

NetSupport School - Install and configuration guide for Android and iOS Student

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

Before the NetSupport School Student for Android or iOS can be used, it is first necessary to download, install and configure the NetSupport School Tutor for Windows onto a designated PC as follows:

Installing and configuring the NetSupport School Tutor

Go to www.netsupportschool.com/downloads.asp to access the NetSupport School download files.

Starting the Installation

Click the appropriate language from the menu and complete the relevant details to install NetSupport School.

Select which installer to use: setup.exe or MSI file. If an Active Directory deployment is required, you will need to install using the MSI file.

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.

NetSupport Licence Agreement

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.

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

Licence Information

Select **Register** and enter the licence details as provided with your NetSupport School product. If you are evaluating NetSupport, 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, Chromebooks and tablets.
- **Chrome students only:** Your Students are all using Google Chromebooks.
- **Tablet students only:** Your Students are all using Tablets.

Click **Next**.

Select Setup Type

Choose the Tutor option to install on the workstation.

This component, sometimes called the Control, should be installed on workstations 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.

Click **Next**.

By default, NetSupport 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** when ready to continue.



Room Identification

Enter the value for the room you wish to connect to. The default room value is "Eval". The room value may be updated at a later time.

Click **Next** to continue.

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), Setup will make the required amendments to your system.INI and/or registry, to load the Client as Windows initialises. NetSupport 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 Client 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 workstations.

Installing and configuring the NetSupport School Student for Android or iOS

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

The Android Student app works on Android v4.0 or later tablets and is available for free from the Google Play store.

The NetSupport School Student for iOS works on iOS v6.0 or later tablets and is available for free from the Apple iTunes store.

Set up and configure the Android/iOS Students

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 {School}{Tablet}{Apply Student Settings} from the Control drop-down window.
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/iOS device, enter this.
8. Click **Send**.
9. You can now browse for Android and iOS Students in Room mode.

If you selected the 'Tablet students only' licence type during installation the NetSupport School Tutor will only display the features that are supported for Tablet Students.

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 www.netsupportsoftware.com/support and in the Knowledge Base, refer to Technical Document **What to do if the Android Students are not found by a Tutor Console browse at start-up** (document number 738).

Further information

For more detailed information on installing the NetSupport School Tutor or the NetSupport School Student for Android/iOS, please refer to the following documents:

[NetSupport School Getting Started Guide](#)

[NetSupport Product Manual](#)