

## Installing NetSupport School for use with the NetSupport School Student extension for Google Chrome

NetSupport School delivers the tools you need to help maximise the effectiveness of computer-led teaching and, now, you can utilise the power of NetSupport School in a Google Chromebook environment.

From the NetSupport Tutor (Windows or Chrome OS) the teacher can perform the following functionality on students' Chromebooks:

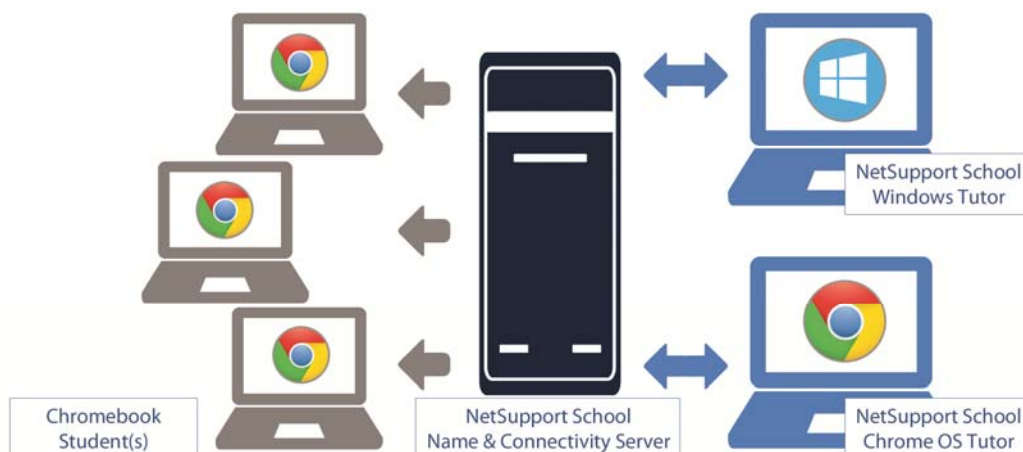
- View a crystal clear thumbnail of each student Chromebook in a single view.
- Click on a thumbnail to discreetly view screen activity on a selected Chromebook.\*
- Remote Control. As well as discreetly monitoring the students screens (Watch Mode), teachers can interact with the students' desktops with real time remote control (Share Mode). Ideal for providing 1:1 help and support to students as needed.\*
- Show the teacher's screen. Ensure student attention and focus when presenting by 'showing' the teacher's desktop to selected student Chromebooks.\*
- Perform a show to students in a browser tab, or in full screen mode.\*
- 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.
- The teacher can 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.
- Block unauthorized websites.
- Use approved websites only.
- Block all Internet access.
- Launch a website on the Student Chromebook.\*
- Close a website on the Student Chromebook.\*
- During a view session you can copy the content of the clipboard between teacher and student machines.
- Block FTP Access on each Chromebook.
- See details of the website that students are currently viewing.
- Ask students to register at the start of each lesson.

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

This document provides step-by-step instructions on installing the various components required to facilitate the above features.

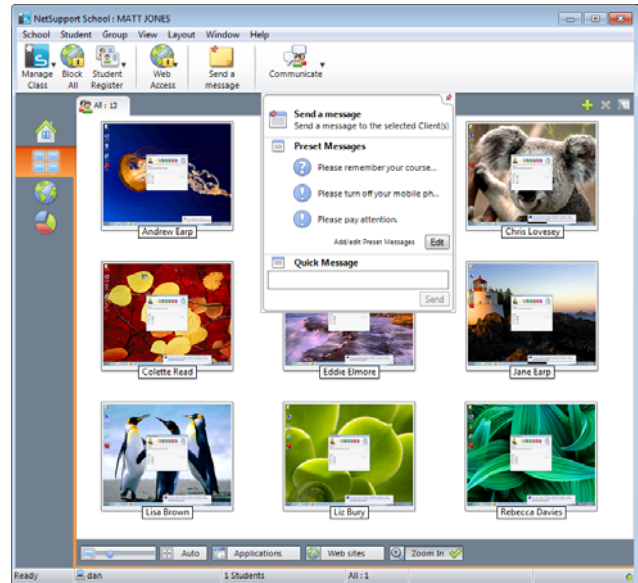
### Planning an Installation

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



**Please note:** The functionality available for use with Chromebooks is currently a subset of the functionality available for other platforms. When using the NetSupport School Windows Tutor and all students are using Chromebooks it may be preferable to remove unsupported functionality.

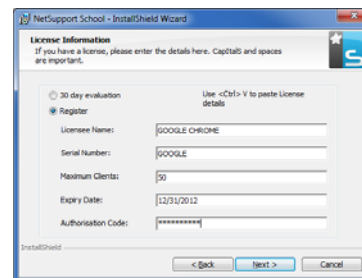
If you wish to remove unsupported functionality from the NetSupport School Windows Tutor interface, please refer the [NetSupport Technical Document TD722](#) available from the NetSupport Knowledgebase <http://www.netsupportsoftware.com/support/>



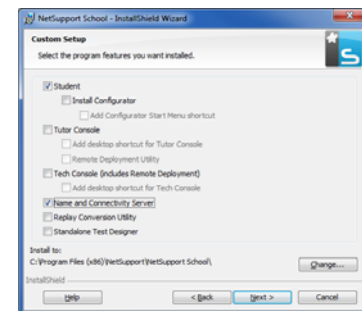
### Installing the NetSupport School Name & Connectivity Server

The NetSupport Name & Connectivity Server or 'Gateway' is designed to broker connections between the NetSupport School Tutor application used by teachers and the NetSupport School Student extension for Google Chrome. It must therefore have a static IP address and be accessible at all times by the Tutor application and Student extension across the network. Run the NetSupport School 11 installer and...

1. On the 'Licence Information' dialog, enter the licence details provided to you separately or choose a 30 day evaluation.

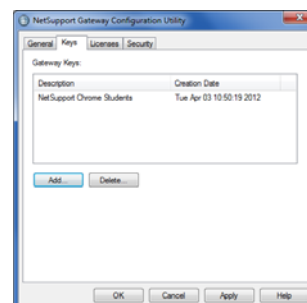


2. On the 'Custom Setup' dialog, choose the 'Name and Connectivity Server' option and click 'Next'.



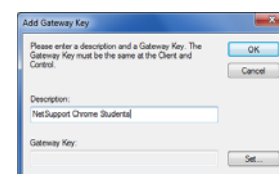
3. At the end of the installation the 'NetSupport Gateway Configuration Utility' will be launched.

4. On the 'Keys' tab, delete any existing keys and select 'Add' to create a new Gateway key.

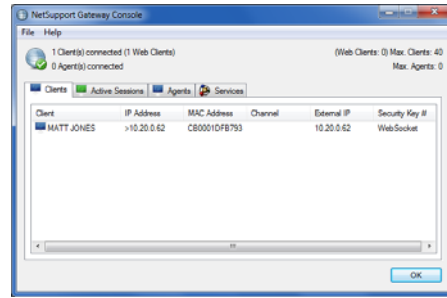


5. On the 'Add Gateway Key' dialog enter a description (for example, "NetSupport Chrome Students") and click the 'Set...' button to enter and confirm your Gateway key. Click 'OK' once done.

6. Click 'OK' to return to the 'Keys' tab, and click 'Apply' to complete the setup of the Name & Connectivity Server.



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



Make a note of the following information as you will need this when configuring both the NetSupport School Student extension for Google Chrome and the NetSupport School Tutor application.

NetSupport Name & Connectivity Server details:

IP Address: \_\_\_\_\_

Port Number: \_\_\_\_\_

Gateway Key: \_\_\_\_\_

### Installing the NetSupport School Student extension for Google Chrome on the Student Chromebook

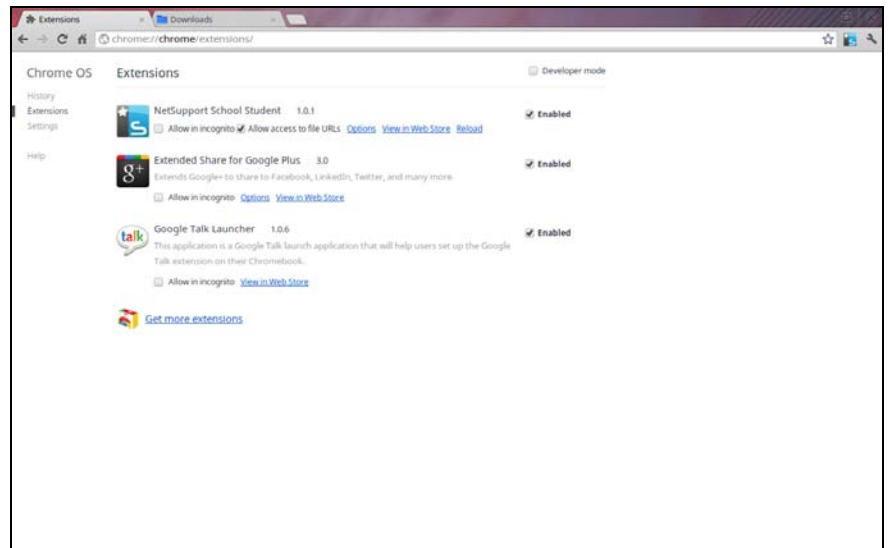
The NetSupport School Student extension for Google Chrome must be installed on the students' Chromebooks and configured to connect to the NetSupport Name & Connectivity Server (covered earlier in this document) in order that they can be monitored, managed, and respond to surveys and the student register.

Visit the Google Chrome Web store page for the NetSupport School Student extension for Google Chrome and, on the Extensions details page, click the 'Add to Chrome' button.

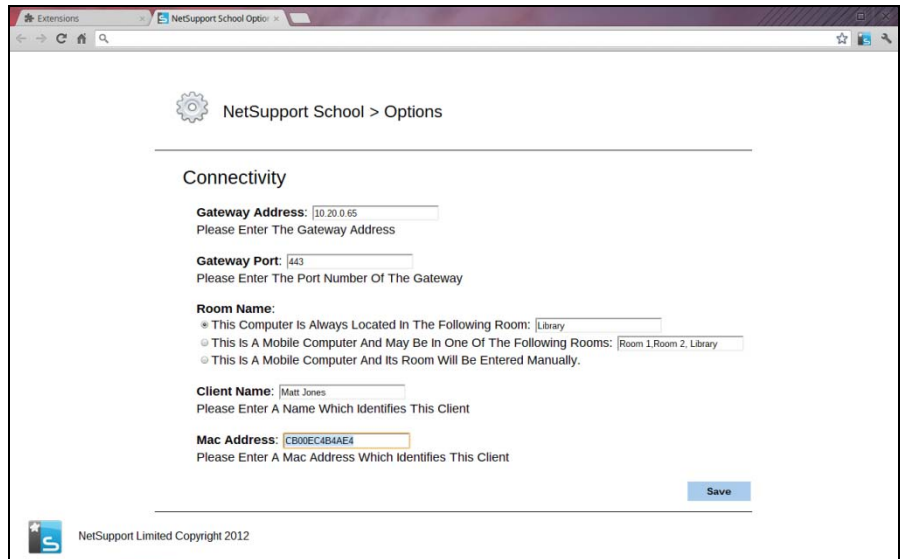
### Configuring the NetSupport School Tutor to connect to the Name and Connectivity Server

Once installed, the NetSupport School Student extension for Google Chrome will need to be configured as follows:

1. On the student Chromebook, enter the URL <chrome://settings/extensions/> to access the 'Extensions' configuration page.
2. Locate the NetSupport School Student extension for Google Chrome, and click 'Options'.



- In the 'Connectivity' section, enter the 'Gateway Address' and 'Gateway Port' of the Name & Connectivity Server.
- Select the option 'This computer is always located in the following room:' and enter the room that the Chromebook is located in. This information is used to ensure that the Tutor and Students are connected to each other (this information can be updated later).
- Optionally, enter the Chromebook user's name or asset number in the Client Name field.
- Click 'Save' when finished to complete the setup of the NetSupport School Student extension for Google Chrome.

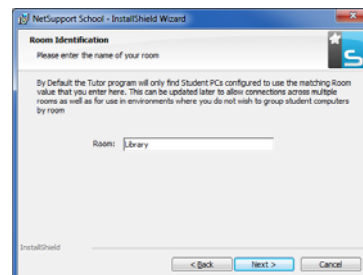
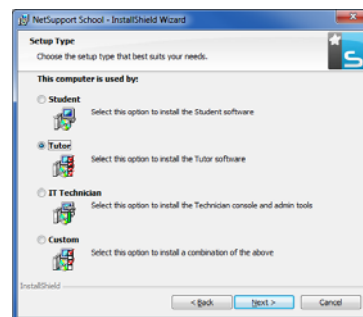
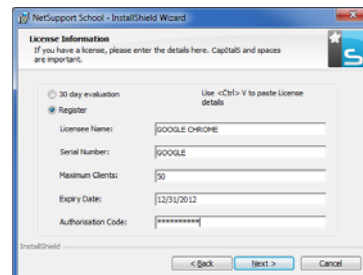


### Installing the NetSupport School Windows Tutor

The NetSupport School Tutor application is used by the teacher to communicate, monitor, control and test students; as such it should be installed on each teacher's Windows computer and configured to connect to the NetSupport Name & Connectivity Server (covered earlier in this document).

Run the NetSupport School 11 installer and...

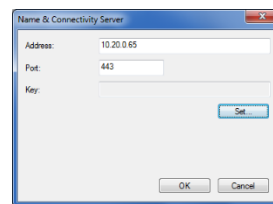
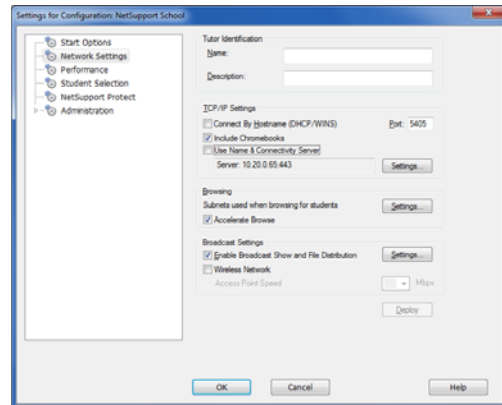
- On the 'Licence Information' dialog, enter the licence details provided to you separately or choose a 30 day evaluation.
- On the 'Setup Type' dialog, choose the 'Tutor' option.
- On the 'Room Identification' dialog, enter the room that the Chromebook is located in. This information is used to ensure that the Tutor and Students are connected to each other (this information can be updated later).



### Configuring the NetSupport School Windows Tutor to connect to the Name & Connectivity Server

Once the NetSupport School Windows Tutor application has been installed, it will need to be configured to connect to the Name & Connectivity Server as follows...

1. Launch the NetSupport School Windows Tutor application and select from the 'School' drop down menu the 'Configuration...' option.
2. On the 'Settings' dialog, select 'Network Settings' and tick the 'Include Chromebooks' option in the 'TCP/IP Settings' section.
3. In the 'TCP/IP Settings' section, click the 'Settings' button.
4. In the 'Name & Connectivity Server' dialog, enter the details required and click 'OK'.
5. Click 'OK' to exit the configuration dialog and complete the setup of the Tutor application.

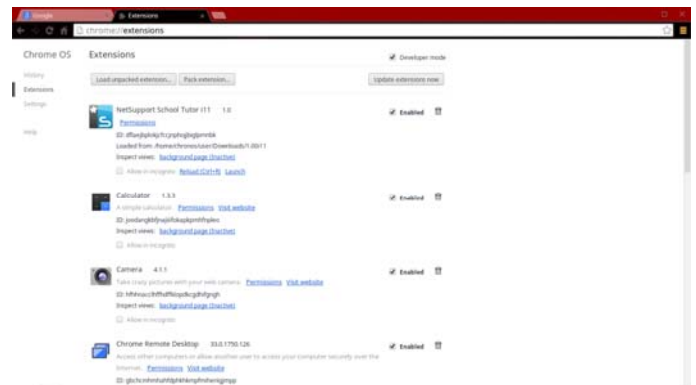


### Installing and configuring the NetSupport School Chrome Tutor

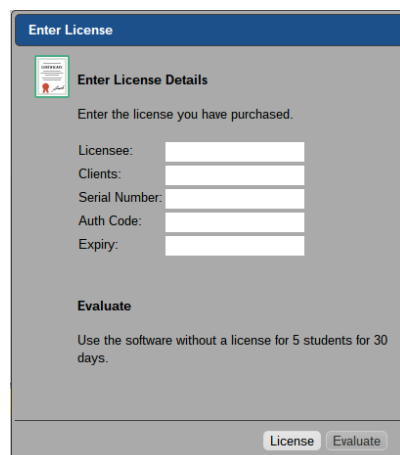
The NetSupport School Chrome Tutor application is used by the teacher to communicate, monitor, control and test students; as such it should be installed on each teacher's Chrome device and configured to connect to the NetSupport Name & Connectivity Server (covered earlier in this document).

Download the NetSupport School Chrome Tutor from the [Google Play store](#). You can evaluate the NetSupport School Chrome Tutor for 30 days on up to five student Chromebooks or, when prompted, you can enter your existing NetSupport School licence information. If you're new to NetSupport School or require additional licences, contact your NetSupport reseller.

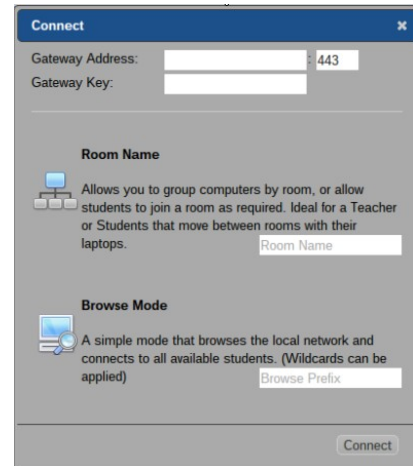
1. Locate the NetSupport School Tutor for Chrome app and open this.



2. The NetSupport School Chrome Tutor will start and the 'Enter Licence' dialog will appear. Enter the NetSupport School Licence details you have been provided with and click 'Licence' or 'Evaluate'.



3. The 'Connect' dialog will appear.
4. Enter the Gateway address, port number and security key. This must be the same as set in the Name & Connectivity Server.
5. Choose whether to connect to your Google Chrome Students using Room name or Browse mode.
6. Click 'Connect'.



The screenshot shows a 'Connect' dialog box with a blue header and a close button (X). It contains the following fields and options:

- Gateway Address:** A text input field with the value '443'.
- Gateway Key:** An empty text input field.
- Room Name:** A section with a tree icon and a description: "Allows you to group computers by room, or allow students to join a room as required. Ideal for a Teacher or Students that move between rooms with their laptops." Below this is a text input field labeled "Room Name".
- Browse Mode:** A section with a computer icon and a description: "A simple mode that browses the local network and connects to all available students. (Wildcards can be applied)". Below this is a text input field labeled "Browse Prefix".
- Connect:** A button at the bottom right of the dialog.