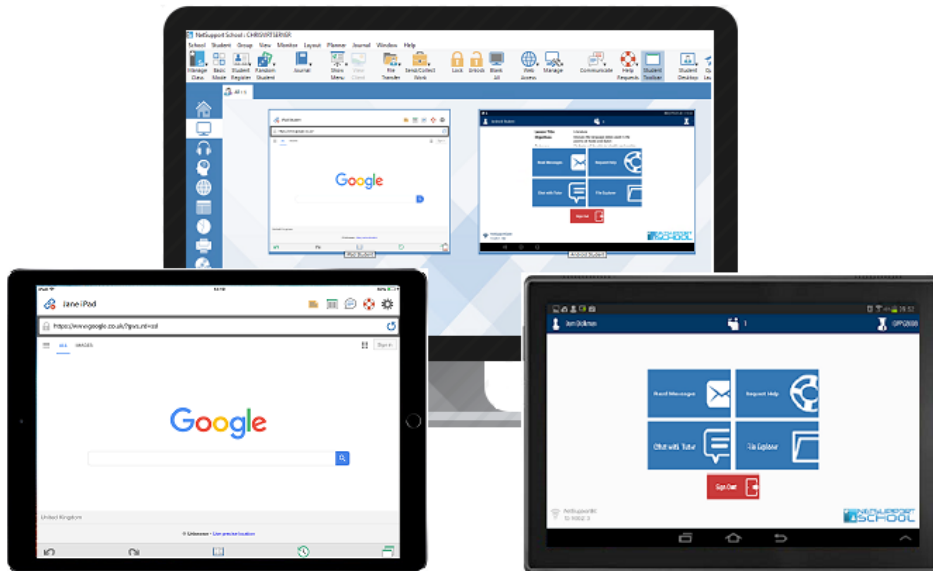


Installation and configuration guide for the Android and iOS Student apps

The NetSupport School Student apps for Android and iOS* work in tandem with the NetSupport School Tutor for Windows.



* The Student app for iOS is now part of the new 'NetSupport Browser' app, combining the NetSupport School features with the NetSupport DNA Browser to offer the very best of NetSupport's IT asset management, internet safety, student safeguarding and classroom instruction tools in one convenient app.

If the PC you intend to use to connect to the tablets does not already have the NetSupport School Windows Tutor installed on it, please follow the instructions below.

Installing and configuring the NetSupport School Windows Tutor

1. Go to www.netsupportschool.com/download/ and complete our brief registration page to access the NetSupport School download files.
2. Select the **Main Download** setup option
Or
If an Active Directory deployment is required, you will need to install using the **MSI** option.
If an alternative language install is required, scroll down the page to select from the list of supported languages.
3. The NetSupport School installation will start, displaying a Welcome screen. Click **Next** to continue.
4. The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select **I accept the terms in the Licence Agreement** and click **Next** to continue.
5. Enter the licence information:

If you have already purchased NetSupport School, select **Register** and enter the licence details you were provided with. Alternatively, if you are evaluating NetSupport School, select **30 day evaluation**.

Choose the type of licence you wish to use:

All platforms: Your Students are all Windows-based or using a mixture of Windows, Chromebooks and tablets.

Chrome students only: Your Students are all using Google Chromebooks.*

Tablet students only: Your Students are all using Tablets.*

* A reduced feature set is supported on these platforms and as such, a cut-down version of the NetSupport School Tutor (teacher) interface will be provided.

Click **Next**.



6. Select **Tutor** as the Setup Type and click **Next**. (If you want to install additional components on this PC, select **Custom**. The main [NetSupport School User Guide](#) provides more information about the options available.)
7. Room Identification. NetSupport School's convenient Room mode connection method is used to establish connections between the Tutor PC and Student Tablets. If you have a default room name, you can enter this now or leave the default value, "Eval". Room names can be updated and added to in the Tutor Console once installed. Click **Next** to continue.
8. To start the installation, click **Install**.

Installing and configuring the NetSupport School Student for Android or iOS

For the Tutor component to connect to the required student tablets, the NetSupport School Student app for Android or the NetSupport Browser app for iOS must be installed and configured on each device.

The Android Student app works on Android v5.0 or later tablets and is available for free from the Google Play store.

The NetSupport Browser for iOS works on iOS v9.3.5 or later tablets and is available for free from the Apple iTunes store.

Note: The iOS app can be centrally configured and pushed-out to devices using a third-party MDM (Mobile Device Management) solution. NetSupport does not currently support this method for its Android app. The following 'best-practice' guide provides more information about how to centrally manage and deploy the iOS Browser app:

https://www.netsupportdna.com/pdf/Central_Management_of_the_NetSupport_Browser_App_for_iOS.pdf

In circumstances where central app management via an MDM tool is not available, you can also directly configure each device with the classroom connectivity settings or, once a connection between Tutor and Student has been made, 'push' the settings to each device from the NetSupport School Tutor program.

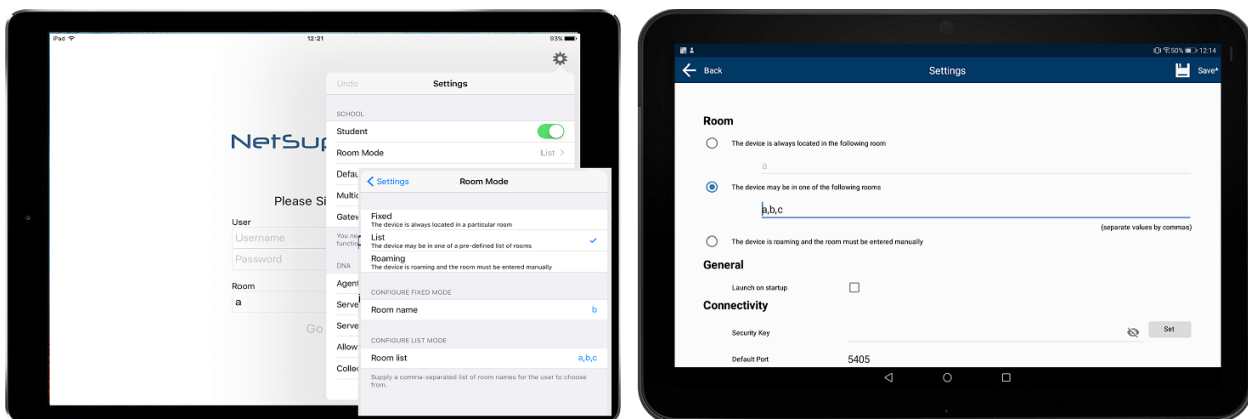
Configuring Student tablets to connect to a NetSupport School Tutor

NetSupport School offers a range of convenient connection methods but in the case of the Tutor program connecting to Android and iOS tablets, Room mode is the default. The room name(s) created at the Tutor also need to be configured on the tablets, so they are available when Students wish to join a NetSupport-managed lesson.

If you need information on how to create and switch between rooms in the Tutor program, please refer to the main [NetSupport School User Guide](#).

Manually configuring the Student Tablets

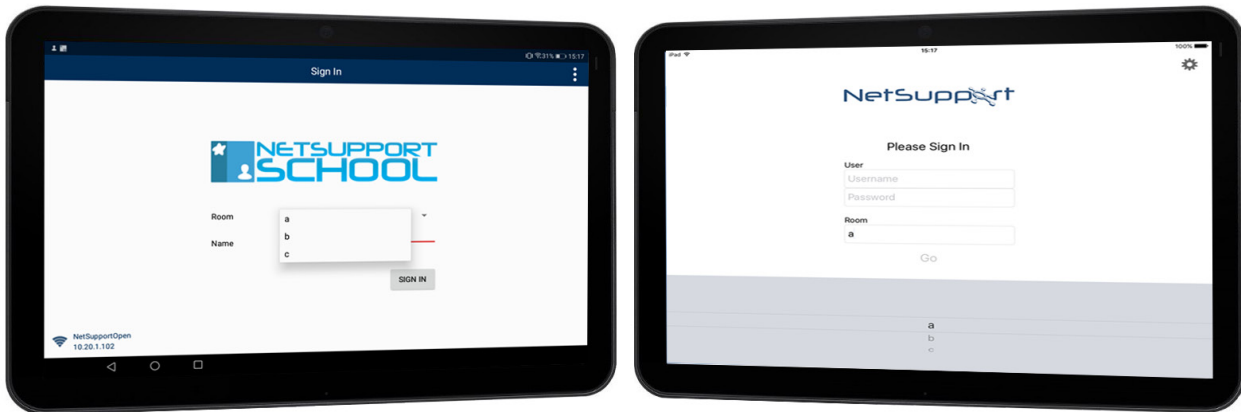
1. Once the NetSupport apps are installed on the tablets, configure each device to connect to the NetSupport School Tutor.
2. Launch the NetSupport Android Student or iOS Browser app on the required tablets.
3. Select the **Settings** option. For both apps this appears in the top right corner.



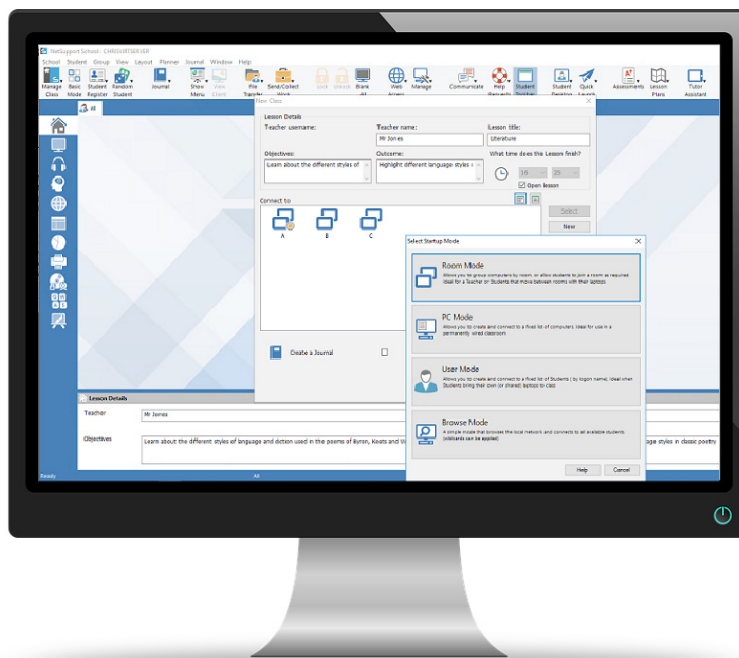
4. Configure Room mode by adding the corresponding room name(s) that have been created in the Tutor program. You can choose between three options:
 - If the device always connects into the same room, simply enter the single room name.



- If the device needs to connect into a number of different rooms throughout the day, enter each room name separated by a comma.
 - If the device is roaming, you can prompt Students to enter the room name manually.
5. Additional connectivity and security settings can be applied if required. For example, if a NetSupport Name & Connectivity Server (Gateway) is in use in your environment, you can configure the matching address and key in the apps. In the iOS Browser settings, you also have the option to configure the app to connect to your NetSupport DNA installation if applicable.
 6. Once all options are configured, save the settings. (iOS settings are automatically saved once entered.)
 7. The apps will reload and display the configured room names. Students join the required NetSupport-managed lesson by selecting or entering the room name along with their login credentials.



8. When the Tutor program is launched, the teacher selects the matching room name from the New Class wizard and the connection with the Student tablets will be initiated. (If the New Class wizard isn't set to automatically open when the Tutor program launches, choose {School}{Manage Class}{End Class} from the Tutor drop-down menu.)



Using the NetSupport School Tutor to push-out connection settings

Once the tablets are 'known' to the Tutor, any future changes to the configuration settings can be pushed-out centrally to devices via the Tutor program.

1. Select {School}{Tablet}{Modify Student Settings} from the Tutor drop-down menu.
2. The Modify Student Settings dialog will appear. Edit any of the room or other connectivity settings as required. You can also password protect the deployed configuration to prevent changes being inadvertently made at the tablets. Click **Save**.



Modify Student Settings

Room

The device is always located in the following room:

The device may be in one of the following rooms:

The device is roaming and the room must be entered manually

Launch at startup Sign in to fixed room

Connectivity

Default Port: Multicast Address:

Use Gateway

Gateway Address:

Gateway Key:

Protect Settings

Password:

3. Select the tablets you wish to send the revised settings to by choosing {School}{Tablet}{Apply Student Settings} from the Tutor drop-down menu. If password protection has been set, enter the password and click **Send** to deploy the revised settings to the tablets.

Select the students to receive settings

Student <none selected>

These Students

Name	Status
Android Student	
iPad Student	

Current password set at the students

Password:

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 Technical Document **What to do if the Android Students are not found by a Tutor Console browse at Startup**.

If you continue to encounter problems with your installation, our **Support Team** will be happy to help.