NetSupport School for macOS
User guide
Version 15.12

Copyright

Licence agreement

Please read this agreement before using your copy of this NetSupport Software application. This is a legal agreement between you and NetSupport Limited. If you do not wish to be bound by the terms of this licence agreement you must not load, activate or use the software.

TERM: Subject to termination under Termination Clause below the licence shall be perpetual.

GRANT OF LICENSE: Subject to the payment of the applicable license fees, and subject to your abidance by the terms and conditions of this agreement, NetSupport Ltd hereby grants to you a non-exclusive, non-transferable right to use one copy of the specified version of the software which you have acquired.

USE: The software is licensed with volume use terms specified in the applicable order acknowledgement, product invoice, license certificate or product packaging. You may make, install and use as many additional copies of the software on the number of devices as the terms specify. You must have a reasonable mechanism in place to ensure that the number of devices on which the software has been installed does not exceed the number of licenses you have obtained.

SERVER USE: To the extent that the applicable order acknowledgement, product invoice, product packaging or license certificate sets forth, you may use the software on a device or on a Server within a multi-user or networked environment ("Server Use"). A separate license is required for each device or "seat" that may connect to the software at any time, regardless of whether such licensed devices or seats are connected to the software concurrently, or are actually using the software at any particular time. Your use of software or hardware that reduces the number of devices or seats that connect to and use the software directly or simultaneously (e.g., "multiplexing" or "pooling" software or hardware) does not reduce the number of licenses required. Specifically, you must have that number of licenses that would equal the number of distinct inputs to the multiplexing or pooling software or hardware "front end"). If the number of devices or seats that can connect to the software can exceed the number of licenses you have obtained, then you must have a reasonable mechanism in place to ensure that your use of the software does not exceed the use limits specified for the license you have obtained.

COPYRIGHT: This software is protected by international copyright laws. You may copy it only for backup purposes. The software is licensed to you, but not sold to you.

RESTRICTIONS: Neither you nor any reseller may rent, lease, sell licensed copies [on approval], or otherwise transfer the right to use this software to another person, except that you may sell or give away your original copy, as long as you do not keep any copies. The software may not be modified, disassembled or reverse engineered except with the prior written consent of NetSupport Ltd.

LIMITED WARRANTY: NetSupport Ltd warrants that the software will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date of

purchase. NetSupport's entire liability and your exclusive remedy shall be either a) the replacement of the defective software or b) return of the price paid. This remedy shall be at NetSupport's option and subject to proof of purchase from an authorised source.

Any implied warranties including any warranties of quality or fitness for a particular purpose are limited to the terms of the express warranties. NetSupport Ltd. shall not in any event be liable for loss of profits, data or information of any kind or for special, incidental, consequential, indirect or other similar damages arising from any breach of these warranties or use of the software even if they have been advised of the possibility of such damages. Some countries do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty does not affect your statutory rights, and you may have other rights that vary from country to country. In any event NetSupport's maximum liability shall not exceed the price paid by the end-user / licensee.

TERMINATION: You may terminate this licence and this Agreement at any time by destroying the program and its documentation, together with any copies in any form.

NetSupport Ltd. may terminate this licence forthwith by notice in writing to you if you commit any serious breach of any term of this licence and (in the case of a breach capable of being remedied) shall have failed within 30 days after receipt of a request in writing from NetSupport Ltd. so to do, to remedy the breach (such request to contain a warning of NetSupport's intention to terminate). Upon termination you will destroy or return to NetSupport Ltd the original and all copies of the software and will confirm in writing to NetSupport Ltd that this has been done.

SUPPORT: If you have a problem with the installation of the software you should in the first instance contact your supplier. You can separately purchase support and maintenance which will also cover the supply of enhancements and upgrades.

GOVERNING LAW: This agreement shall be governed by the laws of England.

Table of contents

What is NetSupport School for macOS?

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

With NetSupport School, teachers can improve the efficiency of classroom teaching by centrally instructing students from their computer. From registering attendance at the start, monitoring activity during and logging off machines at the end of the lesson, NetSupport School allows teachers to focus their time and attention on their students, rather than on managing the classroom.

In addition to connecting to Mac Students, support is included for Windows, Chromebooks, Android and iOS Students.

Student for Google Chrome

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

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.

Installation

This section guides you through installing NetSupport School.

System requirements

Processor: Intel or Apple Silicon.

Operating System: macOS 10.10 to 15.

You will require an administrator password to complete this installation.

NetSupport Browser App supported on iOS devices running version 14 or later.

Student for Android App supported on Android tablets running version 12 or later.

Note: From version 15.10.0003 the NetSupport School Student for Android only supports Android devices compatible with the latest CPU architecture - arm64-v8a ABI for 64-bit ARM processors. For more information, see [NetSupport School Student for Android - change to CPU architecture support from version 15.10.0003](#).

NetSupport School Windows Student supported on Windows 7, Windows 8/8.1, Windows 10 and Windows 11.

NetSupport School is also supported on Google Chromebooks.

Pre-installation

Student configuration

If you already have a Student configured with NetSupport School, you can copy the Client32.ini file and place this next to the Installer. This will install a Student with the same configuration settings as the already-configured Student.

The Client32.ini is located in: /Applications/NetSupport/NetSupport School

Licence

If you have a copy of the NSW.LIC file, you can place this next to the installer. This will install a licensed copy of NetSupport School without the need to input the licence details within the installer.

Starting the installation

NetSupport School is provided in a standard Mac .DMG Disk Image. If not already mounted, double-click the disk image to mount it on the machine. Within this image is the NetSupport School installer; double-click this file to begin the installation.

Choose the appropriate language from the drop-down menu and select **OK** to install NetSupport School.

NetSupport School Installer program

The Installer Welcome screen will appear. Click **Next** to continue.

NetSupport School Licence Agreement

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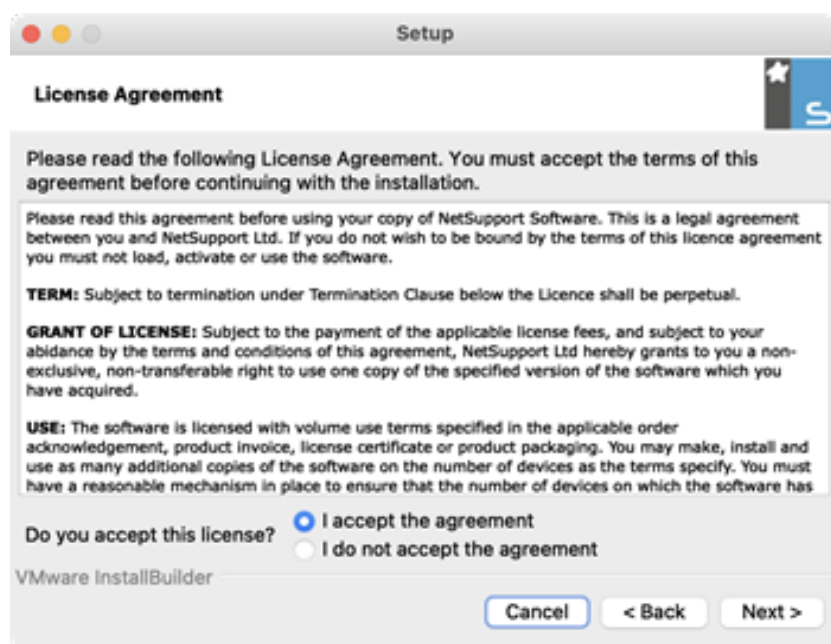
Please read the Licence Agreement carefully and select 'I accept the agreement' and click **Next** to continue.

If you reject the Licence Agreement, ('I do not accept the agreement') click **Cancel**. NetSupport School will not be installed and you will be asked if you wish to abort the install program.

Click **Next**.

Licence Information
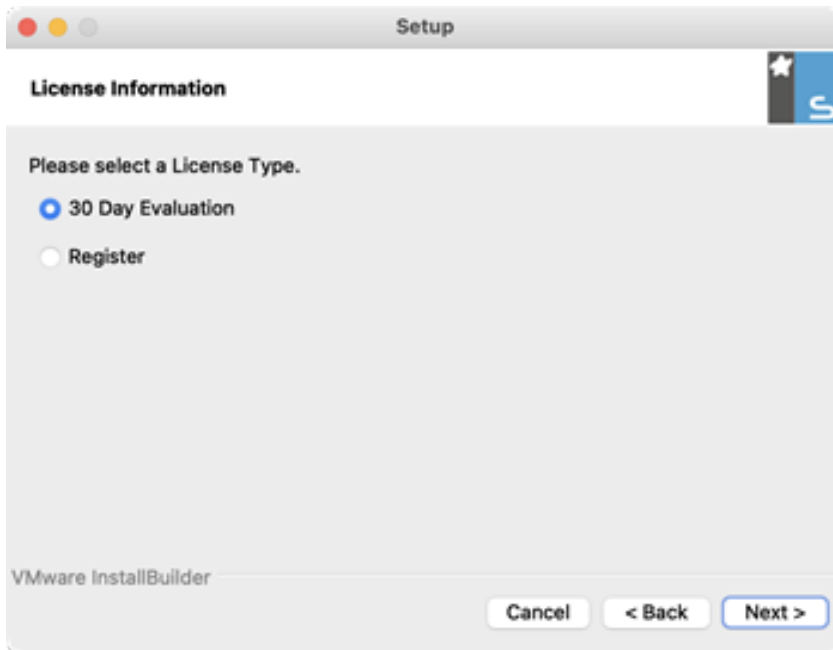
Select the licensing method preferred: if you already have a licence for NetSupport School, select **Register**. If you are evaluating NetSupport School, select **30 day Evaluation** and click **Next**.

Select setup type

Choose the setup type to install on the machine.
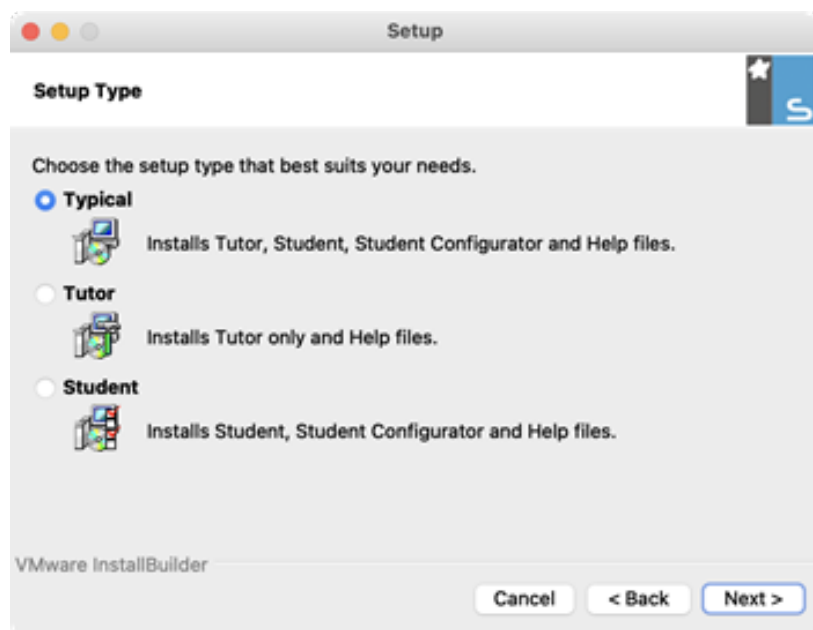
Typical

This option installs the Tutor, Student, Student Configurator and help files and is often referred to as a full install.

Tutor

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

Student

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

Click **Next** to continue.

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 or Student Configuration settings.

Note: This screen will only appear on new installations. Upgraded systems will retain the existing room name.

Completing the installation

Ready to install the program

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

Installation complete - Add application to the dock

When installing the Tutor, you will have to option to add the NetSupport School icon to the dock.

To complete the installation, click **Finish**.

NetSupport School for Mac Permissions Utility

To use NetSupport School and all its features certain permissions are required. This dialog shows which permissions need setting. Click **Set** to configure each one and **Quit** when finished.
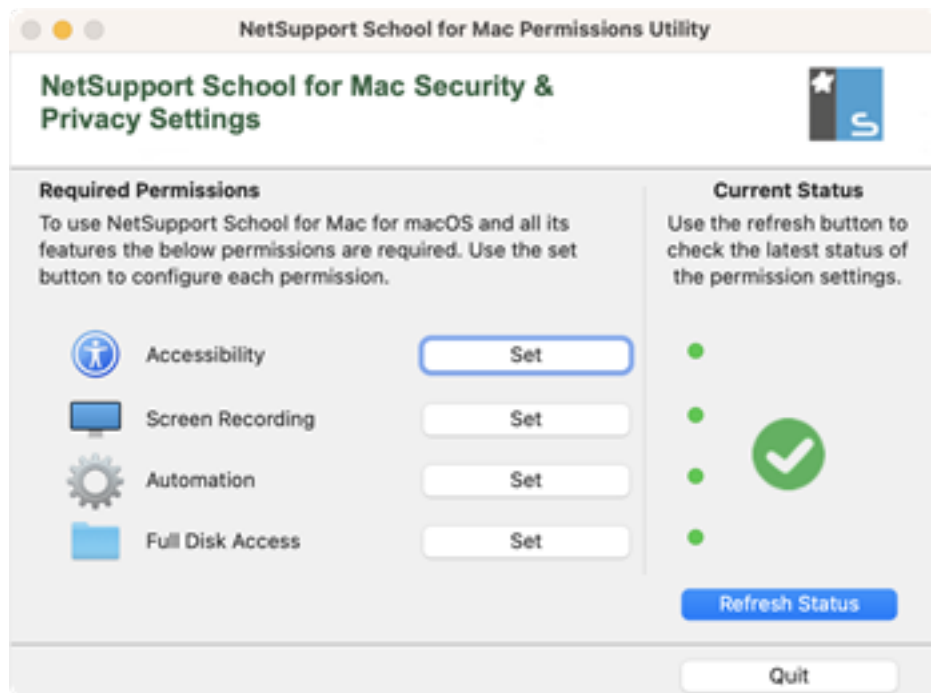
Existing installation detected

This screen will appear if a copy of NetSupport School is already installed on the machine. Click **Yes** to automatically uninstall any NetSupport School files already on the system and continue a new installation.
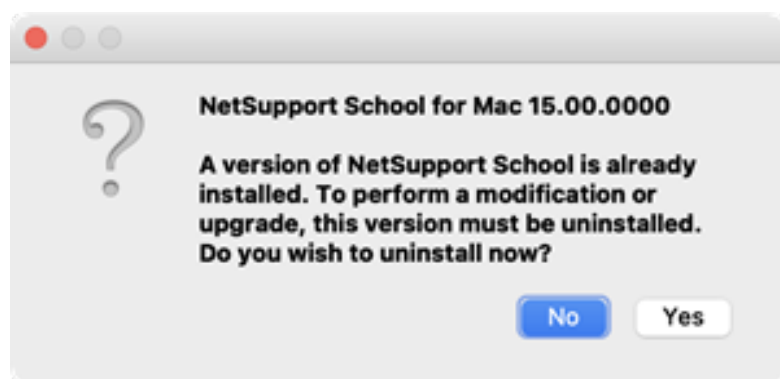
Note: Configuration and licence files will not be removed.

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 version 12 or above tablets and is available for free from the Google Play store.

From version 15.10.0003 the NetSupport School Student for Android only supports Android devices compatible with the latest CPU architecture - arm64-v8a ABI for 64-bit ARM processors. For more information, see NetSupport School Student for Android - change to CPU architecture support from version 15.10.0003.

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 {File}{Tablet}{Apply Student Settings} from the Tutor Console drop-down menu.

2. The Student Settings dialog appears.

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 appears.

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.

Features supported on Android:

- Student register.

- Receive messages from the Tutor.

- Group or 1:1 Chat.

- Student Survey.

- Lock/unlock student computers.

- Real-time instruction (Show mode).

- View Student thumbnails.

- Watch Student screen.

- Wi-Fi/battery indicators.

- File Transfer.

- 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).

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 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 14 and above 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.

Features supported on iOS:

- **Student register** - The teacher can request standard and custom information from each student at the start of a lesson.

- **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.

- **Lock screen** - The teacher can lock the app to gain attention.

- **Restrict Internet** - The teacher can block websites during the lesson.

- **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.

Installing and configuring the NetSupport School Student for 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 ChromeOS. From the teacher's machine, you can then connect to each Chromebook system, enabling you to monitor the screens and interact with each student quickly and efficiently.

Note: The Chrome Student extension now supports Manifest V3. The minimum supported version of ChromeOS is 99.

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.

Configure NetSupport School Tutor to connect to Google Chrome Students

1. Select {File}{Configuration} from the Tutor Console drop-down menu.

2. Select **Network Settings**.

3. Click **Configure**.

4. Enter the Gateway address, port number and security key. This must be the same as set in the NetSupport Connectivity Server.

5. Click **OK**.

6. You can now browse for Google Chrome Students.

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.

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 ChromeOS User Settings via Google Apps for Education.

Features supported on Google Chrome:

- View a real-time thumbnail of each student machine in a single view.

- Zoom in to view a larger thumbnail of any selected student Chromebook.

- Ask students to register at the start of each lesson.

- 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 that all or selected students can join, enter their comments and share with the rest of the class.

- Send an attention-grabbing message or instruction to each student machine.

- Block all internet access.

- Optimised performance for Chromebooks running on battery mode.

- Monitor web activity on student Chromebooks.

- Extra security with password-protected 'Options' setting on student Chromebooks.

Starting NetSupport School

After installation, the Student program is automatically loaded on the Student machines as the system starts up.

To start the NetSupport School Tutor program, double click on the **NetSupport School** icon in your NetSupport School Applications Group. If you have chosen to add Dock icons, click the **NetSupport School** icon from the Dock.

Note: You can specify the Students to connect to at start-up in the Tutor Configuration, select {File} {Configuration}{Student Selection} from the Tutor Console drop-down menu.

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.

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'.

- Individual items in menu commands are enclosed in braces and should be followed in sequence, for example: {Student}{Show}.

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.
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.

The Tutor Console

The Tutor Console is the primary interface for:

- Configuring the Tutor (Control)

- Connecting to Students

- Selecting which Students to work with

- Selecting tasks to carry out.
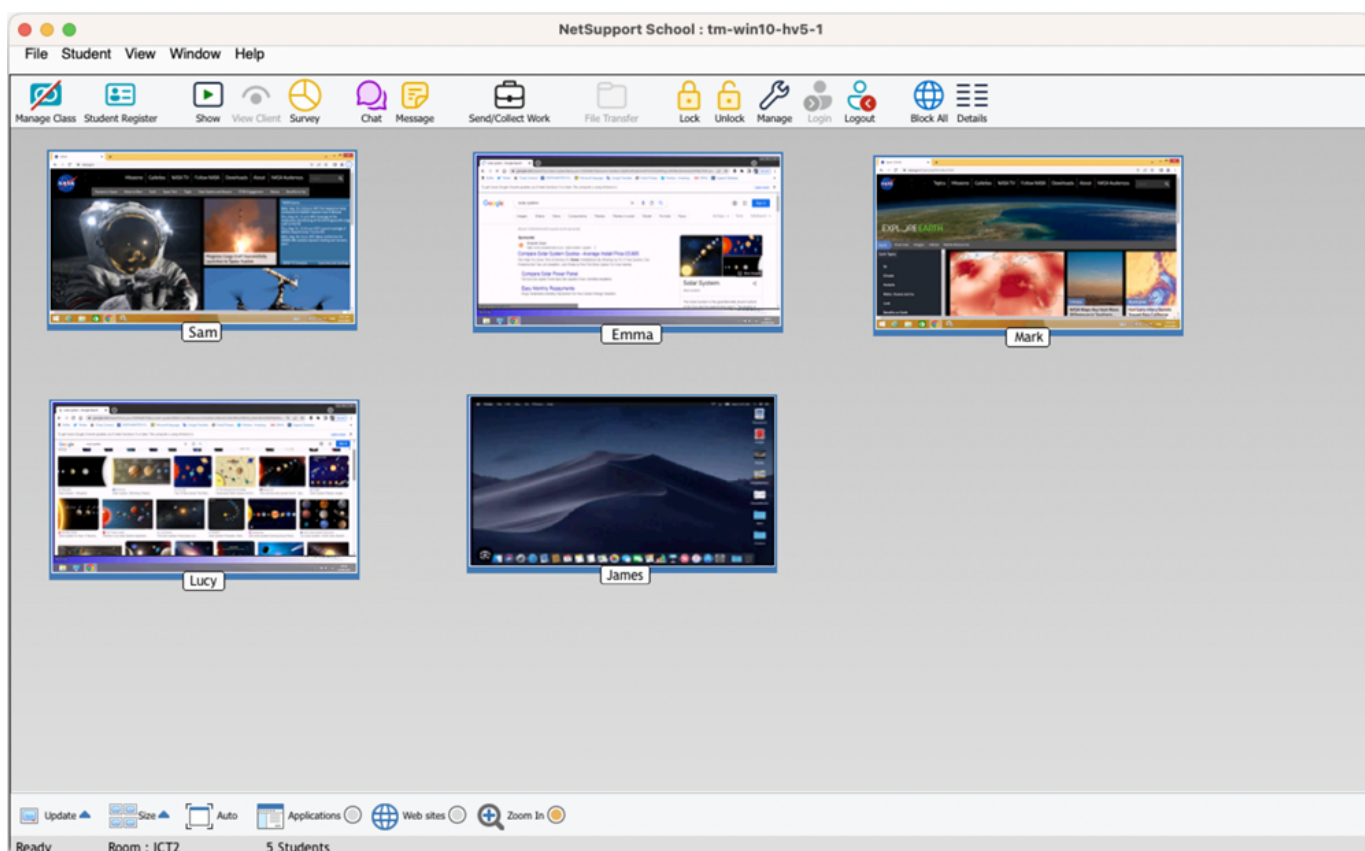
The Title bar

This indicates that you are in the Tutor Console and displays the name of the NetSupport School Tutor machine.

The Menu bar

The menu bar contains a series of drop-down menus that can be used to access the various tools and configuration utilities. These menus can be used to select Students to work with.

The Toolbar

The toolbar contains shortcuts to many of the most frequently used tasks and tools. Clicking on an individual item takes you straight to that task or function, eliminating the need to work through the

drop-down menus.

The List view

The List view displays the currently connected Students. You can switch the display mode between Thumbnail mode and Details mode, from the Tutor Console {View} drop-down menu.

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

The Status bar

The Status bar is displayed at the bottom of the Tutor Console. It shows the status of the Tutor, the current connection method and the number of currently connected Students.

To enable/disable the Status bar, choose {View}{Status bar}.

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. Select {File}{Configuration - Student Selection} from the Tutor Console drop-down menu.
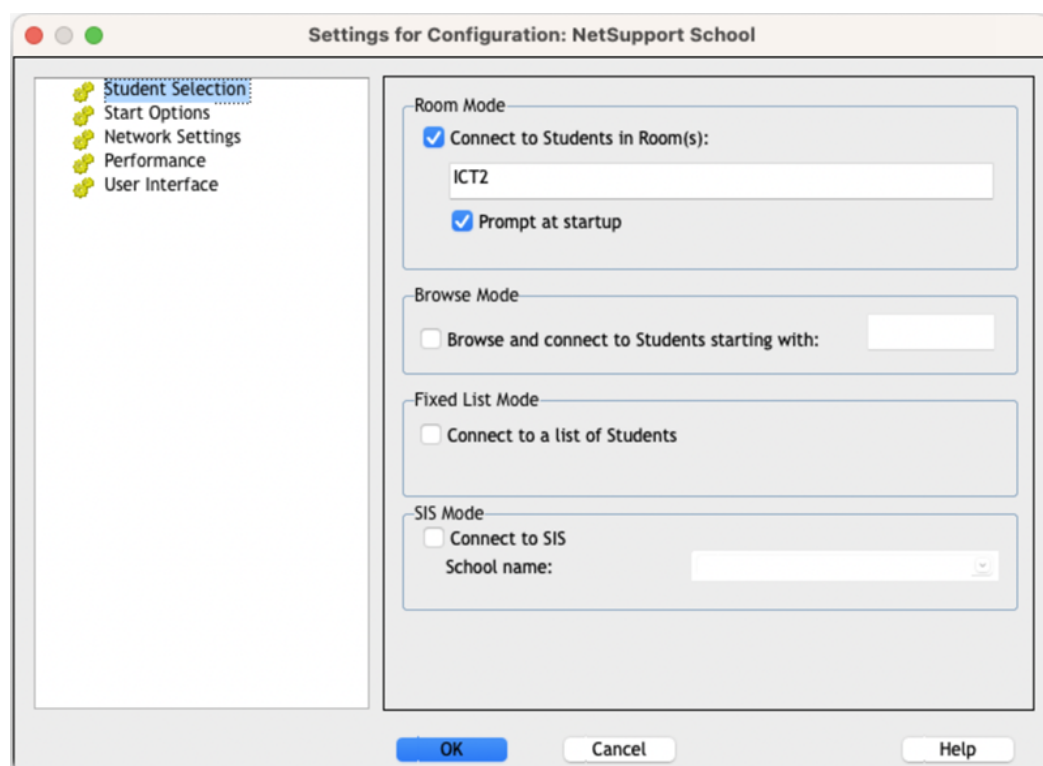
The connection methods available are:

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.

Note: If the expected Students are not found, it may be because NetSupport School has not been configured to browse the required networks. See <u>Configuring NetSupport School for subnet browsing</u> for more information.

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.

Lesson Details

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

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

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 will appear: you can connect by a 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**.

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**.

Once the connection list is populated with the required class(es), you can click the Large Icon and Details View icons to switch view mode. Details View is particularly useful when connecting using SIS Mode as it will import additional class details, if previously entered into your student information system, to further 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.

Startup Options

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.

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. At the start of a lesson the teacher simply indicates which of the pre-defined rooms they want to connect to.

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.

7. Click **OK**.

8. 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. Select {File}{Configuration} from the Tutor Console drop-down menu.

2. Select **Student Selection**.

3. Click the **Connect to Students in Room(s)** option and enter the required room.

4. Click **Prompt at startup** if you want the Tutor to be prompted to enter a room value each time the Tutor starts.

5. Click **OK**.

6. Click **Yes to re-initialise the Tutor configurator.**

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

Students manually connecting to a room

Students can be configured to manually enter the room from the Student icon in the menu bar.

Note: In the Student Configurator, one of the 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**.

1. Click the **NetSupport School Student** icon from the menu bar and select **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 or choose a room from a drop-down list.

3. Click **OK**.

4. The Student will connect to the selected room and appear in the Tutor console.

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. Select {File}{Configuration} from the Tutor Console 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 connect to all Students found and display their icons in the Tutor Console.

Note: If a machine was not available at the time the Tutor initialised, you can subsequently connect to it by clicking **Manage Class** on the toolbar and selecting **Refresh**. This will re-search the network and connect any additional Students meeting the criteria.

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.

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. Select {File}{Configuration} from the Tutor Console drop-down menu.

2. Select **Student Selection**.

3. Select the **Connect to a list of Students** option.

4. Click **OK**.

5. Click **Yes** to re-initialise the Tutor Configurator.

6. The Tutor will connect to all Students found and display their icons in the Tutor Console. These Students have now been added to the Known List of Students.

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.

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.

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 will need 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 will appear. 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.

The Known List of Students

The Known List of Students is a list of available Students that have been found on the network. The list can be updated in the Modify Known List dialog.

Note: The Modify Known List dialog is only available when using the Fixed List connection mode. You can switch to this mode in the NetSupport School Tutor Configurator.

To add available Students to the Known List

1. Choose {File}{Modify Student List} from the Tutor Console drop-down menu.

2. The Modify Known List dialog will appear.

3. Enter a prefix for the Students computer names in the text box beside the **Browse** icon.

4. Click **Browse**.

5. The browsing message will appear.

6. All Students matching the prefix will appear in the Available Students list.

7. Select the **Student** icon and click **Add**.

8. The Student is now part of the Known List.

9. Click **Close**.

10. The Tutor will re-connect to the known Students and display their icons in the Tutor Console.

To remove Students from the Known List

1. Choose {File}{Modify Student List} from the Tutor Console drop-down menu.

2. The Modify Known List dialog will appear.

3. Select the **Student** icon from the Known List pane.

4. Click **Remove**.

5. The Student is now available but is not part of the Known List.

6. Click **Close**.

7. The Student icon will be removed from the Tutor Console.

Note: In order to connect to a removed Student, you must browse for them and add them to the Known List.

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. Select {File}{Configuration} from the Tutor Console drop-down menu.

2. From the Configuration options, select **Network Settings**.

3. Click the **Settings** button under Browsing.

4. The Configure TCP/IP Client Browsing dialog will appear.

5. Click **Add** and enter the broadcast address of the network you wish to browse if known.

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 LAN 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.

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 to time out as it will allow you to carry on working, this message can be disabled if required.

To disable the disconnect prompt

1. Select {File}{Configuration - User Interface} from the Tutor Console drop down menu.

2. Select the **Silent Disconnect** option and click **OK**. The next time a Student disconnects no message will be 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.

Configuring the Tutor machine

The NetSupport School Tutor is configured using the {Configuration} option from the {File} Tutor Console drop-down menu.
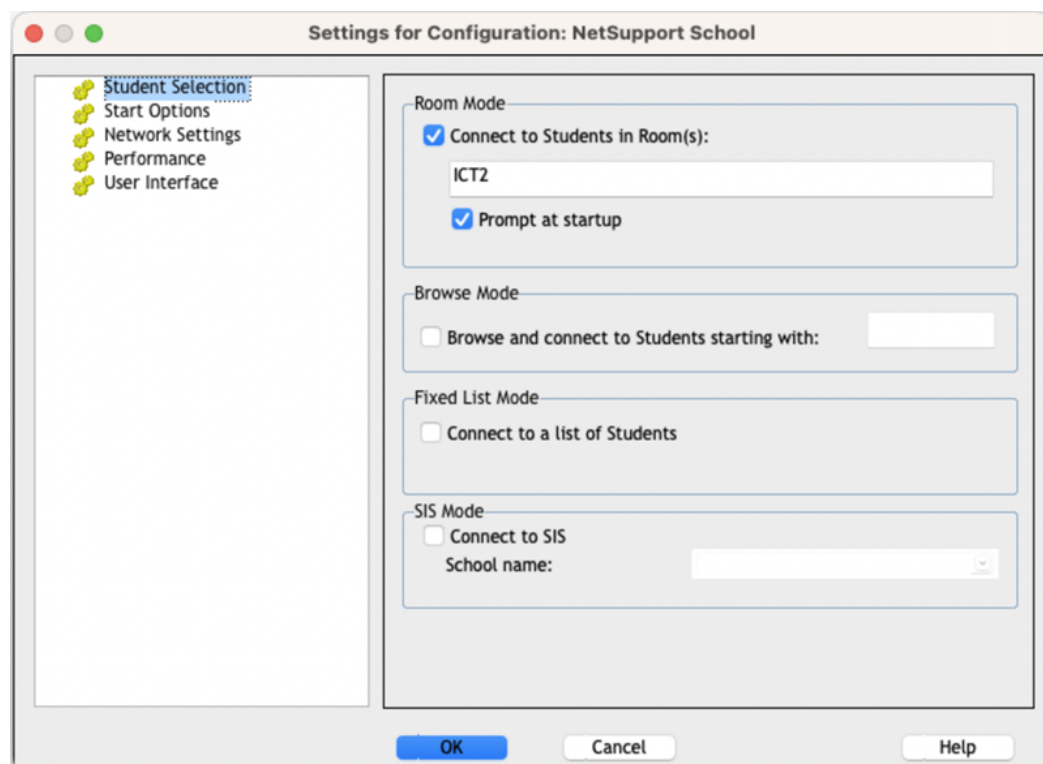
The Tutor Configurator has the following options:

Student Selection

This is used to specify the mode to connect to Students when the Tutor program starts.

Start Options

Allows you to specify the start-up options for the Tutor.

Network 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 the amount of data sent across the network when performing a View or Show.

User Interface

Allows you to customise options between the Tutor and the Student.

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.

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.
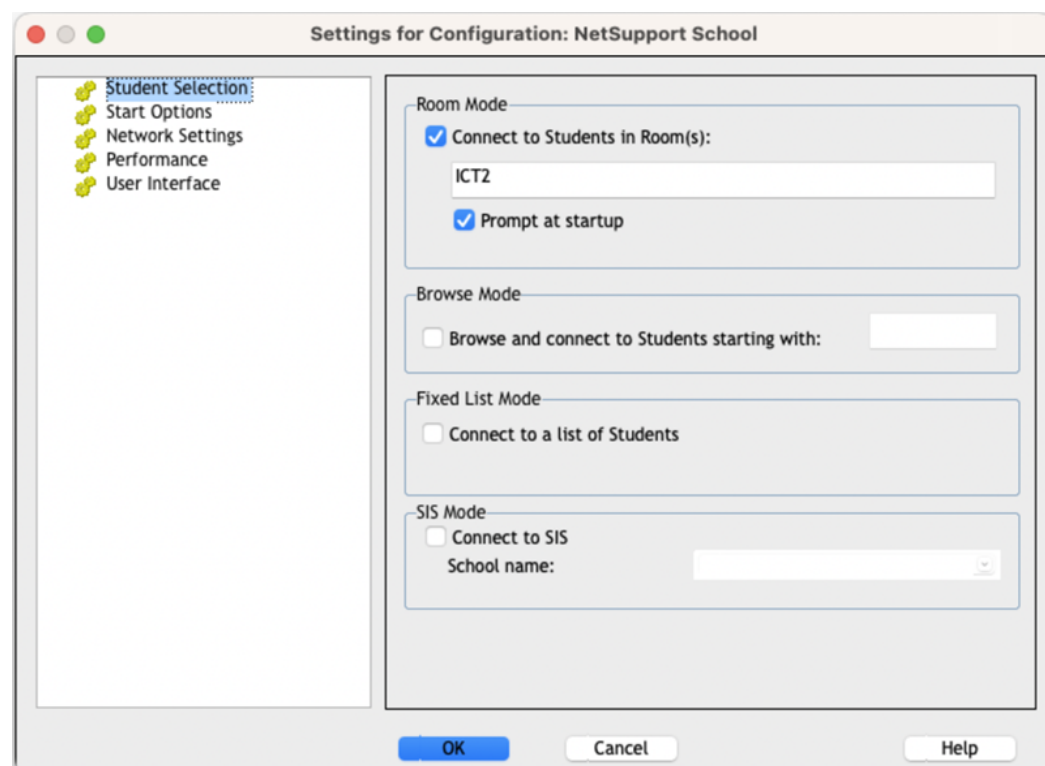
Room Mode

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.

Prompt at startup: You will be prompted to specify a room when the Tutor program starts.

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 box is checked, 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: If this box is checked, NetSupport School will only connect to Students in the Known List.

SIS Mode

Connect to SIS: Allows you to connect to your SIS data. The NetSupport Connectivity Server 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.

> **Note:** 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.

Tutor Start Options

Use these options to specify the startup options for the Tutor.
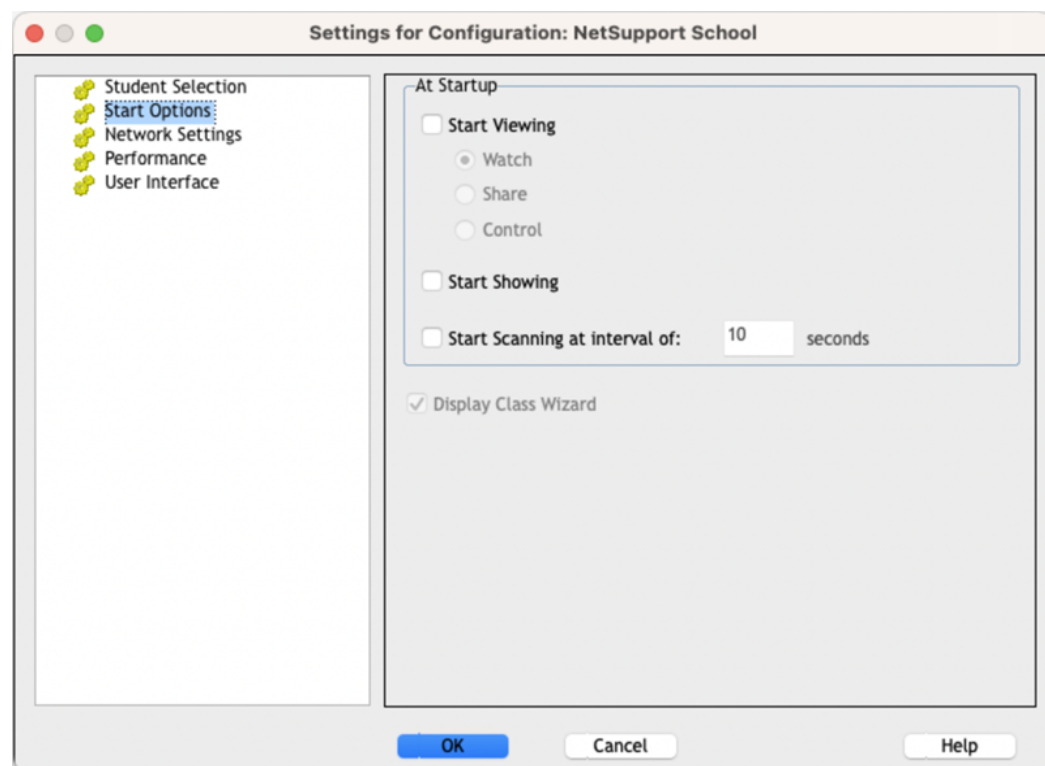
At Startup

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 or Watch.

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.

Display Class Wizard

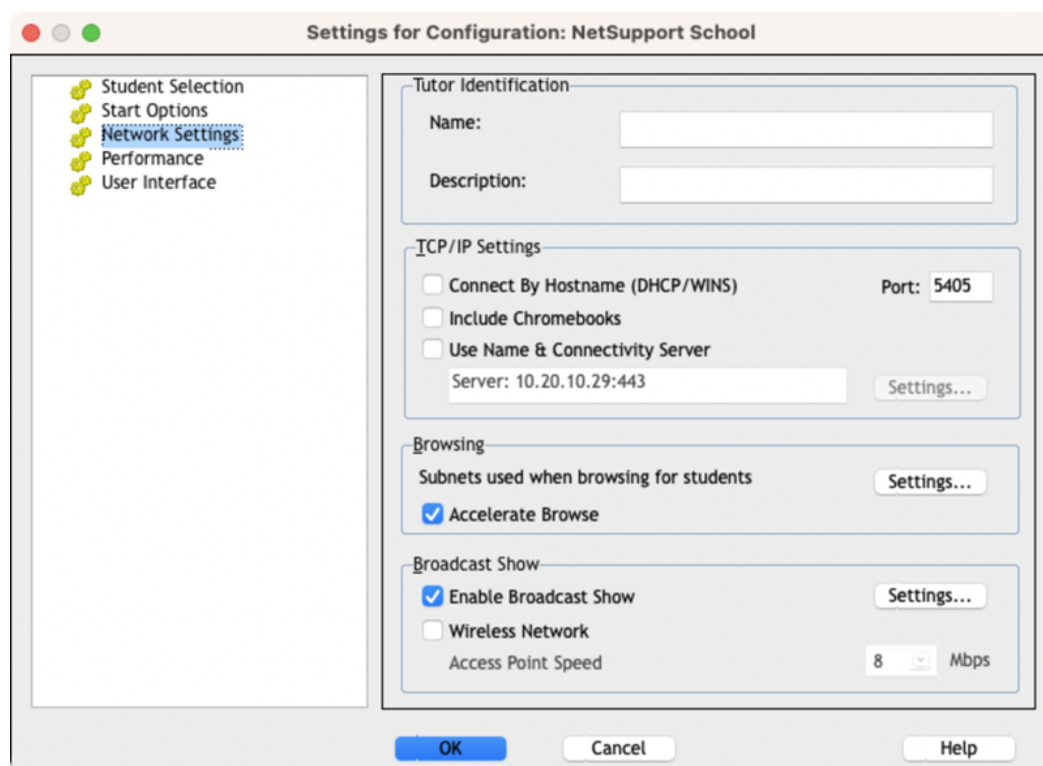If this option is selected, the Class wizard appears at startup.

Tutor Network 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
Use these options to personalise the Tutor machines configuration.

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/DNS Hostnames): 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 Name & Connectivity Server (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 NetSupport Connectivity Server for Students matching the specified criteria. Click **Settings** and enter the IP address of the NetSupport Connectivity Server along with the matching security key.

Notes:

- The NetSupport Connectivity Server must be installed on a Windows machine using the NetSupport School Windows installer.
- When **Use Name & Connectivity Server** is enabled, 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.

Broadcast Show

When showing the Tutor screen to Students, the screen information is sent to each Student machine in turn. Enabling Broadcast Show results in the screen information being sent to all machines simultaneously. In some network environments where there is limited network bandwidth available or when showing 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.

Settings: If Broadcast Show is enabled, select this option to set the 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.

- **Access Point Speed:** Select the data rate applicable to your wireless access point.

Tutor Performance settings

Allows you to set low bandwidth and colour reduction settings to lower the amount of data sent across the network.
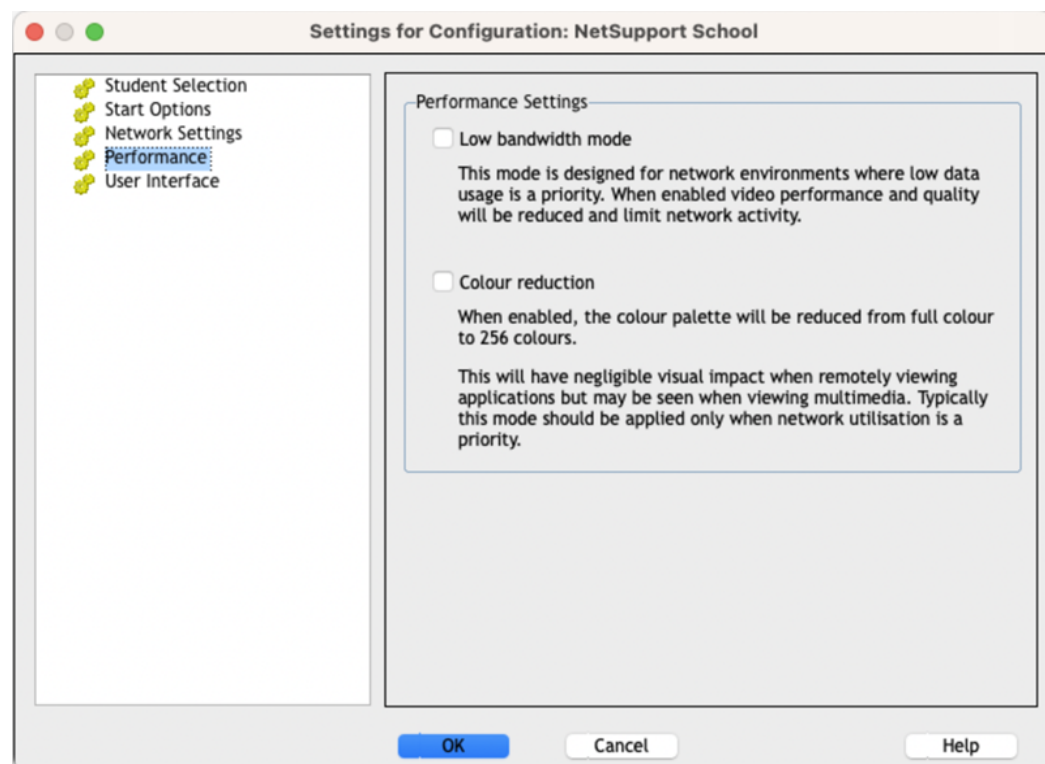
Low bandwidth mode

This mode is designed for network environments where low data usage is a priority. When enabled, video performance and quality will be reduced and limit network activity.

Colour reduction

When enabled, the colour palette will be reduced from full colour to 256 colours.

This will have negligible visual impact when remotely viewing applications, but may be seen when viewing multimedia. Typically, these options should be applied only when network utilisation is a priority.

Tutor User Interface settings
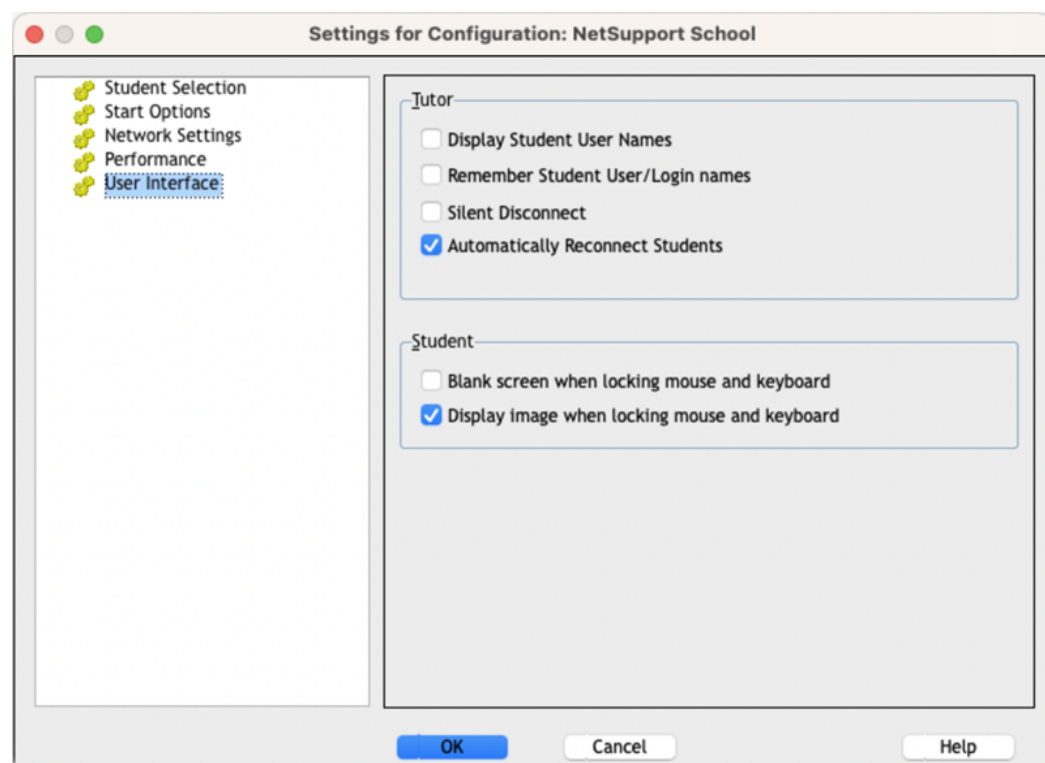
Tutor

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.

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 to Students: Ensures that Student machines automatically rejoin a live remote control session should they inadvertently disconnect.

Student

Blank screen when locking mouse and keyboard: Blanks the Student screen when their keyboard and mouse are locked.

Display image when locking mouse and keyboard: Displays a full-screen image on the Student screen when their keyboard and mouse are locked. The default NetSupport School image can be replaced by one of your own choosing by setting the location of the file in the Student Configurator - Advanced Settings.

Configuring the Student machine

NetSupport School Students are configured using the NetSupport School Student Configurator from the NetSupport School Application Group.
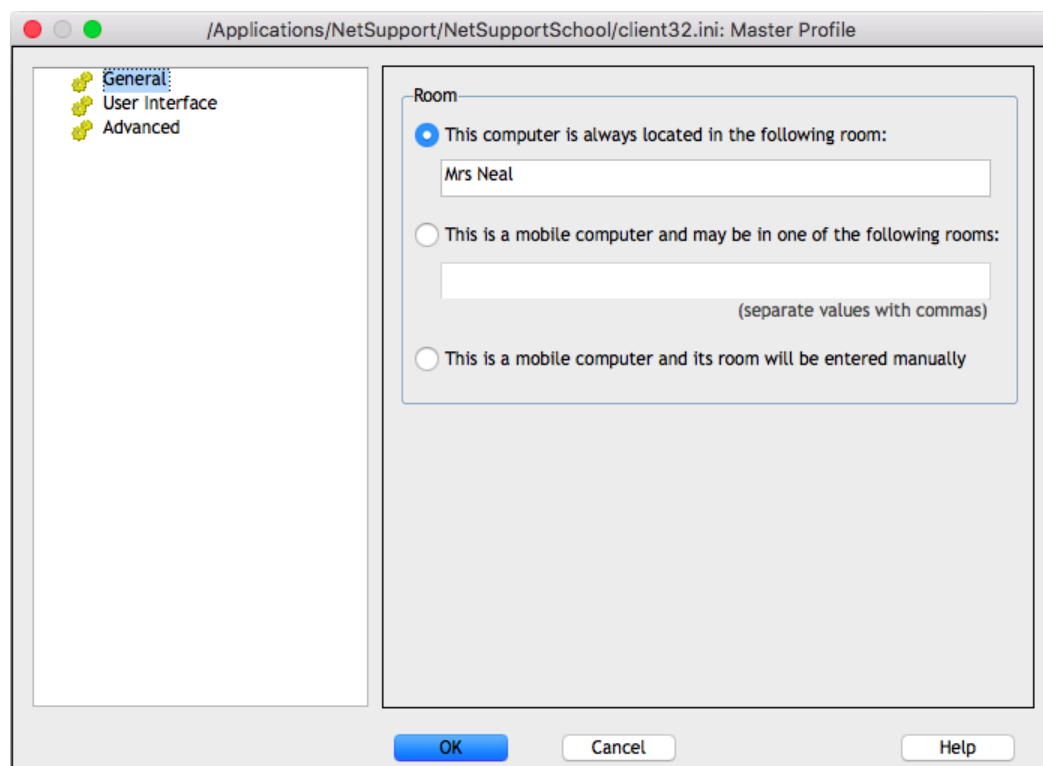
The Student Configurator has the following options:

General

Specify where to connect the Student when using Room mode.

User Interface

Customise the interface between the Student and Tutor.

Advanced

Set the network transport that the Student will use for communicating with the Tutor program.

Student General settings

Allows you to specify the room settings for Students when connecting via Room mode.
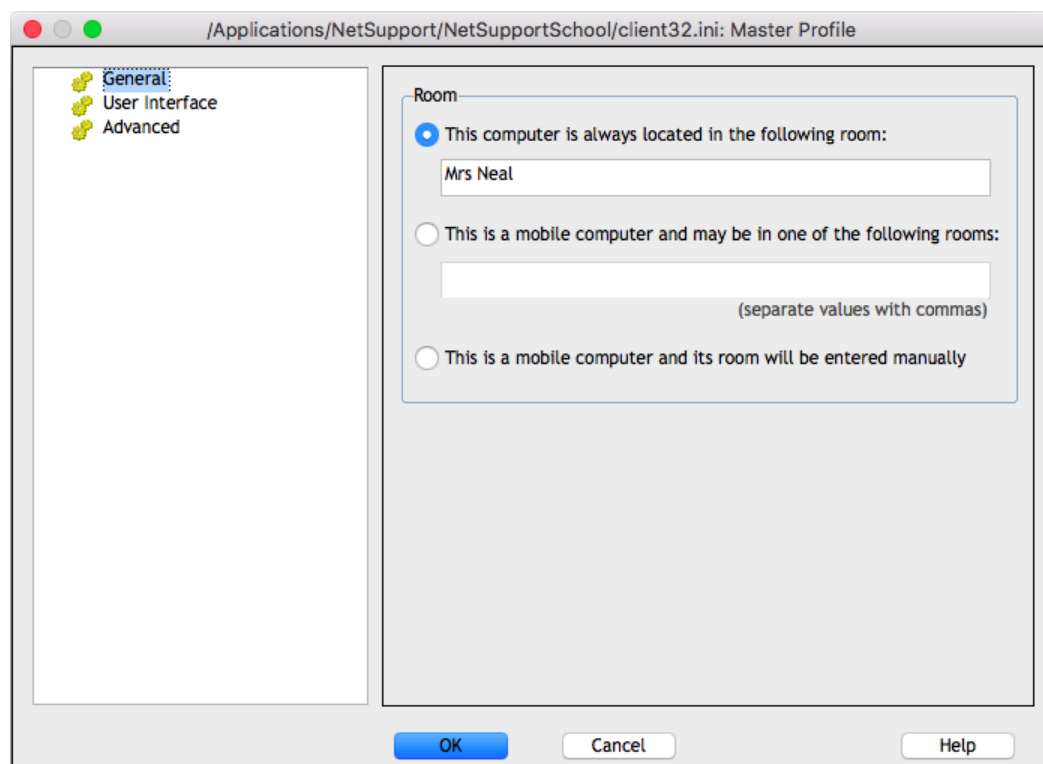
This Computer is always located in the following room

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 menu bar to manually enter the room.

Student User Interface settings

Allows you to customise the interface between the Student and Tutor.
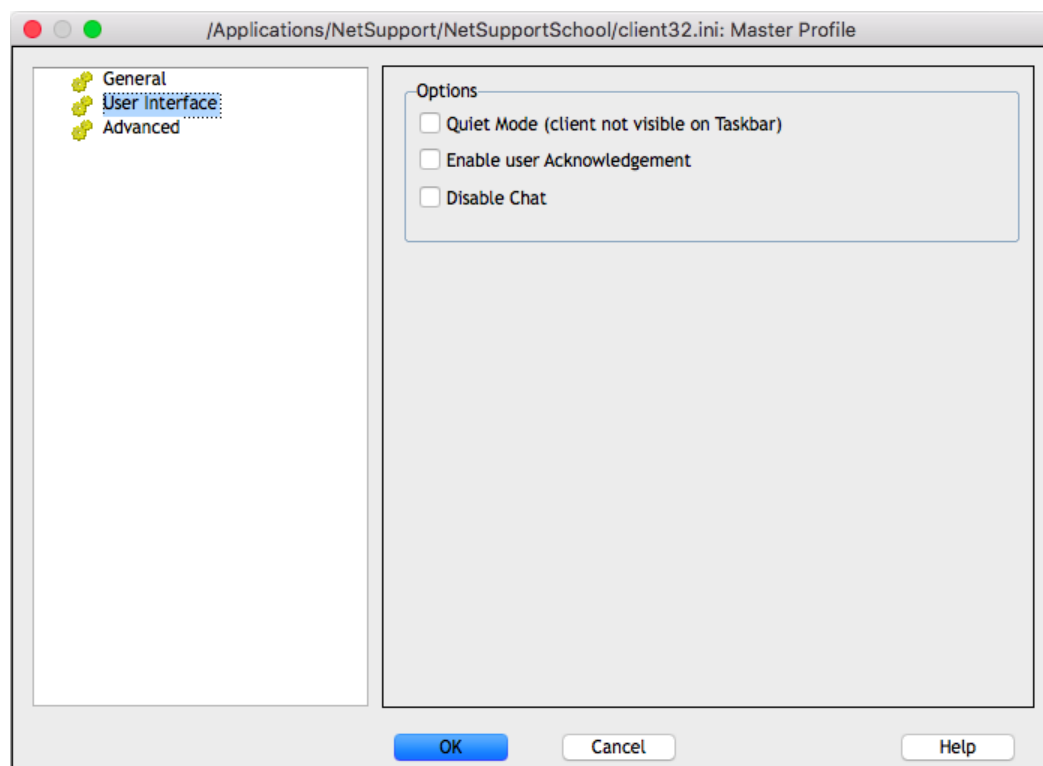
Options

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.

Enable User Acknowledgement: If enabled, a remote control session cannot take place until the Student has confirmed that they accept the link being made.

Disable Chat: Prevents the Student from being able to use the Chat function.

Student Advanced settings

Here you can set up the network transport for a Student. It must be the same as that set at the Tutor.
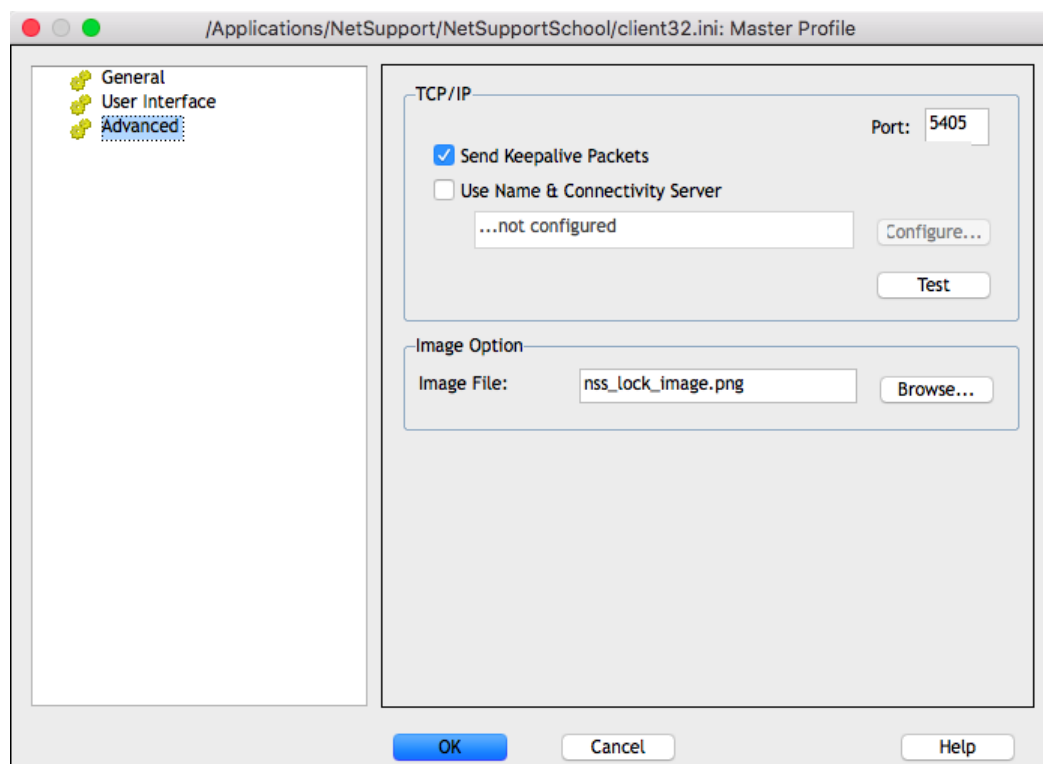
TCP/IP

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 Keepalive 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.

Notes:

- If you are using routers, you must ensure that they are configured to pass through data using this port.
- Changing port could interfere with other TCP/IP applications.

Use Name & Connectivity Server (Gateway): Enable this option if you want the Student's current IP address to register with a designated 'Name & Connectivity Server (NetSupport Connectivity Server)' on start up. Click **Configure** and enter the IP address of the NetSupport Connectivity Server along with the matching security key.

Note: The NetSupport Connectivity Server must be installed on a Windows machine using the NetSupport School Windows installer.

Click **Test** to check that the protocol is correctly installed on this machine.

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.

Note: If you do not want to display an image, you can choose to blank the Student's screen when locked instead. Select {File}{Configuration - User Interface} from the Tutor Console drop-down menu and clear the **Display image when locking mouse and keyboard** checkbox. The **Blank screen when locking mouse and keyboard** checkbox will automatically be selected.

Using NetSupport School

This section will guide you through starting NetSupport School. It also covers basic 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 that is doing the showing or viewing, is called the Tutor or Control and that the machines being shown to or viewed are called the Students or Clients.

When the Tutor Console loads it automatically searches for and connects to Students that meet the criteria set in the Class wizard.

Note: This guide assumes you have already installed Students on the machines to be controlled. If you have not done this, do so now. See the Pre-installation topic for details.

Student Register

By default, NetSupport School will display the computer 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.

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. Choose {File}{Register} from the Tutor Console drop-down menu.

    Or

    Click the **Student Register** icon on the toolbar.

3. Select **Sign In** from the available options.

4. The Student Register dialog will appear.

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

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. Choose {File}{Register} from the Tutor Console drop-down menu.

    Or

    Click the **Student Register** icon on the toolbar.

2. Select **Sign Out** from the available options. Confirm that you want to unregister the Students.

Registration Report

Student registration details can be stored in a report. To save the report ensure that the **Auto Save Register** option is enabled on the Student Register dialog when requesting the Student details. The report can be stored in CSV, HTML or XML format.

To display the login name of Students

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

Display the login name of Students

1. Choose {File}{Configuration - User Interface} from the Tutor Console drop-down menu.

2. Check **Display Student User Names**.

3. Click **OK**.

To save Students login name

Enable this option to permanently store the Students login name.

Save Students login name

1. Choose {File}{Configuration - User Interface} from the Tutor Console drop-down menu.

2. Check **Remember Student User/ Login names**.

3. Click **OK**.

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

The NetSupport School Tutor can power on Student machines at the start of a session. This feature works by sending a Wake-on-LAN packet to the Student network adapter, which instructs the machine to power on. For this to function, the Student must be known to the Tutor and comply with the following:

The option "Wake for network access" will need to be enabled in System Preferences > Energy Saver, and power on will only function when a Mac is in sleep state as when fully powered off the network adapter is disabled.

Note: Known Students are Students that have been previously connected to.

To power on a NetSupport School Student

1. Select the icon(s) of the Students you wish to power on.
2. Choose {Student}{Power Management - Power On} from the Tutor Console drop-down menu.

   Or

   Click the **Manage** icon on the Tutor toolbar and choose **Power On**.
3. The Student machines will now power on.

Student power off

NetSupport School allows a Tutor to remotely power off a Student machine securely using the NetSupport 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. Choose {Student}{Power Management - Power Off} from the Tutor Console drop-down menu.

   Or

   Click the **Manage** icon on the Tutor toolbar and select **Power Off**.

4. The Student machines will now power off.

Rebooting or logging out Students

Having connected to Student(s), you are able to remotely logout 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 logout a Student

1. Select the Student(s).

2. Choose {Student}{Reboot or Logout} from the Tutor Console drop-down menu.

    Or

    Click the **Manage** icon on the Tutor toolbar and select **Reboot**.

    Or

    Click the **Logout** icon on the Tutor toolbar.

    Or

    Right-click on a selected Student and choose **Reboot** or **Logout**.

3. A message will appear, confirming the Student(s) included in the reboot/logout.

4. Click **Yes** to continue.

To reboot or logout a Student whilst viewing

1. Choose {Client}{Reboot or Logout} from the View window drop-down menu.

2. A message will appear, confirming the Student included in the reboot/logout.

3. Click **Yes** to continue.

Note: Reboot will not function on Mac Students that are logged out.

Lock/unlock Students' mice and keyboards

There may be occasions when you want to lock a Students' keyboards and mice. You can only lock/unlock Students that are connected.

To lock Students

1. Select the Student(s) you wish to lock.

2. From the Tutor Console drop-down menu, choose {Student}{Lock Keyboard/Mouse}.

   Or

   From the toolbar, choose **Lock**.

   Or

   Right-click on selected Student icons and choose **Lock Keyboard/Mouse**.

3. By default, a graphic will appear on the Student machine, informing them that you have locked their mouse and keyboard.

Note: Alternatively, you have the option to blank the Students screen.

To unlock Students

1. From the Tutor Console drop-down menu, choose {Student}{Unlock Keyboard/Mouse}.

   Or

   From the toolbar, choose **Unlock**.

   Or

   Right-click on selected Student icons and select **Unlock Keyboard/Mouse**.

Note: Lock will not function on Mac Students that are logged out.

To display a graphic when locking a Student machine

By default, a graphic is displayed on a Student's screen when the Tutor locks a Student's keyboard and mouse. You can choose to disable this and instead blank the Student screen - or the image can be changed if required.

Notes:

- If you view a locked Student, the display graphic on a Student screen will no longer apply.

- If an image file cannot be located on the Student machine, a flashing message "This machine has been locked by the control user" will be displayed on the Student screen.

- The lock image will not be displayed on Mac Students that are logged out.

To disable the display graphic

1. Choose {File}{Configuration - User Interface} from the Tutor Console drop-down menu.

2. Clear the **Display image when locking mouse and keyboard** option.

3. Click **OK**.

4. The Student's screen will now be blanked when locked.

Change the graphic to be displayed

The image can be replaced if necessary by replacing the file or by using the Student Configurator to select an alternative file.

1. In the Student Configurator, choose {Advanced}.

2. The Image File field will display the default file.

3. Click **Browse** to select an alternative file, then **Open**.

4. The image file will display the new file.

5. Click **OK**.

To blank a Student's screen when locked

Blank a Student's screen

1. Choose {File}{Configuration - User Interface} from the Tutor Console drop-down menu.

2. Check **Blank screen when locking mouse and keyboard**.

3. Click **OK**.

4. Select the Student(s) you wish to lock.

5. From the Tutor Console drop-down menu, choose {Student}{Lock Keyboard/Mouse}.

   Or

   From the toolbar, click the **Lock** icon.

Note: Blank screen will not be displayed to Mac Students that are logged out.

Viewing a Student screen

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

To view a Student

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

    Or

    With the required Student icon selected, choose {Student}{View} from the Tutor Console drop-down menu.
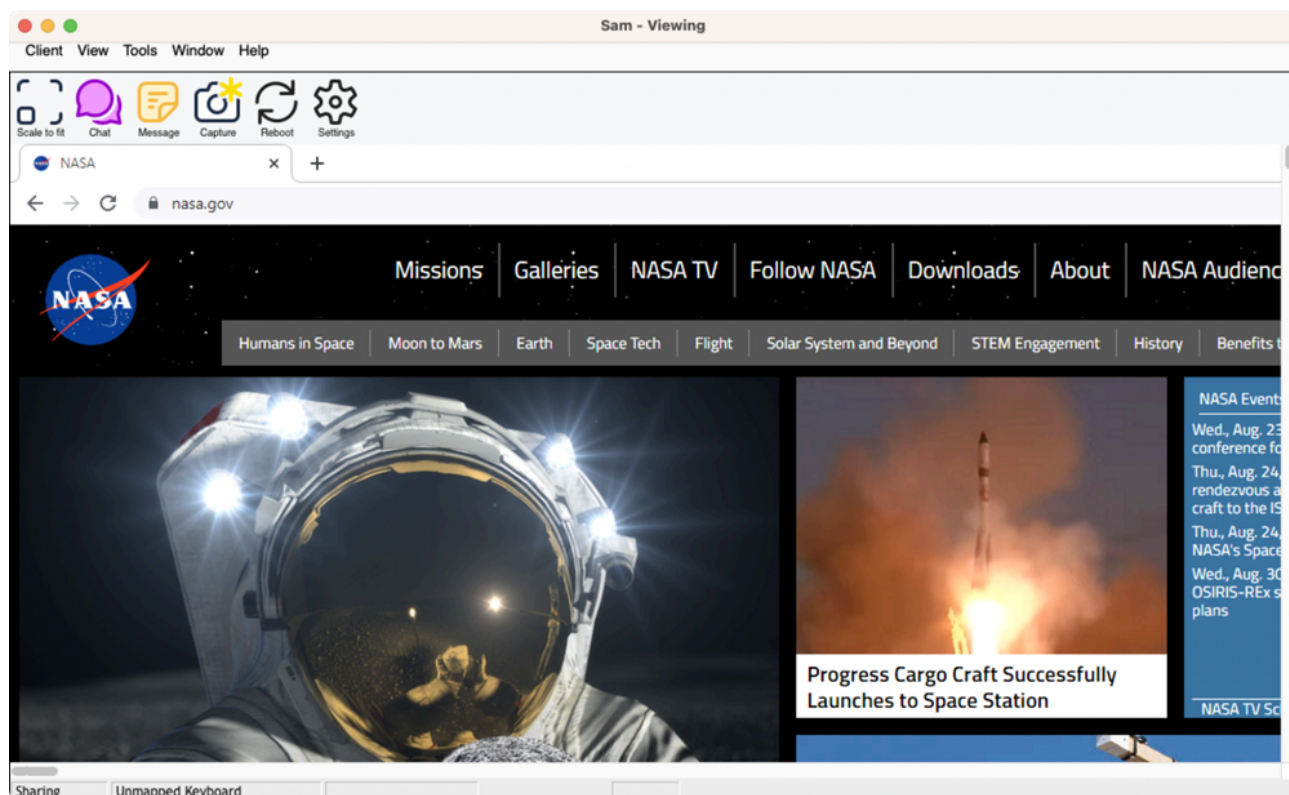
    Or

    Click the **View Client** icon on the Tutor toolbar.

    Or

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

2. The View window for that Student will appear at the Tutor.

To return to the Tutor Console

1. Choose {Client}{Close} from the View window drop-down menu.

Other View window options:

Scale to Fit

It may be that the Student is running in a higher resolution than the Tutor. In this case, choosing the **Scale to fit** option from the View window menu, will re-size its screen to fit the window in which it is displayed.

Keep Aspect

Maintains the correct aspect ratio of the remote screen.

View modes

You can view Students in two modes:

Share: The Student's screen will be displayed at both the Tutor and the Student. Both the Tutor and the user at the Student will be able to enter keystrokes and mouse movements.

Watch: The Student's screen will be displayed at both the Tutor and the Student. Only the user at the Student will be able to enter keystrokes and mouse movements. The user at the Tutor will be locked out.

To change the view mode

1. Select {Client}{Share/Watch} from the View window drop-down menu.

Monitor mode

Monitor mode, the default Tutor 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. While in Monitor mode, the Tutor still has access to the full range of NetSupport School features such as View and Chat.

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 selected Student, right-click and you can select from the full range of available Student features. For example, by selecting multiple thumbnails you can invite those Students into a Chat session.

In the List view, the Students can be viewed in two different ways, Thumbnail mode or Details mode. Choose {View}{Thumbnail mode/ Details mode} or right-click in the List view and select one of these options to change the layout of the Student icons.

Note: The Zoom facility can be toggled on/off by selecting {View}{Zoomed Mode} from the Tutor Console drop-down menu or clicking the **Zoom In** icon at the bottom of the Tutor Console.
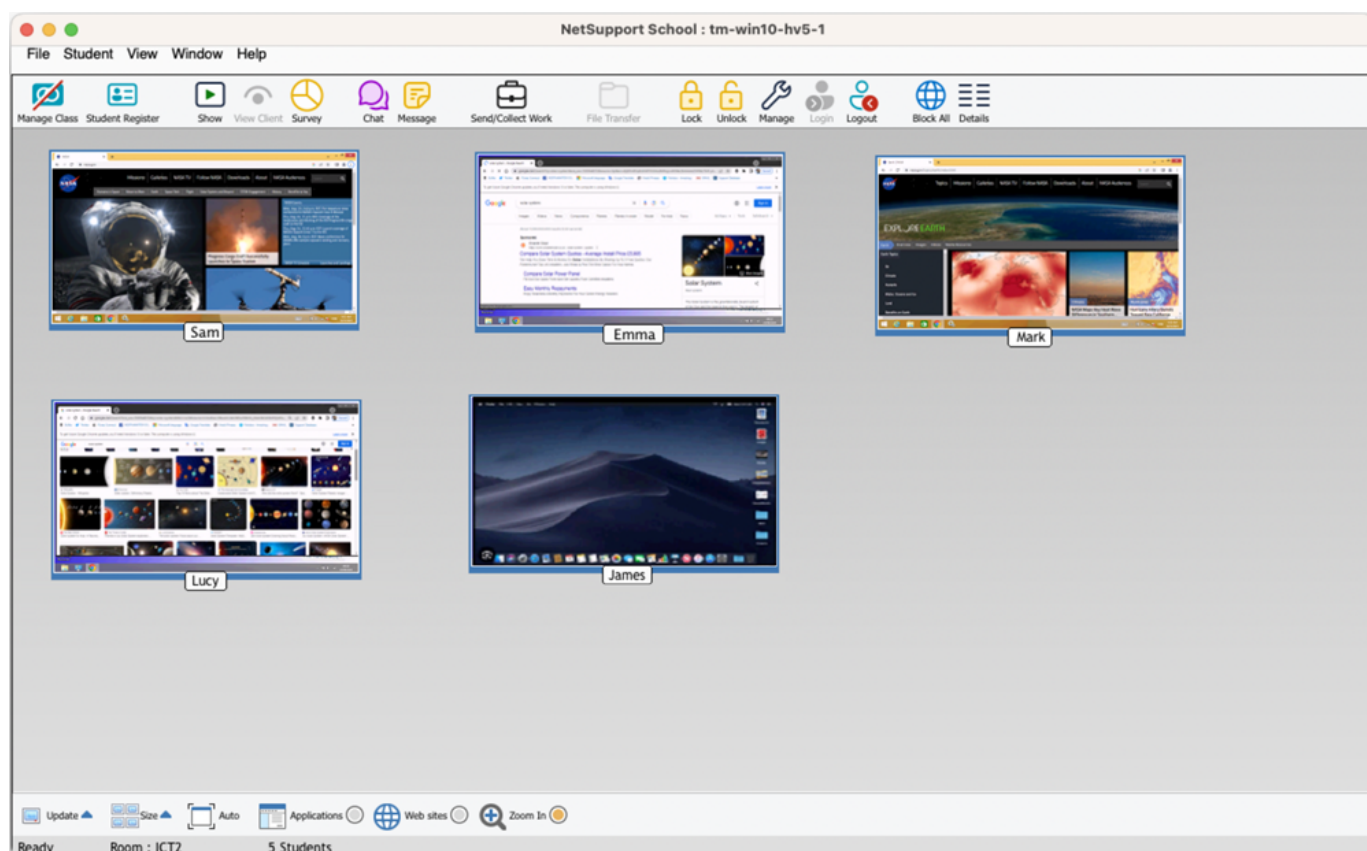
Monitor mode provides a number of additional tools:

Arrange to layout

You can rearrange the Student thumbnails in the List view to reflect the layout of the classroom.

1. Rearrange the Student thumbnails to your preferred layout.

2. The next time you open the Tutor, select {View}{Arrange to layout} from the Tutor Console drop-down menu.

3. The Student thumbnails will revert to the last remembered layout.

Note: To switch back to the default layout, choose {View}{Auto Arrange} from the Tutor Console drop down menu.

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. Choose {View}{Size} from the Tutor Console drop-down menu.

2. Select the required size from the available options.

Or

1. Click the **Size** icon at the bottom of the Tutor Console.

2. Select the required size by moving the slider across.

Auto-fit size of Student thumbnail

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

1. Choose {View}{Auto fit Students} from the Tutor Console drop-down menu.

   Or

   Click the **Auto** icon at the bottom of the Tutor Console.

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.

1. Choose {View}{Update} from the Tutor Console drop-down menu.

   Or

Click the **Update** icon at the bottom of the Tutor Console.

2. Select the required time interval from the available options.

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.

1. Choose {View}{Show Active Application} from the Tutor Console drop-down menu.

    Or

    Click the **Applications** icon at the bottom of the Tutor Console.

Show active website

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

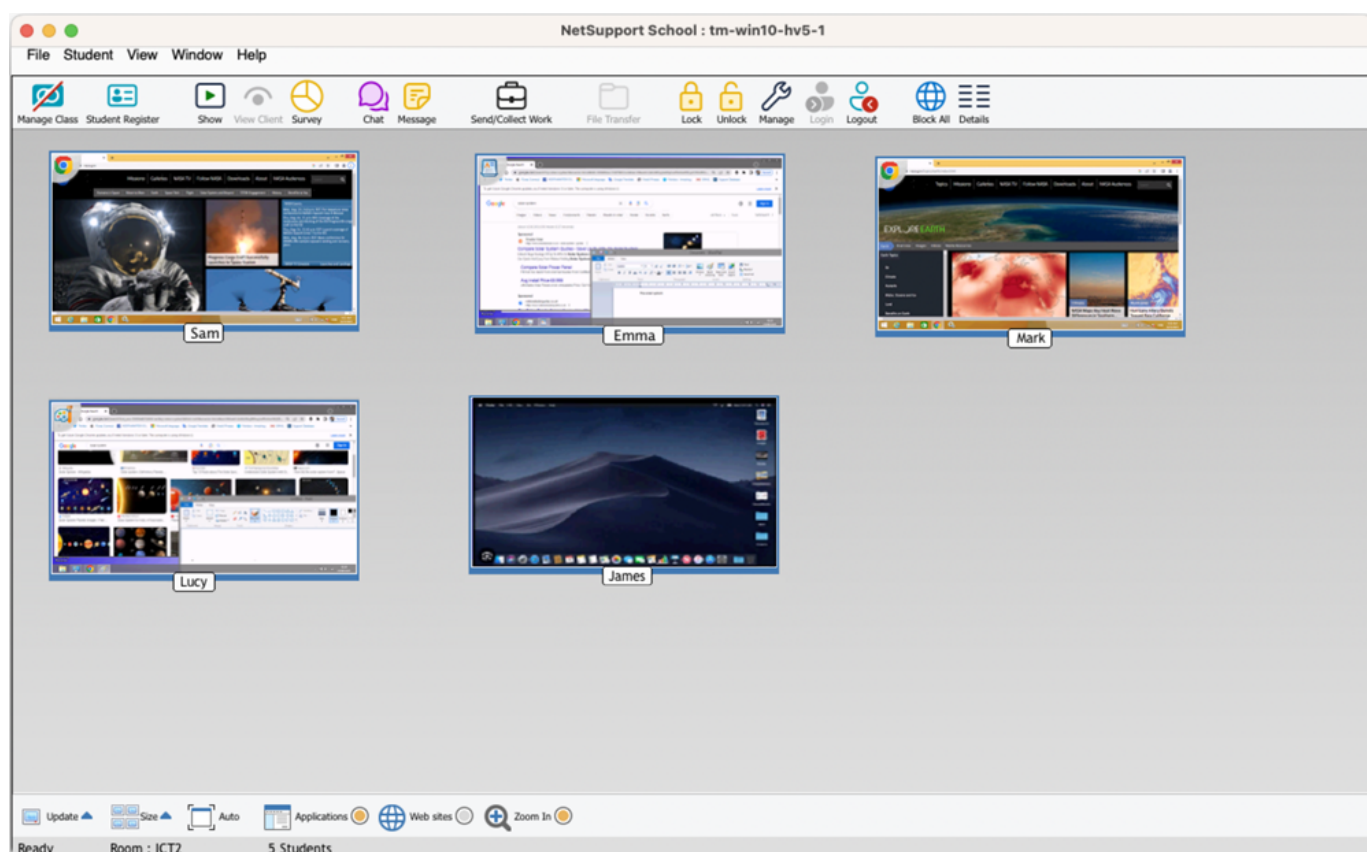1. Choose {View}{Show Active Web Site} from the Tutor Console drop-down menu.

    Or

    Click the **Web Sites** icon at the bottom of the Tutor Console.

Application monitoring

NetSupport School allows you to monitor the applications that are being used by connected Students.

In the List view, the Student icons can be viewed in two different ways, Thumbnail mode or Details mode. Choose {View}{Thumbnail mode/ Details mode} or right-click in the List view and select one of these options to change the layout of the Student icons.

Identify applications currently running on the Student machine

1. Select {View}{Show Active Application} from the Tutor Console drop-down menu.

   Or

   Click the **Applications** icon at the bottom of the Tutor Console.

2. An icon is displayed in the top left of each Student thumbnail indicating which application is currently active at the Student machine.
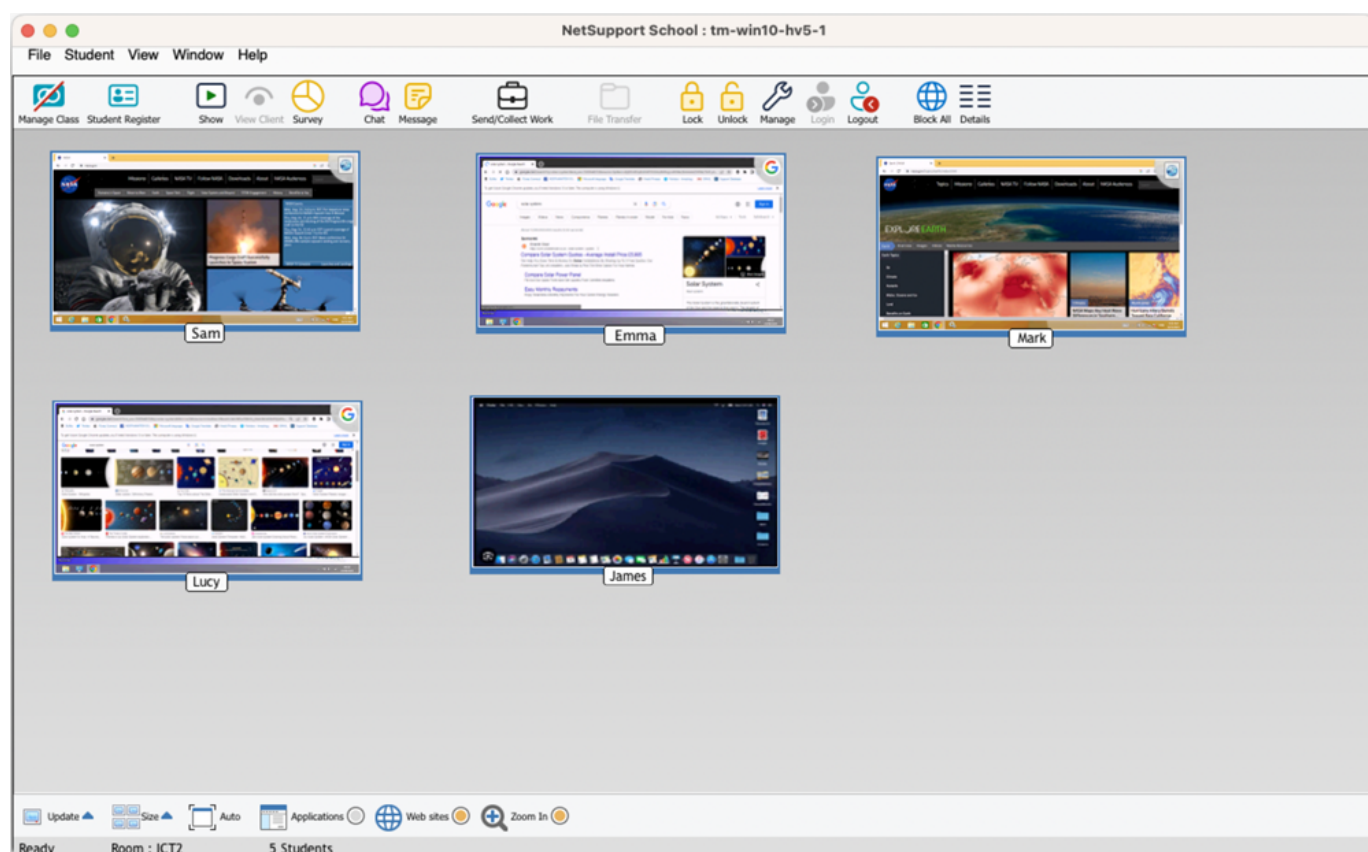
If the List view is in 'Details mode' then a list of all other applications running on the Student machine is also displayed.

Web monitoring

NetSupport School allows you to monitor which websites are being viewed by connected Students.

Note: Internet access can be blocked for all Students, select the **Block All** icon on the Tutor toolbar.

In the List view, the Student icons can be viewed in two different ways, Thumbnail mode or Details mode. Choose {View}{Thumbnail mode/ Details mode} or right-click in the List view and select one of these options to change the layout of the Student Icons.

Identify websites currently running on the Student machine

1. Select {View}{Show Active Website} from the Tutor Console drop-down menu.

   Or

   Click the **Website** icon at the bottom of the Tutor Console.

2. An icon is displayed in the top right corner of the Student thumbnail informing the Tutor of the current Student activity.

If the List view is in 'Details mode' layout then a list of all other websites running on the Student machine is also displayed.

Blocking internet access

NetSupport School allows you to restrict internet access to all connected Students.

Block all web access

1. Click the **Block All** icon in the toolbar.

   Or

   Select {Student}{Block Internet} from the Tutor Console drop-down menu.

2. Web access will be blocked for all Students.

Note: When in Details mode or Survey mode an indicator will appear next to the Student icons to confirm internet usage is suspended.
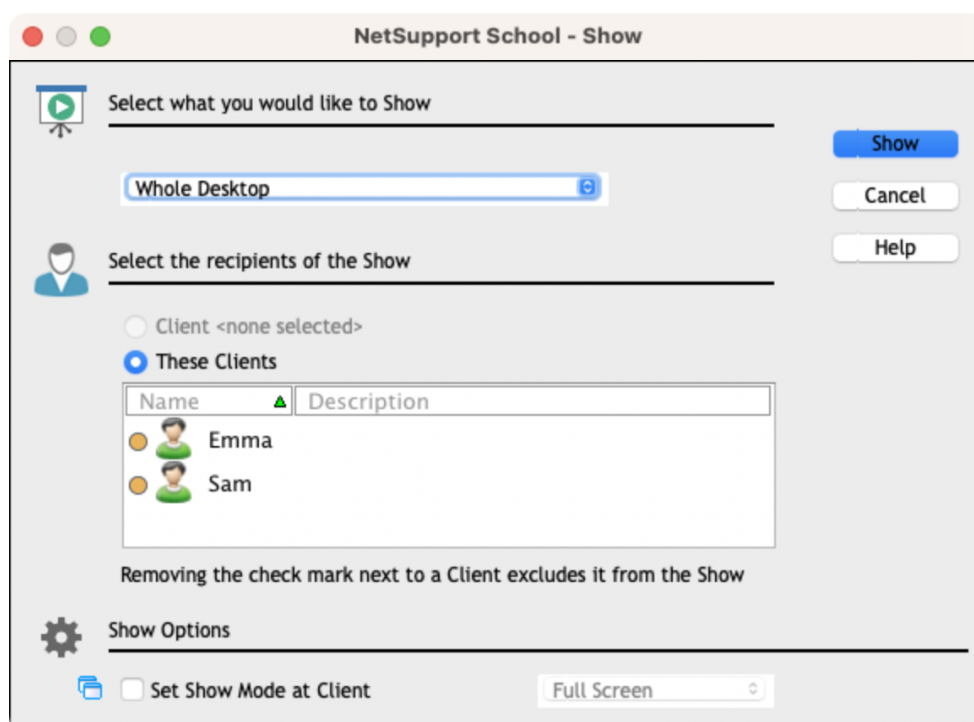
Showing to Students

The Show feature enables the Tutor user to emphasise key learning points by displaying the information on their screen to selected Students.

Note: You will not be able to perform a Show on Mac Students that are logged out.

To show a Tutor screen

1. Choose {Student}{Show} from the Tutor Console drop-down menu.

   Or

   Click the **Show** icon on the Tutor toolbar.

2. The Show dialog appears.

   This dialog is used to set which Students to show to. If you are connected to only one Student, or selected a specific Student, they will appear as an individual option. If you only wish to show to this Student, click **Show**.

Note:

When showing the Tutor screen to Students, the screen information is sent to each Student machine in turn. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines, this can affect performance. In these circumstances, NetSupport School's Broadcast Show facility can be enabled. This results in the screen information being sent to all machines simultaneously, thus improving the speed of transfer.

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.

To enable the Tutor to continue working in the background while showing

Allow the Tutor to work during a Show

1. Double-click on the **Show** icon in the menu bar.

2. The Show Suspended dialog will be displayed.

3. Click **Continue**.

4. The Tutor Console will be displayed and the Title bar will indicate 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.

To resume a Show while suspended

Resume a Show while suspended

1. Click **Resume** on the Tutor Console toolbar.

2. Students will now see the application currently displayed at the Tutor.

To end the Show

End the Show

1. Click on the **Show** icon on the menu bar.

2. Click **End Show**.

Or

1. Double-click the **Show** icon on the menu bar.

2. This will display the Show Suspended dialog.

3. Click **End**.

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, Students must respond before they can view the results.

Note: Surveys will not be displayed to Mac Students that are logged out.
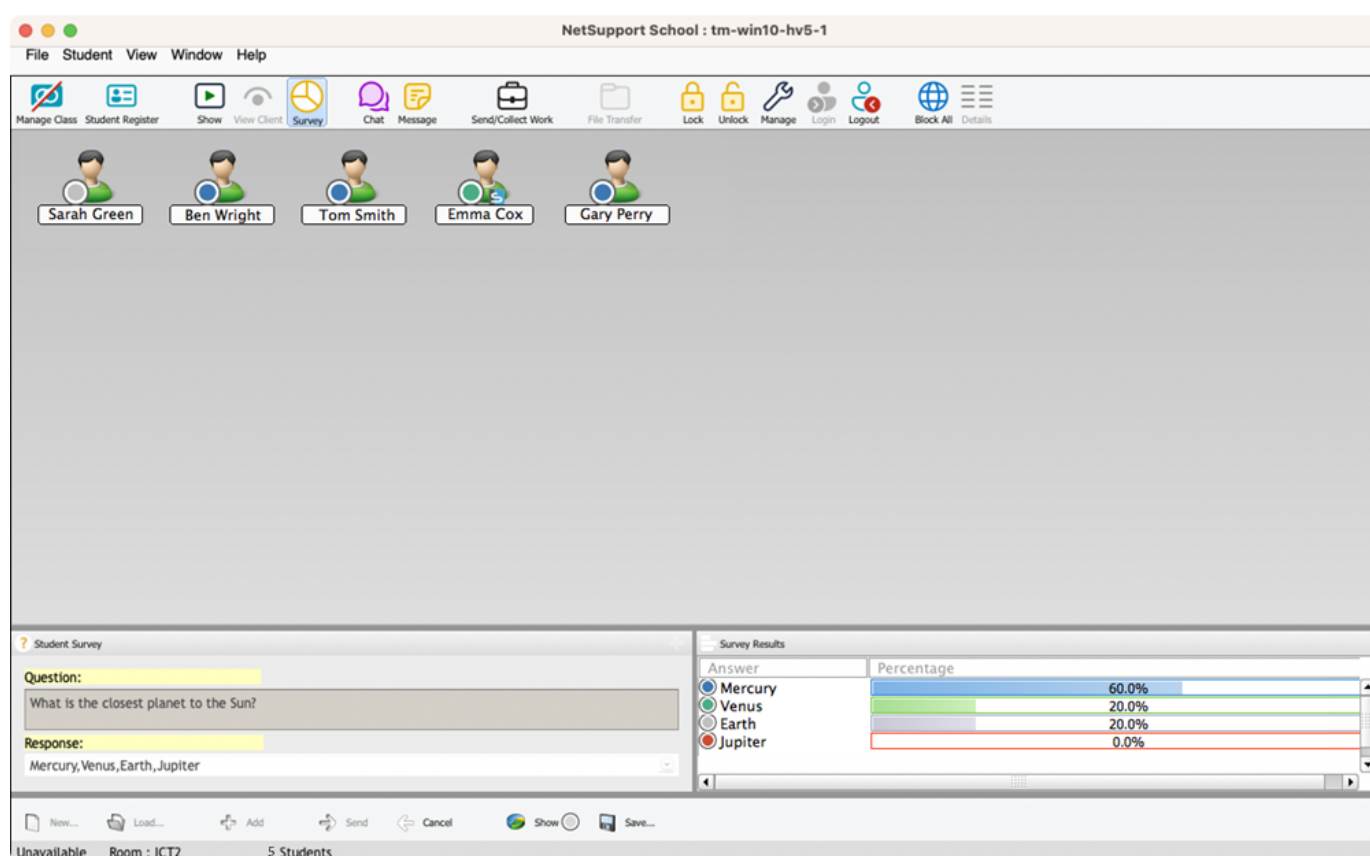
The basic procedure for sending a survey to Students is:

1. Choose {Student}{Survey} from the Tutor Console drop-down menu.

    Or

    Select the **Survey** icon from the toolbar.

2. The Survey panes appear at the bottom of the Tutor Console.

3. Select the Students to include in the survey. This can be all Students in the list view or selected Students.

4. Enter a question in the Question field.

5. Select the responses/answers to the question. These can either be chosen from the drop-down list of defaults or you can enter your own options, using a comma to separate each one. Up to six choices can be entered.

6. Send the survey to Students by choosing {View}{Send} from the Tutor Console drop-down menu.

    Or

    Click the **Send** icon displayed at the bottom of the Survey pane.

    A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the 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.

8. When the survey is complete, remove it from the screen by choosing {View}{Cancel Survey} from the Tutor Console drop-down menu.

    Or

    Click the **Cancel** icon displayed at the bottom of the Survey pane.

Note: The Survey will be cleared from all machines whether the Student has responded or not.

Show survey results to Students

1. Choose {View}{Show Results to Students} from the Tutor Console drop-down list.

    Or

    Click the **Show** icon at the bottom of the Survey pane.

2. The results will be displayed on the Students screen.

Note: Survey results will only be displayed if the Student has submitted their answer.

Save survey results

The survey can be saved to a .CSV file.

1. Choose {View}{Save Results} from the Tutor Console drop-down menu.

    Or

    Click the **Save** icon at the bottom of the Survey pane.

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. Switch to Survey view, click the **Survey** icon on the toolbar.

2. Choose {View}{Create New Survey List} from the Tutor Console drop-down menu.

   Or

   Click the **New** icon displayed at the bottom of the Survey pane.

3. Enter a name for the file and click **Save**.

4. Any new surveys you enter will be added to the list.

Load a Survey list

1. In Survey view, choose {View}{Load Existing Survey List} from the Tutor Console drop-down menu.

   Or

   Click the **Load** icon displayed at the bottom of the Survey pane.

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 Student Survey pane, enter the question and choose the required responses from the drop-down list or add new options if the defaults aren't appropriate.

2. Send the survey to Students. The survey will automatically be stored in the current list.

   Or

   Rather than send the survey immediately, choose {View}{Add Survey to List} from the Tutor Console drop-down menu or click the **Add** icon displayed at the bottom of the Survey pane to store the question and responses for future use.

To use an existing survey

1. In the Student Survey pane, click the **Select/Add Question** icon (white cross). The Select Survey dialog will appear.

2. Select a question from the list and click **OK**.

3. The question will be displayed in the Survey pane ready to be sent to Students.

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. 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.

2. To use the question in a survey, select it from the list and click **OK**.

3. 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**, the Manage Responses dialog will appear, enter the required responses and click **Add**.

Sending a message to Students

With NetSupport School, you can send a message to an individual Student or all Students on the network.

To enter and send a new message

1. Select the Students you want to send the message to.

2. Right-click and choose {Message}.
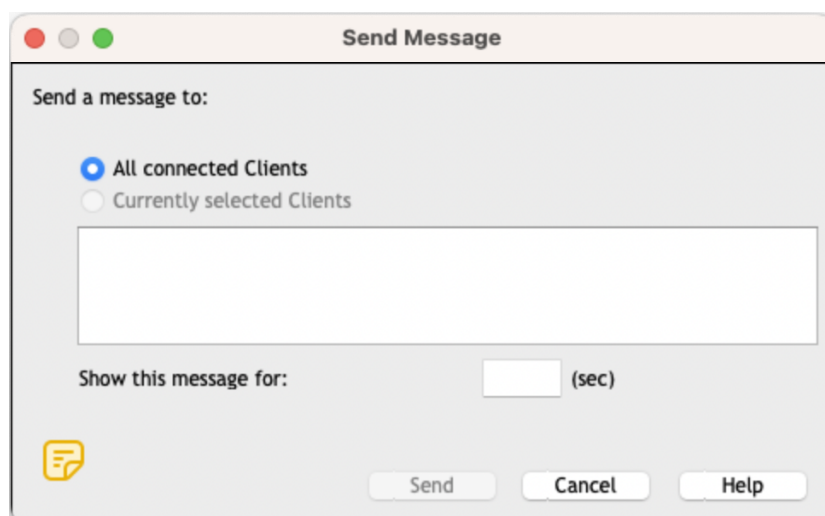
    Or

    Choose {Student}{Message} from the Tutor Console drop-down menu.

    Or

    Click the **Message** icon on the Tutor toolbar.

3. The Message dialog appears.

    Choose whether to send the message to all connected Students or only the currently selected Students. Enter the message and decide whether to show the message at the Students for a specified time.

4. Click **Send**. The message will be displayed in a dialog at the Student screens and will remain until the user closes the dialog or the specified time limit expires.

Send a message whilst viewing

1. Choose {Client}{Message} from the View window drop-down menu.

   Or

   Click the **Message** icon on the toolbar.

2. The Send Message dialog box will appear.

3. Enter the message and decide whether to show the message at the Student for a specified time.

4. Click **Send**.

5. The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks **OK** or the specified time limit expires.

Chatting to Students

NetSupport School allows you to chat to any number of connected Students simultaneously, via a scrolling text window.

Note: Chat will not function on Mac Students that are logged out.

To chat to Students

1. Select the 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. Choose {Student}{Chat} from the Tutor Console drop-down menu.
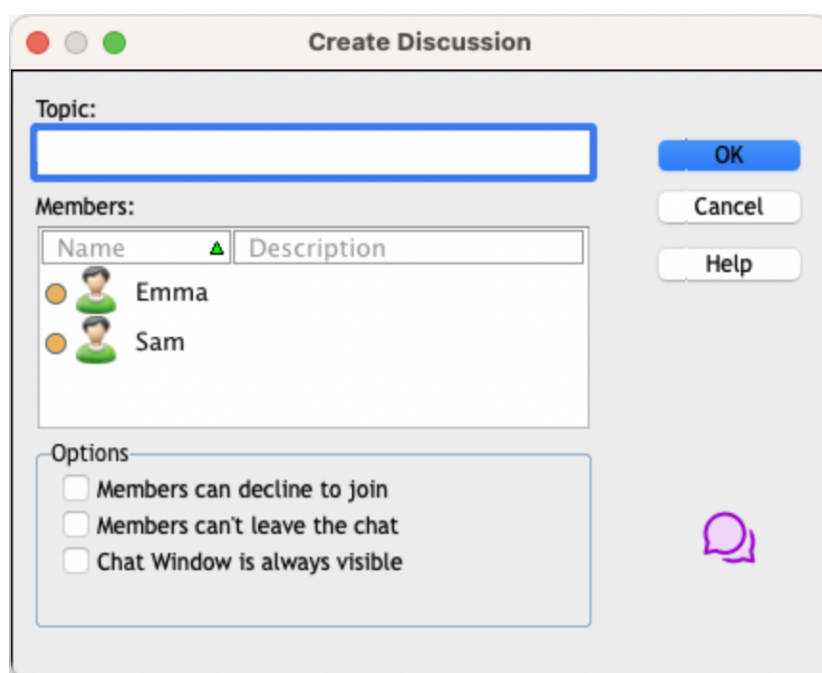
    Or

    Click the **Chat** icon on the Tutor toolbar and choose **Chat**.

    Or

    Right-click on an individual Student and choose **Chat**.

3. The Chat Properties dialog will appear.

    Confirm which Students to include in the Chat session and select any additional properties that should apply. Click **OK** to start the Chat session.

4. The Chat window will appear on the Tutor and Student machines.

Note: Students can also initiate a Chat session. Click the **NetSupport School** icon in the menu bar and select **Chat**.

Chat to a Student whilst viewing

1. Choose {Tools}{Chat} from the View window drop-down menu.

2. The Chat window will appear on the Tutor and Student machine.

To end chat

1. Choose {Close} from the Chat window.

Screen capture

Screen capture enables the Tutor to take a snapshot of the current Student screen whilst viewing and allows the Tutor to save the current screen contents to a file. The machine name, Student name, date, time and product name will also be recorded on the screen capture when saved.

Capture a Students screen whilst viewing

1. When viewing a Student, choose {Tools}{Capture Screen} to capture the current screen contents.

    Or

    Click the **Capture** icon on the toolbar.

2. A Save As dialog will appear.

3. Type in a file name.

4. Choose one of the three different file formats, .BMP, .JPG, .PNG.

5. Click **Save**.

Transferring files

NetSupport School includes sophisticated File Transfer functionality that enables you to transfer files to and from a Tutor and Student machine.

Note: File Transfer functionality can be configured by choosing {View}{Settings - File Transfer} from the File Transfer window drop-down menu.

Tutor File Transfer settings

You can configure the File Transfer settings in NetSupport School. From the File Transfer window drop-down menu, choose {View}{Settings - File Transfer}or click the **Settings** icon in the toolbar. Here, you can alter the way in which information is displayed, and set safety features such as confirmation before performing a damaging operation.
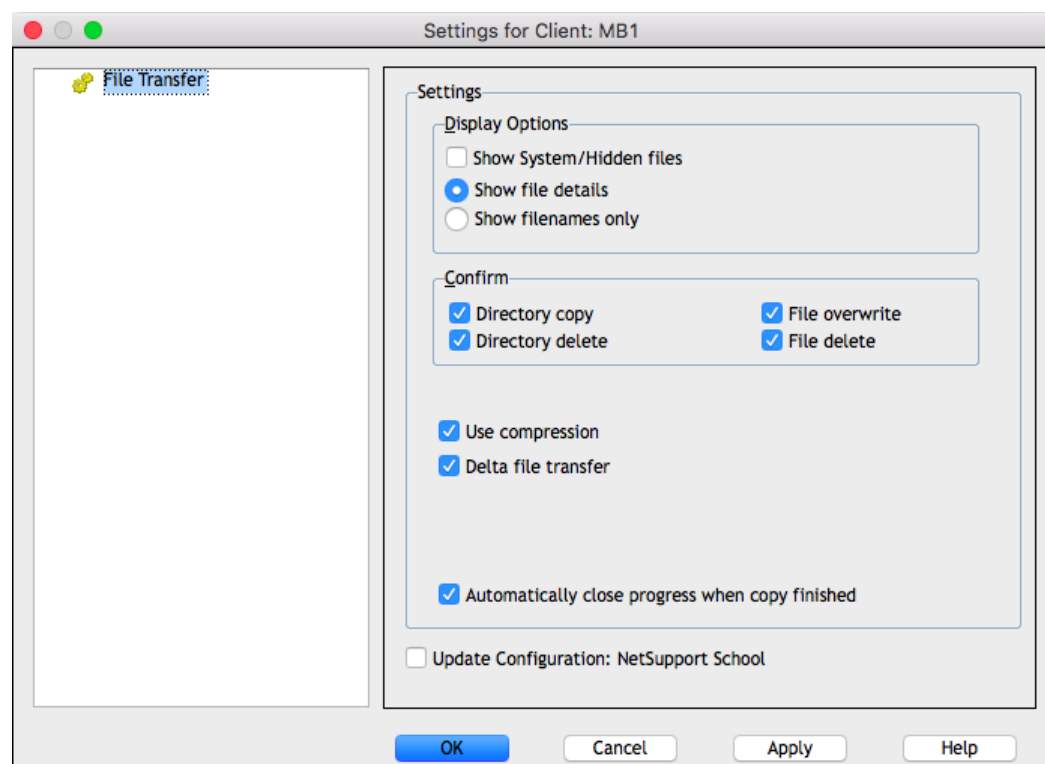
Display Options

Show System/Hidden files: Check this box to display all files with system and hidden attributes. By default, this option is unchecked.

Show file details: Select this option to display multiple columns of information for each file in the list. These show the file size and modified date. You can toggle between this state and the file names only state, by using the list style buttons in the File Transfer User Interface.

Show file names only: Select this option to only display file names in the file lists. This allows you to display more files at the same time than with file details. You can toggle between this state and the Details state, by using the list style buttons in the File Transfer User Interface.

Confirm: When you perform potentially dangerous file operations, such as deleting a directory 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.

- **Directory copy:** Make the user confirm before copying a directory structure.

- **Directory delete:** Make the user confirm before deleting a directory 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 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 directory only the changed parts of the file will be updated.

Delta File Transfer is enabled by default.

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.

To copy files and directories from a Student to a Tutor

Copy files and folders

1. Select the required Student in the List view.

2. Click the **File Transfer** icon on the toolbar.

   Or

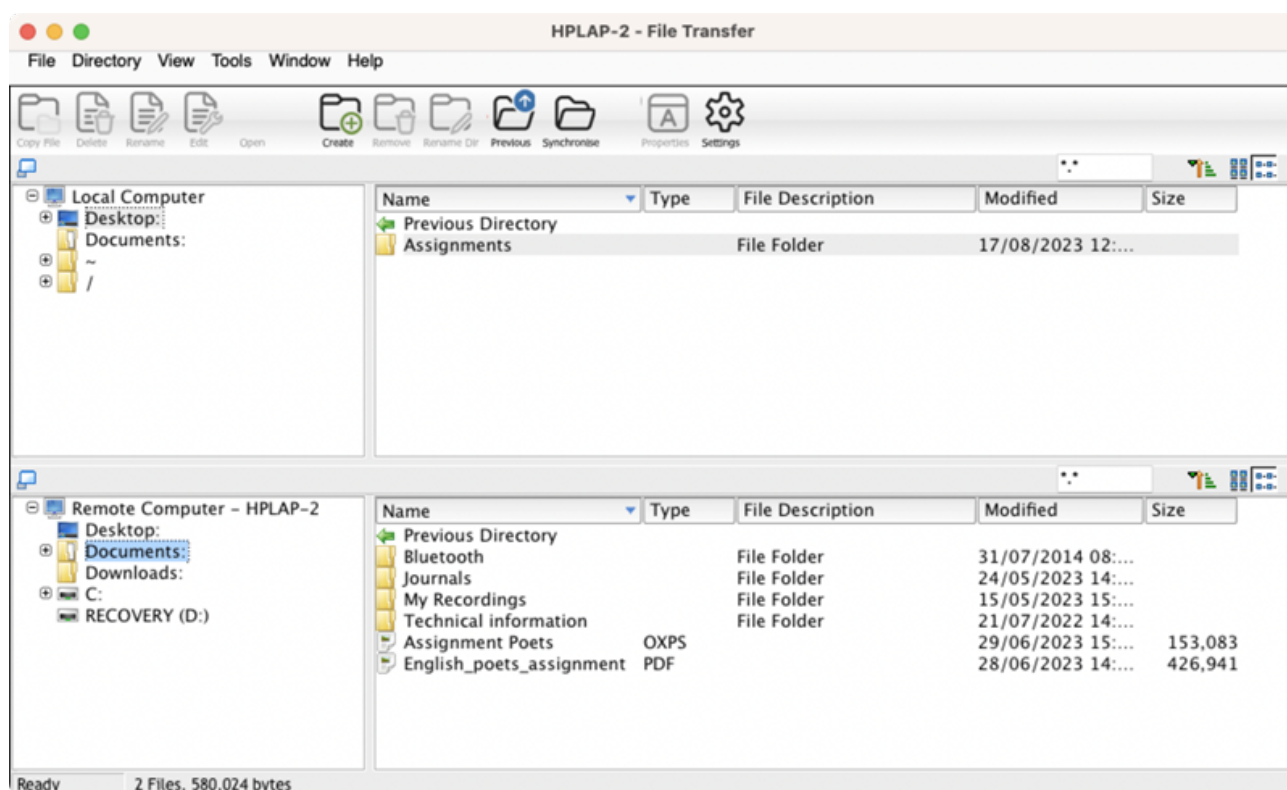   Choose {Student}{File Transfer} from the Tutor Console drop-down menu.

   Or

   Right-click on the selected Student icons and choose **File Transfer**.

   Or

   If you are viewing the Student, select {Tools}{File Transfer} from the View window drop-down menu.

3. The File Transfer window to that Student will open.

4. From the Tutor Tree view, select the destination drive or directory into which the items will be copied.

5. From the Student List view, select the item(s) to be copied to the Tutor.

6. Click on the toolbar **Copy File** button.

7. A confirmation dialog will be displayed, click **Yes**.

8. A Copy Progress dialog will be displayed, showing the progress of the File Transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

Note: The required item(s) can also be 'dragged' from the Student view and 'dropped' into the appropriate directory in the Tutor view.

To copy files and directories from a Tutor to a Student

Copy files and folders

1. Select the required Student in the List view.

2. Click the **File Transfer** icon on the toolbar.

    Or

    Choose {Student}{File Transfer} from the Tutor Console drop-down menu.
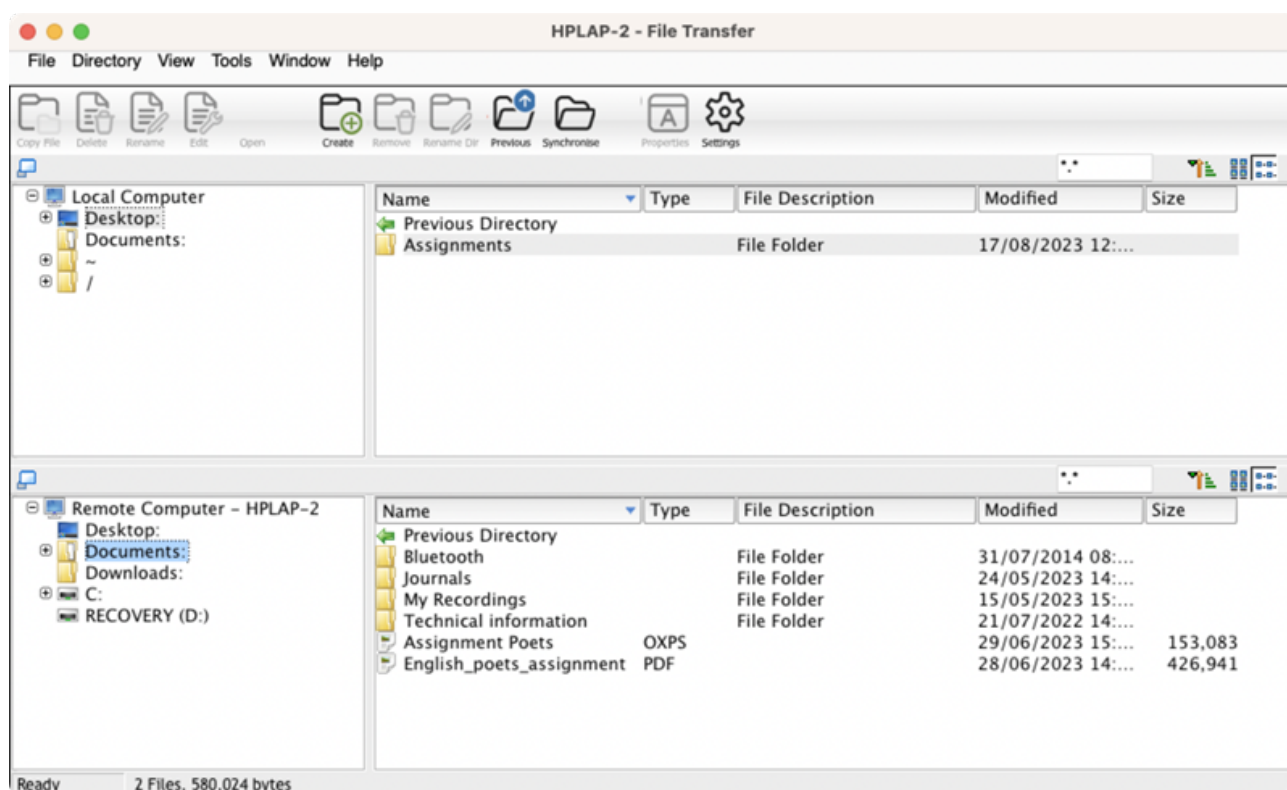
    Or

    Right-click on the selected Student icons and choose **File Transfer**.

    Or

    If you are viewing the Student, select {Tools}{File Transfer} from the View window drop-down menu.

3. The File Transfer window to that Student will open.

4. From the Student Tree view, select the destination drive or directory into which the items will be copied.

5. From the Tutor List select the item(s) to be copied to the Student

6. Click on the toolbar **Copy File** button

7. A confirmation dialog will be displayed, click **Yes**.

8. A Copy Progress dialog will be displayed, showing the progress of the File Transfer. You can choose to ignore error messages and overwrite prompts until the operation is completed.

Note: The required item(s) can also be 'dragged' from the Tutor view and 'dropped' into the appropriate directory in the Student view.

To transfer files between Students

With NetSupport School's File Transfer it is also possible to copy files and directories between two Students. To do this, connect to each Student and display the File Transfer window for each.

Arrange the File Transfer windows so you can see both and simply drag file/directories from one Student to the other.

You can see more of a Students files and directories by moving the horizontal sizing bar or clicking on the maximise button located above the Students directory tree.

Deleting files and directories

You can delete files and directories from either a Tutor or Student machine using the File Transfer window.

To delete a file

1. Select the file you wish to delete.

2. Click on the toolbar **Delete** button.

3. A confirmation dialog will be displayed, click **Yes**.

To delete a directory

1. Select the directory you wish to delete.

2. Click on the toolbar **Delete** button.

3. The Remove directory dialog will be displayed.

4. Select the **Include Contents** checkbox.

5. Click **Yes**.

Note: You cannot remove more than one directory at a time. If you have several directories selected in the List view when performing the delete operation, only the last selected directory will be removed.

Sending and collecting work

The Send/Collect Work feature enables you to send a document or a number of documents to individual or multiple Student machines. You can then collect Students' responses on your machine.

Send work files

Two methods are available for sending pre-prepared work files to Student machines:

- **Quick Send:** is 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.
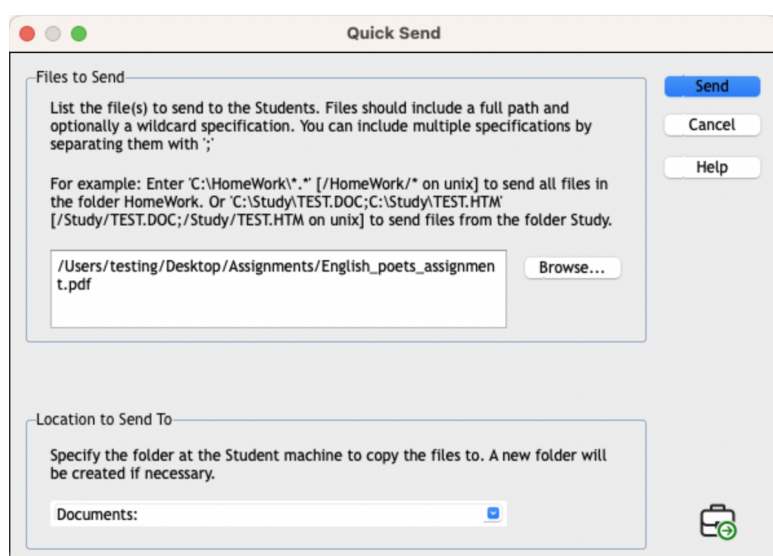
To send work using quick send

1. Choose {File}{Send/Collect Work - Quick Send} from the Tutor Console drop-down menu.

   Or

   Click the **Send/Collect Work** icon on the Tutor toolbar and choose **Quick Send**.

2. The Quick Send dialog will appear.

3. List the file(s) 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 on the **Browse** button to locate the file(s).

4. Specify the folder at the Student machine to copy the files to. A new folder will be created if necessary.

5. Click **Send**.

6. The result of the operation will be displayed for you to check that the work has been sent successfully.
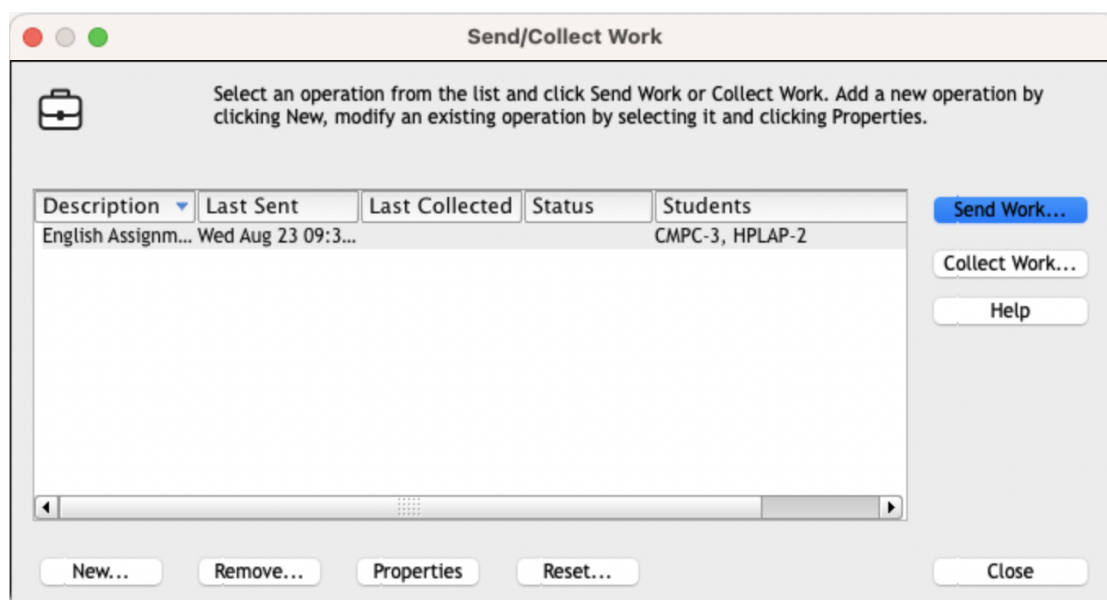
To send work using advanced send

1. Choose {File}{Send/Collect Work - Advanced} from the Tutor Console drop-down menu bar.

    Or

    Click the **Send/Collect Work** icon on the Control toolbar and select **Advanced**.

2. The Send/Collect Work wizard will open.

3. Select an operation from the list and click **Send Work**. The Select Students dialog will appear.

    Or

    Add a new operation by clicking **New** and completing the wizard.

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.

To collect work using quick collect

1. Choose {File}{Send/Collect Work - Quick Collect} from the Tutor Console drop-down menu.

   Or

   Click the **Send/Collect Work** icon on the Tutor toolbar and select **Quick Collect**.
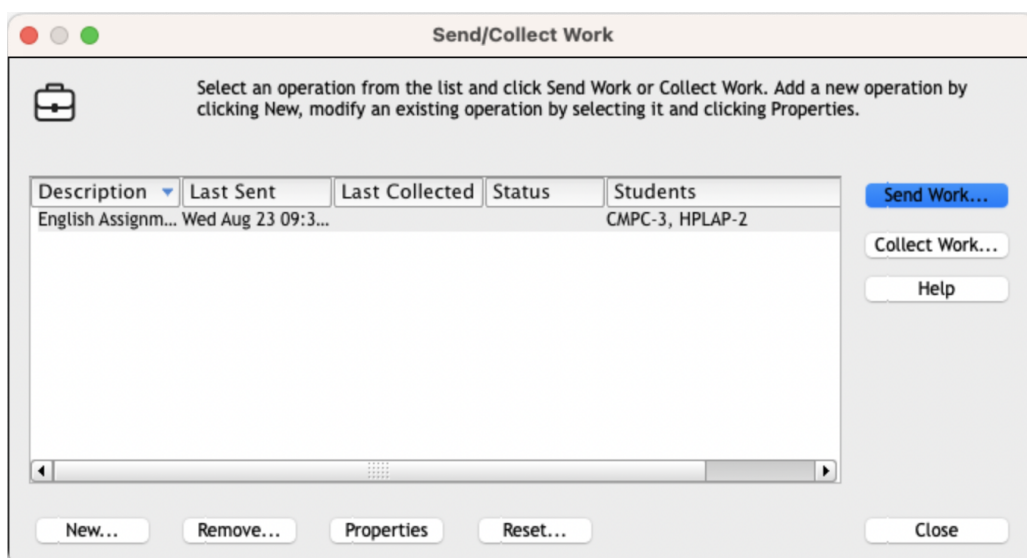
2. The Quick Collect dialog will appear.
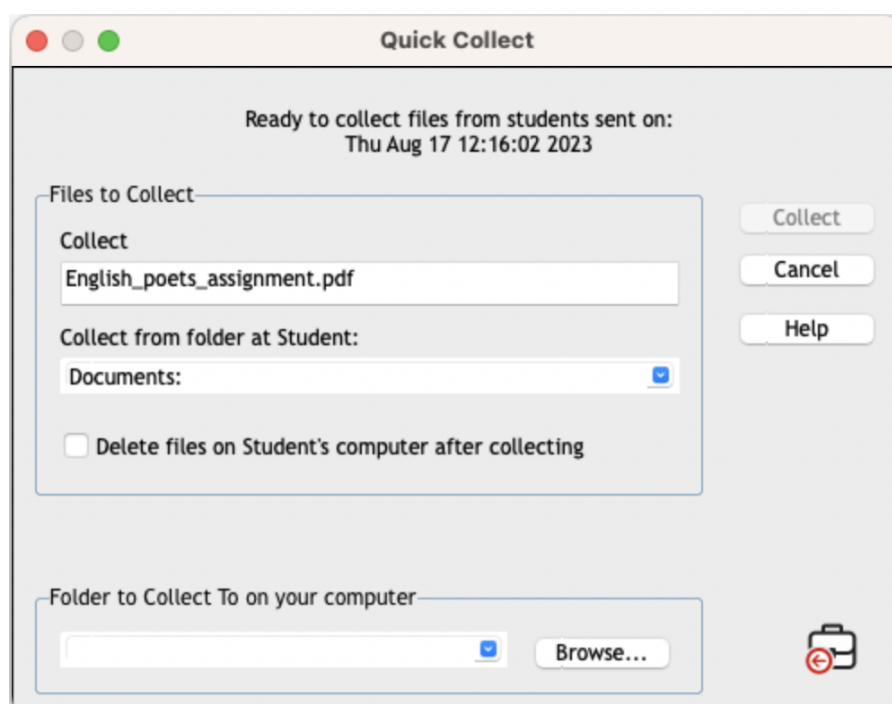
3. Specify the name of the file(s) to collect, e.g. *.* or Test1.TXT;Test2.TXT.

4. Specify the folder that the file(s) are stored in, e.g.: /Temp, and whether you want to remove the file from the Student machine after it has been collected.

5. Specify the folder on the Tutor machine to collect the file(s) in, e.g.: /Temp

6. Click **Collect**.

7. The result of the operation will be displayed for you to check that the work has been collected successfully.

To collect work using advanced collect

1. Choose {File}{Send/Collect Work - Advanced} from the Tutor Console drop-down menu bar.

   Or

   Click the **Send/Collect Work** icon drop-down arrow on the Tutor toolbar and select **Advanced**.

2. The Send/Collect Work wizard will open.

3. Select the required operation from the list and click **Collect Work**.

4. The Select Students dialog will appear. Select the Students that 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.

To change the properties of an operation

Manage the properties (the description, file location etc.) of a send/collect work operation in one dialog.

To change the properties of an operation

1. Choose {File}{Send/Collect Work - Advanced} from the Tutor Console drop-down menu bar.

    Or

    Click the **Send/Collect Work** icon on the Tutor toolbar and choose **Advanced**.

2. The Send/Collect Work wizard will open.

3. Select an operation from the list and click **Properties**.

4. The Properties dialog will appear.

5. Adjust as necessary.

Contact us

If you have any comments regarding the design, installation, configuration, or operation of NetSupport please inform us.

UK & International

www.netsupportsoftware.com

Technical Support: support@netsupportsoftware.com

Sales: sales@netsupportsoftware.com

North America

www.netsupport-inc.com

Technical Support: support@netsupportsoftware.com

Sales: sales@netsupport-inc.com

Canada

www.netsupport-canada.com

Technical Support: support@netsupportsoftware.com

Sales: sales@netsupport-canada.com

Germany, Austria and Switzerland

www.netsupportsoftware.de

Technical Support: support@netsupportsoftware.de

Sales: sales@netsupportsoftware.de