

# NetSupport School

## Connecting to Student Computers

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### Introduction

NetSupport School has several options that enable the teacher's control application (herein referred to as 'Tutor') to connect to the student's client application (herein referred to as 'Student'). These options were designed to ease the initial process of identifying and connecting to each of the relevant computers in a class.

This document will first provide an overview of each of these options, and then provide detailed configuration examples on how to implement each one. This document assumes that both the Tutor and Student applications are already installed.

Pixel IT provides professional services that can assist your organisation with all aspects of managing the NetSupport software. This includes installation and configuration assistance, as well as staff training. Please contact us on 1800 674 935 or [sales@pixel.com.au](mailto:sales@pixel.com.au) if you require any assistance.

## Terminology

The following terminology will be used throughout this document:

*Tutor*: The software application used by Teachers to control the Student's Computers

*Teacher*: The person that operates the Tutor software application

*Student*: Any computer that has the Student software application loaded onto it. Student's computers are remotely controlled by the Tutor software application used by Teachers.

## Overview

### ***Room Mode***

Room Mode allows student computers to be assigned a static room name or number. When the Tutor is first installed you can enter a room name/number. Each time the Tutor is loaded it will automatically attempt to connect to the student's computers with a matching room value. This option is best used when both the tutor's and student's computers are permanently situated in the same room. Eg: desktop computers in a lab.

### **Optional Feature: Prompt at startup**

With this option enabled, the teacher must manually enter the room name/number into the Class Wizard in the Tutor's console at the beginning of each class. The Tutor will then scan all available Students and then connect only to the ones with a matching room value. This option is best used when the tutor's computer is mobile (travels to different rooms) and student's computers are permanently situated in the same room.

### **Optional Feature: Acknowledge Roaming Students**

This option allows students with notebook (roaming) computers to join a class on-demand by Right Clicking on their student taskbar icon and selecting 'Enter/Leave Room'. Once they have attempted to join a class, the Tutor is notified and must acknowledge the join request via the Tutor console. This option is not frequently used but it can be useful in some situations. This option must also be enabled in the Student Configuration (See Configuration Examples below).

### **Optional Feature: Room Mode deployment via Tutor Console**

The first time the tutor console is opened you receive an option to remotely deploy the Student application. This is beyond the scope of this document, however more information can be found in the NetSupport School Manual.

### ***Browse Mode***

Browse Mode will automatically connect the Tutor console to all Student computers that have the same prefix to their PC names. This option is best used when a uniformed naming convention has been employed to the computers.

Eg: A school has 2 computer labs, LAB1 and LAB2. All computers in LAB-1 are called 'LAB1-PC01, LAB1-PC02' etc.. All computers in LAB-2 are called 'LAB2-PC01, LAB2-PC02' etc.. Simply configure the Tutor console in LAB1 to automatically connect to all computers that have the LAB1 prefix.

## ***Fixed List Mode***

Fixed List Mode is also referred to as 'Known List' or 'Class List' Mode. This mode allows you to manually create a group of Student computers and save them in a 'Class List'. Every time you start a class, you are prompted to select the relevant Class List. The Tutor will then browse the network and connect to the relevant PCs. If some of the PCs in the fixed list are offline during this period then they will simply be excluded from that one class.

This option is best used when a set group of computers are commonly associated with a class. Eg: a Class List could be called 'Year 7a Science' and that Class List includes a record of each computer that should be present in that class.

## ***Publish Class***

The Publish Class feature allows a teacher to configure a class name and description and then start a class using these details. Once a class has been started, it is broadcasted over the network and students can then elect to join a class.

This feature is not often used, as it places the responsibility of joining and leaving classes on the students. This option is best used if you have dependable students that are willing to join the class themselves.

## **Configuration Overview**

Tutor configuration is usually performed manually on each individual Tutor installation. Student Configuration is usually performed on one test computer and then the completed configuration file is then remotely deployed to other student computers using the NetSupport Deploy utility. The configuration deployment is beyond the scope of this document. Please refer to the NetSupport School Manual for more information.

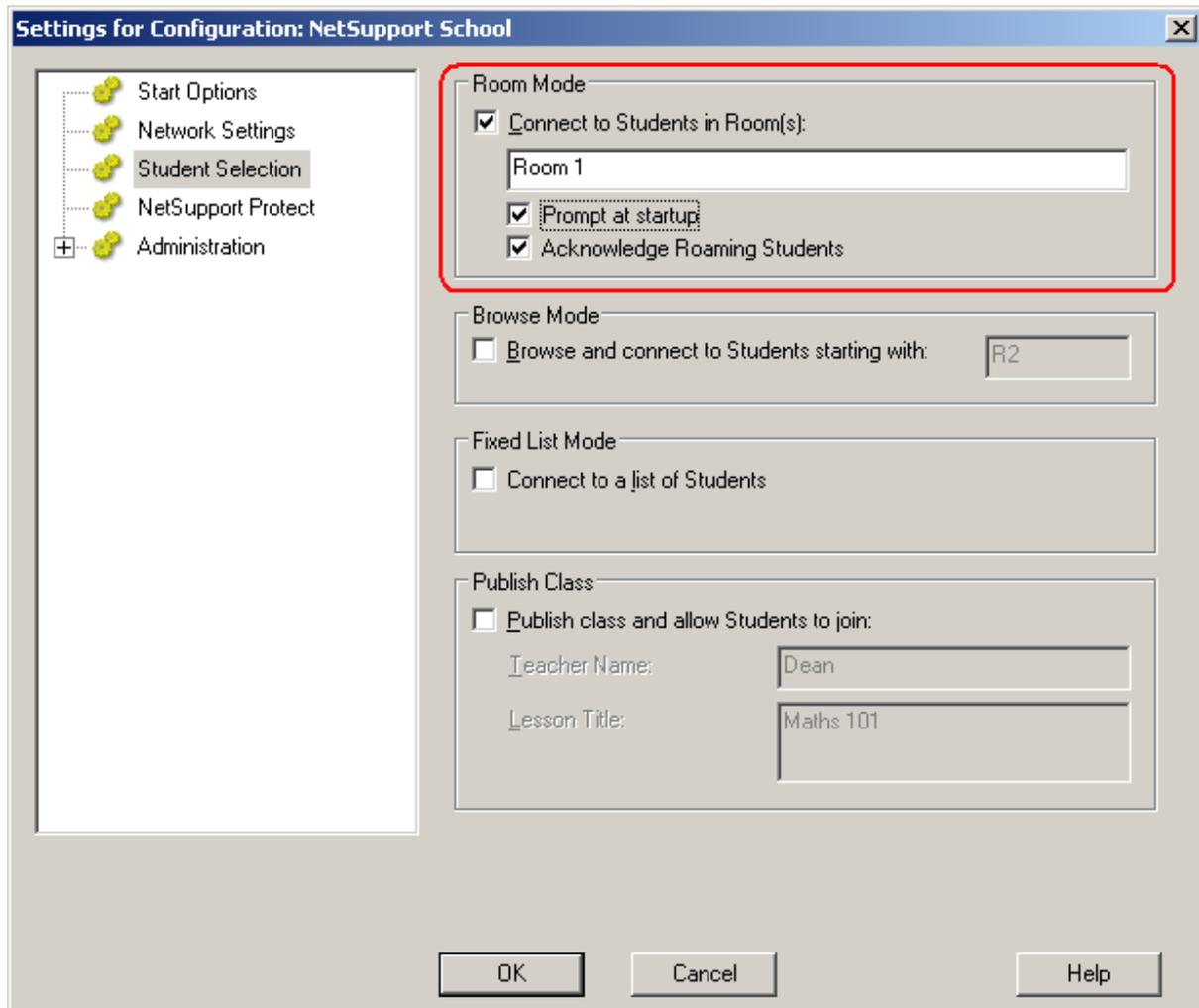
## **Configuration Examples**

### ***Room Mode***

#### **Step 1: Tutor Configuration**

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function
2. Select 'School / Configuration' from the top menu. The Configuration dialogue will appear
3. Select 'Student Selection' in the left hand tree
4. Check the box under 'Room Mode' that says 'Connect to Students in Room(s):'
5. Enter a name for the room (Room 1 in this example)
6. If this Tutor's console will be connecting to multiple room (IE: Tutor is installed on the teacher's portable computer) then check the 'Prompt at startup' box. If the Tutor's console will always be connecting to the same room (IE: Tutor is installed on a static computer in the room) then uncheck the 'Prompt at startup' box.
7. If you want to allow students to initiate the process of joining a class then check the box called 'Acknowledge Roaming Students'
8. Click OK to save changes. If you are prompted to apply changes, select YES.

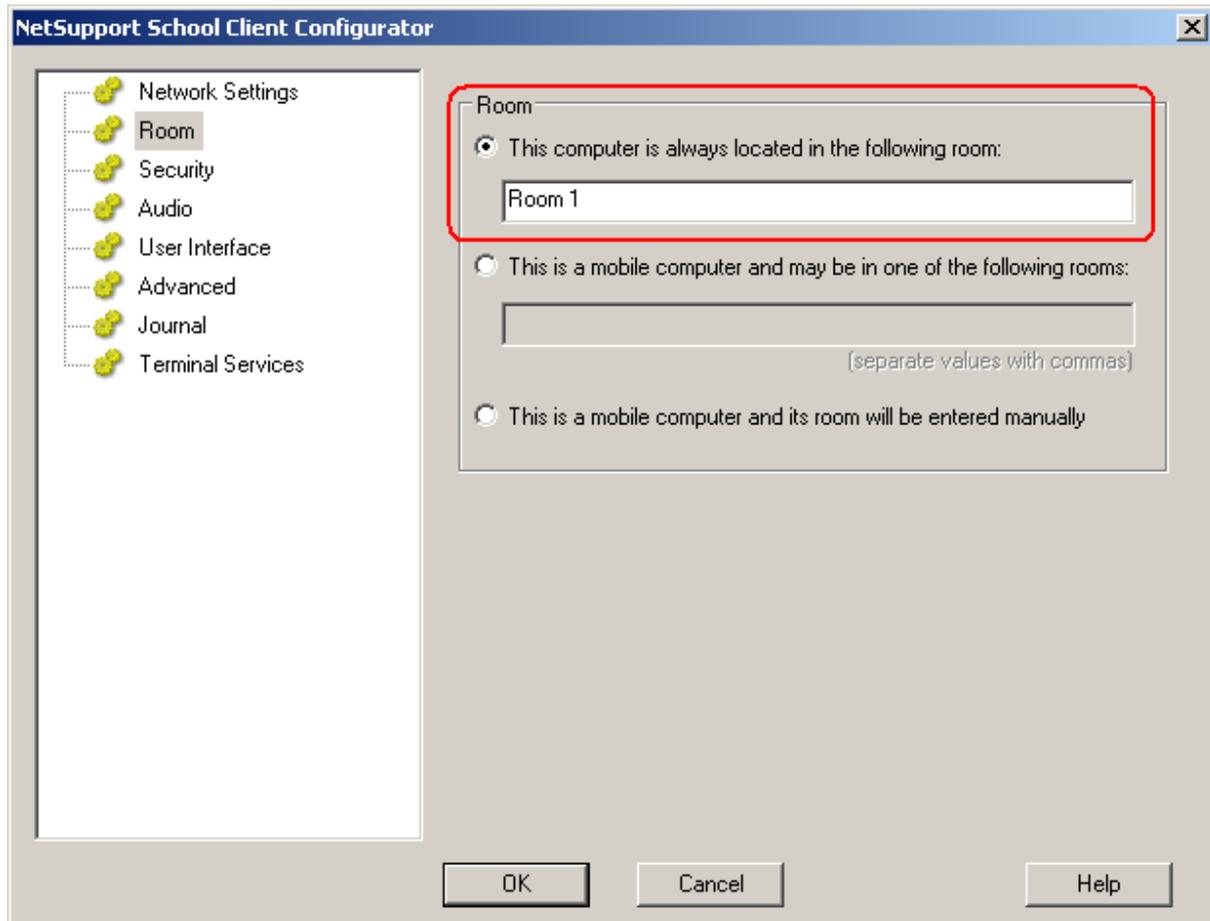
Screenshot of the above Room Mode Configuration on the Tutor Console:



## Step2: Student Configuration

1. Open the NetSupport School Configurator on a test PC (Start / Programs / NetSupport School / NetSupport School Configurator )
2. Select 'Room' in the left hand tree
3. Select 'This computer is always located in the following room'
4. Enter the same room number here that you entered in the Tutor configuration above
5. Click OK to save your changes. If you are asked to restart the client, select YES.

Screenshot of the above Room Mode Configuration on the Student's Computer:



### Step 3: Using Room Mode

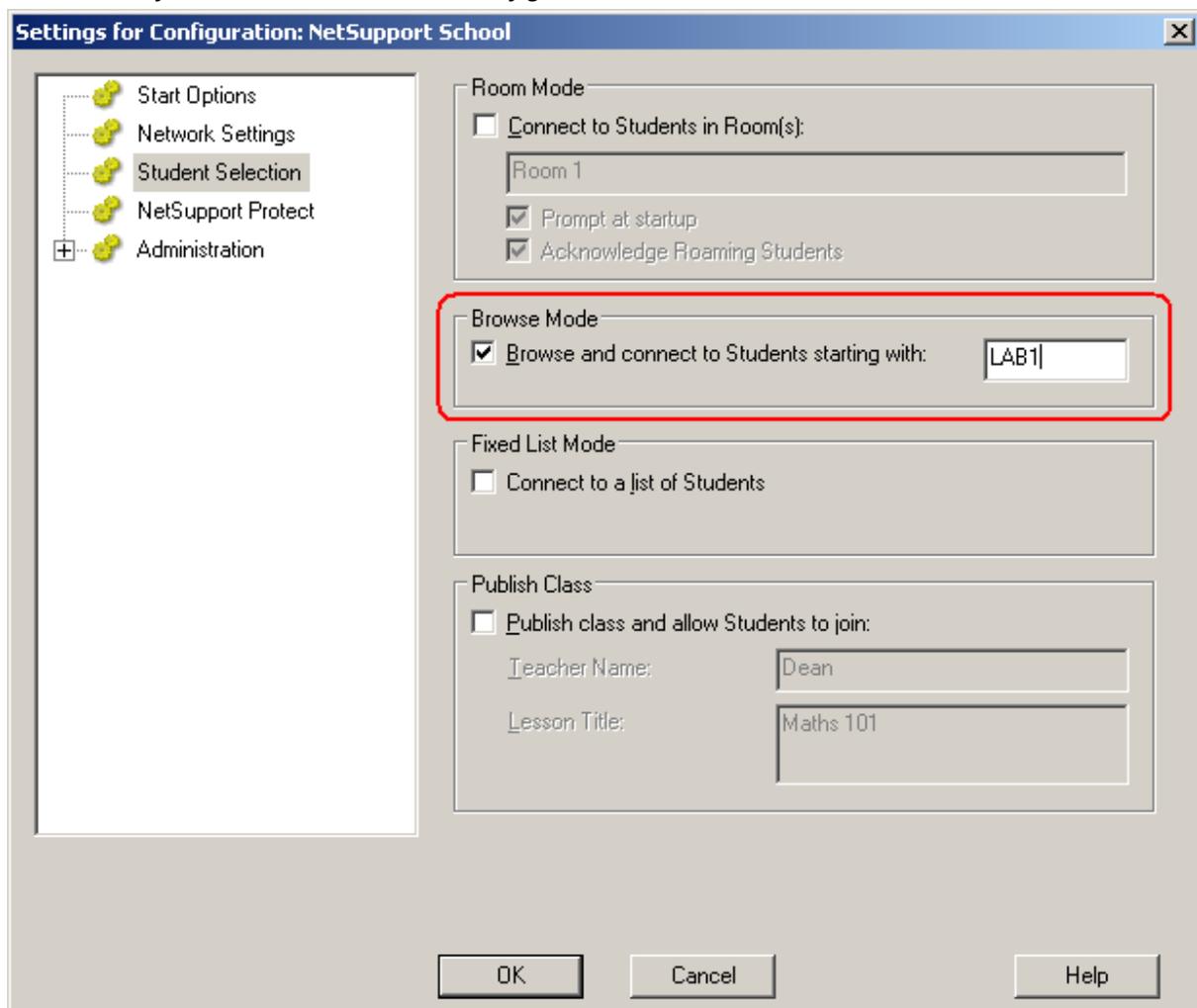
1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function
2. Enter the desired details in the 'Class Wizard'. Note that the 'Room' field already includes the 'Room 1' value entered into the Tutor Configuration in Step 1.
3. Click OK and the Tutor Console will browse the network and connect to any available PCs that have the corresponding room name value.

## Browse Mode

### Step 1: Tutor Configuration

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function.
2. Select 'School / Configuration' from the top menu. The Configuration dialogue will appear
3. Select 'Student Selection' in the left hand tree.
4. Check the box under 'Browse Mode' called 'Browse and connect to students starting with'
5. Enter the prefix of the computer names (NOTE: these names relate to the actual Windows Computer hostname, defined in the System Properties dialogue of Windows)
6. Click OK to save changes. If you are prompted to apply changes, select YES.

Screenshot of the above Browse Mode Configuration on the Tutor Console:



### Step2: Student Configuration

No configuration is required on the Student PCs as the NetSupport Tutor will use the Windows computer name to identify computers in Browse Mode.

### **Step 3: Using Browse Mode**

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function
2. Enter the desired details in the 'Class Wizard'. Note that the 'Room' field will have no effect in browse mode.
3. Click OK and the Tutor Console will browse the network and connect to any available PCs that have the corresponding prefix to their computer name.

## ***Fixed List Mode***

### **Step 1: Tutor Configuration**

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function
2. Select 'School / Configuration' from the top menu. The Configuration dialogue will appear
3. Select 'Student Selection' in the left hand tree
4. Check the box under 'Fixed List Mode' called 'Connect to a list of Students'
5. Click OK to save changes. If you are prompted to apply changes, select YES.

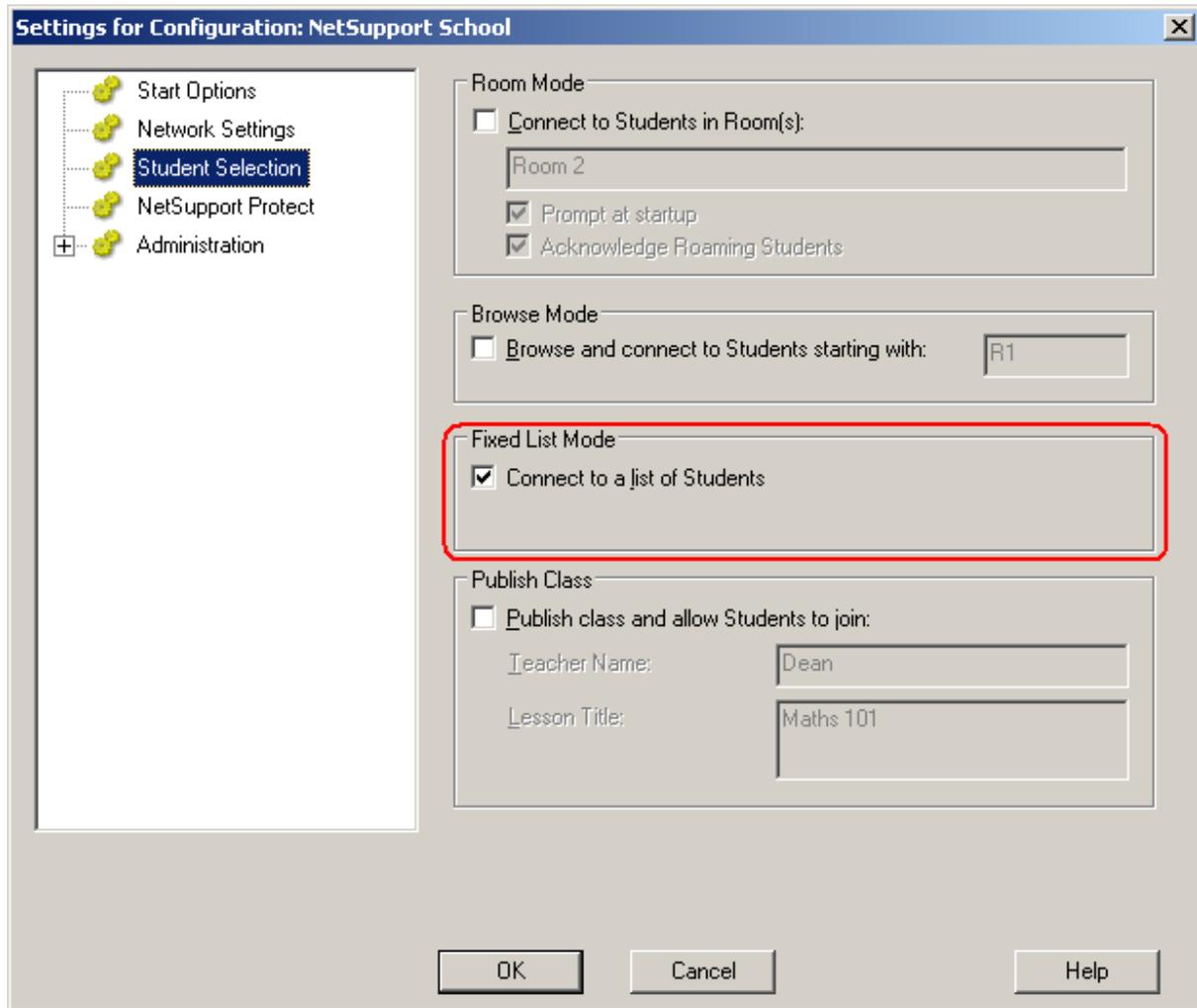
### **Step2: Student Configuration**

No configuration is required on the Student PCs as the NetSupport Tutor will refer to the Class List (configured in step3 below) for the list of machines to connect to.

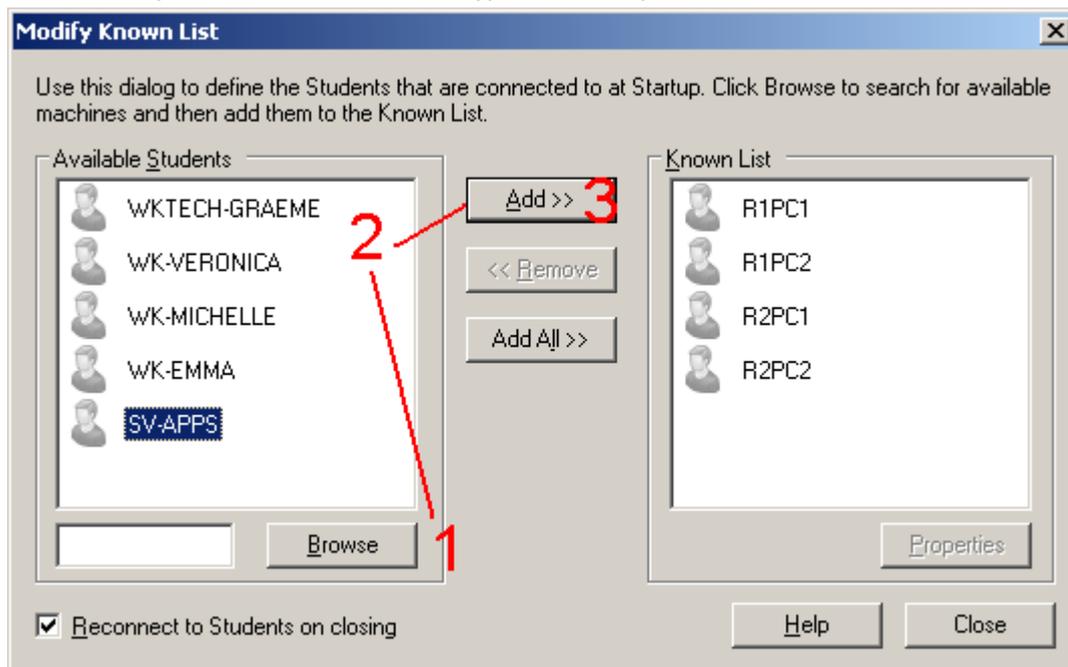
### **Step 3: Using Fixed List Mode**

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function.
2. Enter the desired details in the 'Class Wizard'. Note that the 'Room' field will have no effect in Fixed List Mode.
3. Select '<New>' from the 'Class Lists' option in the 'Class Wizard' and click OK to continue
4. Enter a name and description for the Class List. Eg: Name = Year 7b Science, Description = Year 7b Science Class List. Click OK to continue.
5. The Class List dialogue will then appear, simply click 'Done' to close this as you will not need to use it at this time.
6. Click the 'Refresh' icon in the top left of the Tutor console (or 'School / Refresh' from the top menu)
7. A dialogue will appear that reads 'There are no machines defined. Do you want to add some now?'. Click YES.
8. The 'Modify Known List' dialogue appears (pictured below). Click 'Browse' and the Tutor will scan the network for all reachable Student computers. Ensure the student computers are all switched on and accessible during this time.
9. Once the browse process is completed, a list of Student computers is listed in the left hand side of the dialogue. Select the desired machines and then click on the 'Add >>' button.
10. Click Close when you have completed selecting all relevant machines.
11. The Tutor Console will then connect to all computers in the Fixed List.
12. The next time the Tutor Console is accessed remember to select the relevant 'Class List' from the 'Class Wizard' at the beginning of each class. (pictured below).
13. Repeat the above steps as many times as required if you want to have multiple Class Lists.

Screenshot of the above Fixed List Configuration on the Tutor Console:



Screenshot of the above Fixed List Modify Known List feature on the Tutor Console:



Screenshot of the above Fixed List Select Class List feature on the Tutor Console:

The screenshot shows a 'Class Wizard' dialog box with the following sections and fields:

- Lesson Details:**
  - Teacher name: Dean
  - Lesson title: Maths 101
  - Room: Room 2
  - Objectives: (empty text box)
  - What time does this Lesson finish?: 14:05
  - Open lesson
- Startup Options:**
  - Create a Journal:
  - Create a Student Register:
  - Show the Student Toolbar:
  - Class Lists:
    - <None>
    - <New>
    - Year 7b Science - Year 7b Science Class List

At the bottom, there is a checkbox for 'Don't show this dialog again', and 'OK' and 'Help' buttons.

## ***Publish Class***

### **Step 1: Tutor Configuration**

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function
2. Select 'School / Configuration' from the top menu. The Configuration dialogue will appear
3. Select 'Student Selection' in the left hand tree
4. Check the box under 'Publish Class' called 'Publish class and allow Students to join'
5. Enter a name in the 'Teacher Name' field
6. Enter a title in the 'Lesson Title' field
7. Click OK to save changes. If you are prompted to apply changes, select YES.

### **Step2: Student Configuration**

No configuration is required on the Student PCs for Publish Class mode.

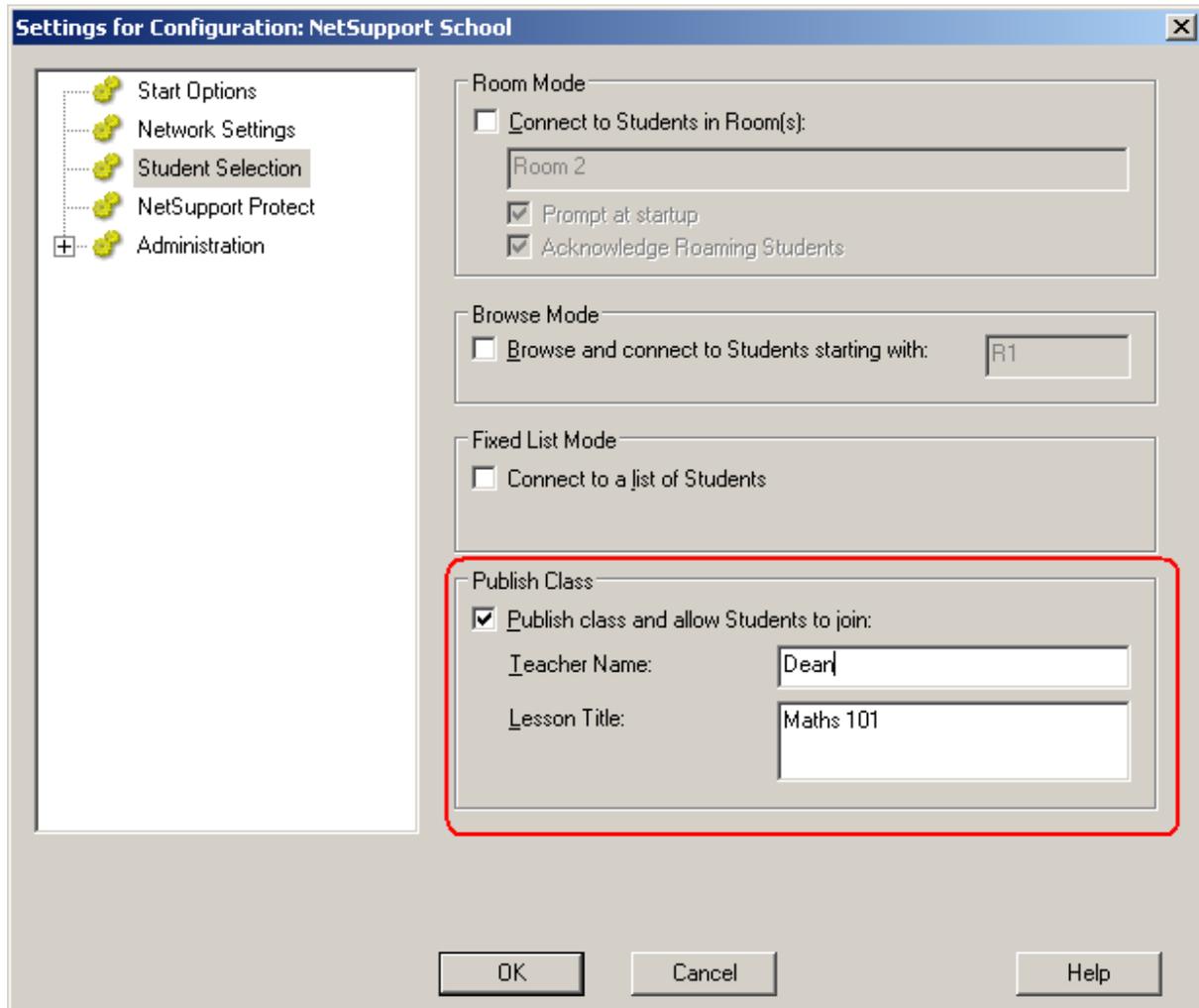
### **Step 3: Using Publish Class Mode – Tutor's Console**

1. Open the Tutor Console (Start / Programs / NetSupport School / NetSupport School Tutor Console) and cancel the class wizard/browse function.
2. Enter the desired details in the 'Class Wizard'. Note that the 'Room' field will have no effect in Publish Class Mode.
3. Click OK and a dialogue will appear that displays all currently connected students (pictured below). It is during this time that the clients must then use the below instructions to join the class.
4. Once all students have joined click 'Done' and the Tutor will establish a connection with each Student Computer that has joined the class.

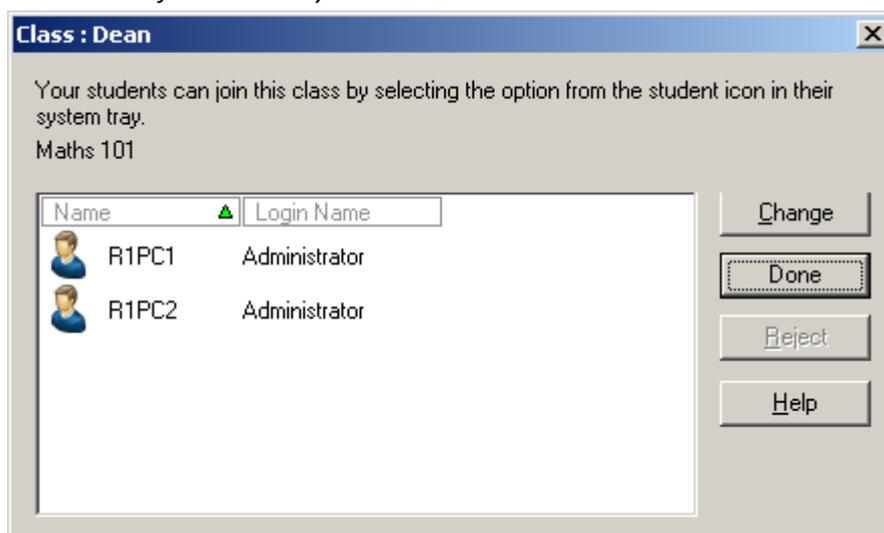
### **Step 4: Using Publish Class Mode – Student's Computer**

1. Right Click on the 'NetSupport School Client' icon in the taskbar (the yellow star) and select 'Join a class' (pictured below).
2. A list of published classes should then be visible. If not, please click the refresh button to re-scan the network for active classes.
3. Select the desired class and then click on the 'Join' button to join the class.

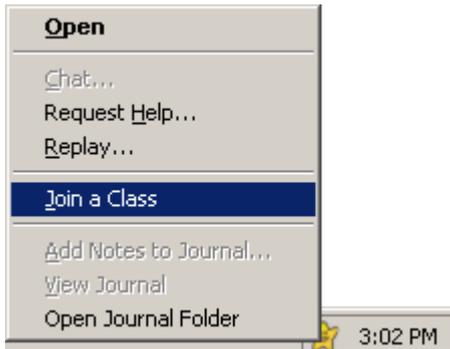
Screenshot of the above Publish Class configuration on the Tutor Console:



Screenshot of the currently connected Students to a Published Class on the Tutor Console:



Screenshot of the 'Join a Class' option on the Student Computer:



Screenshot of the 'Join a Class' dialogue on the Student Computer:

