NetSupport School

Quick Start Guide

Contents

More info:
https://helpdesk.ugent.be/software/netsupport.php

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Locking Student Controls and Blanking Student Screens

You can only lock/unlock Students that are connected.

To lock Students
1. Select the Student(s) or groups of Students you wish to lock.
2. From the toolbar, choose Lock
    Or
    Right click the selected Student icons and choose **Lock Keyboard/Mouse**.

To unlock Students
1. From the toolbar, choose **Unlock**.
    Or
    Right click the selected Student icons and select **Unlock Keyboard/Mouse**.

Viewing Student screens

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

To view a Student

> Double click the required Student icon in the List view.
> Or
> With the required Student icon selected, choose **View Client** icon on the toolbar

There are three modes in which you can view a Student workstation:

Share	Both the Tutor and the Student will be able to enter keystrokes and mouse movements.
Watch	Only the Student will be able to enter keystrokes and mouse movements. The user at the Tutor will be locked out.
Control	Only the Tutor will be able to enter keystrokes and mouse movements. The Student will be locked out.

To change the viewing mode

1. While viewing the Student, click the **View Mode** icon on the View window toolbar and select **Share**, **Watch** or **Control**.
   Or
   Select {Client}{Share/Watch/Control} from the View window drop-down menu.

Blank All Student Screens

To blank all Student screens

1. Choose {School}{Blank Screen} from the Control window drop-down menu.
   Or
   Click the **Blank All** icon on the Tutor toolbar.
2. The Student screens will be blanked.
3. To restore the screens, repeat the above process.

Monitor Mode

Monitor mode enables the Tutor to view multiple Student screens simultaneously. A convenient thumbnail view of each connected Student screen is displayed at the Tutor, providing a quick and easy method for monitoring Student activity.
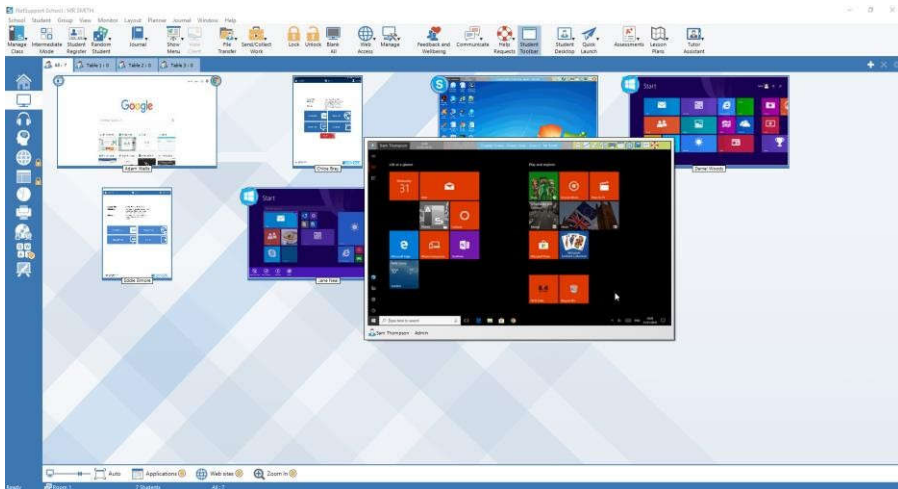
1. Choose {View}{Mode - Monitor View} from the Control window drop-down menu.

   Or

   Click the **Monitor Mode** icon on the left-hand side of the Control window.

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 Client features.

Show active application

When enabled, an icon will appear in the top right of each thumbnail indicating which application is currently active at the Student machine. In addition, if you have created approved and restricted application lists, a green (approved) or red (restricted) border will appear on the thumbnail, alerting you to any potential misuse of applications.

1. Choose {Monitor}{Show Active Application} from the Control window drop-down menu.

   Or

   Click the **Show Active Application** icon at the bottom of the Control

window.

Show active website

Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting. If you have created approved and restricted web lists, a green (approved) or red (restricted) border will appear on the thumbnail, alerting you to any potential misuse of the internet.

1. Choose {Monitor}{Show Active Web Site} from the Control window drop-down menu.

   Or

   Click the **Show Active Web Site** icon at the bottom of the Control window.

Show help requests

If enabled, this option highlights when a Student has outstanding help requests. A flashing help icon appears in the bottom right of the relevant thumbnail.

To enable/disable, choose {Monitor}{Show Help Requests} from the Control window drop-down menu.

Keyboard Monitoring

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

The keyboard monitor also provides a perfect monitoring tool when Students are online in forums or search forms.
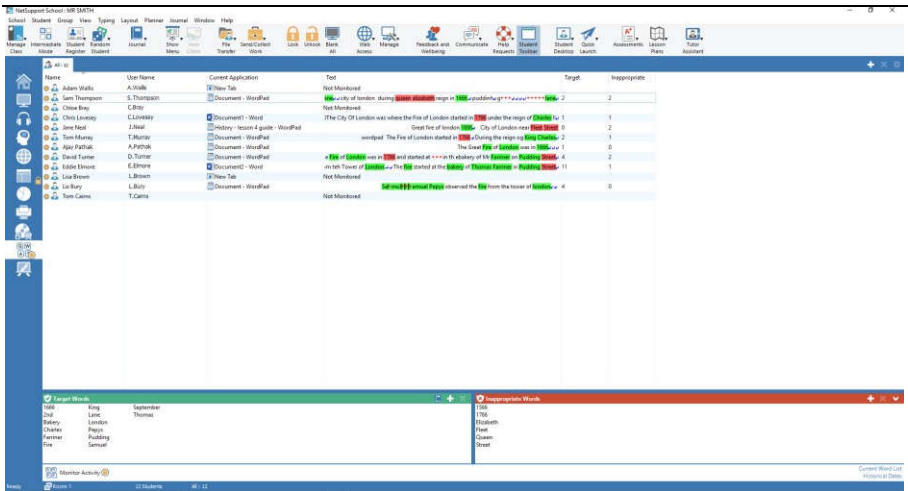
In 'Typing' mode, you can view details of target or inappropriate words and use the available icons to:

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

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

Note: Keyboard Monitoring can be setup at start-up. Choose {School}{Configuration}{Start Options - Restrictions} from the Control window drop-down menu.

Monitoring activity

1. Choose {View}{Mode - Typing View} from the Control window drop-down menu.
2. Choose {Typing}{Monitor} from the Control window drop-down menu.
    Or
    Click the **Monitor Activity** icon from the bottom of the Control window.
3. An icon showing the current application running on the Student workstation will be displayed next to each Student, along with any typed content and any target/inappropriate words will be identified.

View Typing History

This feature of Keyboard Monitoring enables you to monitor the Keyboard usage of connected Students and if required, store or print a permanent record.

1. In Typing view, choose {Typing}{History} from the Control window drop-down menu.
2. The Typing History dialog will appear.

    This provides details of the Students Keyboard activity during the currently connected session.

Showing to Students

The Show feature enables the tutor to display the information on their screen to a selected Student or group of Students. You can also show a stored replay file, audio file a video or an application that is currently running at the Tutor.

To Show a Tutor screen

1. Click the **Show Menu** icon on the toolbar and choose **Show**.
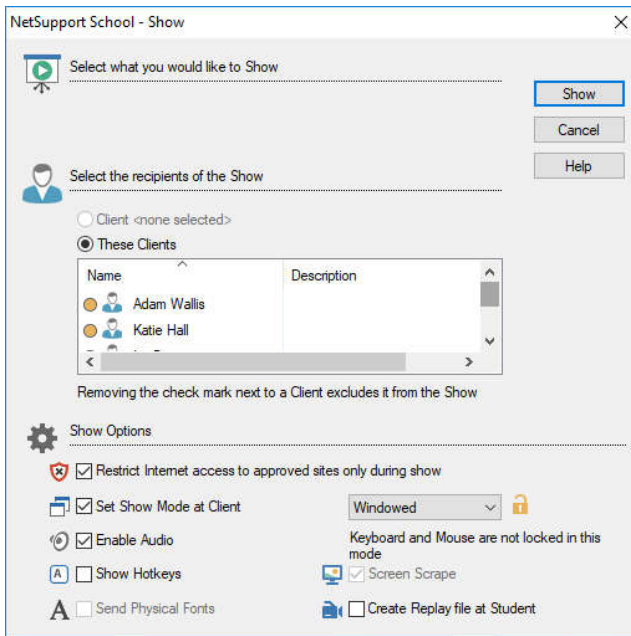2. Your desktop will be displayed to all connected Students.

Or

1. Choose {Student}{Show - Show} from the Control window drop-down menu.
   Or
   Right-click a selected Student icon and choose **Show**.
2. The Show dialog will appear.

In this dialog, you select the Student (or Students) that you will show your screen to and set any associated properties.

To end the Show

1. Right click the **Show** icon on the taskbar.
2. Click **End Show**.

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

1. Click the **Show** icon on the taskbar.
2. The Show Suspended dialog will be displayed.
3. Click **Continue**.

The Control window will be displayed and the Title bar will indicate that the Show is suspended. You can now continue to use the Tutor workstation without the Students seeing what you are doing. The Student screens will still display the previous Show.

To resume a Show while suspended

1. Click the **Show Menu** icon on the toolbar and choose **Resume**.
2. The Show Suspended dialog will be displayed on the Tutor screen from which you can choose to **End** or **Resume** the Show.

To end a Show while suspended

1. Choose {Student}{Show - End Show} from the Control window drop-down menu.
   Or
   Click the **Show Menu** icon on the toolbar and choose **End Show**.
2. Students will now see their own display.

Show Application

The Show feature enables you to display the Tutor screen to Students. However, if a number of programs are open at the Tutor, there may be occasions when you want to show a single application in isolation.

To show an application

1. Choose {Student}{Show - Show Application} from the Control window drop-down menu.
   Or
   Right click a selected Student icon and choose **Show Application**.
   Or
   Click the **Show Menu** icon on the Control toolbar and choose **Show Application**.

2. The Show Application dialog will appear.
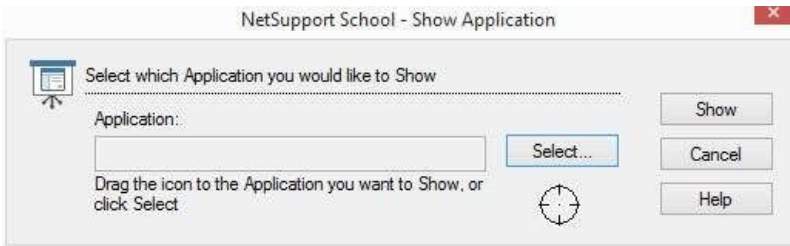
3. Drag the icon to the required application on the Tutor's desktop and release. (A pink border will appear around the selected application as you move the mouse around the desktop)

   Or

   Click **Select** and choose the application from the displayed list.
4. Click **Show**.

Chatting to Students

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

To Chat to Students
1. Select the Students or group of Students you want to Chat to in the List view. If you do not select a Student icon, all connected Students will be included.
    Choose {Student}{Chat} from the Control window drop-down menu.
    Or
    Right click an individual Student and choose **Chat**.

Sending a Message to Students

With NetSupport School, you can send a message to all connected Students or the currently selected Students.

To enter and send a new message
1. Select the Students you want to send the message to.
2. Right click and choose {Message}{Message}.
    Or
    Choose {Student}{Message - Message} from the Control **window** drop-down menu.
    Or
    Click the **Communicate** icon on the Control toolbar and select **Send a Message**.
    Or
    If displayed, click the **Send a Message** icon on the toolbar.
3. The Message dialog box will appear. 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 Student PCs for a specified time.
4. Click **Send**.

Help Requests

NetSupport School allows a Student to request help from a Tutor. They do this either by selecting the Request Help command from the Student menu or by pressing the hotkeys set in the Student Configurator.
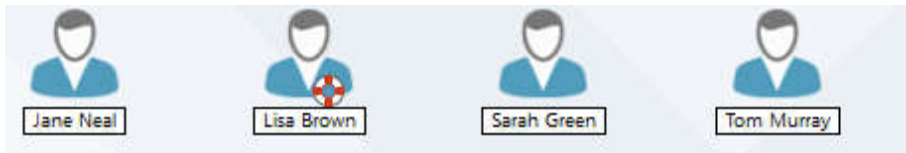
To request help

1. Press the hotkeys, usually ALT+LSHIFT+RSHIFT.
    Or
    Click the **Help Request** icon in the Student toolbar.
    Or
    Right click the Student icon in the taskbar and select {Request Help}.
2. This opens a dialog box into which they type the message.
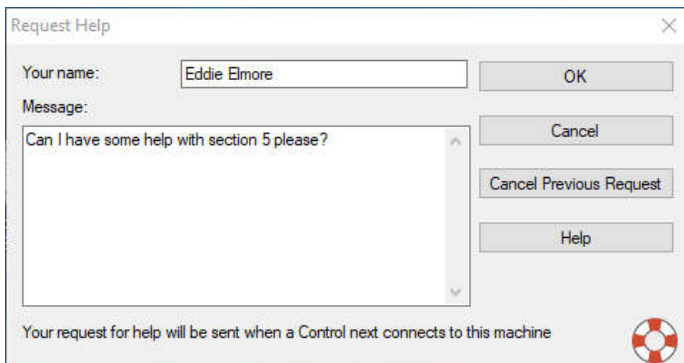
3. Click **OK**.
4. The help request will then be sent to the connected Tutor.

If a Student raises a help request an alert will be raised at the Tutor, provided it currently has that Student connected. Any outstanding help requests will be visible to the Tutor with a **Help Request** icon displayed next to the Student and a badge indicating the number of outstanding help requests on the toolbar. This will show until that help request has been cleared.

To display current help requests

1. Choose {School}{Help Requests} from the Control window drop-down menu bar.
    Or
    Click the **Help Request** icon on the toolbar.

12

2. The Help Request window will open and list the requests.
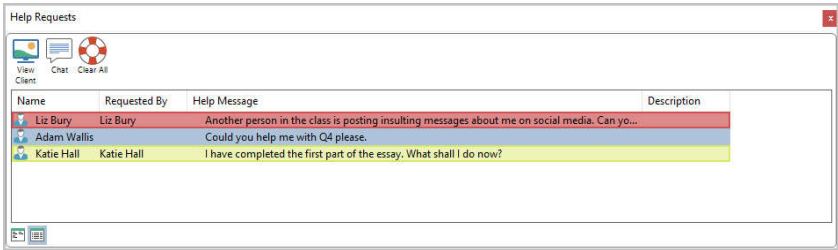
3. By clicking on the **View Client** or **Chat** toolbar buttons, you can reply to the Student's help request.
4. Once the help request has been dealt with, right click on the required Student's request and select **Clear Help**.

Transferring Files

NetSupport School enables you to transfer files to and from the Tutor and Student.

The Tutor's folder structure and the files in each folder are displayed in the top half of the window. The Student's folder structure and the files in each folder are displayed in the lower half of the window.

To copy files and folders from a Tutor to a Student

1. Select the required Student in the List view.
2. Click the **File Transfer** icon on the toolbar and choose **File Transfer**.
   Or

   Choose {Student}{File Transfer} from the Control window drop-down menu.
   Or

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

   If you are viewing the Student, select the **File Transfer** icon on the View window toolbar.
3. The File Transfer window to that Student will open.
4. From the Student Tree view, select the destination drive or folder into which the items will be copied.
5. From the Tutor List, select the item(s) to be copied to the Student.
6. Click the toolbar **Copy File** button.
7. A confirmation dialog will be displayed, click **Yes**.

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

Distributing Files

As well as enabling you to transfer files to and from individual Students, NetSupport School also allows you to distribute files to multiple Students simultaneously.

You can distribute files to:

- All connected Students.
- Selected Students.
- A pre-defined group of Students.

To distribute files to a defined group of Students

1. Select the appropriate tab from the Group bar in the Control window.
2. Click the **File Transfer** icon drop-down arrow on the toolbar, selecting **File Distribution** from the list of features.
3. The File Distribution window will appear.
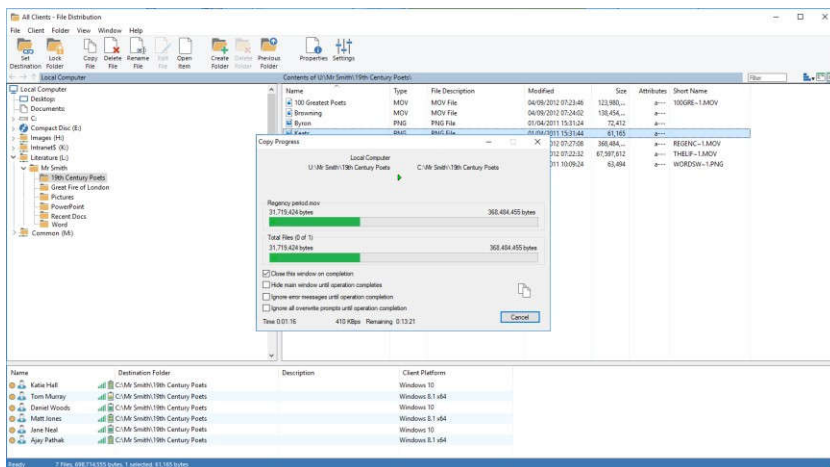
4. From the local pane Tree view, select the item(s) to be copied to the Students.
5. The location on the Student workstations where the files/folders are copied to is called the destination folder. Unless otherwise specified, the Student destination folder will be the same as the item(s) location on the Tutor workstation. If the Student does not have the same folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.
   Or
   To set a specific destination folder on the Student workstation, select the Student icon in the Remote pane and click **Set Destination** in the toolbar. Specify a destination then click **OK**.
6. Click **Copy**.

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 workstations. You can then collect Students' responses on your workstation.

To send work

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

- **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 and provides greater flexibility as to which Students the work is sent to.

To send work using quick send

1. Decide which Students to send work to, all or a defined group. You cannot select individual Students using Quick Send.
2. Choose {School}{Send/Collect Work – Quick Send} from the Control window drop-down menu.

   Or

   Click the **Send/Collect Work** icon on the Control toolbar and choose **Send Work**.
3. The Quick Send dialog will appear.
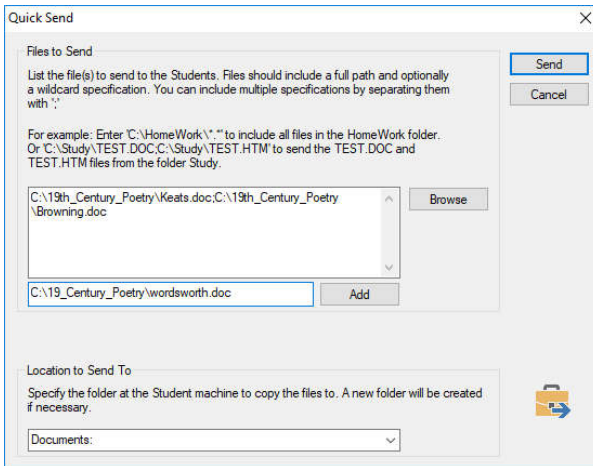
4. List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'

   Or

Click the **Browse** button to locate the file(s).

Or

Enter the path for the file or folder in the edit box and click **Add**.

5. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
6. Click **Send**.
7. The result of the operation will be displayed for you to check that the work has been sent successfully.

To collect work

Two methods are available for retrieving completed work files from Student workstations:

- The **Quick Collect** option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.
- **Advanced Collect** lets you select the file(s) to retrieve from a list of pre-defined Send/Collect operations and provides greater flexibility as to which Students the work is collected from.

To collect work using quick collect

1. Choose {School}{Send/Collect Work – Quick Collect} from the Control window drop-down menu.

Or

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

Or

If displayed, click the **Collect Work** icon on the Control toolbar.

2. The Quick Collect dialog will appear.
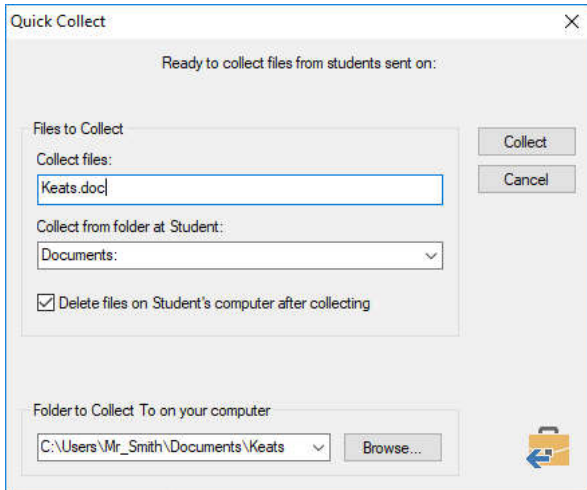
3. Specify the name of the file(s) to collect, e.g. ***.*** or
   Test1.TXT;Test2.TXT
4. Specify the folder that the file(s) are stored in, e.g., C:\TEMP, and
   whether you want to remove the file from the Student workstation
   after it has been collected.
5. Specify the folder on the Tutor workstation to collect the file(s) in,
   e.g., C:\ TEMP
6. Click **Collect**.

Remotely Launching applications on Student workstations

This feature allows you to execute or open a software application, on a Student or a group of Student workstations without actually remote controlling them.

To launch an application on a Student workstation

1. Select the required Student.
2. Choose {Student}{Launch Application} from the Control window drop-down menu.
3. The Launch Application dialog will appear.
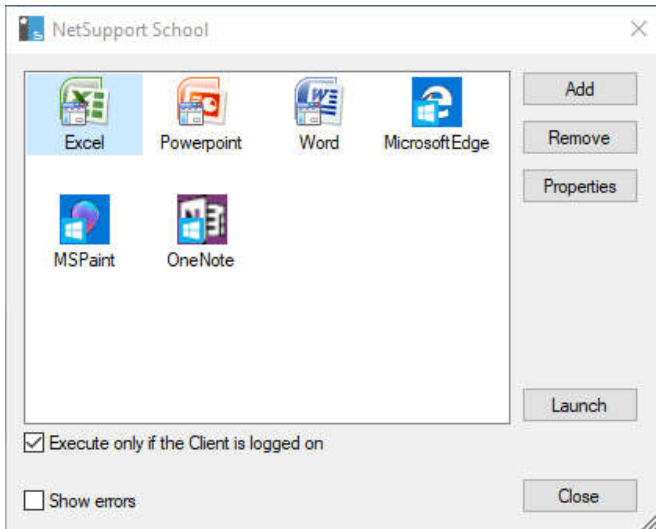
4. Click **Add**.
5. Enter the name and path of the application to execute at the Student. Or
   Click the **Browse** button and select an executable application on the Tutor workstation.

   Notes:
   - If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, **"C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls"**.

6. Click **OK**.
7. The application icon will be displayed in the Launch Application dialog and saved for future use.

8. Select the required application and click **Launch**.

To launch an application on a group of Students
1. Select the required Group tab.
2. Choose {Group}{Launch Applications} from the Control window drop-down menu bar.
3. The Launch Application dialog will appear.
4. Click **Add**.
5. Enter the name and path of the application to launch at the Students.
   Or
   Click the **Browse** button and select an executable application on the Tutor workstation.
6. Click **OK**.
7. The application icon will be displayed in the Launch Application dialog and saved for future use.
8. Select the required application and click **Launch**.

Rebooting or Logging out Students

Having connected to a Student or group of Students, you are able to remotely log out or reboot the Student workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

To reboot or log out a Student

1. Select a Client or group of Students.
2. Choose {Student}{Power Management - Reboot or Logout} from the Control window drop-down menu.

    Or

    Click the **Manage** icon drop-down arrow on the Control toolbar and select **Reboot** or **Logout**.

    Or

    If displayed, click the **Reboot** or **Logout** icon on the toolbar.
3. A message will appear, confirming the Student(s) included in the reboot/log out.
4. Click **Yes** to continue.

To reboot or log out 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/log out.
3. Click **Yes** to continue.

Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific websites. In addition, the Tutor can temporarily suspend all internet access.

1. Choose {View}{Mode - Web View} from the Control window drop-down menu.

   Or

   Click the **Web Control** icon on the left-hand side of the Control window.
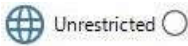
Policy◯	Turn on/off a central policy that has been created in the Tech Console.
Unrestricted ◯	Revert back to unrestricted access if restrictions have been in place.
Approved Only ◯	Activate the "Approved Site list". The Student will only be able to view websites that are in the approved list. All other websites are blocked. When the Student accesses the internet, they are forced to choose an approved website rather than being able to surf at will.
Block Restricted ◯	Activate the "Restricted Site" list. The Student will not be able to view websites that are in the restricted list but will be able to view all other websites.
Restrict All ◯	Restrict all access to the internet.
Safe Search ◯	Activate "Safe Search" mode. Stops inappropriate websites being displayed while Students are using search engines.
Block FTP ◯	Activate "Block FTP" sites. Block Students from accessing FTP sites.
Details ◯	Switch between large icons and Details view in the List view.
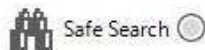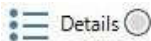
Identify websites currently running on the Student workstation

In the List view, the Student icons can be viewed in two different ways: large icons or Details view. Choose {View}{Large icons/Details} or right click in the List view and select one of these options to change the layout of the Student icons. You can also click the **Details** icon at the bottom of

the Control window.

Details

Name	Current Web Site	All Web Sites
VALERIE IDDON	Apps for education [https://www.microso...	
TOM MURRAY	Instagram [https://www.instagram.com/?...	
AJAY PATHAK	Apps for education [https://www.microso...	
ANDREW TAYLOR	Apps for education [https://www.microso...	
CHLOE BRAY	Apps for education [https://www.microso...	
KATIE HALL	Apps for education [https://www.microso...	
EDDIE ELMORE	Apps for education [https://www.microso...	
ADAM WALLIS	Apps for education [https://www.microso...	
JANE NEAL	Apps for education [https://www.microso...	

Launch a website on all connected Students
1. Right click a website icon in the **Approved Sites** list.
2. Choose **Send to Students**.
3. The website will be launched on all connected Student workstations.
4. In the List view, the launched website icon will appear in the current website list.

Add a website to your approved or restricted list

1. Click **+** to add a URL to your approved or restricted list.
   Or

   Right click in the list boxes and select **Add Website**.

2. Type in the website address under URL, e.g. www.netsupportschool.com

End approved or restricted websites
1. To remove the restrictions for individual Students, select their icons in the List view.
2. Choose {Web}{Unrestricted Access} from the drop-down menu
   Or

   Click the **Unrestricted** icon at the bottom of the Control window.
   Or

   Click the **Web Access** icon on the Control toolbar and choose Unrestricted.
3. The green or red indicator will be removed from the selected Student icons.

Block all web access

Note: If the **Block All** icon is displayed on the toolbar, clicking this will instantly block all web access for all Students.

1. If you want to block web access for individual Students, select their icons in the List view.
2. Choose {Web}{Restrict all Websites} from the Control window drop-down menu.
   Or
   Click the **Restrict All** icon at the bottom of the Control window.
   Or
   Click the **Web Access** icon on the toolbar and choose **Restrict All**.
3. All web access will be blocked for the selected Students.

Application Control Module

The Application Control module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

1. Choose {View}{Mode - Application View} from the Control window drop-down menu.

   Or

   Click the **Application Control** icon on the left-hand side of the Control window.

In 'Applications' Mode, you can view details of approved or restricted applications and use the available icons to:

Policy○	Turn on/off a central policy that has been created in the Tech Console.
Allow All○	Revert back to unrestricted access if application restrictions have been in place.
Approved Only ○	Activate the "Approved Applications" list. The Student will only be able to run applications that are in the approved list. All other applications are blocked.
Block Restricted ○	Activate the "Restricted Applications" list. The Student will not be able to run applications that are in the restricted list but will be able to run all other applications.
Details ○	Switch between large icons and Details view in the List view.
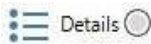
Identify applications currently running on the Student workstation

In the List view, the Student icons can be viewed in two different ways: large icons or Details view. Choose {View}{Large icons/Details} or right click in the List view and select one of these options to change the layout of the Student icons. You can also click the **Details** icon at the bottom of the Control window.

Details

25

Name	Current Application	Running Applications
Matt Jones	OneNote	
Jane Neal	OneNote	
Tom Murray	YouTube - Google Chrome	
Katie Hall	OneNote	
Darren Ward	OneNote	
Eddie Elmore	OneNote	
Sam Thompson	YouTube - Google Chrome	
Emma Czajka	OneNote	

Launch an application on all connected Students

1. Right click an application icon in the **Approved Applications** list.
2. Choose **Send to Students**.
3. The application will be launched on all connected Student workstations.

Add an application to your approved or restricted list

1. Click **+** to add an application to your list.

    Or

    Right click in the List boxes and select **Add Application**.

    Or

    Drag and drop applications from your desktop or Start Menu into the Approved or Restricted list box.

Device Control

The Device Control feature allows the Tutor to protect against external sources during a Lesson. The Tutor can prevent data from being copied to or from USB devices and CD/DVD drives. In addition, the Tutor can provide read-only access, allowing Students to view files from devices but prevents them from copying files to them.

1. Choose {View}{Mode - Device View} from the Control window drop-down menu.
   Or
   Click the **Device Control** icon on the left-hand side of the Control window.

Block access to CD/DVD or USB devices

1. Select the required Students in the List view
2. Choose {Device}{CD/USB - Block Access} from the Control window drop-down menu.
    Or
    Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Block Access**.

Read-only access to CD/DVD or USB devices

Provide Students with read-only access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/USB - Read Only} from the Control window drop-down menu.
    Or
    Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Read Only**.

Unrestricted access

Provide Students with full access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/USB - Unrestricted} from the Control window drop-down menu.
    Or
    Click the **CD/DVD** icon or **US**B icon at the bottom of the Control window and choose **Unrestricted**.