

nss
NETSUPPORT
SCHOOL



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Introduction

The purpose of this manual is to assist the faculty and staff of Ferris State University on the use of the NetSupport School program. This manual contains easy-to-use, step-by-step instructions on the many features of NetSupport School an instructor might need in a typical classroom session. Some of the features covered in this manual include: restricting web access, taking attendance, and transmitting the instructor's screen. While NetSupport School offers more features than this manual covers, these instructions will give users a firm understanding of the common NetSupport School functions.

Starting/Ending the Session

Starting the Session

1. Begin by clicking the Start Menu > NetSupport School > NetSupport School Power On Machines. **(See Figure 1.1)**
 - This will turn on all the computers in the room. Wait a few minutes until the computers have powered on.



Figure 1.1

2. Click the Start Menu > NetSupport School > NetSupport School Tutor.

Ending the Session

1. Go to the tool bar and click Client > Logout.
 - A warning window will appear.
 - Make sure that all students have saved anything they were working on.
 - Logging off the computers can result in the loss of work.
2. Click the "Yes" button. **(See Figure 1.2)**

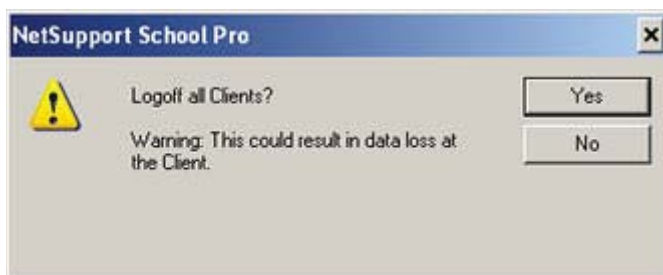


Figure 1.2

- Wait a minute or two until all the computers have logged out of Windows.
3. Go to the tool bar and click Client > Management > Power Off.
 4. Click the "Yes" button.
 - Windows may appear alerting you that some workstations are not responding. Click the "OK" button if this should happen.

Setting up the Classroom

1. Check to make sure only computers located in the classroom are connected to the current session.
 - Notice **Figure 2.1** shows computers in the session located in other classrooms.
 - If there are computers from other classrooms in the current session, proceed to step 2.
 - If there are no computers from other classrooms in your session you may skip this sub-section and go to the “Logging In” sub-section.

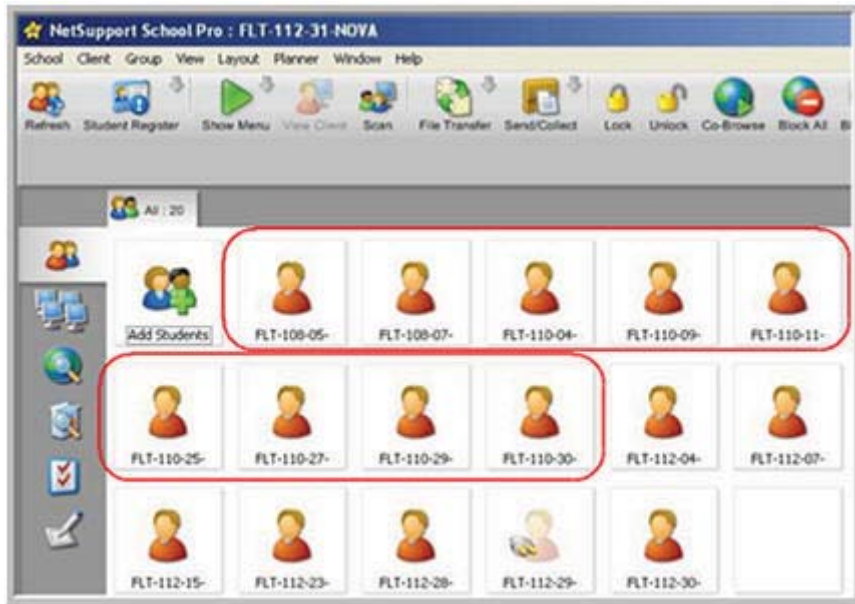


Figure 2.1

2. Double click the “Add Students” button.
3. Click the “Browse” button.
 - The “Available Students” shows computers that can join the current session.
 - The “Known List” shows computers currently connected to the session.
(See **Figure 2.2**)

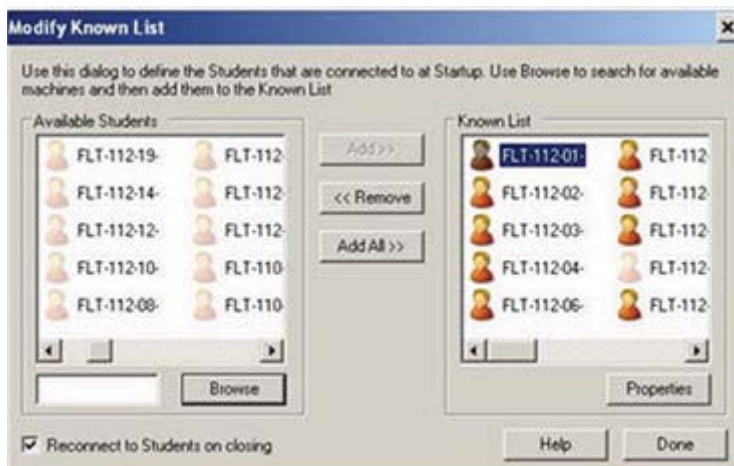


Figure 2.2

Adding Computers

4. Scroll through the “Available Students” until you find the computer station you want to add.
5. Select the computer you want to add (hold Ctrl to select multiple computers) then click the “Add” button.

Removing Computers

6. Scroll through the “Known List” and select any computers that do not belong. (Hold Ctrl to select multiple computers)
7. Click the “Remove” button.
8. Once you have finished modifying the Known List, click the “Done” button.
 - The computer will then attempt to connect to all the computers added to the “Known List.”
 - Sometimes all the computers will not connect. If this occurs, direct students to a computer station that is connected until a technician can fix the problem.
9. Click the” Done” button.

Logging In

10. Select all the computers in the current session.(**See Figure 2.3**)



Figure 2.3

11. Right click any of the computers and click “Login.”

12. Type “FLT+ the room number” in the “Username” field.

- Example-If you are In FLITE 112 type “FLT112.” (See Figure 2.4)
- A Password is not required.



Figure 2.4

13. Click the “Logon” button.

- This will log the computers into Windows.

14. Click the “Done” button.

- Now the connected computers are logged into Windows and ready for the class session to begin.

Taking Attendance

1. Go to the tool bar and click School > Student Register > Sign In.
 - The Register Student window will appear.

Register Student(s) - All Students

Name

Register

Close

Cancel

View

Chat

Help

Successful Unsuccessful

Class Details

a Teacher Name: FLT-112-31-NOVA

Lesson Title: Introduction b

c Room: 112

Required Student Details

First Name Class

Surname Student ID/No

Custom Fields

Phone#

Auto save Register

d

Figure 3.1

Register Student Screen

- a. **Teacher Name**- The teacher's name can be entered into this field.
- b. **Lesson Title**- The name of the lecture or lesson can be entered into this field.
- c. **Room**- The room number of the computer lab can be entered into this field.
- d. **Required Student Details**- These options can be checked to require students to provide the following information when they log in.
 - First Name
 - Class
 - Surname
 - Student ID/No
 - **Custom Fields**- This option allows you to manually specify what information is requested.

(See Figure 3.1)

2. Select which details need to be gathered and click the “Register” button.
 - The students will be prompted with a sign in screen.
 - Students must provide the requested information before they can sign in.
 - The number of students remaining to sign in appears at the bottom of the Register Student Screen.
3. Check the “Autosave Register” option at the bottom of the Register Student Screen.
4. Click the “Close” button.
 - The Save Student Details window will appear and request the file name, file extension, and save location. **(See Figure 3.2)**

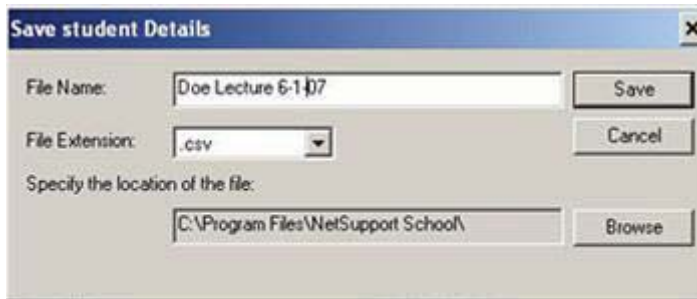


Figure 3.2

5. Enter a file name for the registration form.
6. Click the drop down arrow and select “.htm” for file type.
7. Choose where the file will be saved by clicking the “Browse” button and selecting the desired location.
8. Click the “Save” button.

9. to view the Student Registration Details go to the tool bar and click School > Student Register > Sign In. (See Figure 3.3)



Note: After students have registered, the generic workstation name is replaced by the student's name. This makes identifying students easier than remembering which student is sitting at which workstation. The attendance log can be opened in any internet web browser, such as Internet Explorer and Firefox.

Managing Application Access

1. Click the “Manage Student Application” button. **(See Figure 4.1)**



Figure 4.1

2. Click the “Add Application” button in the Restricted Applications area. **(See Figure 4.2)**



Figure 4.2

- A new window will appear that will allow you to find the programs that need to be restricted.
3. Click the “Browse” button.

4. Find the .exe file of the application that needs to be restricted. **(See Figure 4.3)**

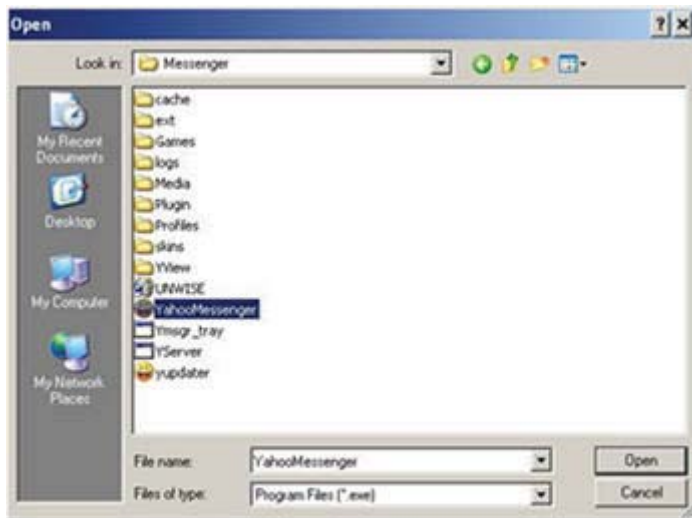


Figure 4.3

- It is important that the actual .exe file is found and not a desktop shortcut.
- Most .exe files can be found inside the program folders.

5. Click the “Open” button.

- The Application Properties window will appear.

6. Click the “OK” button.

- Any application listed under the “Restricted Applications” list, can now be blocked.

7. Click the “Block use of Restricted applications” button. **(See Figure 4.4)**

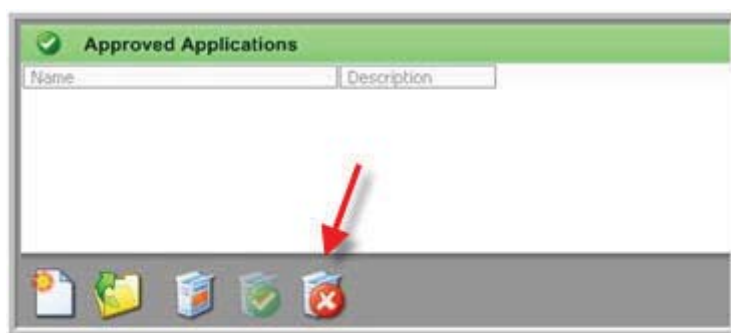


Figure 4.4

- The programs on the “Restricted Applications” list cannot be accessed by the students.
- To restore application usage to normal, click the “Unrestricted access” button at the bottom of the screen. **(Figure 4.5)**

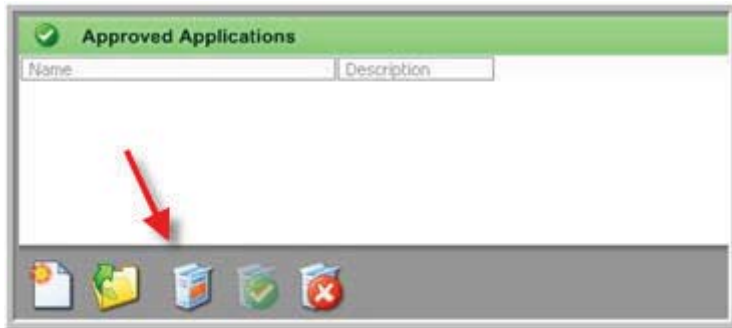


Figure 4.5

Managing Web Access

1. Click the “Manage Student Access” button. **(See Figure 5.1)**

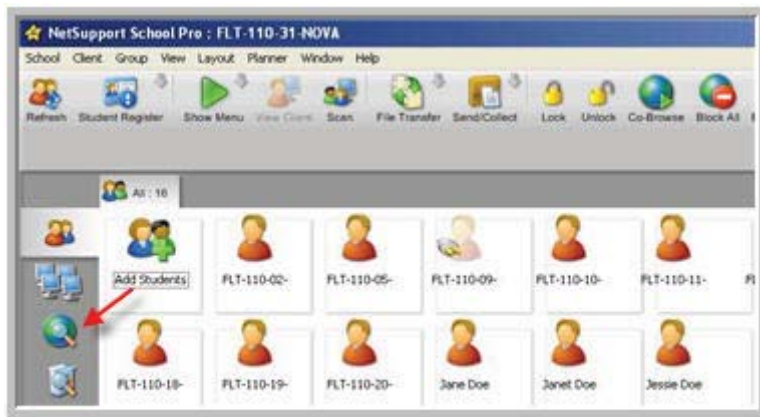


Figure 5.1

2. Click the “Add Site” button on the Restricted Sites area. **(See Figure 5.2)**



Figure 5.2

- The website Properties window will appear.
3. Enter the website address in the “URL” field.
 4. Click the “OK” button.
- Any website listed under the Restricted Sites list, can now be blocked. **(See Figure 5.3)**

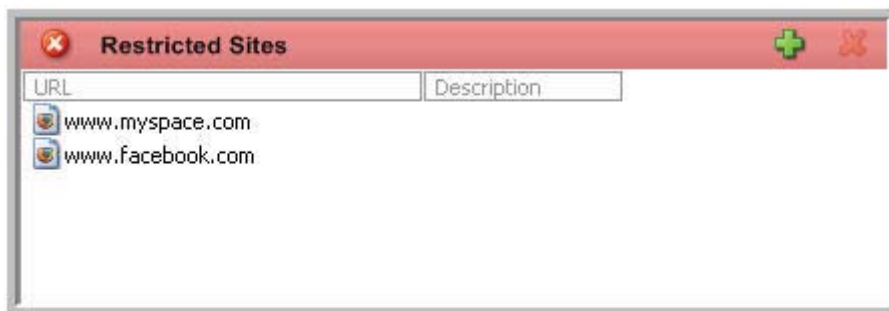


Figure 5.3

5. Click the “Block Access” button. **(Figure 5.4)**



Figure 5.4

- The restricted sites list cannot be accessed by the students.
- To return internet browsing back to normal, click the “Allow unrestricted internet access” button. **(See Figure 5.5)**



Figure 5.6

6. Note-It may be necessary to block all internet access. In order to do this, click the “Block All Access” button. **(Figure 5.6)**



Figure 5.6

Transmitting the Instructor's Screen

Showing the Desktop

1. Go to the tool bar and click Client >Show.
 - The “NetSupport School –Show” window will appear.
2. Check the box “Set Show Mode at Client.” (**See Figure 6.1**)



Figure 6.1

3. On the drop down menu there are three options to choose from:
 - **Full Screen**- Locks the student's keyboard and mouse and cannot view anything else except the instructors screen.
 - **Windowed** (Recommended) - Allows the students to view the instructors screen in an adjustable window while keeping mouse and keyboard controls. This mode allows students to follow along with the instructor during a lesson.
 - **Maximize Window**- This mode creates a larger version of Windowed mode while still keeping mouse and keyboard controls. (**See Figure 6.1**)
 - Choose the best option for the situation.
4. Click the “Show” button.

- To suspend the Show, double-click the arrow in the system tray. **(See Figure 6.2)**

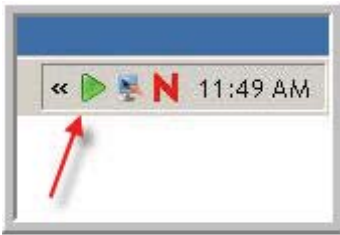


Figure 6.2

- The “Show suspend” window will appear.

- Click the “End” button.

Showing a Video

- Go to the tool bar and click Client > Show Video.
- Click the “Open” button and find the movie file you want to show.
- Once you have found the file click the “Open” button. **(See Figure 6.3)**

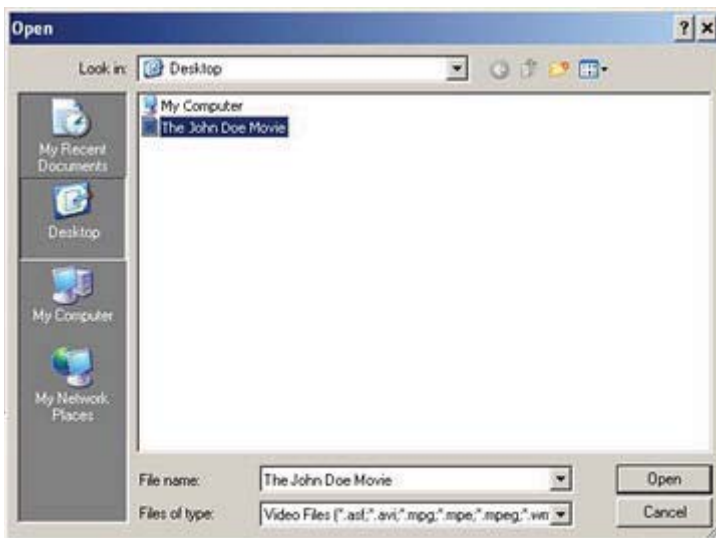


Figure 6.3

4. Click the “Show” button.
 - In order to play a video, all computers must have the video.
 - A window will appear alerting you to the computers that do not have the video file. **(See Figure 6.4)**



Figure 6.4

5. Click the “Proceed” button.
6. To end the video, double-click the green arrow in the system tray. **(See Figure 6.5)**

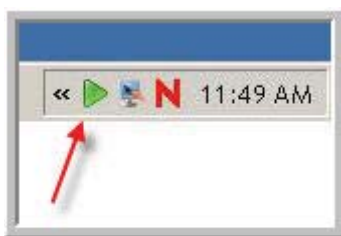


Figure 6.5

7. Click the “End” button when the suspend window appears.

Showing an Application

1. Start the program you want to demonstrate to the class.
2. Client > Show Application.
3. Click the “Select” button.
4. Click the program you want to demonstrate to the class. **(See Figure 6.6)**

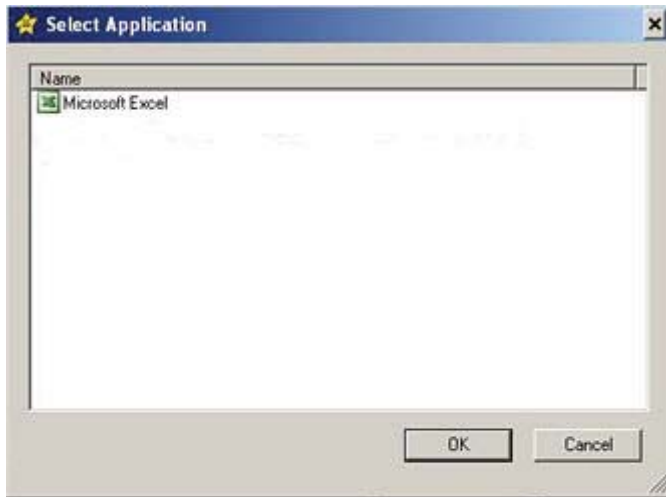


Figure 6.6

5. Click the “OK” button.
6. Click the “Show” button.
 - Whatever work you perform on the lead computer will be shown to the classroom.
7. To end the application sharing, double-click the green arrow in the system tray. **(See Figure 6.7)**



Figure 6.7

8. Click the “End” button when the suspend window appears.

Sending and Collecting Work

Sending Work

1. Go to the tool bar and click School > Send/Collect Work > Quick Send.
 - The “Quick Send” window will appear.
2. Click the “Browse” button and locate the file you wish to send to the class.
3. Click the “Open” button once you have located the file.
4. Now you must designate exactly where the file will go on the students’ computer.
 - There is no browse button so you must type the file location in manually.
 - If you type C:\Temp\Assignments then a folder will be created on the C drive in the Temp folder named Assignments. **(See Figure 7.1)**

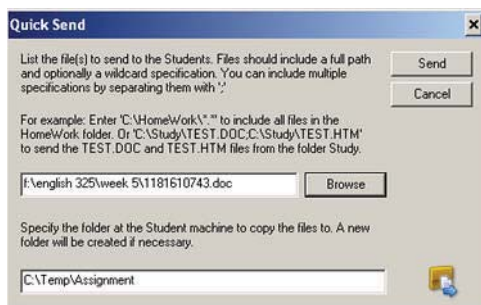


Figure 7.1

5. Type the destination of the file you wish to send and hit the “Send” button.
6. On the results screen, click the “Done” button.

Collecting Work

Once the students have completed the work you can begin collecting the work from the students.

1. Go to the tool bar and click School > Send/Collect Work > Quick Collect.
 - When the Quick Collect window appears, the appropriate information should already be filled in.
 - If the information is not filled in you have to manually input the file name you are collecting and the folder you are collecting the file from.

2. Designate where the files will go once you have collected them.
 - If you type C:\Temp\Collected Work, then the files will go in the Collected Work folder located in the Temp folder on the C drive. **(See Figure 7.2)**

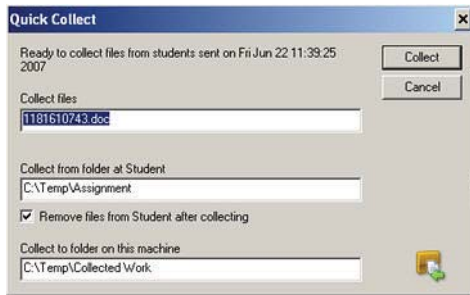


Figure 7.2

3. Type the destination of the collected work and click the “Collect” button.
4. On the results screen, click the “Done” button.
5. The work has been collected and put into the folder you specified.
 - Each assignment is placed into its own folder from each computer.
 - If the students registered at the start of the lesson, their name will appear in the folder names. **(See Figure 7.3)**

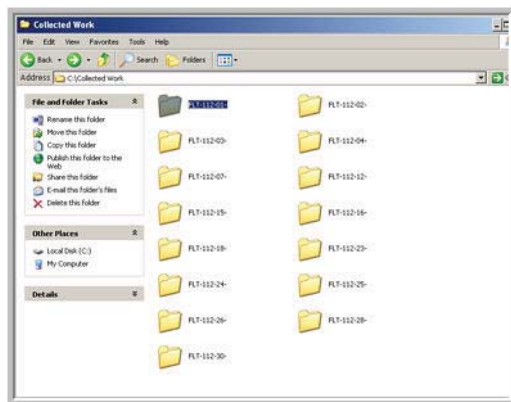


Figure 7.3

Using the Chat Features

Chatting with the Class

1. Go to the tool bar and click Client > Chat.
2. Enter the subject for the discussion in the “Topic” field. **(See Figure 8.1)**
 - There are three additional options to choose from.

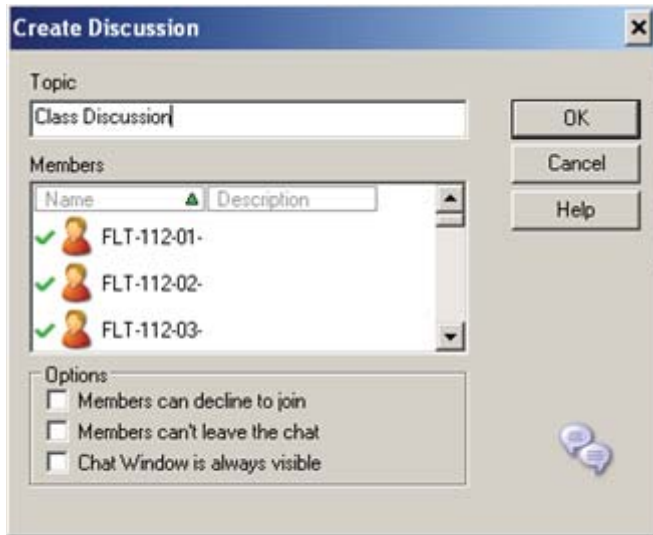


Figure 8.1

3. Select the options that are appropriate for the chat session and click the “OK” button.
4. Once you are done with the chat, click the “Close” button. **(See Figure 8.2)**

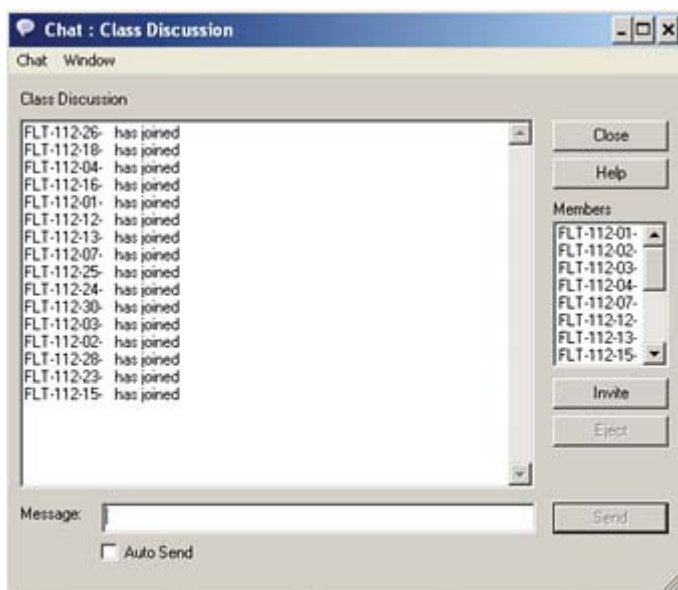


Figure 8.2

Sending a single message

1. Go to the tool bar and click Client >Message.
2. Type the message in the field provided.
3. Enter the duration of the message in the field at the bottom of the window.
4. Check the field, “All Connected Clients.” **(See Figure 8.3)**



Figure 8.3

5. Click the “Send” button.

Responding to a help request

1. When a student requests help, the “Help Requests” window will appear. **(See Figure 8.4)**

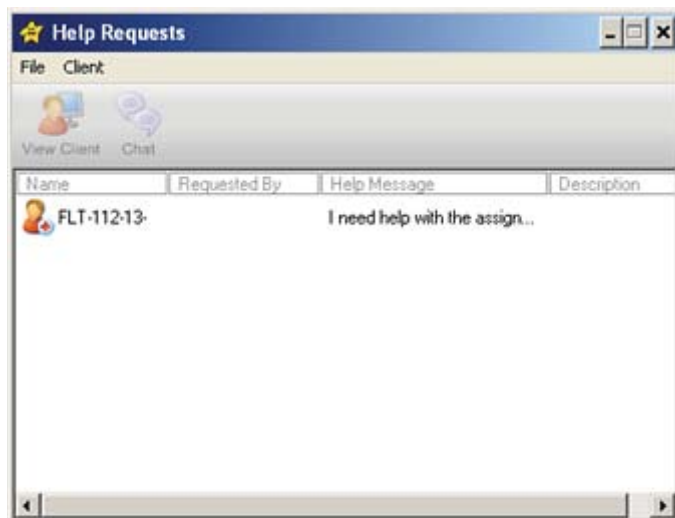


Figure 8.4

2. Click anywhere in the window to select it.
3. Click on the student requesting help.
 - From here you can view the student's computer by clicking the "View Client" button.
 - You can also chat with the student about the problem.
4. Once you have addressed the student's problem, right-click the student in the "Help Request" window and click "Clear Help." **(See Figure 8.5)**

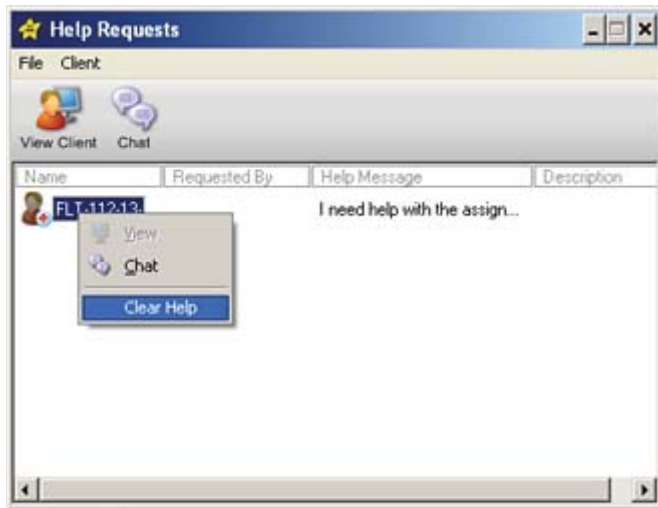


Figure 8.5