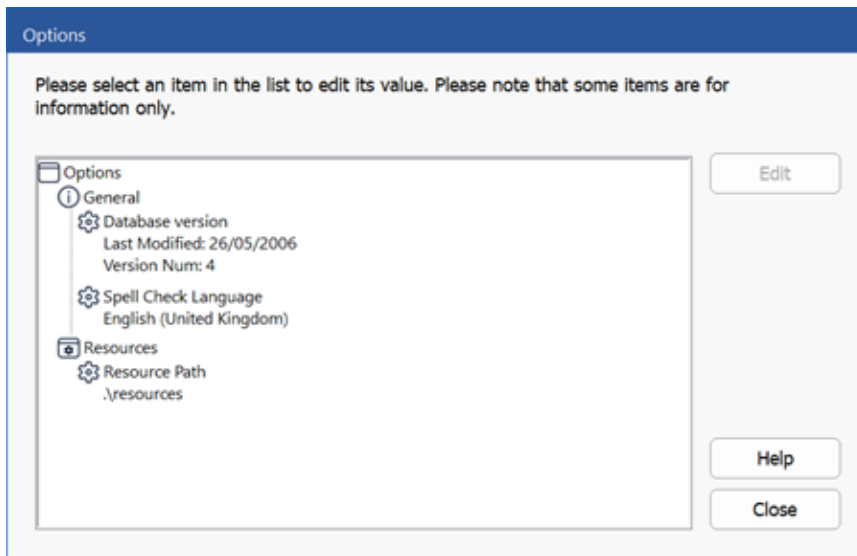
1. Select the **Options**  icon in the ribbon and click **Manage the users of this program**.
2. The User Management dialog appears.



3. Click **Add** and enter a user name, login name and password. Decide whether to assign admin rights. This gives the user access to all features within the Test Designer, along with the ability to edit/delete questions and exams created by other users. Non-admin users can only create exams.
4. Click **OK**.

## Admin - Options

Questions, exams etc are stored in an internal database supplied with NetSupport School. This dialog provides version information about the database. You also have an option to edit the path where imported resources (images, video, sound clips) are stored.



### General

Tracks the version number of the database, school.mdb, that is currently in use. NetSupport School may on occasions supply updates to the internal database and this dialog indicates which version is currently in use.

Shows the language for the spell checker included in the Test Designer. Click **Edit** to change the region.


### Resources

By default, imported resources such as images, video files and sound clips, are stored in the resources area within the NetSupport School program folder. This option enables you to edit the path if required.


## Import/export data

The Test Designer provides an import/export facility enabling you to store external backups of data or make information available to other users. Exported files can be password protected for security. You have the choice of exporting all items in the database or just the exams, questions or resources.

### Exporting data


1. Select the **Options**  icon in the ribbon and click **Export selected items to file**.

**Note:** The exported file should only be imported into NetSupport School version 15.00 and above.

2. The Export Database dialog appears. Select what type of information to export and click **Export**.
3. The Export wizard appears. Specify the location for the exported data and provide a file name. By default, files are prefixed with the current date, but you can enter a custom name. If required, password protect the file, add any additional notes and click **Next**.
4. Depending on the type of information selected (exams, questions, resources, etc.), the wizard now prompts you to choose the specific items to be exported (unless you selected to export all items in the database). Select each item and click the **Add**  icon. When the Export list is complete, click **Next**.
5. The wizard confirms the items to be exported. Any resources associated with exams or questions are included. Check the details and if required, click **Back** to change the information.
6. Click **Finish** to begin exporting.
7. An Export Processing dialog appears. Click **Close** when complete.

**Note:** Exported data is not removed from the Test Designer.

### Importing data

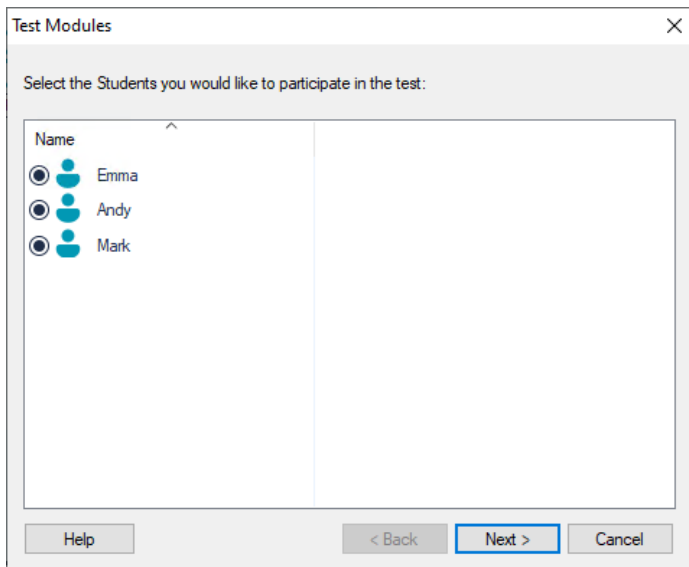
1. Select the **Options**  icon in the ribbon and click **Import Data from exported files**.
2. The Import Database dialog appears. Browse for the required export file and click **Open**.
3. Click **Import DB** to start importing. If the file has been protected, you are prompted for the password.
4. An Import database process dialog appears, showing the progress of the import. Click **Close** when complete.

## The Testing Console

Having used the Test Designer to create questions and exams, you use the Testing Console option in the NetSupport School Tutor program to run the exam at Student machines and monitor results.

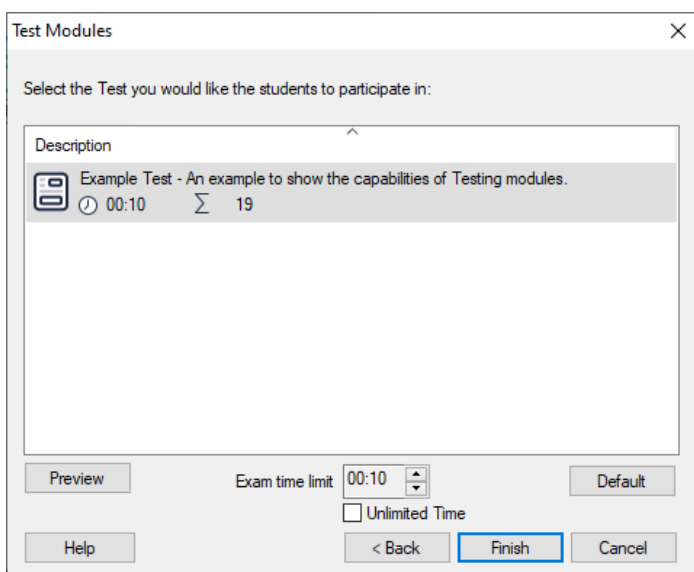
### Running an exam

1. Select the Feedback & Wellbeing tab in the ribbon and click **Assessments**.
2. The Test Modules dialog appears.



From the list of connected Students, indicate which ones should participate in the exam by selecting or clearing the check mark next to their name. Click **Next**.

3. Details of the published exams are listed.



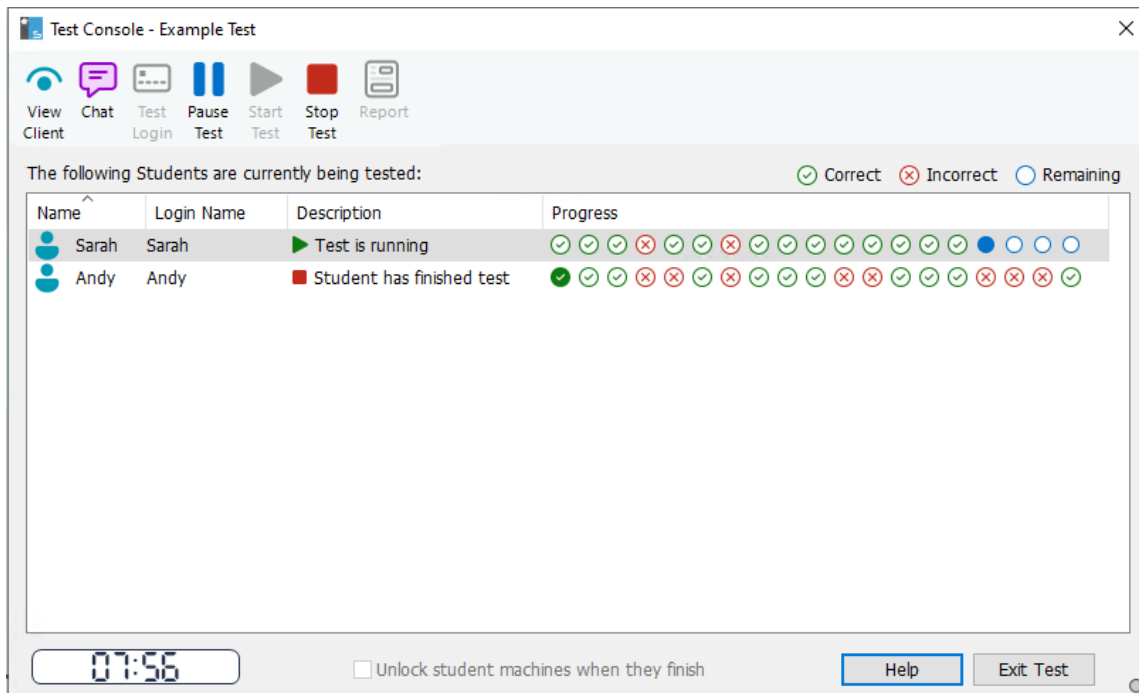
Choose the one that you want to run at the selected Student PCs. If required, you can alter the time limit for the exam. To preview the exam, click **Preview**. Click **Finish** when ready to run the exam.

4. The NetSupport School Test Player will automatically launch at the Student PCs and a dialog enabling you to administer the exam will appear on the Tutor screen.



## Testing Console - run exam

This window is used to start the exam, monitor Student progress and collect results.



The window enables you to track individual Student progress. Each question is marked in real-time so you can see immediately how each Student is doing. At the end of the exam, you can view the results by class and individual Student and print a permanent record. You can also show each Student their results giving them the opportunity to see where they made mistakes.

**Note:** If a Student disconnects partway through the exam, the description shows they have disconnected. The results of the questions they did answer are available in the exam report.

The following toolbar options are available:

### View Client

You can view a particular Student screen at any point during the exam. All options normally associated with the View window are available.

### Chat

If required, you can open a Chat session with Students while the exam is running. Although the Test Player provides a help button offering Students guidance with each question type, you may find that you need to offer additional assistance.

### **Test Login**

Before starting the exam, you can ask each Student to login with their own name. This would be useful if, for example, the machine name is listed and be more meaningful when checking results against each Student.

### **Pause Test**

You can pause the exam at any point. Click **Start Test** when ready to continue.

### **Start Test**

Starts running the exam at Student PCs.

### **Stop Test**

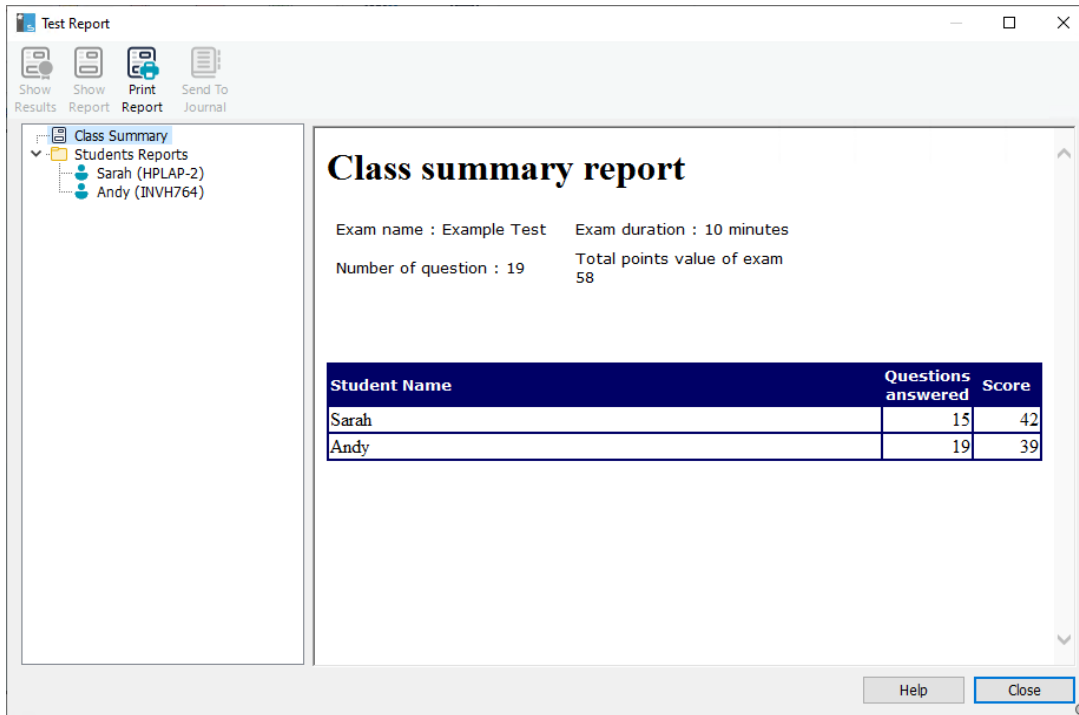
If Students answer all the questions within the time limit, you can stop the exam rather than wait for the clock to tick down.

### **Report**

This option gathers the results when the exam has finished. (When the Tutor stops the exam or the time limit elapses.)

## Test Report window

The Test Report window enables the Tutor to review the results of an exam. You also have the option to allow Students to see their own results.



By selecting the required item in the Tree view, you can display two types of report, a class summary and individual Student summaries. Each can be printed and copies are also stored, in HTML format, in the \\NetSupport\\NetSupport School\\Tests\\Reports folder.

**Note:** An alternative location for the reports can be specified in the Tutor Profiles option.

### Class Summary

This provides a summary of each Student's result in tabular format. The report details the number of questions in the exam, the number of points available (questions other than multi-choice are worth one point for each correct answer) and itemises each Student's score.

### Students Reports

By selecting the Student name in the Tree view, you can display a full breakdown of the individual results. This is ideal for highlighting any problem areas that the Student may have. If you have applied a grading schema, the marked grade along with any comments you added is also displayed. An index itemising the points scored for each question is provided from which you can jump to each question to see how the Student answered.

**Note:** If a Student disconnects during the exam, the status shows as interrupted. The results are available for any questions they did answer but you are unable to send the results to the Student.

The toolbar provides shortcuts to a number of additional features:

### **Show Results**

This enables you to show each Student their results and, if required, include the answers. To display to all Students simultaneously highlight **Students Reports** in the Tree view, to show to an individual Student select their name.

The Test Player will re-open at the Student machines enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct.

If you have chosen to include the answers, a **Show Answers** button will appear on the Test Player window enabling the Student to toggle between their response and the correct answers.

### **Show Report**

This option enables you to display the individual summary reports at Student machines.

### **Print Report**

Enables the Tutor to obtain a printed copy of the class and Student summaries.

### **Send to Journal**

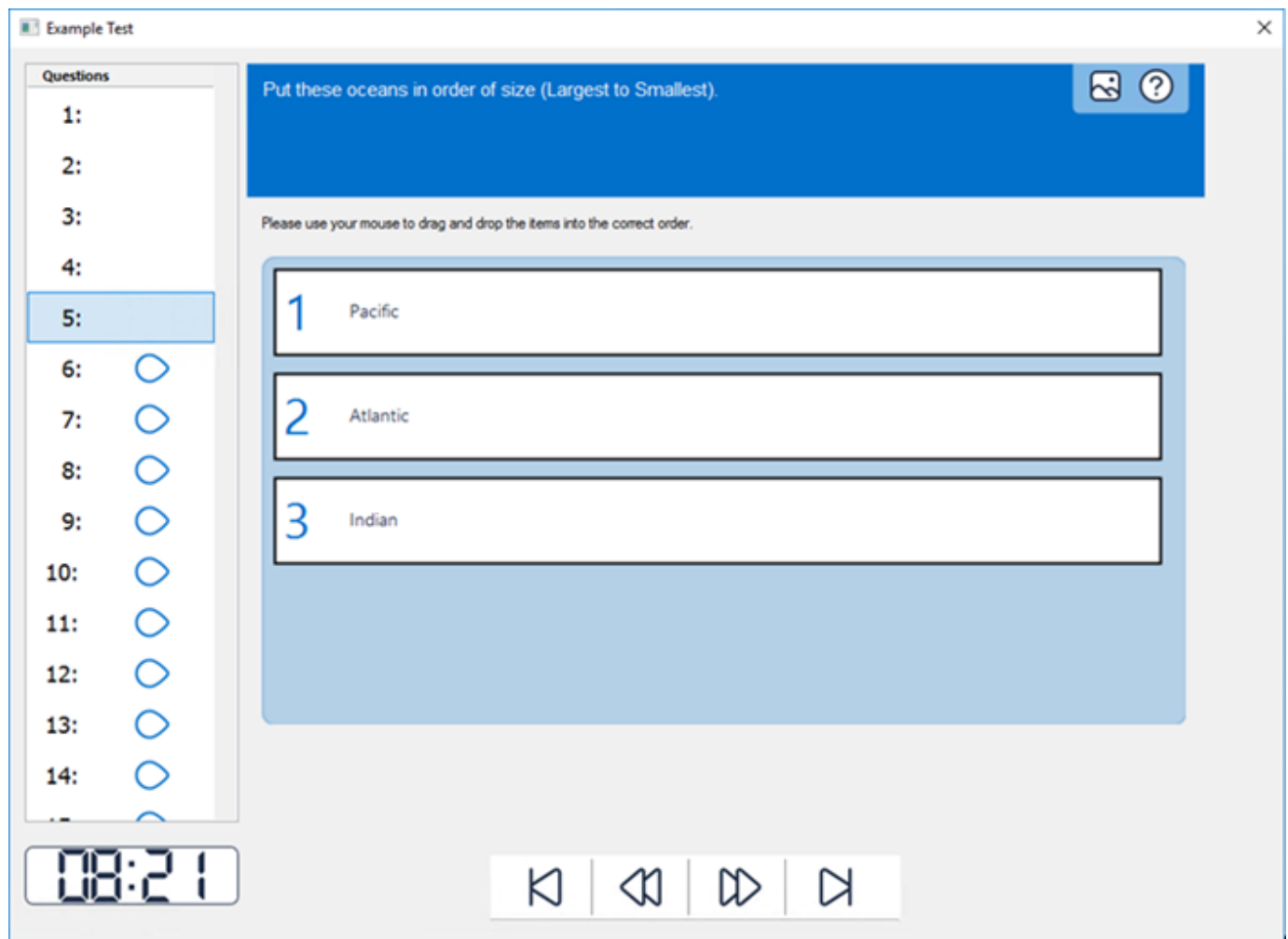
Allows you to send a copy of the Student's results to their Student Journal. The Student then has the opportunity to review their answers after the lesson.

When ready, close the window to return to the Test Console window from where you can exit the test. This will clear the results or reports from the Student screens.

## The Test Player

The NetSupport School Test Player is the testing utility that loads at Student PCs when an exam is running.

The Tutor uses the Testing Console option to choose the Students to participate in the exam and select the exam to run. At this point, the Test Player loads automatically at each Student PC. When the Tutor starts the exam, the first question appears and the Students can then work their way through the exam.



The Test Player displays the following:

### Question List

Numbered icons indicate how many questions there are in the exam. The Student can click these to quickly move between questions. Useful at the end of the exam to review answers and to make changes before the time runs out.


### Question Area


The main body of the window displays the question and, depending on the question type, the associated options. Icons are provided in the top right to view any resources that may have been included, pictures, videos or sound clips, and a help icon is available which provides Students with tips on how to answer the particular type of question.

### Exam Time

Counts down the time remaining.

### Navigation icons

In addition to the numbered buttons in the question list, navigation icons are also available at the bottom of the window enabling Students to move between questions. When they have completed the exam, they click the **Finish**  icon.

When the exam has finished, the Tutor has the option to show Students their results and, if required, include the answers. The Test Player will re-open at the Student machines enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct. If the Tutor has chosen to include the answers a **Show Answers**  icon appears enabling the Student to toggle between their response and the correct answers.

## Contact us

If you have any comments regarding the design, installation, configuration, or operation of NetSupport please inform us.

### UK & International

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