

Using NetSupport School in the Computer Commons
(All classrooms except E150)



Version 12.00

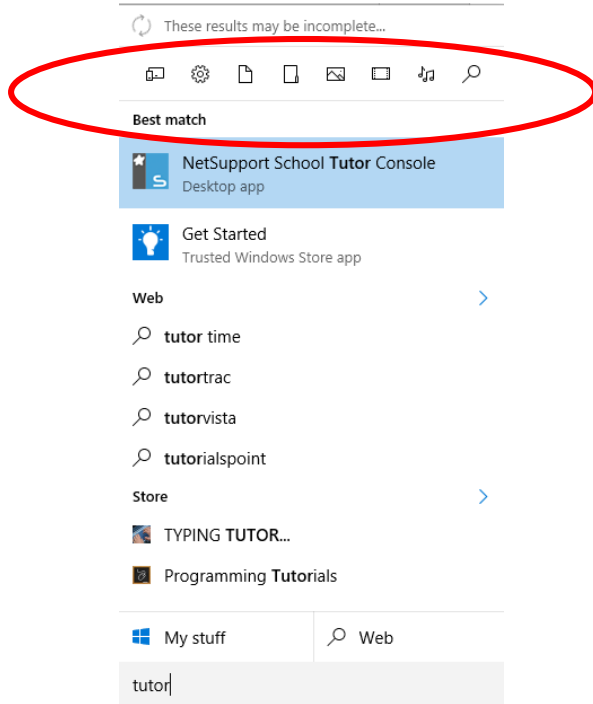
Last Updated 08/11/16

Table of Contents

How to Start Net Support School	3
How to Log the Student Workstations into the Network	4
How to Change the Net Support School Layout from Computer Name to Student Name ..	4
How to Lock/Unlock the Student Workstations.....	6
How to View the Student Workstations	7
Modes That Can Be Used While Viewing Student Workstations	9
How to Share a Student Workstation with the Entire Classroom	10
How to Share the Instructor’s Station with the Entire Classroom	12
How to Restrict Applications on Student Workstations.....	14
How to Save an Approved Application List	18
How to Load an Existing Application List.....	20
How to Send Work to Students.....	22
How to Collect Work from the Students.....	29
How to Distribute Files to Students	31
How to Load an Existing Survey	38
How to Create a Group.....	39
How to Record Student Activity with Net Support School	43
Converting Replay Files for VLC or Windows Media Player	45
Restricting Removable Device Usage	49

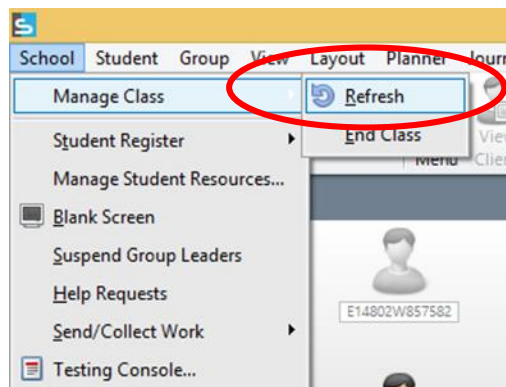
How to Start Net Support School

- I. Click the **Windows** key on the keyboard.
- II. Type **tutor**.
- III. The **Net Support School Tutor Console** will appear in the search results.



- I. Click the search listing and Net Support School will open.

Note: If a workstation is greyed out, go to **School >> Manage Class >> Refresh**. If the workstation does not appear active in the interface, make sure the computer is powered on.

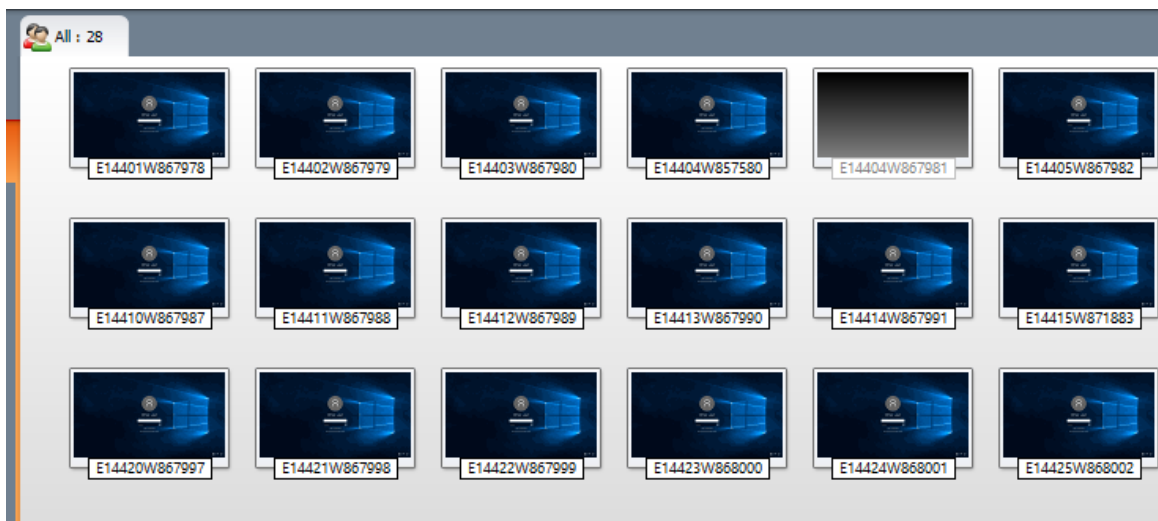


How to Log the Student Workstations into the Network

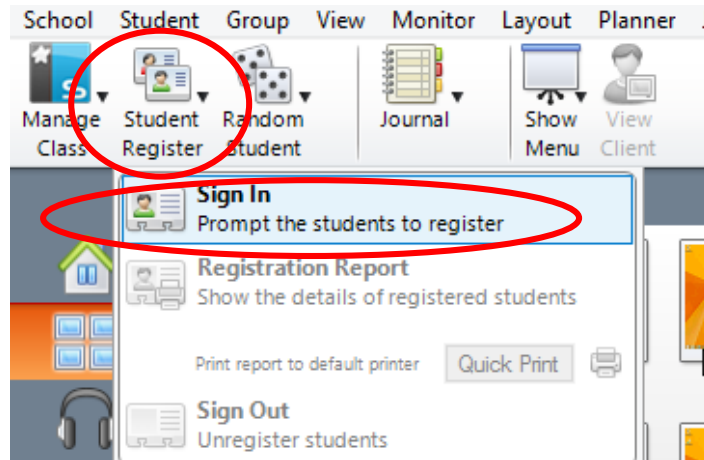
- I. Once the students have logged in with their MEIDs and passwords, the other features of Net Support School will continue to function.

How to Change the Net Support School Layout from Computer Name to Student Name

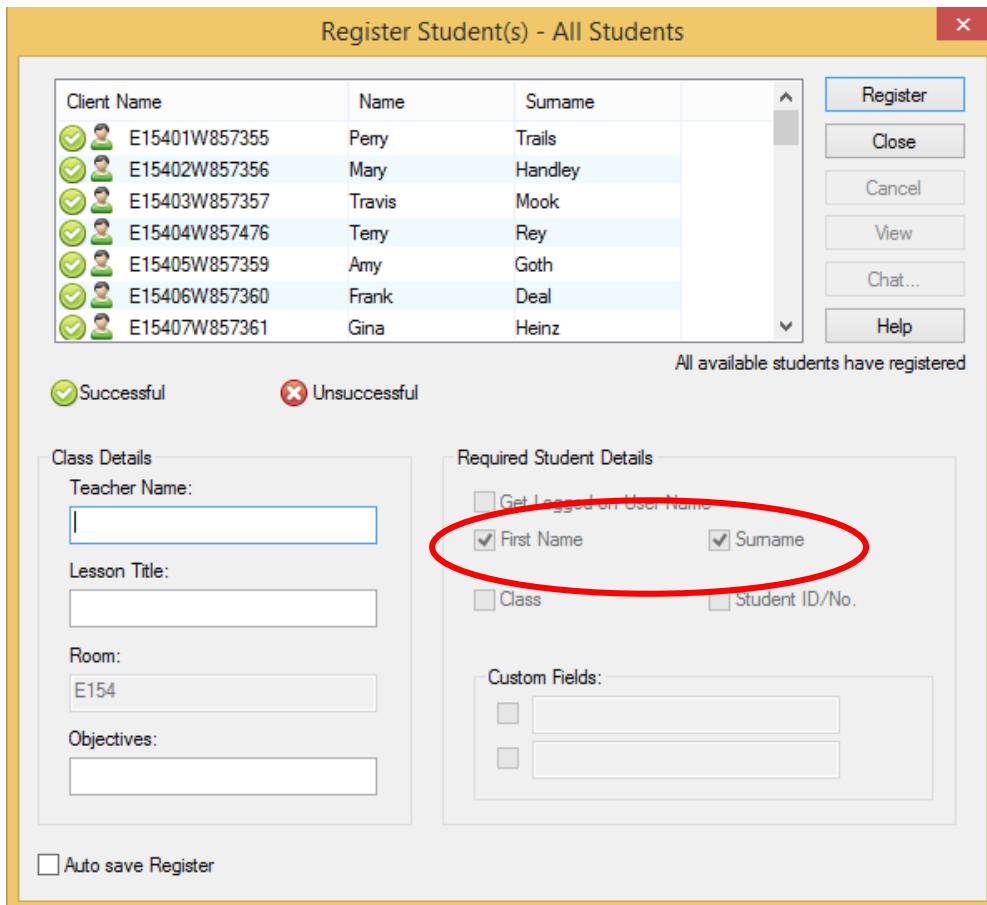
The Student Register feature has the capability to change the Net Support School layout naming convention from classroom number, MCCC tag number to student first name, last name.



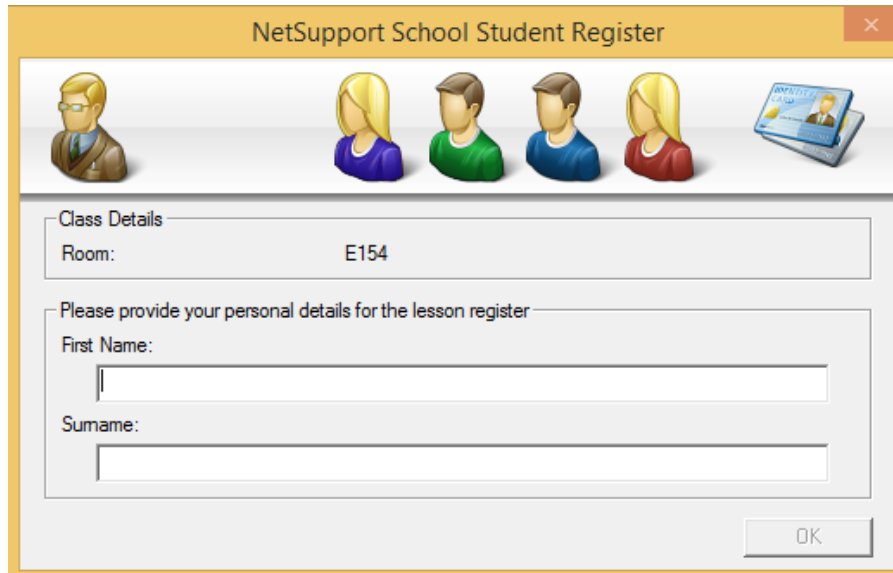
I. Click the down arrow next to the **Student Register icon** in the toolbar and select **Sign In**.



II. The Register Student(s) dialog box appears. Under **Required Student Details** click the **First Name and Surname** checkboxes and then click the **Register** button.



- III. The Net Support School **Register dialog box** will appear on the student computers. Have the students complete the dialog box and click **OK**.



- IV. Now when you collect work from students or wish to view their screen, you can refer to them by student name rather than machine name.

How to Lock/Unlock the Student Workstations

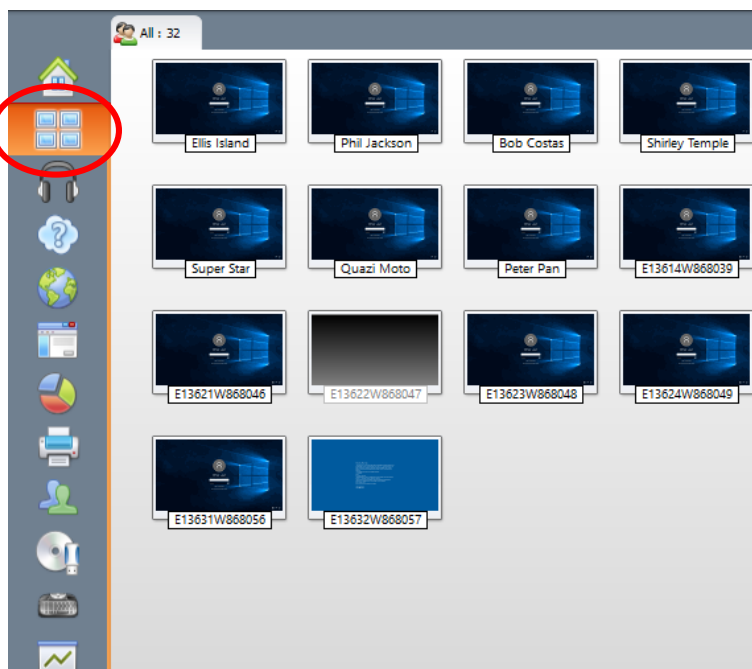
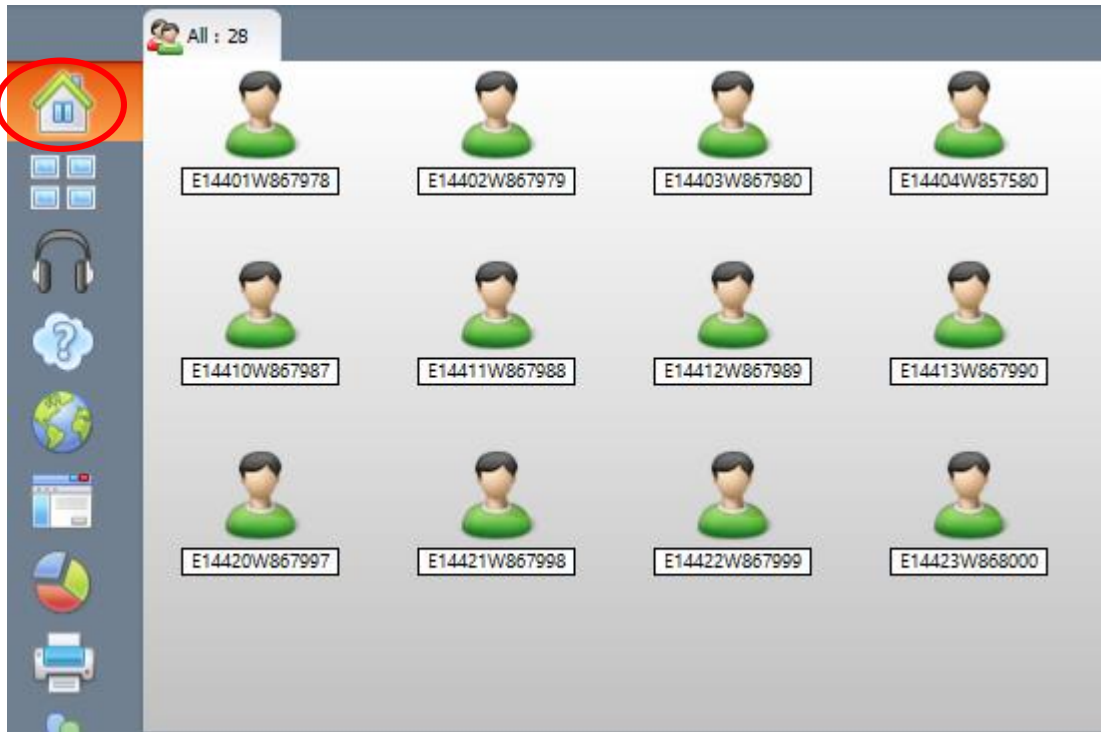
- I. Left-click the first workstation in the Net Support School interface, hold down the **Shift** key on the keyboard and simultaneously click the last workstation in the interface. All of the workstations should now be selected.
- II. Click the **Lock** icon in the Net Support School toolbar.



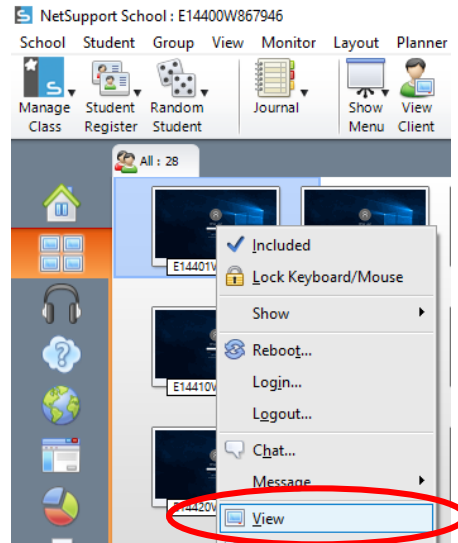
- III. To **unlock** the student workstations, select all of the workstations by following the steps outlined above then click the **Unlock** icon in the Net Support School toolbar.

How to View the Student Workstations

- I. You can view all of the student workstation activity from the interface by clicking on **Monitor Student Machines** in the left-hand side of the screen.

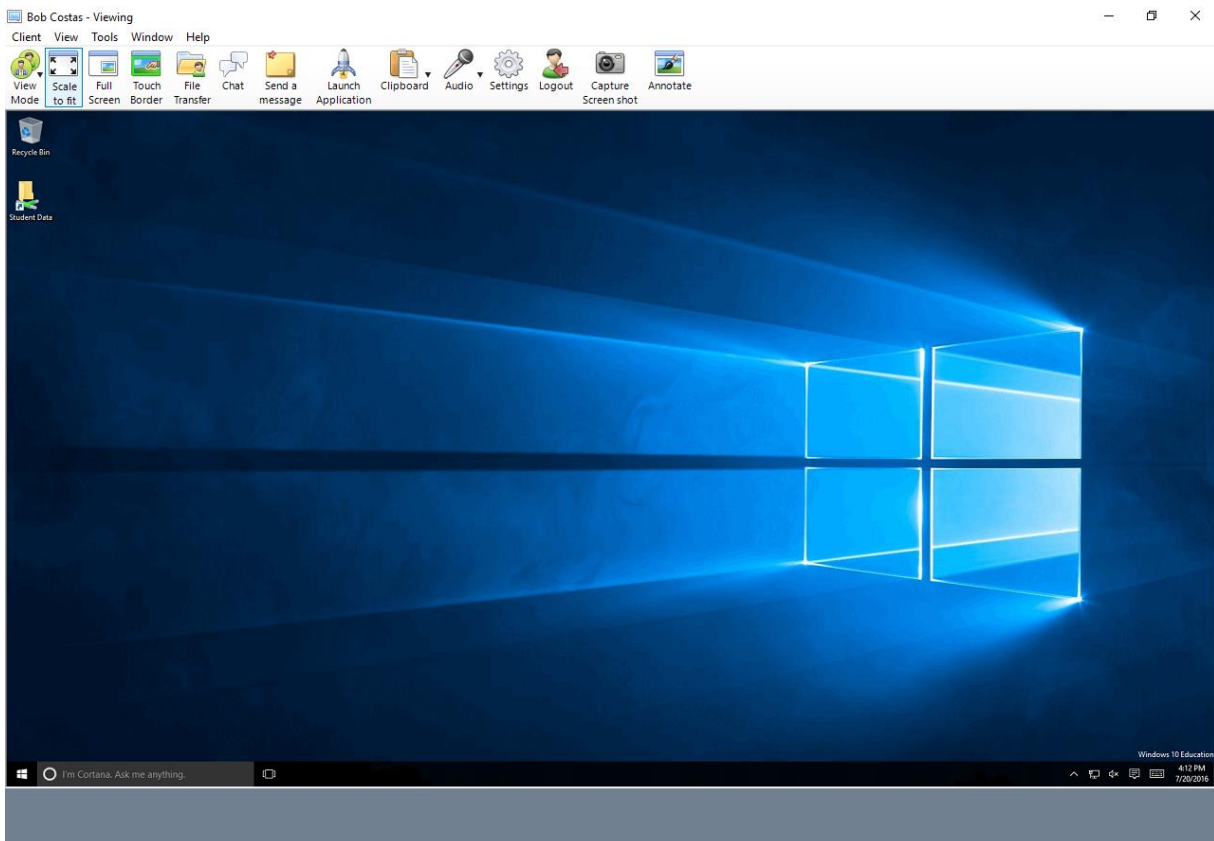


- II. To view an individual student screen, right-click a workstation icon in the interface and choose **View** from the menu.



- a. The student station will appear on the screen.

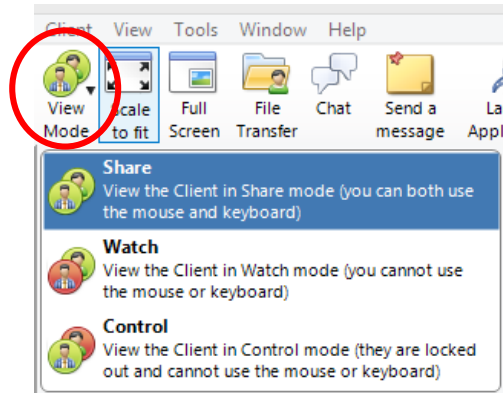
Note: You may have to resize the window. Double click the title bar to resize to full screen.



- b. The viewing toolbar is across the top of the student's screen.

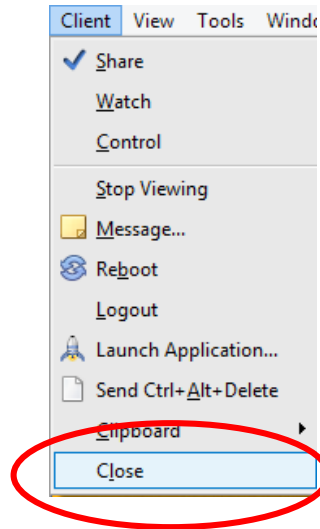
Modes That Can Be Used While Viewing Student Workstations

- I. There are three different modes that can be used while viewing student workstations; **Share**, **Watch**, and **Control**. These modes can be chosen from the **View Mode** icon on the viewing toolbar.



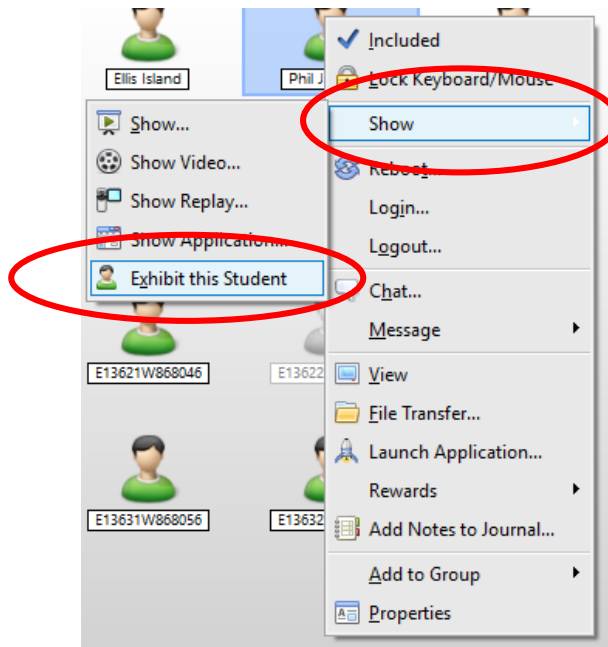
Note: While using these modes to monitor student workstations, you may have to use the horizontal and vertical scroll bar to access different areas of the student screen.

- a. The **Share** mode allows the screen to be seen by the instructor. Both the student and the instructor are able to enter keystrokes from the keyboard or use the mouse on the student workstation.
 - b. The **Watch** mode allows the student to control the keyboard and the mouse. The instructor can watch what the student is doing, but does not have control of the workstation.
 - c. The **Control** mode allows the student's screen to be visible to both the instructor and the student. Only the instructor is able to enter keystrokes from the keyboard or control the mouse.
- II. In order to stop **View** mode, click **Close** under the **Client** menu on the **Viewing** toolbar.

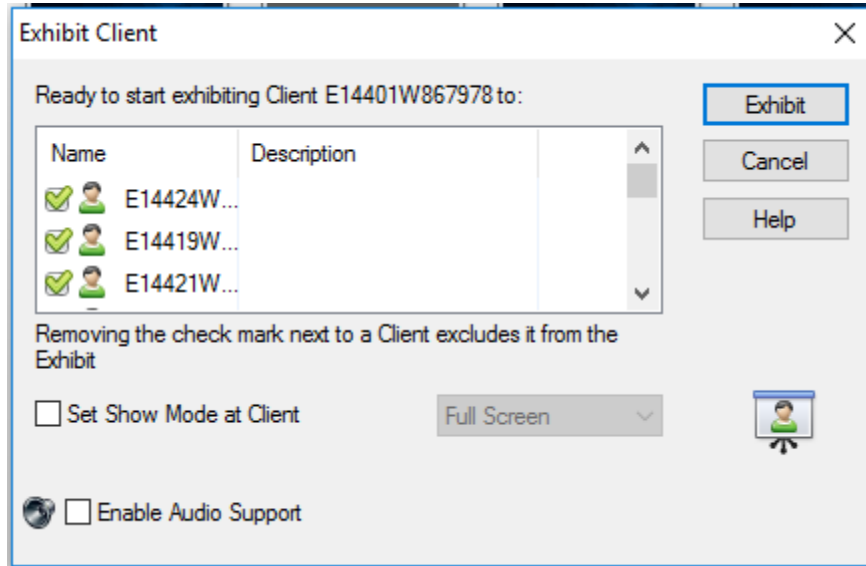


How to Share a Student Workstation with the Entire Classroom

- I. In the Net Support School interface, right-click on the student that you wish to share with your class. Scroll to the **Show** menu and then left-click on **Exhibit this Student**.

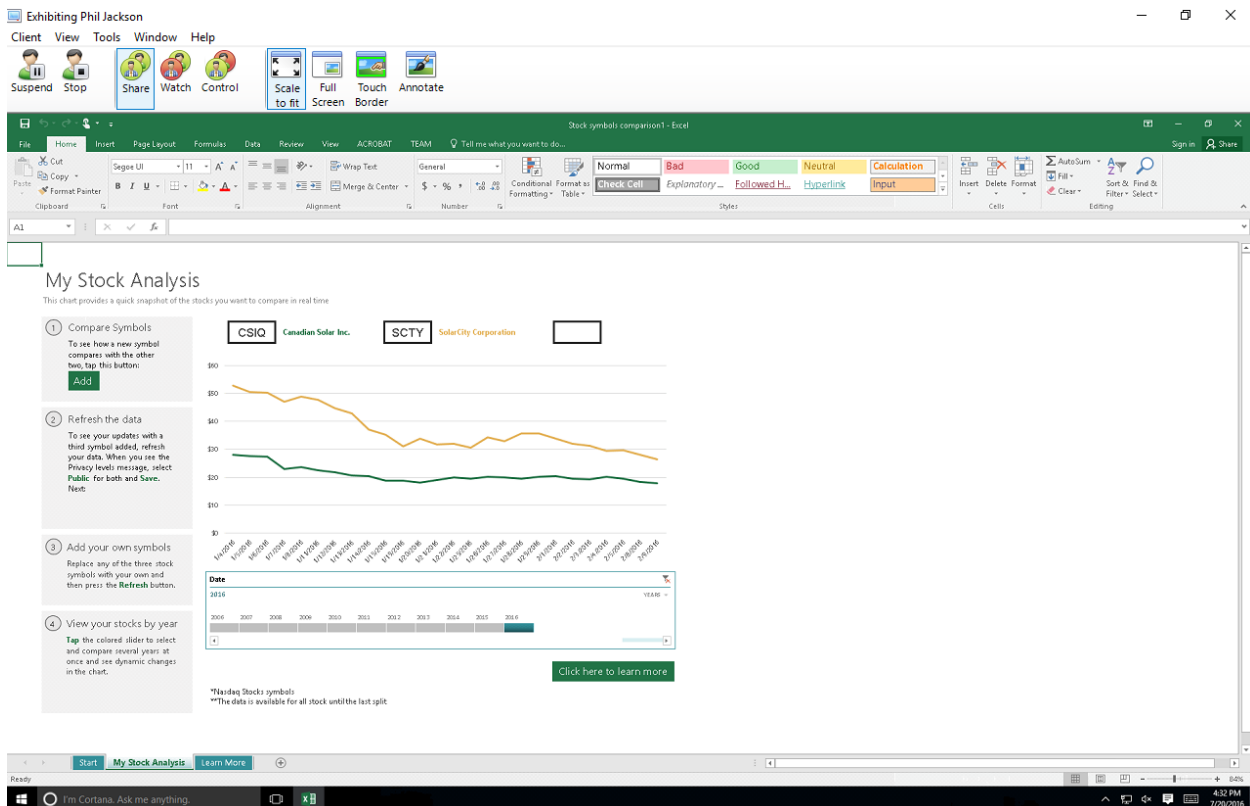


- II. The **Exhibit Client** dialog box will appear. Click the **Exhibit** button and the student's screen will appear on all of the workstations in the room including the instructor's station.



III. By default, the student’s workstation as well as the instructor’s workstation both have keyboard and mouse control over what is being exhibited.

IV. The **Exhibiting** screen appears on the instructor’s station.



Note: You may have to resize the screen.

V. The toolbar across the top of the screen gives the instructor the following capabilities:

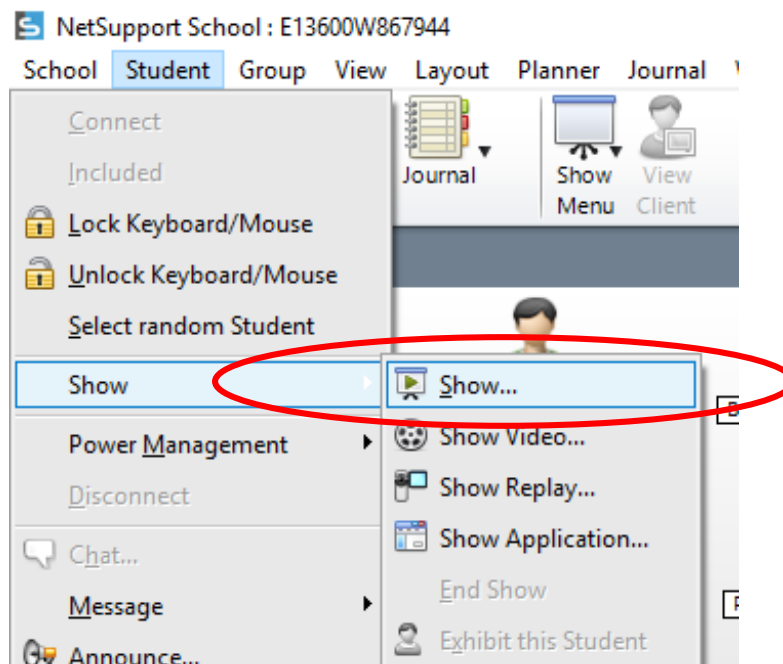


- Ability to **suspend** the exhibition of the student's screen (referred to as the **Client** in Net Support School).
- Ability to **stop** the exhibition of the student's screen.
- Ability to view the student's screen in **Share**, **Watch**, and **Control** mode.
- Scale** the student's screen down to fit the window.
- Display the student's screen in **Full Screen** mode.
- Display the **Touch Border** of the screen.
- Annotate** the student's screen.

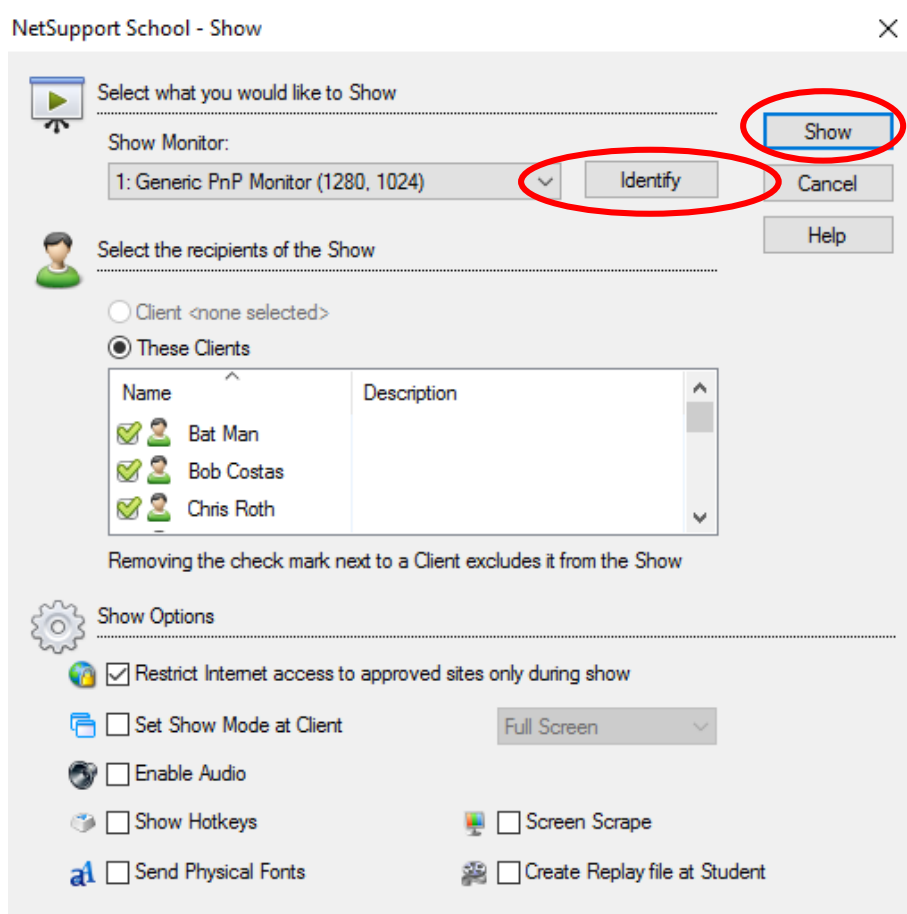
VI. To stop exhibiting the student's screen, press the stop button in the toolbar or close the **Exhibiting** window.

How to Share the Instructor's Station with the Entire Classroom

- In the Net Support School interface, left-click **Student** in the menu bar and then scroll down and left-click **Show** and then **Show...** in the contextual menu.



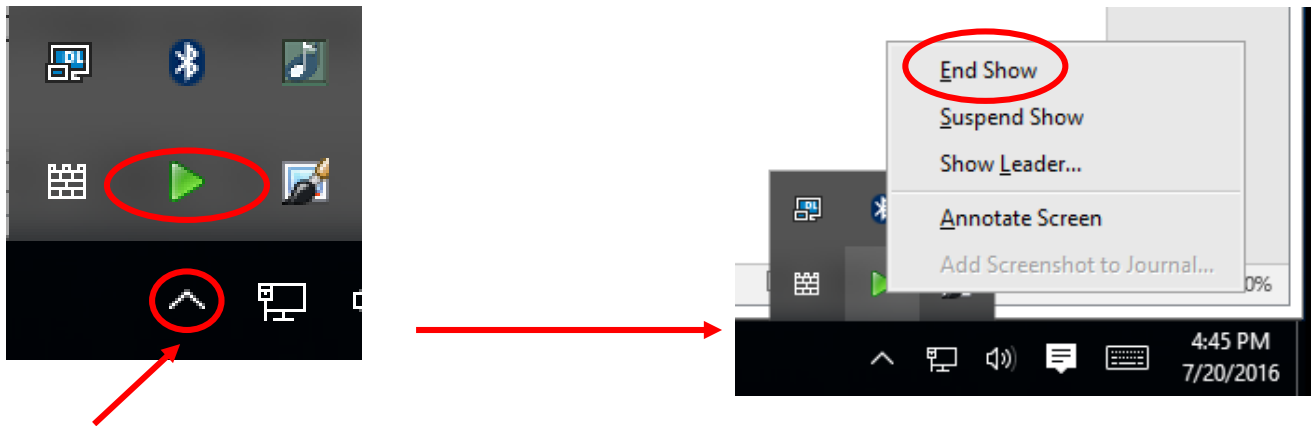
- II. The **Show** dialog box will appear on the screen. If there is a second monitor, click the **Identify** button. A number will appear on each monitor on the instructor's desk. Under **Show Monitor:** click the down arrow and select the corresponding number setting for the monitor that you want to show to the students and then click the **Show** button on the upper right-hand side of the dialog box.



Now all of the stations in the classroom can see your screen and you are the only one who can control the keyboard and the mouse.

Note: The Net Support School interface will disappear from the secondary monitor.

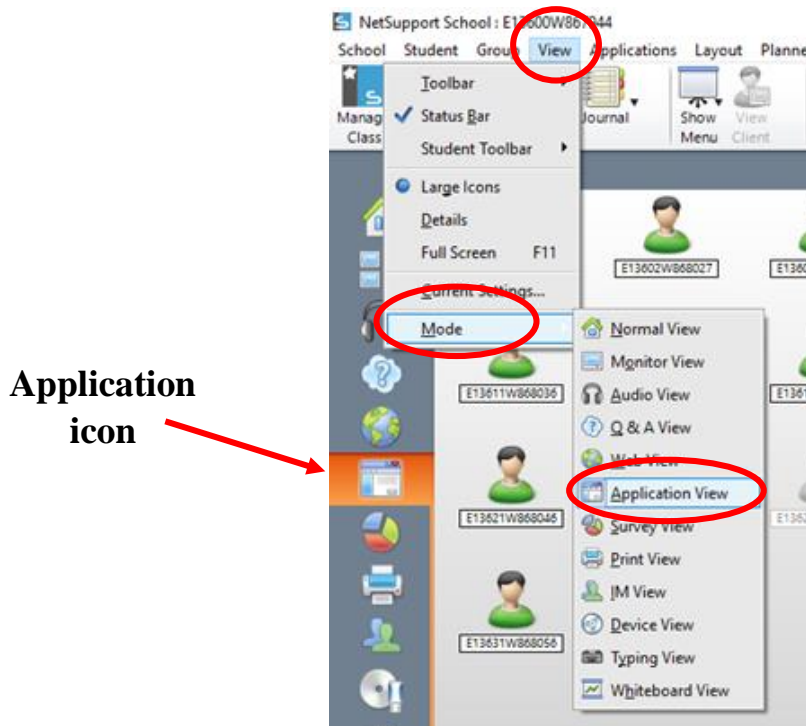
- III. When you want to end the viewing of your desktop, click the **hidden icon arrow** in the bottom right-hand side of your screen. Right-click the **green arrow** and then click **End Show** in the contextual menu that appears.



**Hidden icon
arrow**

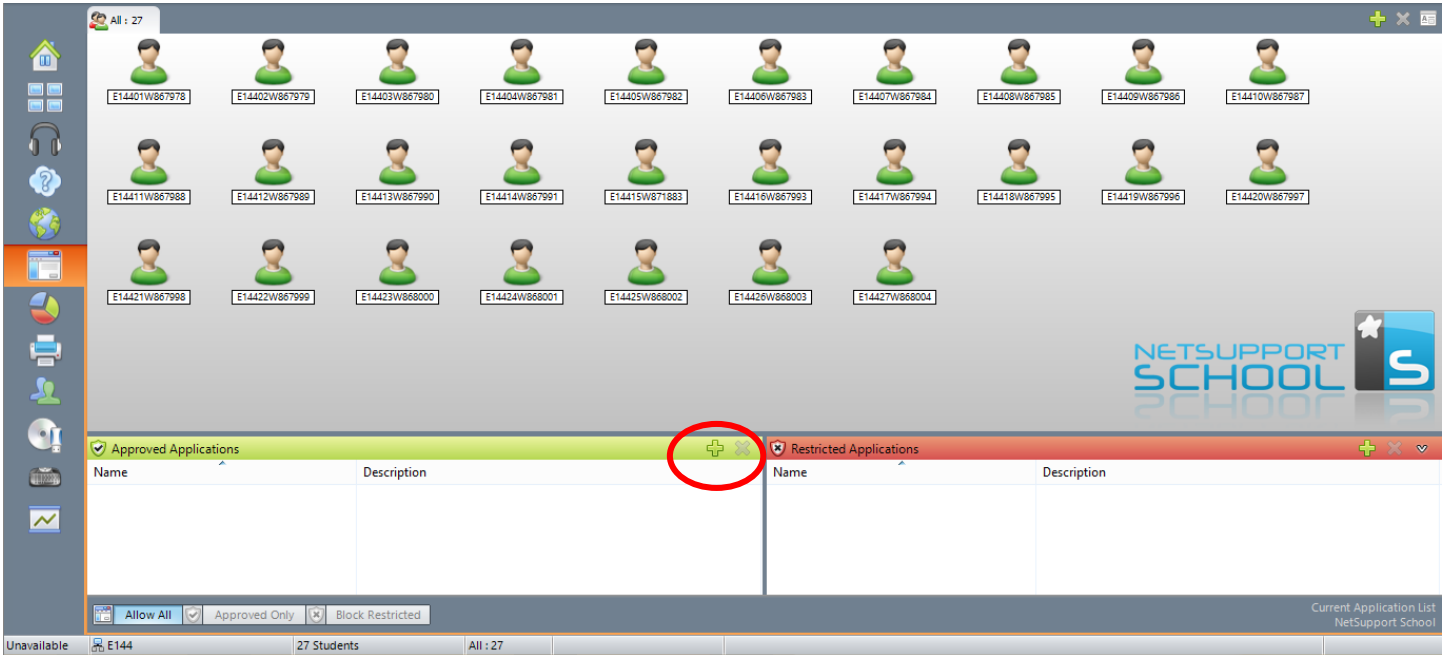
How to Restrict Applications on Student Workstations

- I. Click the **Application** icon on the left-hand side of the interface or click **View** in the top menu, scroll to **Mode** and select **Application View**.

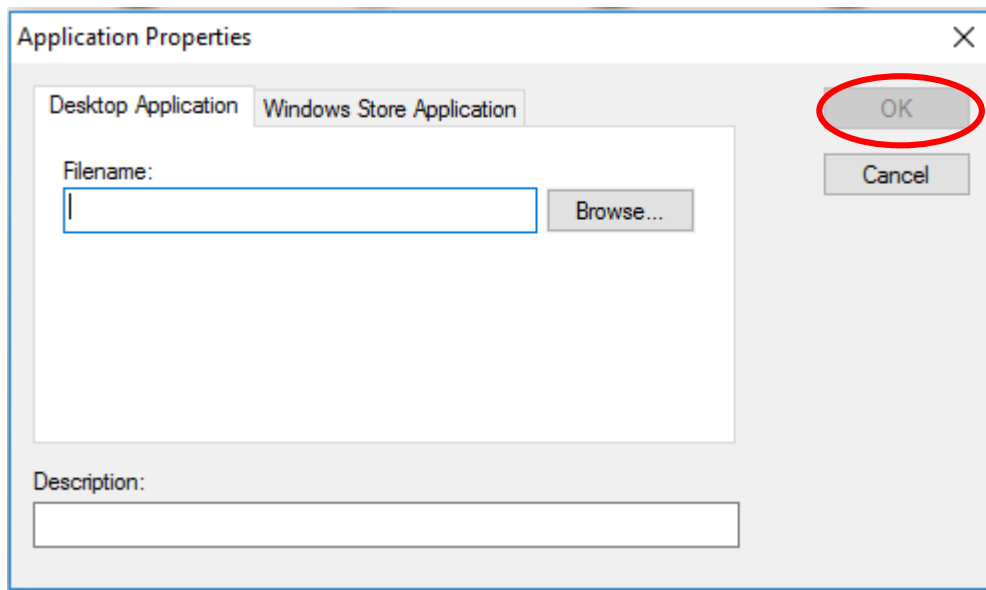


**Application
icon**

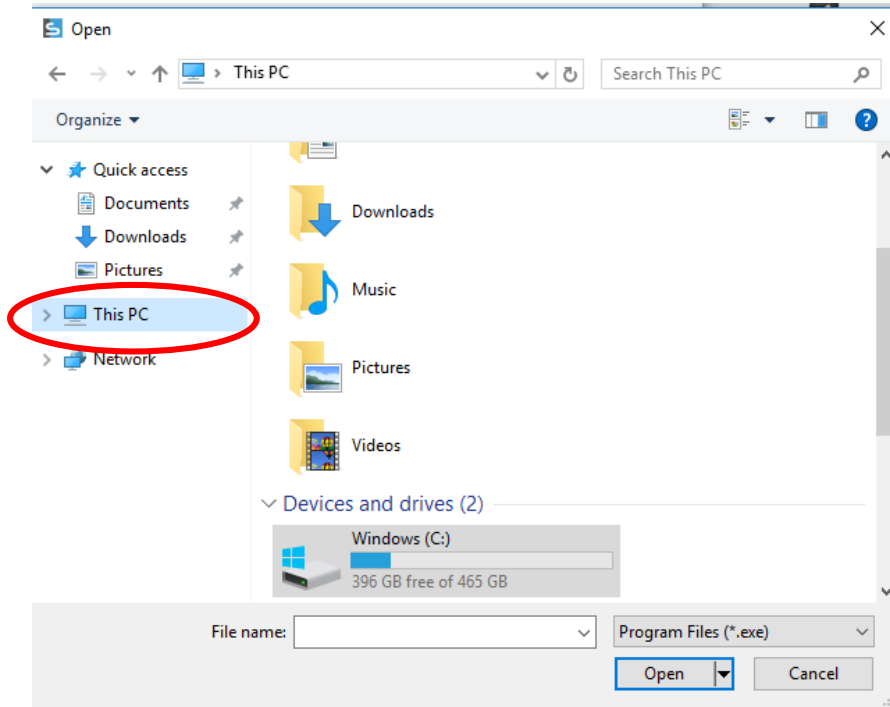
II. Controlling applications is easier if you set up approved applications rather than restricted applications. Begin the process by clicking the **plus sign in the Approved Applications section of the interface.**



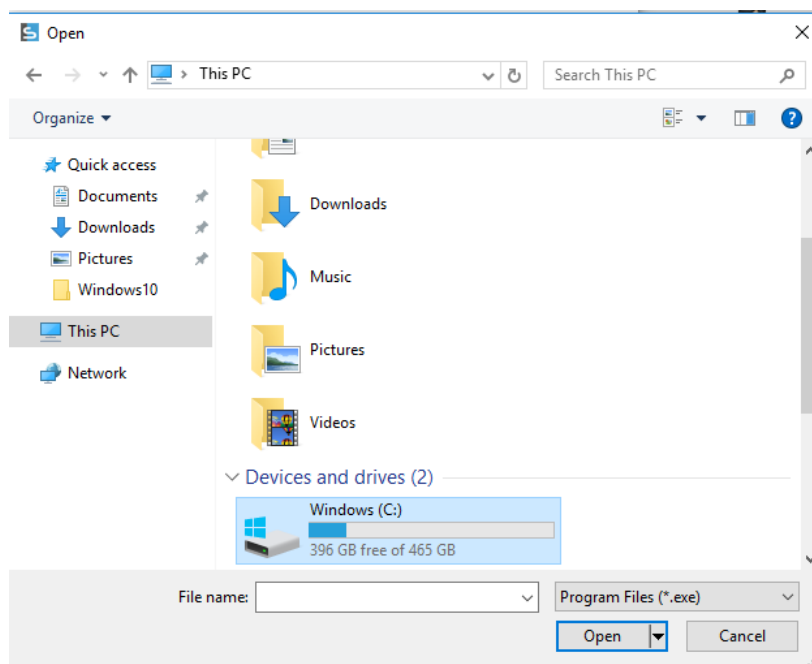
III. The **Application Properties** dialog box appears. In the **Desktop Application** tab, click the **Browse...** button and navigate to the application that you wish to add to the list.



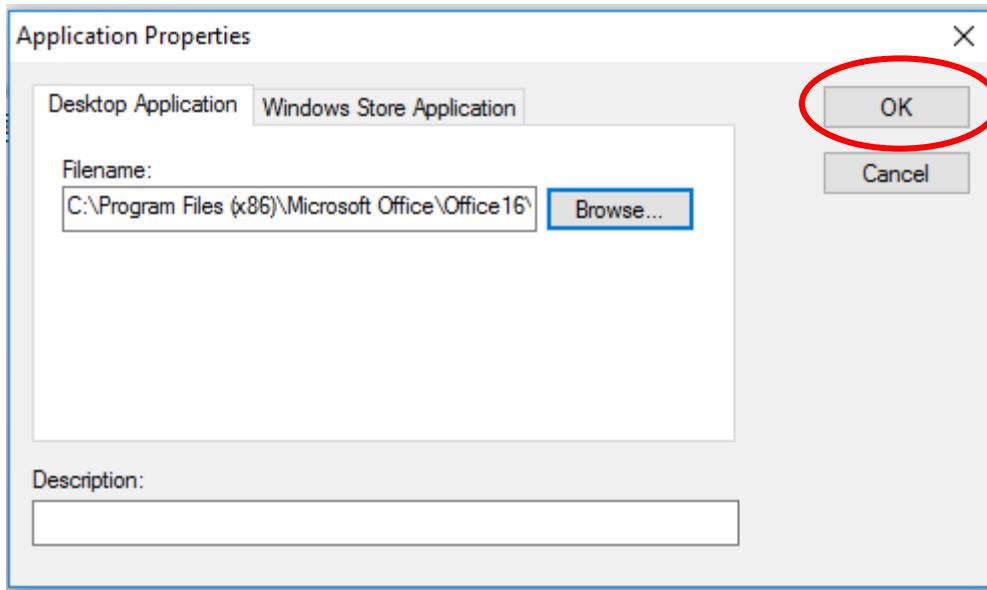
- IV. If you wish to add Microsoft Word to the list, click the **Browse...**, button. The **Open** dialog box appears. In the left panel locate and double-click **This PC**.



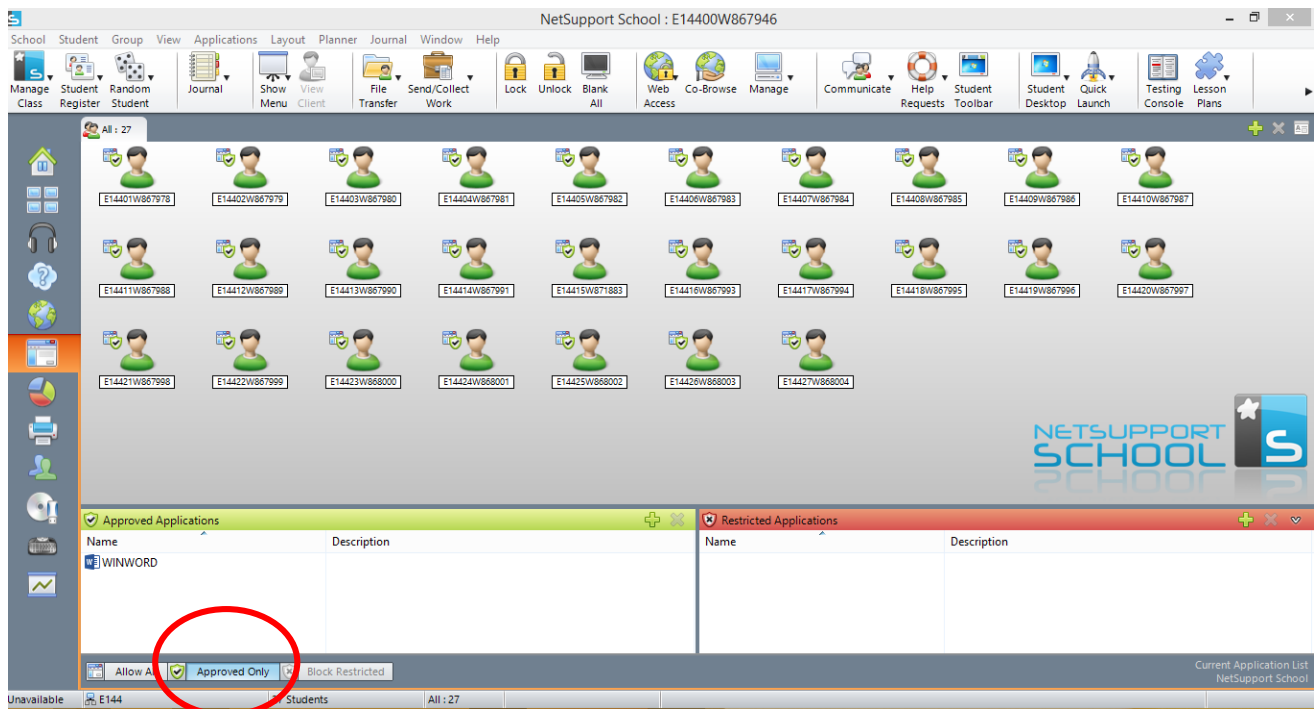
- V. Double click **Windows (C:)**.



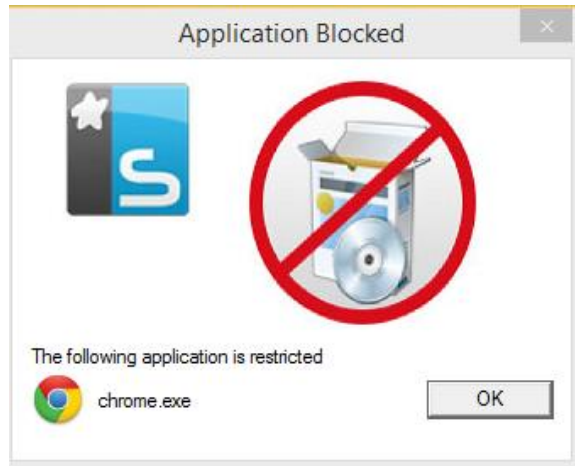
- VI. Open **Program Files (x86)**. Locate the executable file for Microsoft Word.
- Microsoft Office >> Office 16 >> WINWORD.EXE.
 - Click the **Open** button.
 - The file path appears in the **Filename:** textbox. Click the **OK** button.



- The application appears in the approved application section. Repeat the process to add any other approved applications. When finished, click the **Approved Only** button to enable the list.



- e. If the student's try to access any application other than what has been approved, they will see a message that the application is blocked.



- f. Paths to common applications:

Calculator = C:\Windows\System32\CALC.EXE

Google Chrome = C:\Program Files (x86)\Google\Chrome\Application\chrome.exe

Internet Explorer = C:\Program Files (x86)\Internet Explorer\iexplore.exe

Microsoft Access = C:\Program Files (x86)\Microsoft
Office\Office16\MSACCESS.EXE

Microsoft Edge = C:\Windows\SystemApps\Microsoft.MicrosoftEdge_
8wekyb3d8bbwe

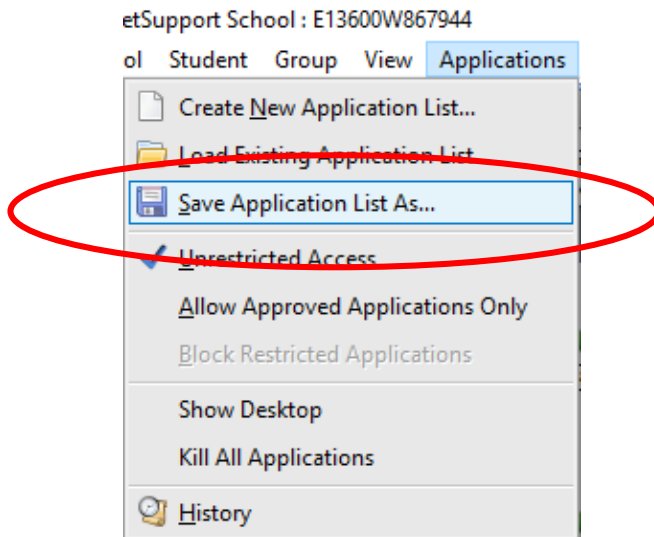
Microsoft Excel = C:\Program Files (x86)\Microsoft Office\Office16\EXCEL.EXE

Microsoft PowerPoint = C:\Program Files (x86)\Microsoft
Office\Office16\POWERPNT.EXE

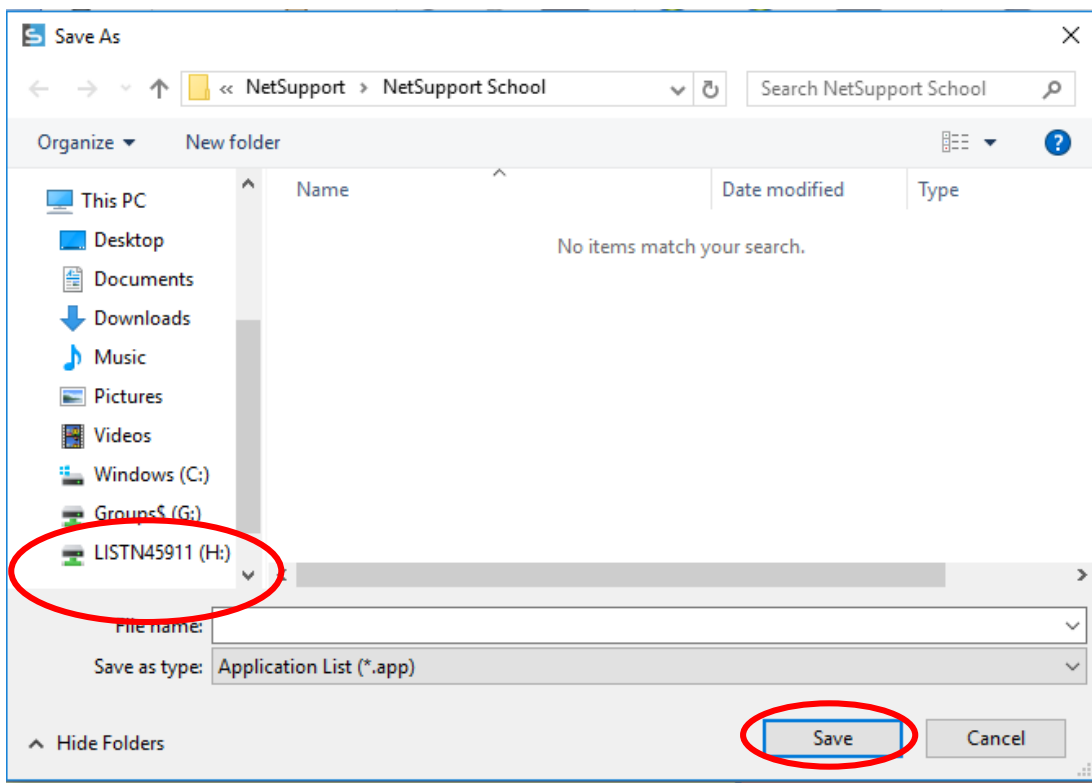
Mozilla Firefox = C:\Program Files\Mozilla Firefox\firefox.exe

How to Save an Approved Application List

- I. Make sure that all of the approved applications are listed in the **Approved Applications section** of Net Support School.
- II. Click on **Applications** in the menu bar. Select **Save Application List As...**



III. The **Save As** dialog box appears. Navigate to either your **MEID** folder or a **flash drive** and save your list.

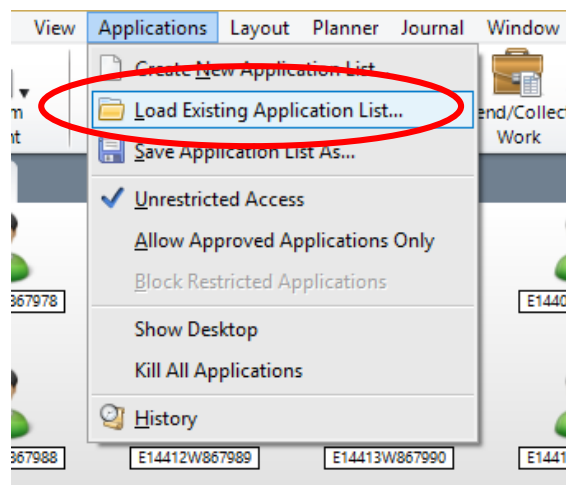


How to Load an Existing Application List

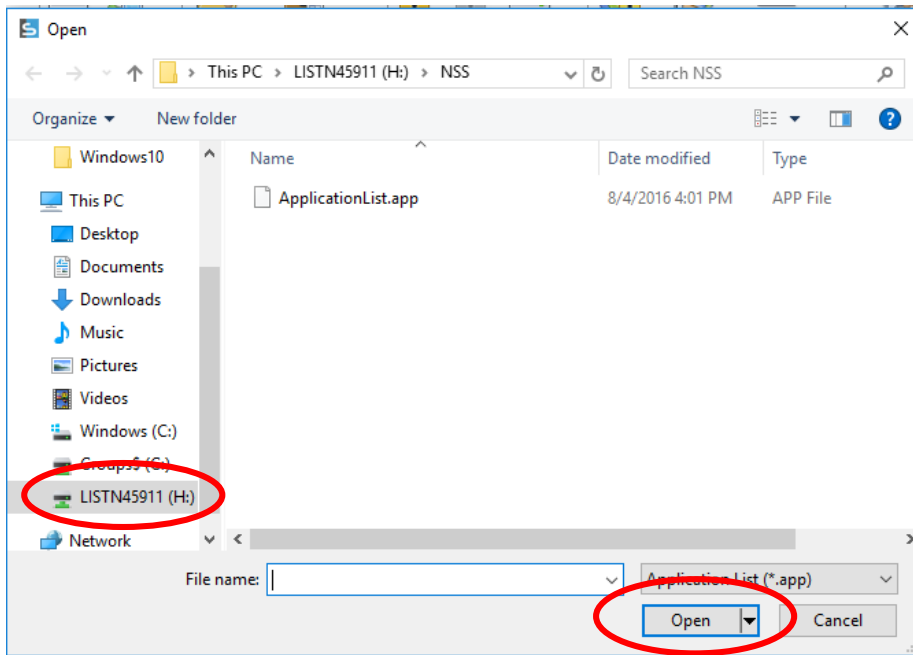
I. Click **Applications** in the Net Support School Interface.



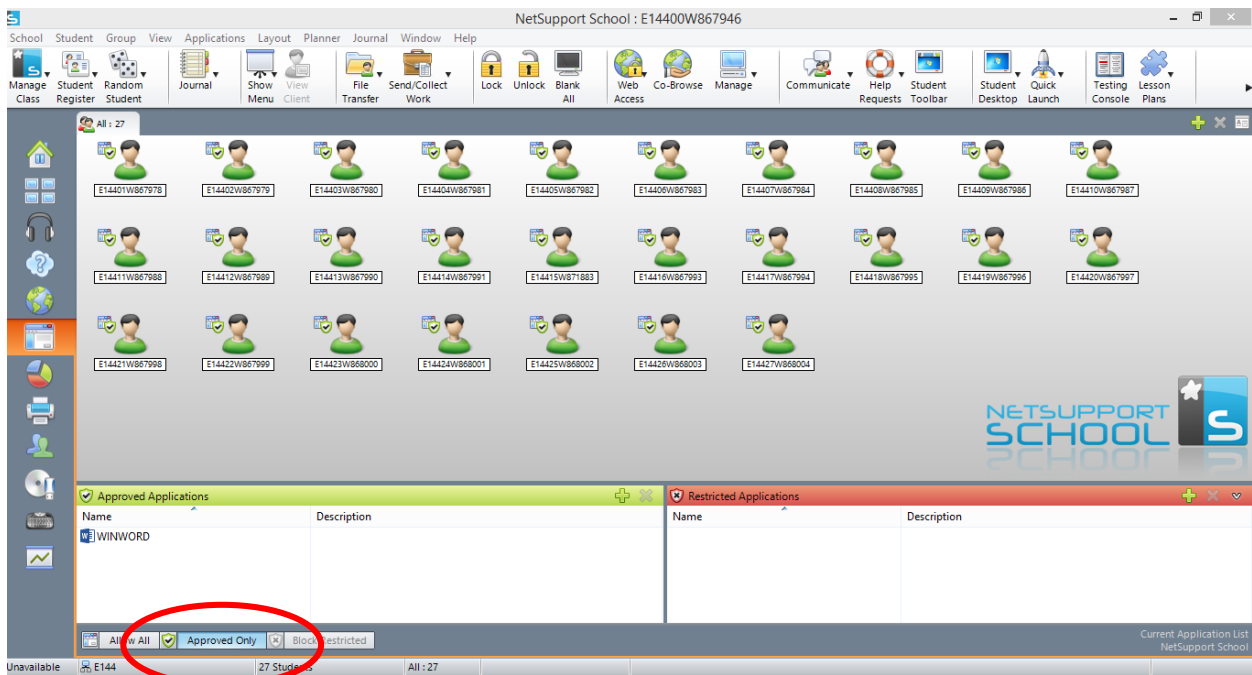
II. Click **Applications** in the top menu. Scroll to and select **Load Existing Application List...**



III. The **Open** dialog box appears. Navigate to your application list and open it.



- IV. The application(s) will appear in the approved applications section.
- V. Click the **Approved Only** button to activate them.

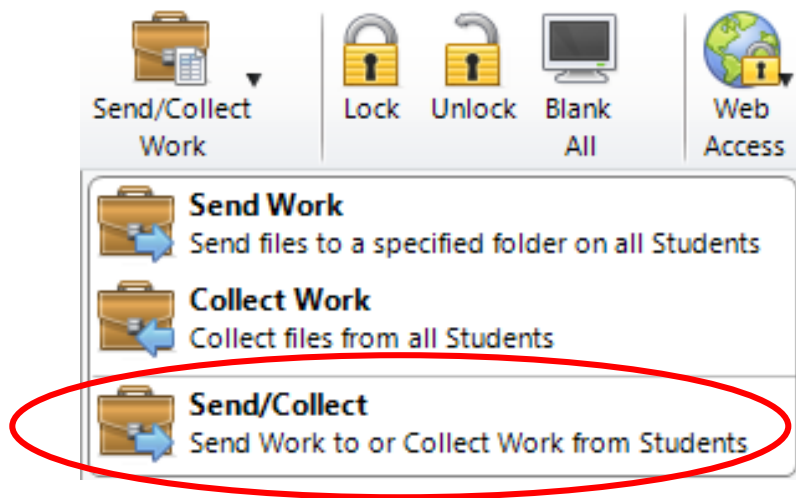


How to Send Work to Students

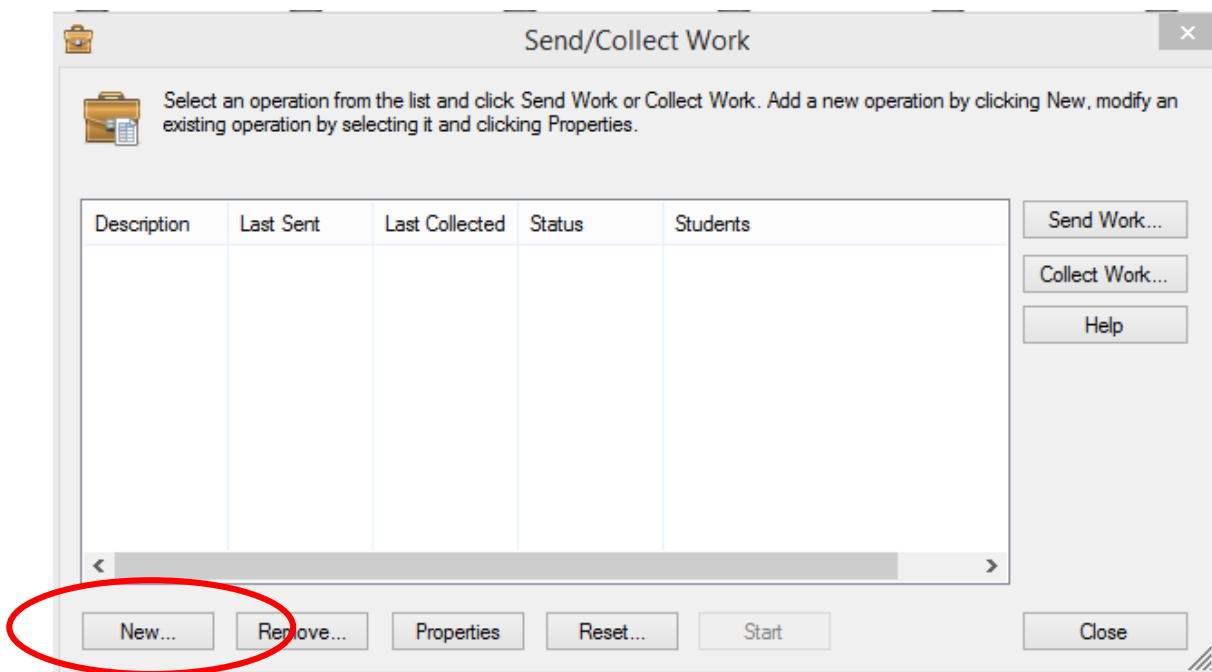
Note: This will only function properly if the student stations are logged into Active Directory.

Note: Start by using the student register function on page four first. This will allow the student's work to be returned to you using their names rather than the computer names.

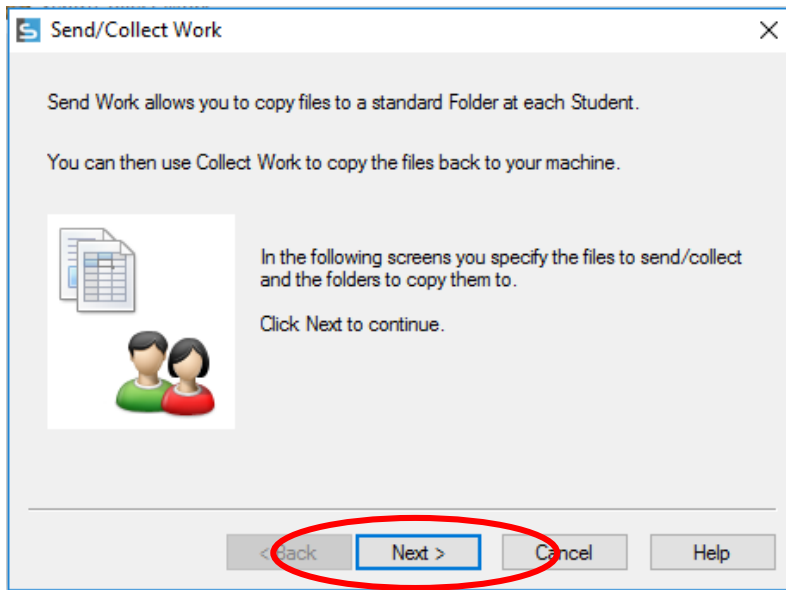
- I. Click the down arrow next to **Send/Collect Work**. Click **Send/Collect**.



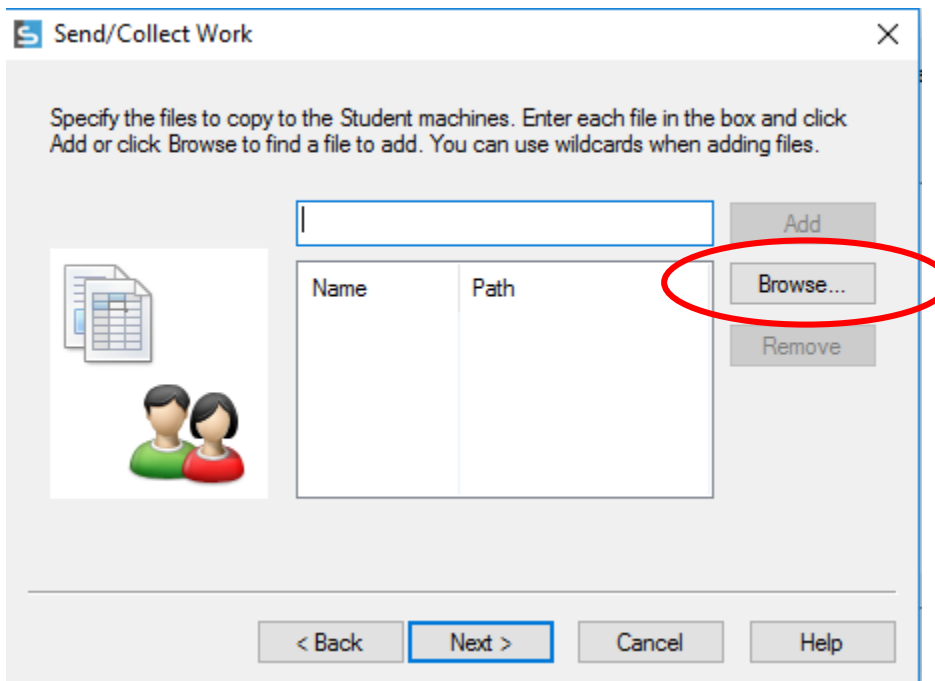
- II. Click **New...** in the left hand corner of the **Send/Collect Work** dialog box.

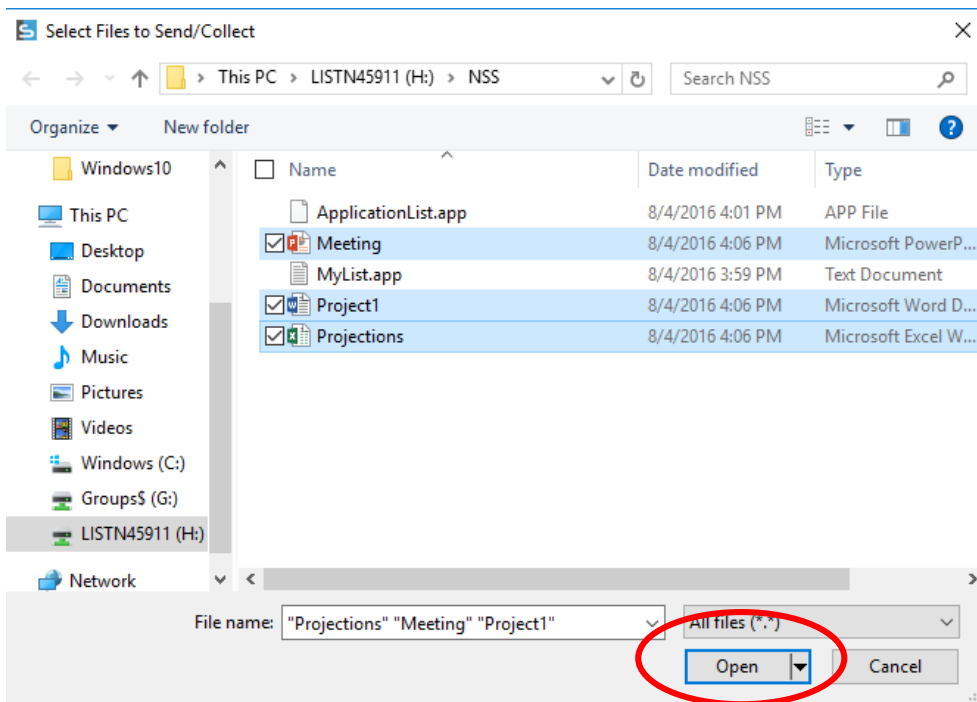


III. Click **Next >** in the **Send/Collect Work** dialog box.

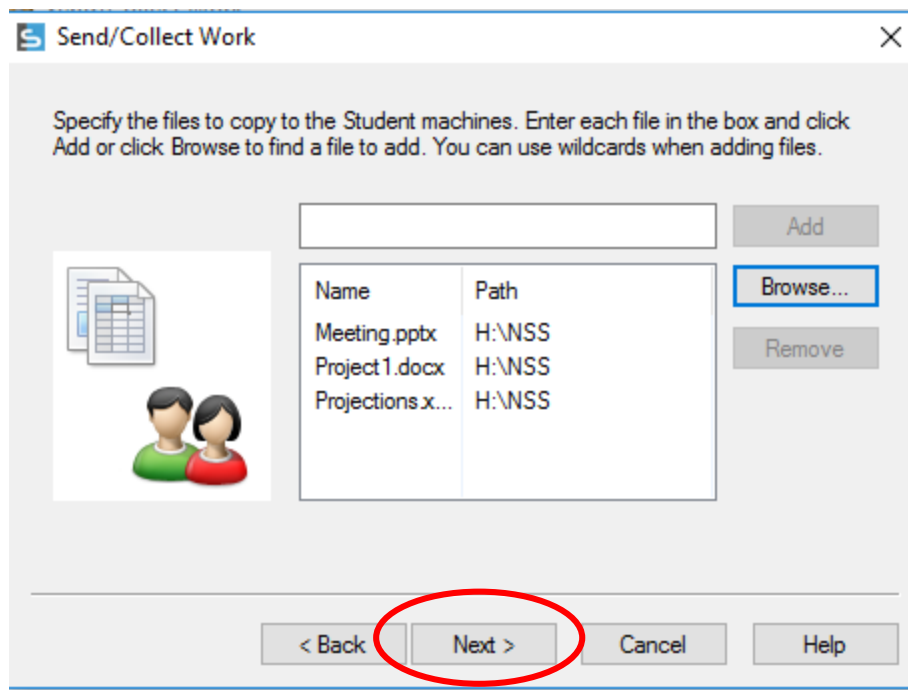


IV. Click **Browse...** in the specify files dialog box. Navigate to your flash drive or network (MEID) folder to add the file(s). Click **Open....**

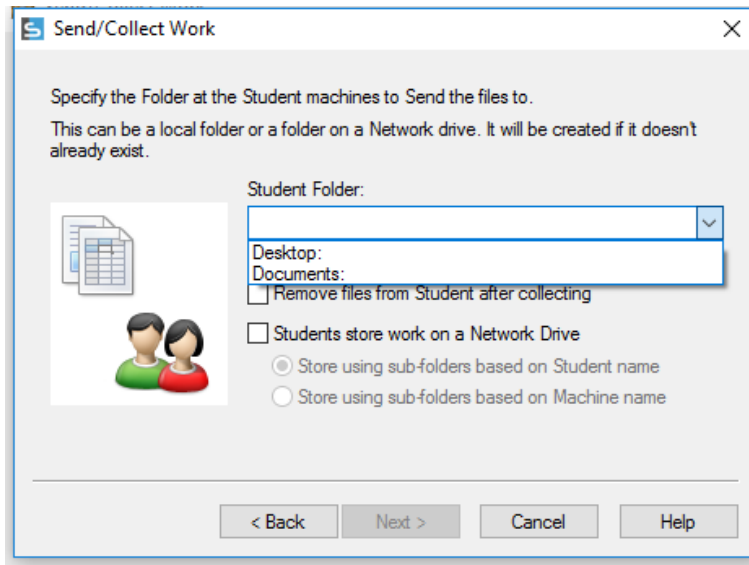




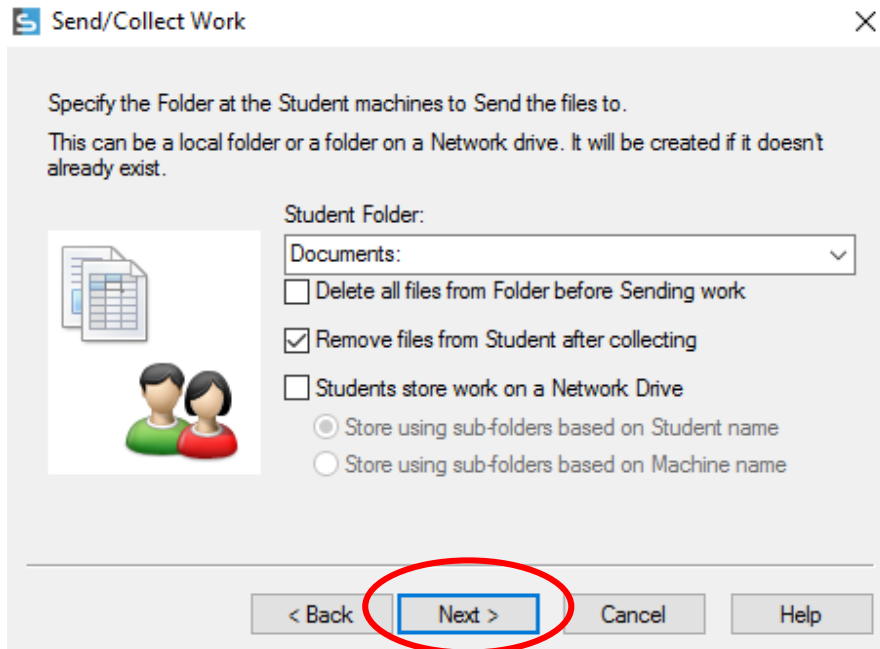
V. Click **Next >**



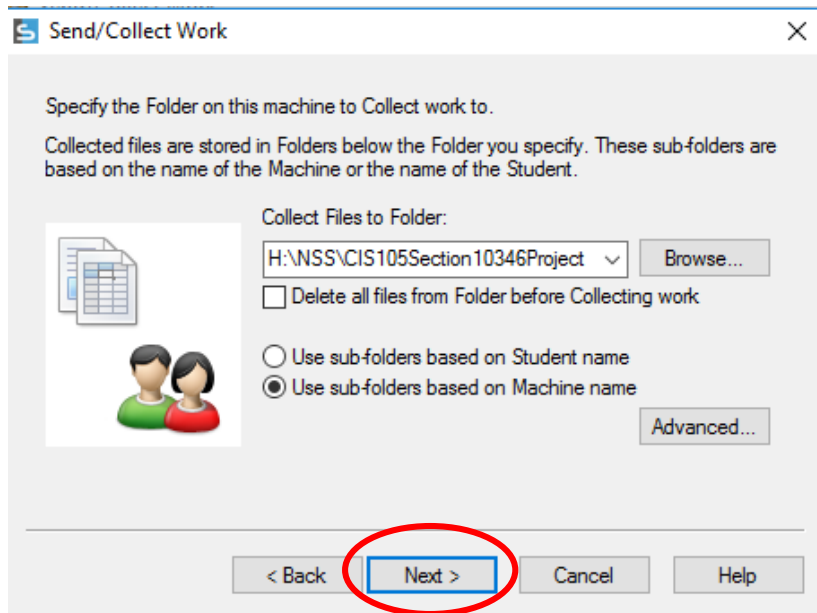
VI. Select a destination folder to copy the student files to. Even though the options are **Desktop** or **Documents**.



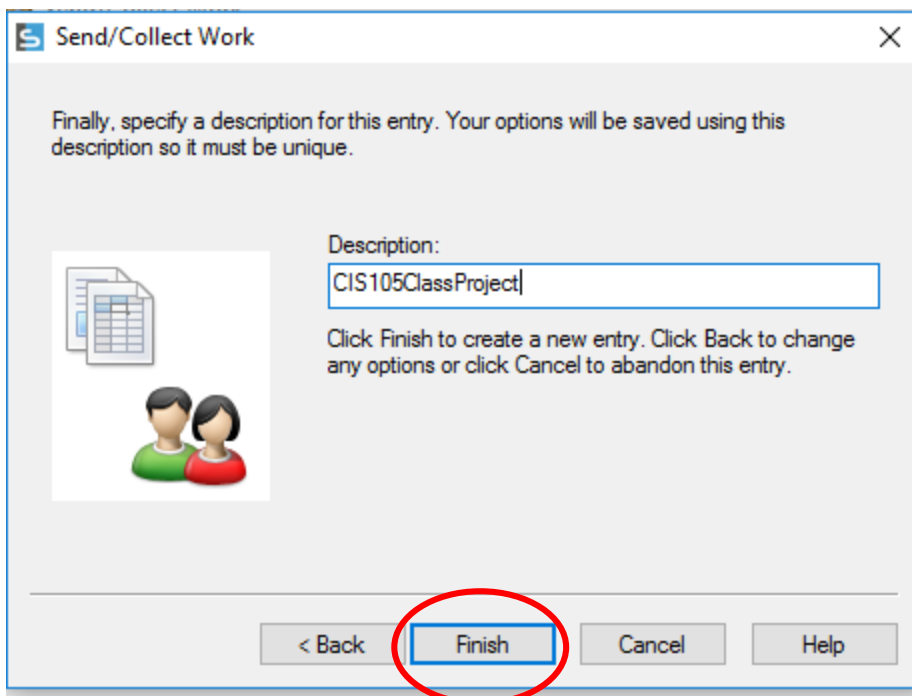
VII. Click **Next >**



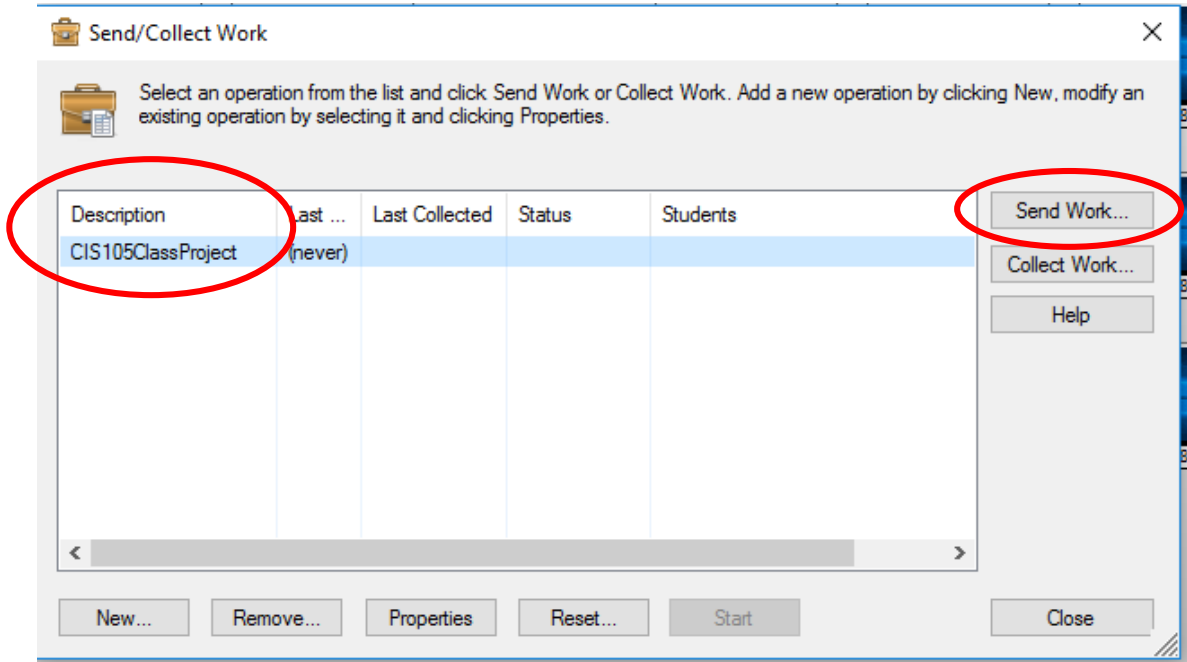
- VIII. In the next step, specify a folder to collect the work from the students. It is recommended to create a class name folder (e.g., ENG101/Section#) in your MEID folder or on a flash drive. Click **Next >**.



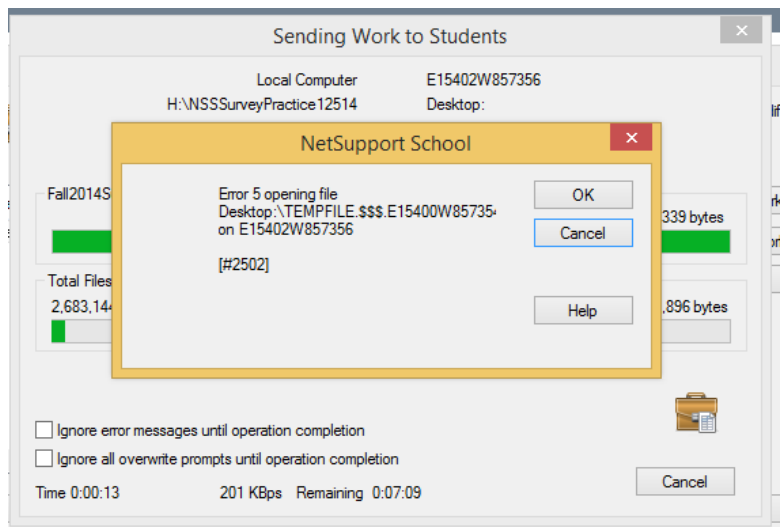
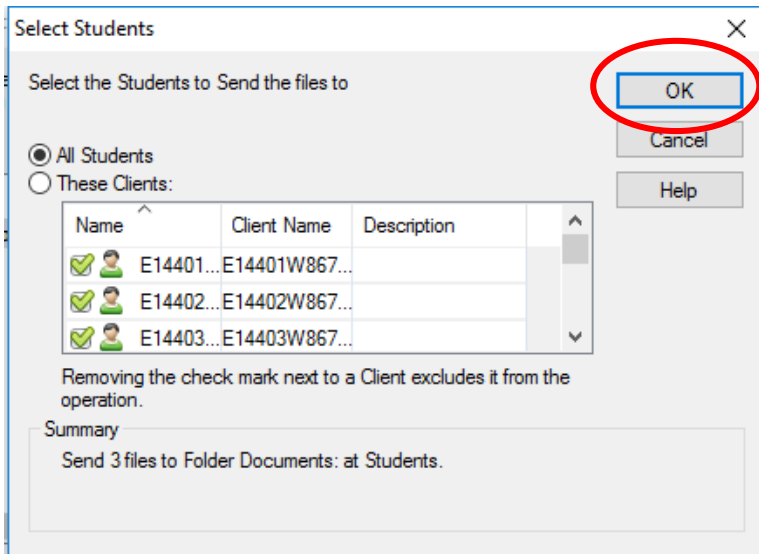
- IX. Create a description for the entry. Click **Finish**.

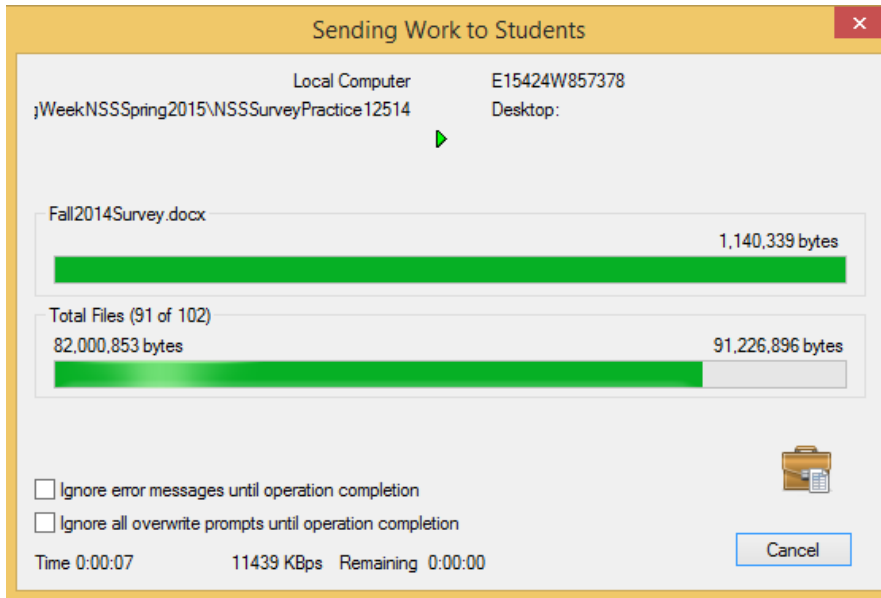


- X. The description name appears in the Send/Collect Work dialog box. Click the description and then the **Send Work...** button to send work to the students.

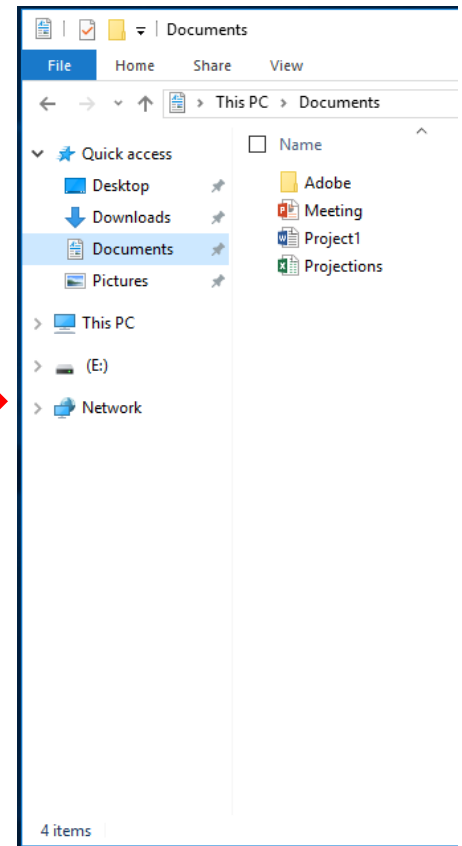
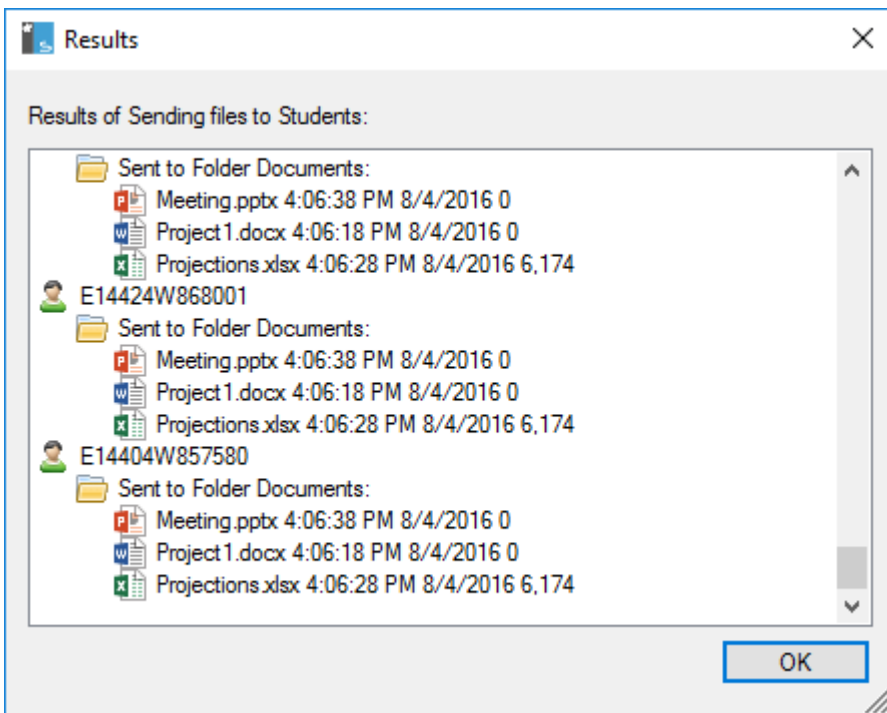


- XI. The **Select Students** dialog box appears. If all of the computers are not logged into Active Directory, select the **These Clients** radial button to select the computers that are logged in. If this step is not completed an error message will appear for each file that is sent. Click **OK**.



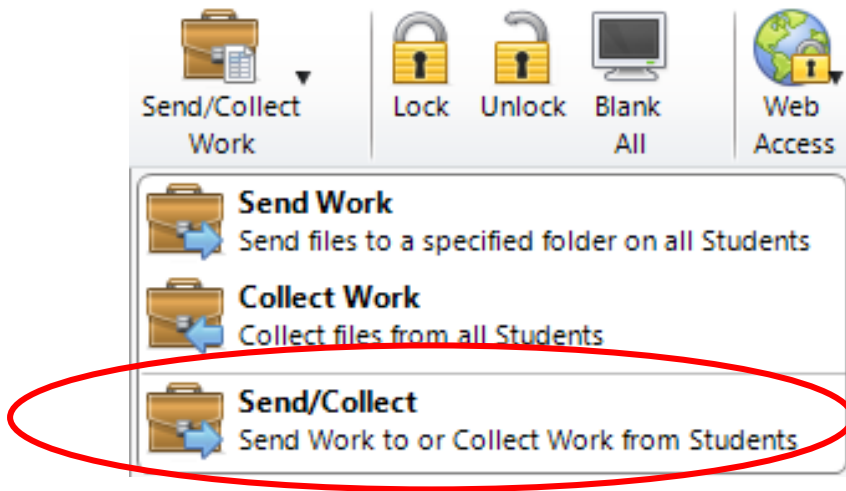


XII. The work is sent to the selected students and the **Results** window appears when complete.

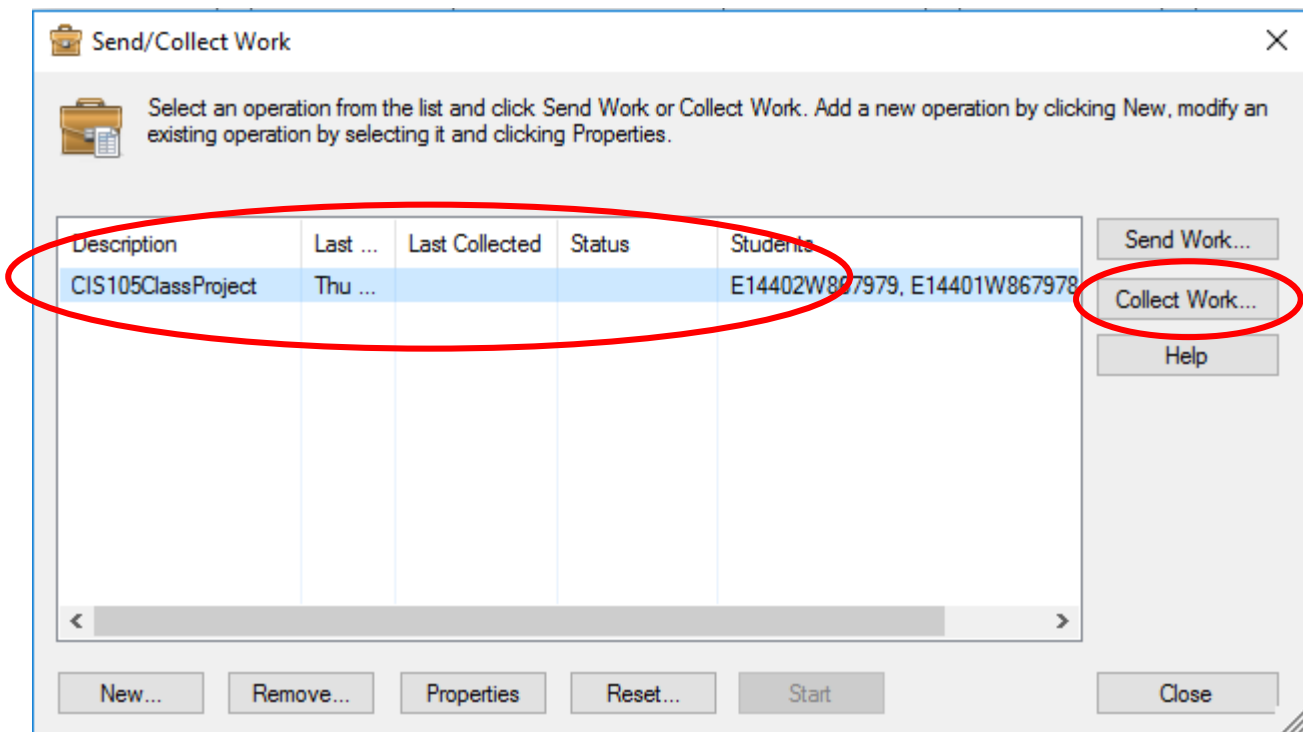


How to Collect Work from the Students

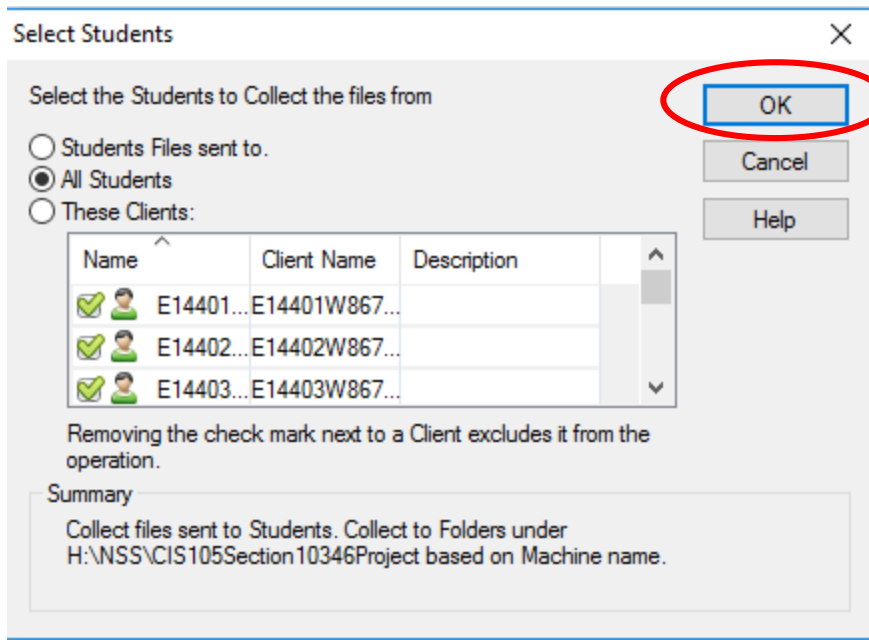
- I. When you are ready to collect student's work, click the down arrow next to **Send/Collect Work**. Click **Send/Collect**.



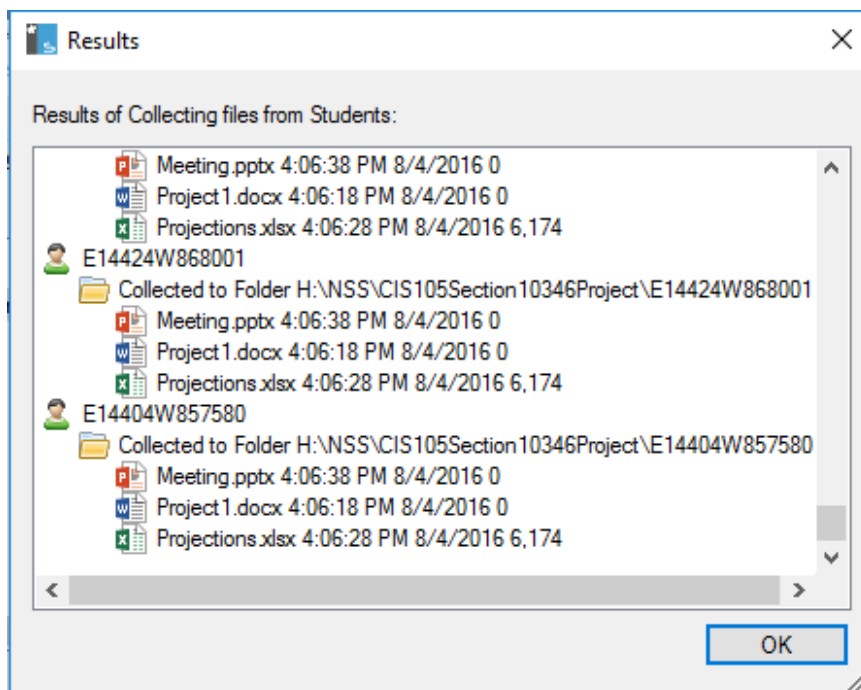
- II. In the **Send/Collect Work** dialog box, select the description of the previously sent operation and then click **Collect Work...**



- III. The **Select Students** dialog box will appear. Click the radial button next to the appropriate option. If some of the computers are **not logged into Active Directory**, click the radial button next to **Students Files sent to** and select only the computers logged into Active Directory. Click the **OK** button.



- IV. Net Support School will begin collecting the student's work and copying it to the folder that you specified in step 8 of the previous section.

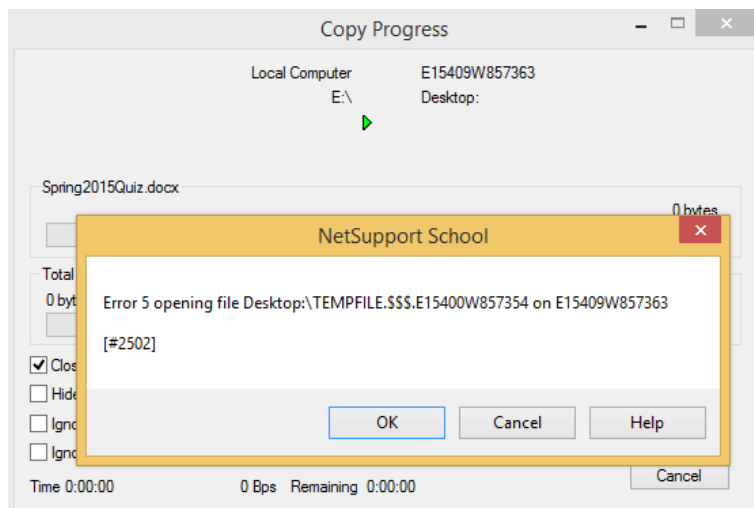


How to Distribute Files to Students

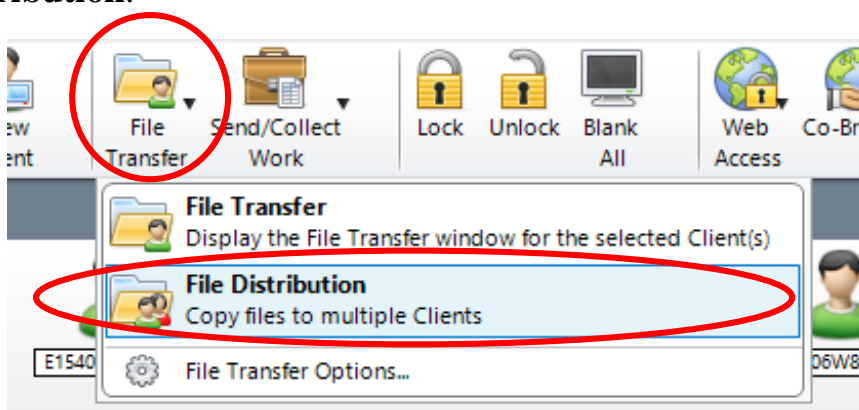
**Use this function to send files to students that you don't need to electronically collect.*

Note: This function only works correctly if it is applied to workstations that are logged into Active Directory.

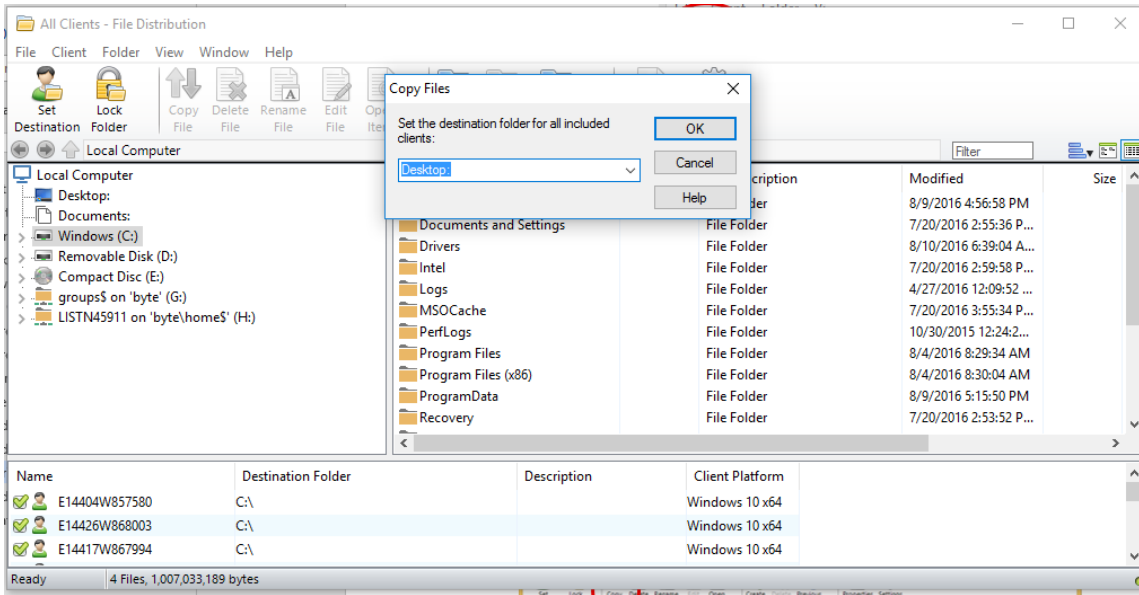
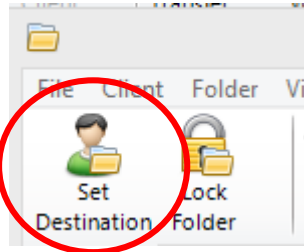
The following error message will appear during file transfer for workstations **not** logged into Active Directory.



- I. Click the down arrow to the right of **File Transfer** in the tool bar. Click **File Distribution**.

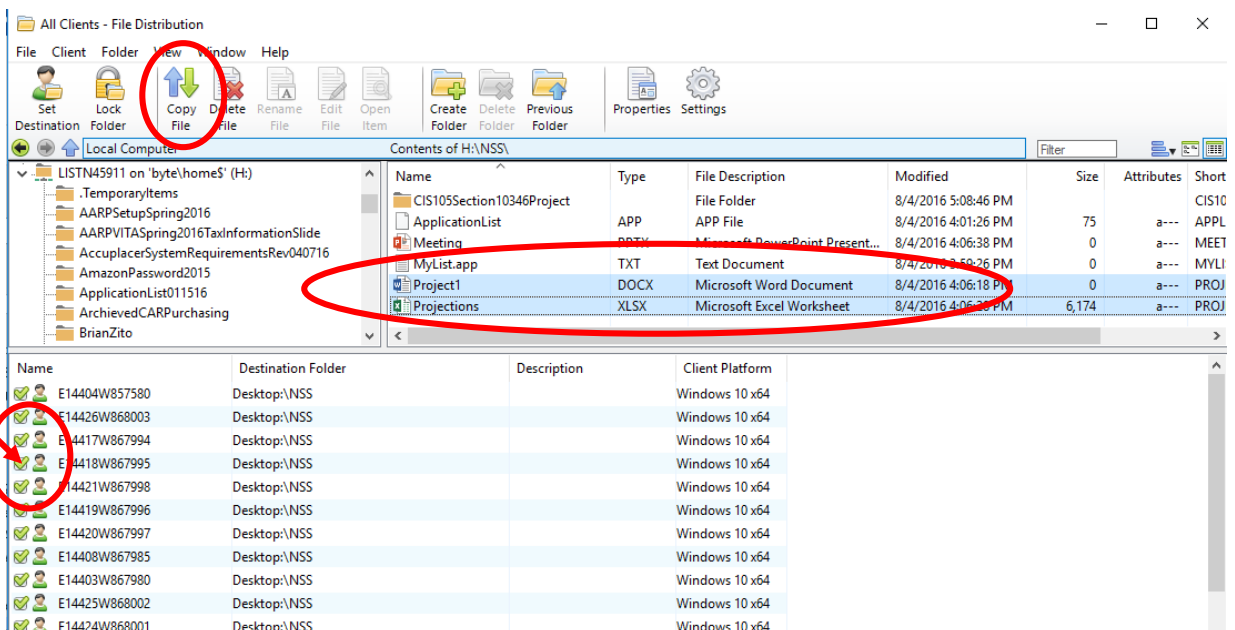


- II. Click **Set Destination**. Click the down arrow in the box and select a destination (**Desktop:** is recommended).

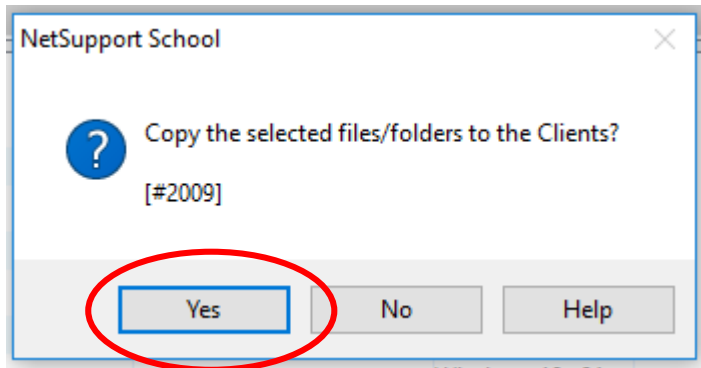


III. From the **Local Computer** pane, navigate and select the file(s) to be copied to the student computers. If all of the computers are not logged into Active Directory, uncheck the green arrow next to the computer name in the bottom pane. Click **Copy File**.

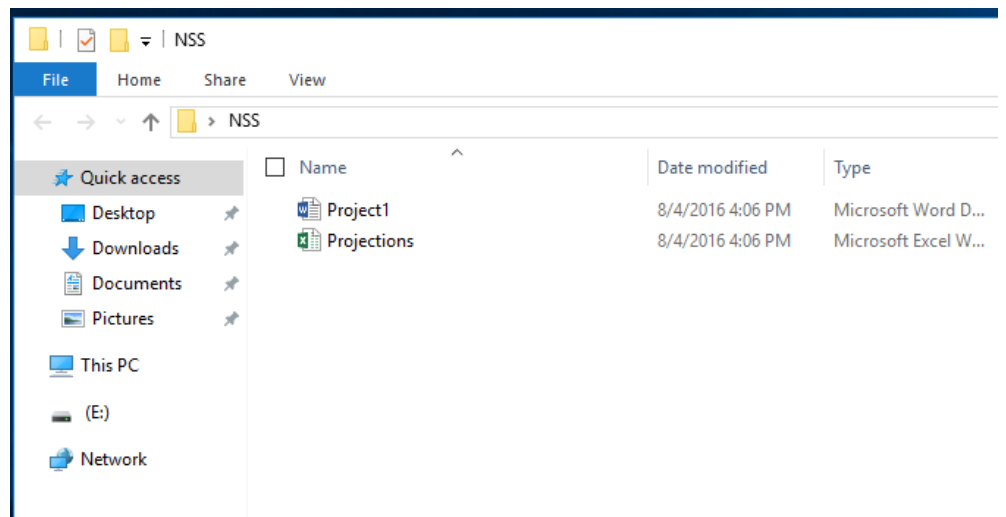
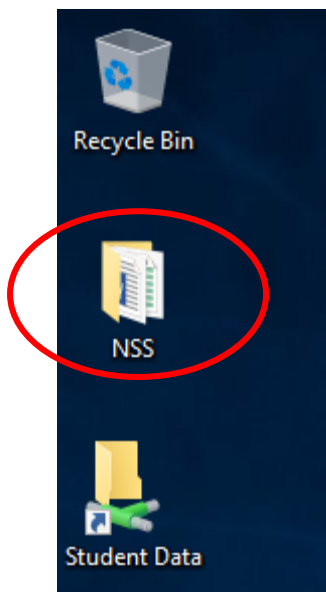
Uncheck this arrow for computers that are **NOT** logged into Active Directory.



IV. Click **Yes** on the dialog box.



V. Once the file transfer is complete. The students will see the folder and its contents.

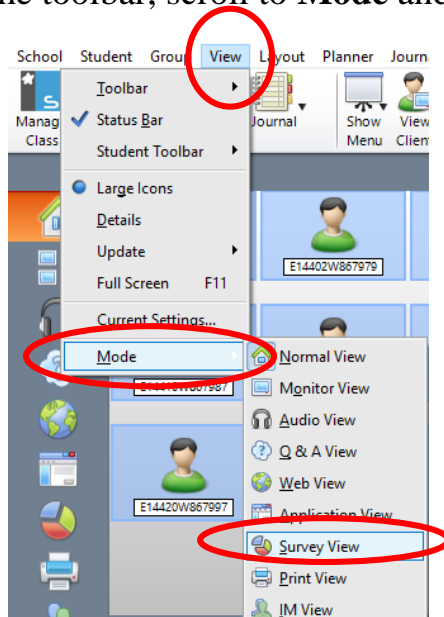


How to Create a Student Survey

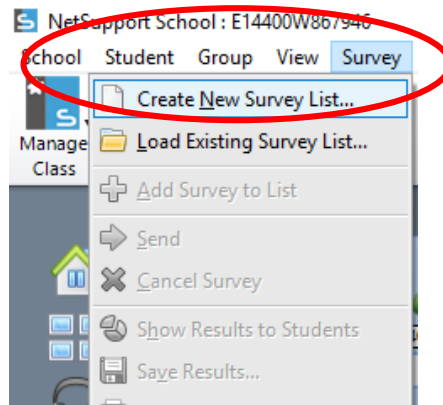
Student survey can be used to get instant feedback from students.

Note: If you want to use the same survey and save it for use as a later date, start with step I otherwise click **Manage Student Surveys** on the left hand side of the interface and continue on to step IV.

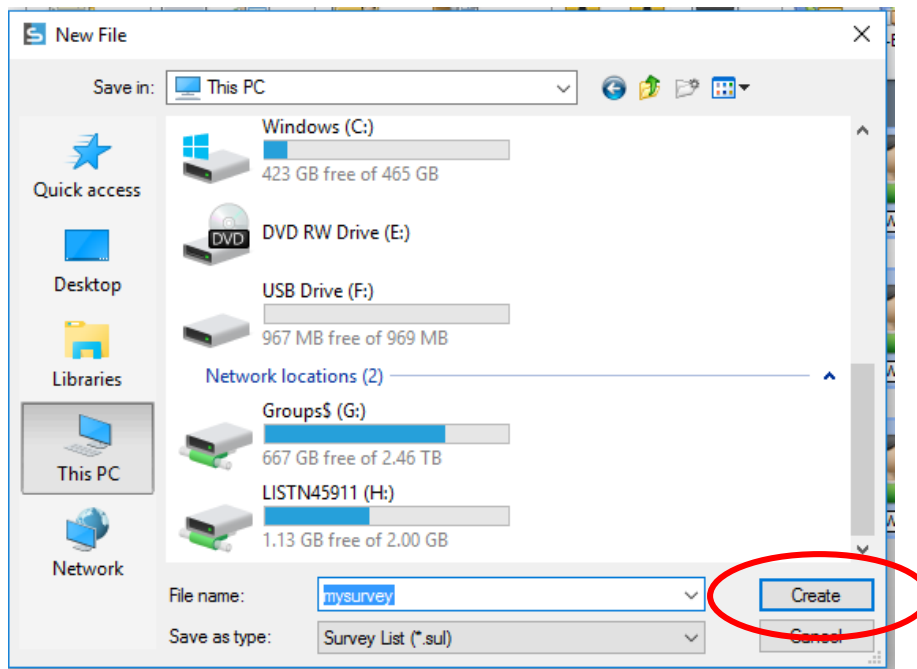
- I. Click **View** in the toolbar, scroll to **Mode** and select **Survey View**.



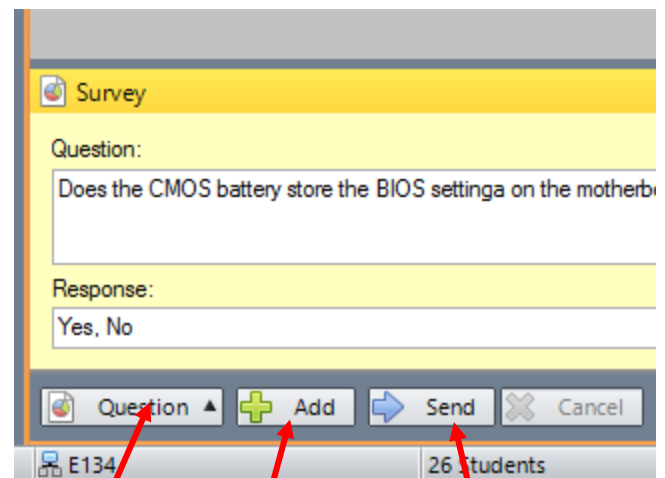
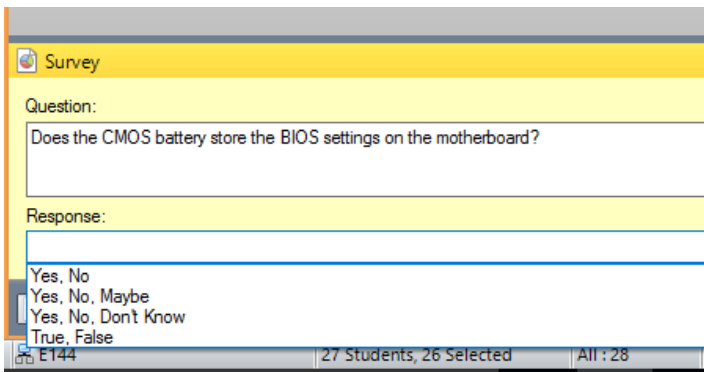
- II. Click on **Survey** in the toolbar and select **Create New Survey List...**



- III. The **New File** dialog box will appear, navigate to your MEID folder or a flash drive as a destination, name the survey file and click the **Create** button.



- IV. Type a question in the question textbox and enter a response in the response text box or use the pre-defined responses. If you type your own responses they **MUST** be separated by commas and you cannot enter more than six different answers. Click the **Add** button when complete.

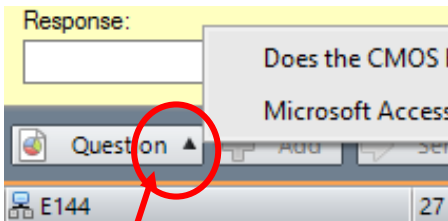


Question
button

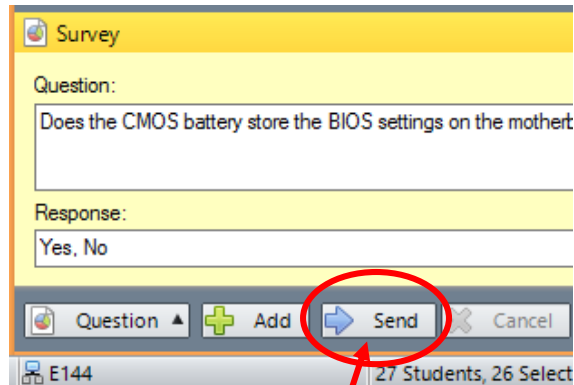
Add
button

Send
button

- V. Once you have finished adding questions, click the **arrow on the question button** to select a question, and then press the **Send** button.

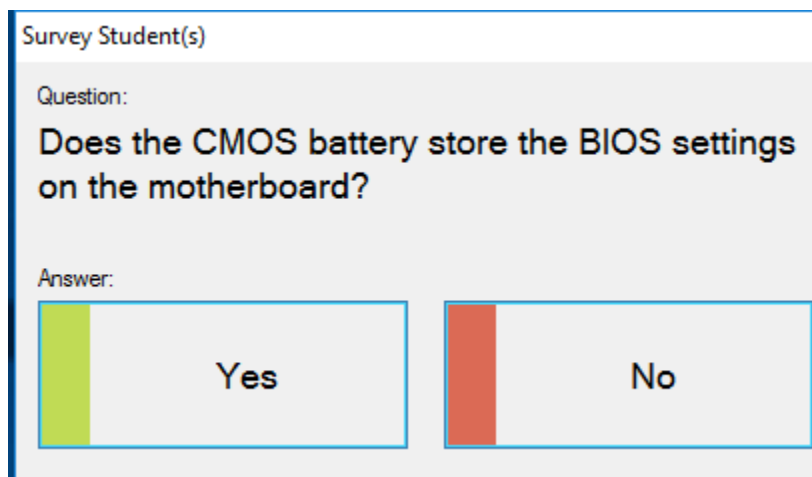


Question arrow

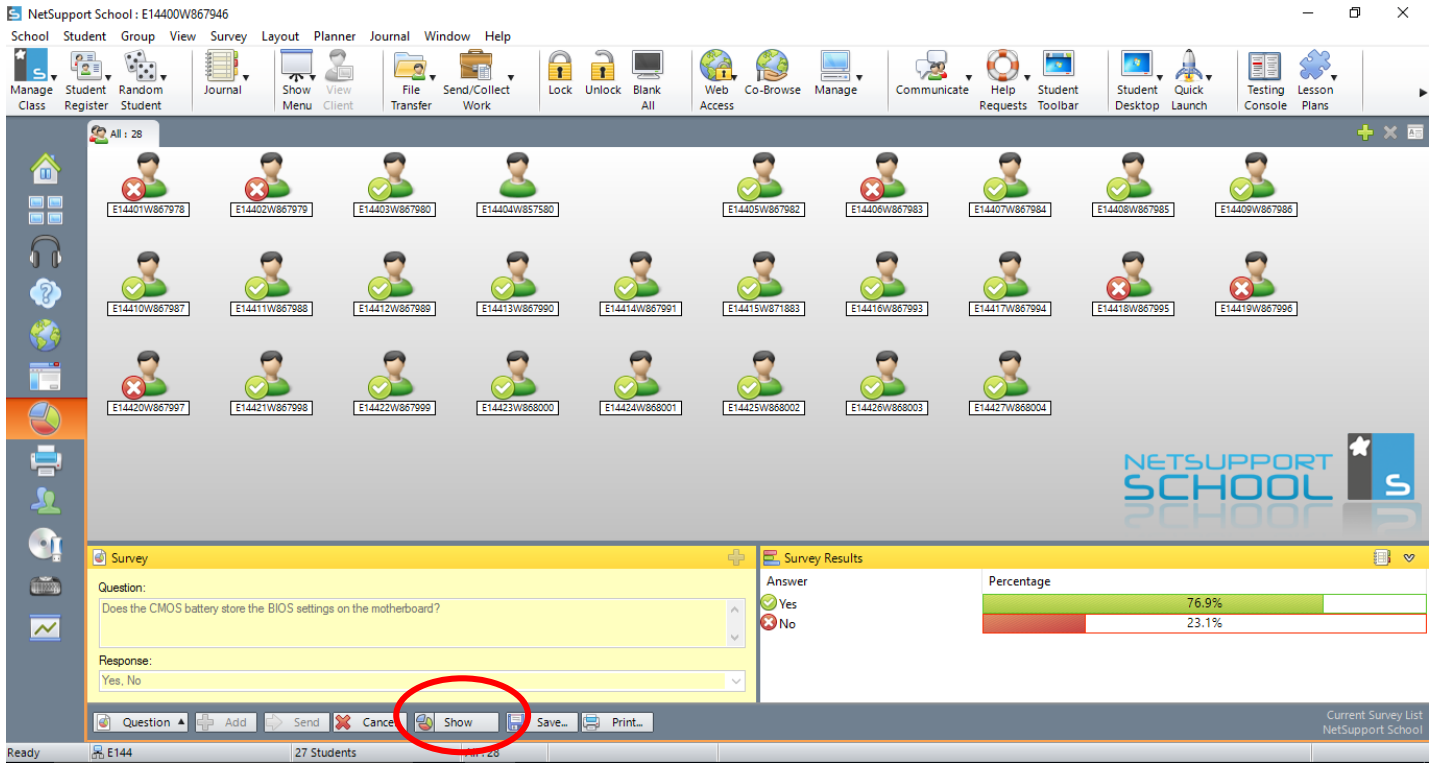


Send button

- VI. The students will see the question on their screens.

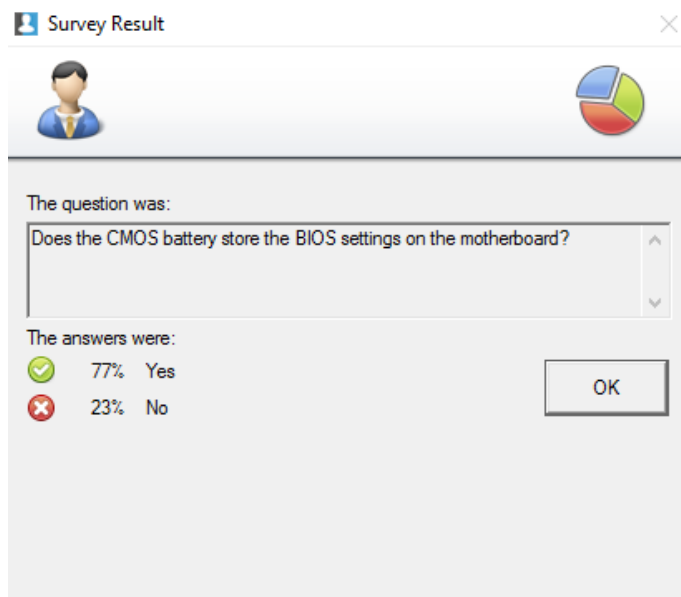


- VII. Once they submit their answer, the results are tallied in the **Survey Results** window by percentage.



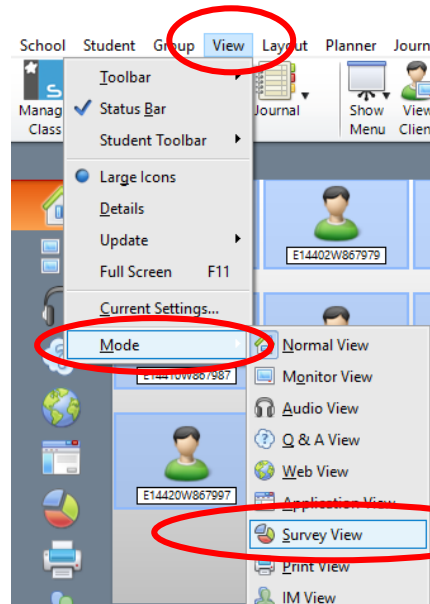
Show button

VIII. Click the **Show** button to share the overall response for each question with the students.

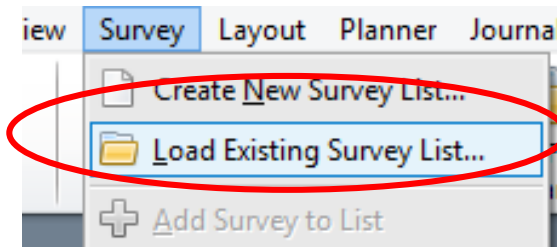


How to Load an Existing Survey

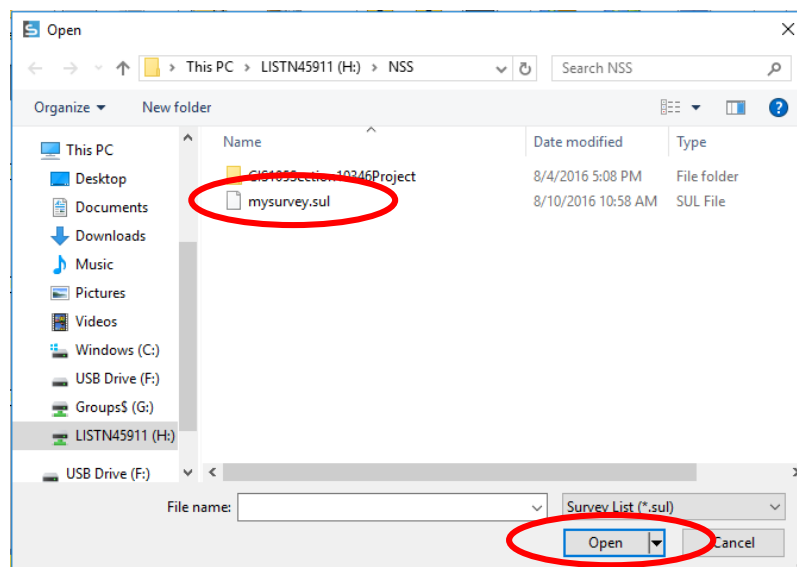
- I. Click on the **View** menu in the toolbar, scroll down to **Mode** and select **Survey View**.



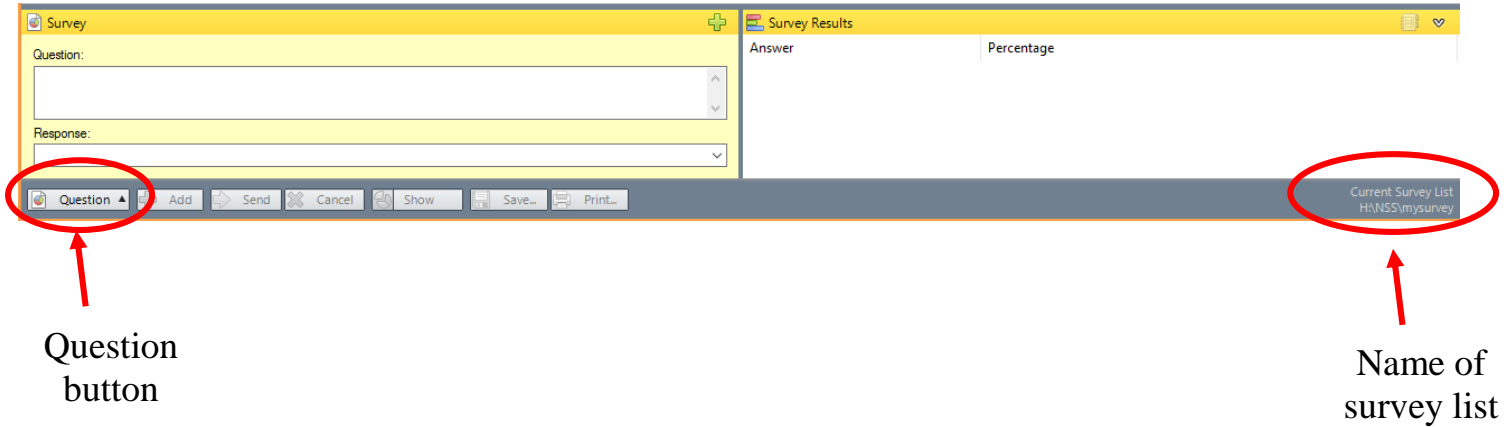
- II. Click **Survey** in the toolbar. Scroll down and select **Load Existing Survey List...**



- III. The **Open** dialog box appears, navigate to your saved survey list and click the **Open** button.

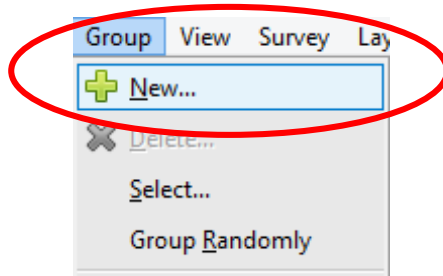


- III. The name of your survey will appear in the lower right-hand corner of the interface. Click the **Question** button to start your survey.

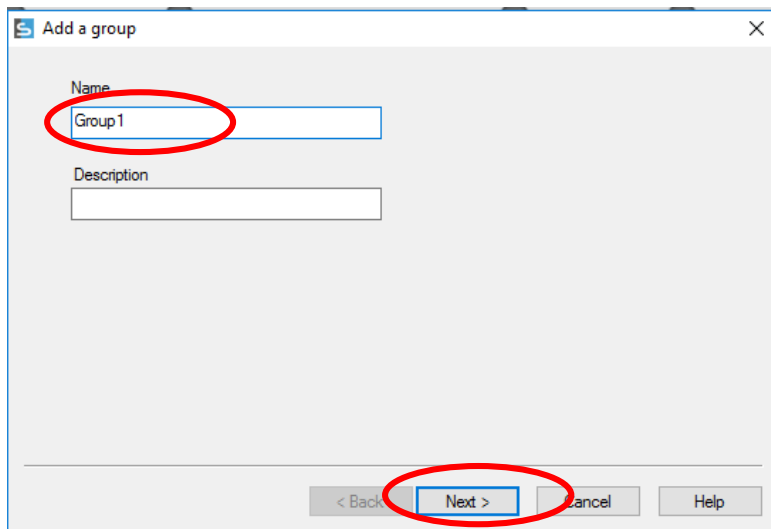


How to Create a Group

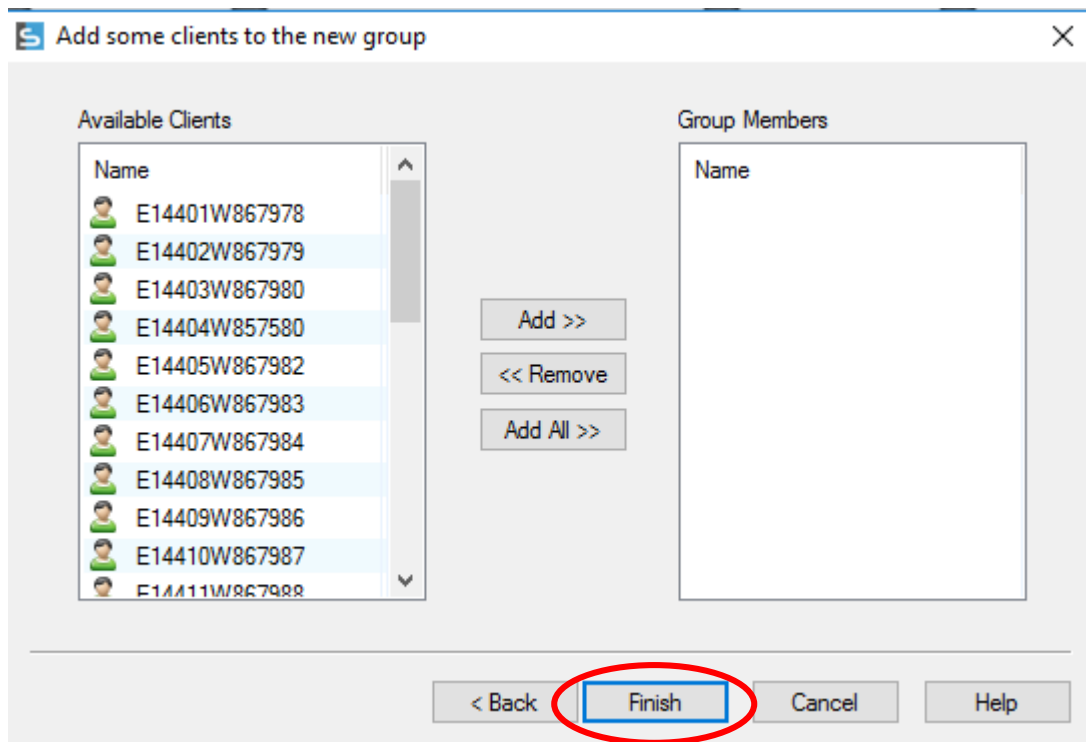
- I. Click **Group** in the toolbar and select **New...** from the drop down menu.



- II. The **Add a group** dialog box appears. Create a name for the group and click **Next**.



III. Add students to the group and click the **Finish** button.

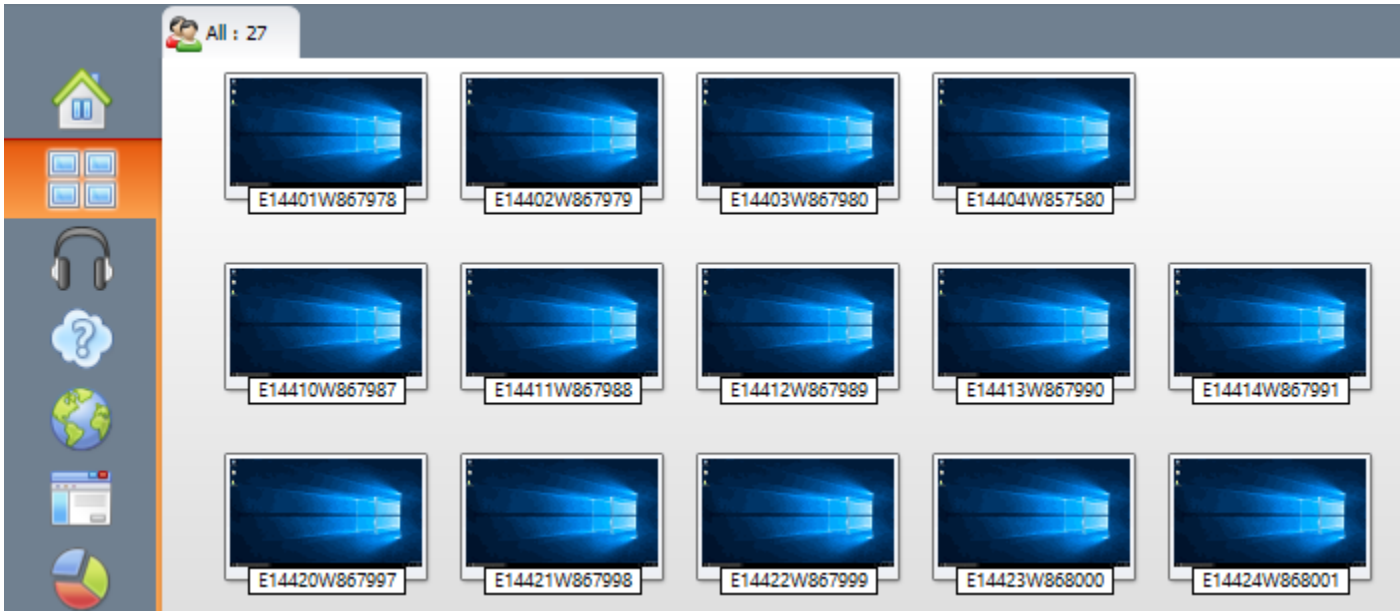


IV. A new tab is created in the interface. You can apply a different task to the group versus the rest of the room.

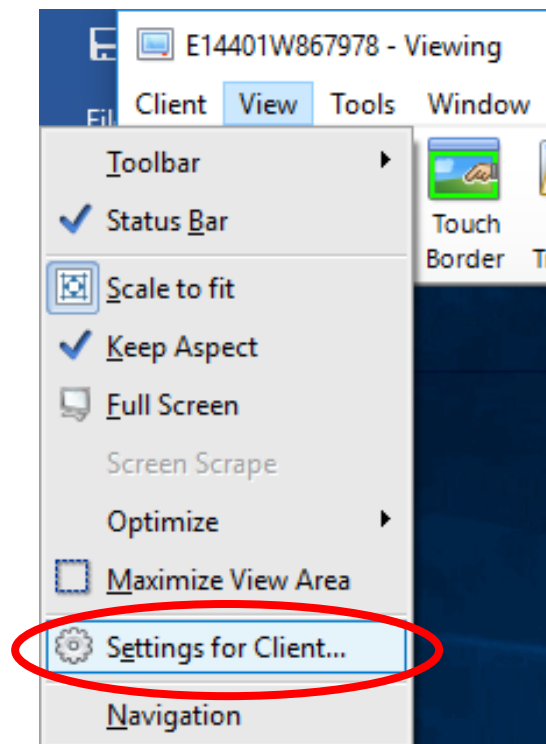


How to Record Student Activity with Net Support School

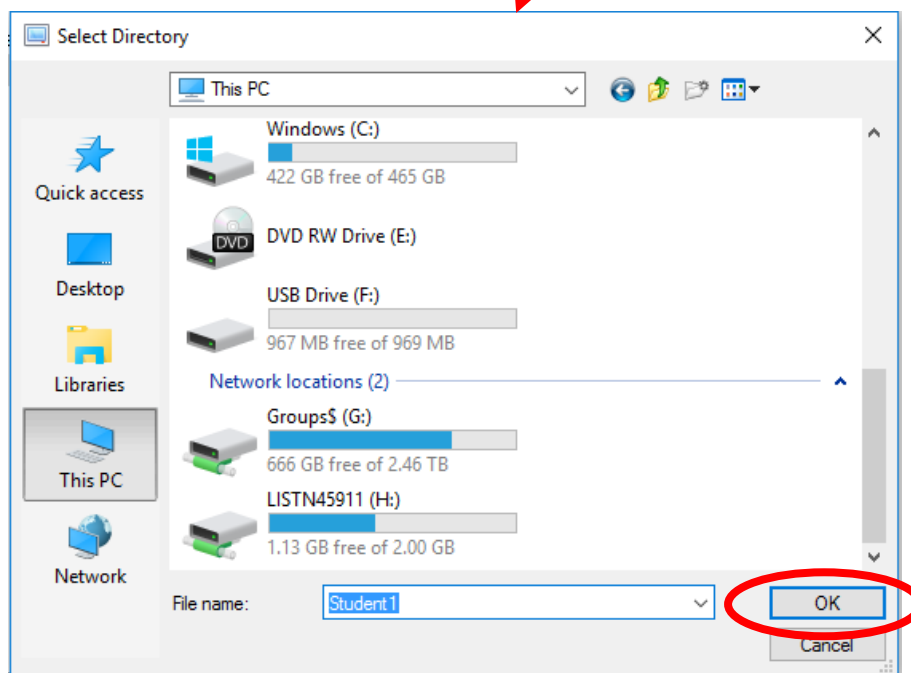
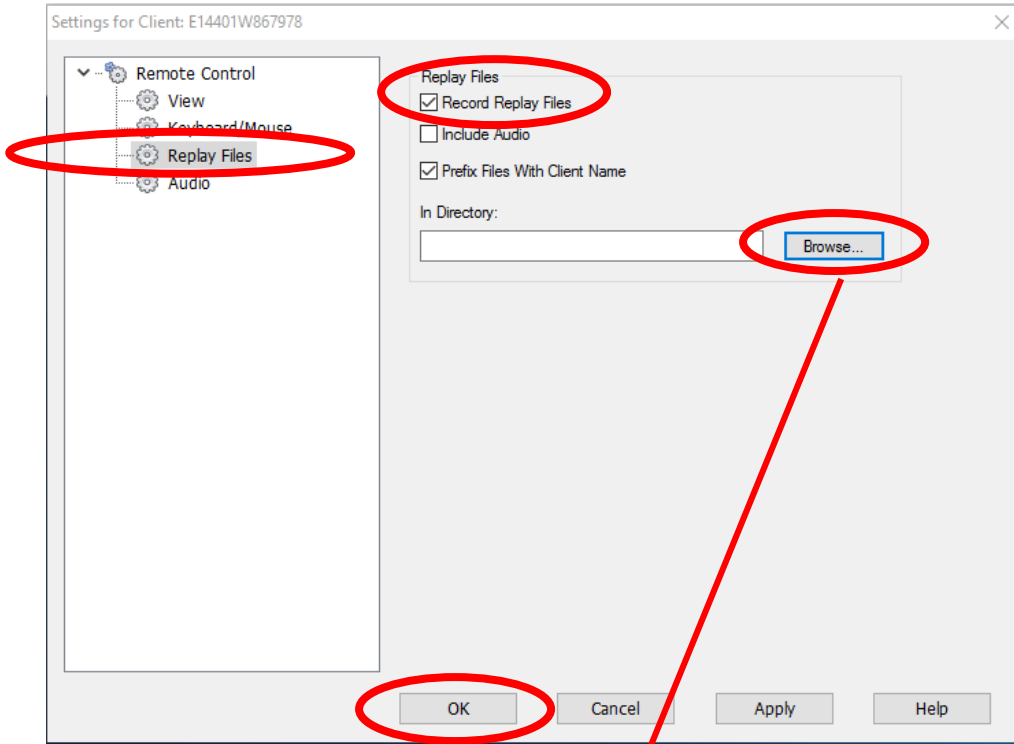
- I. Activate **Viewing Mode** by double-clicking the student(s) that you want to record in the Net Support School interface.



- II. Click **View** and then **Settings for Client...** in the menu.



III. Click **Replay Files**, then put a checkmark next to **Record Replay Files** and select the destination for the stored records, and then click **OK** twice.

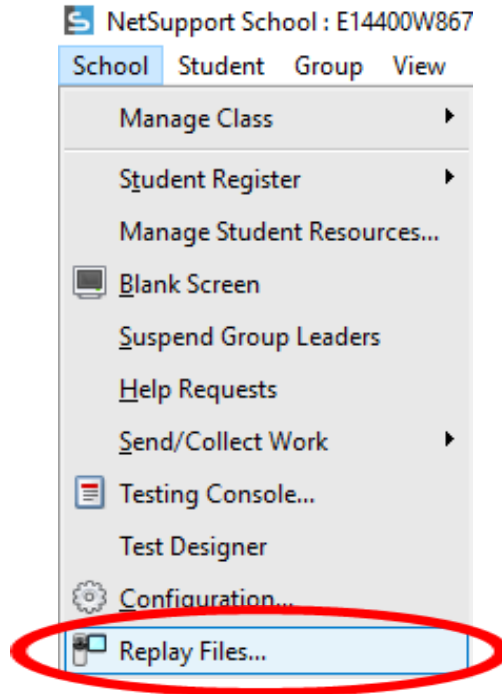


- V. Repeat steps 1-3 for each client recording.
- VI. Close the **Viewing** window for each client to end the recording.
- VII. Navigate to the recorded file and double-click the file to play it in Net Support School.

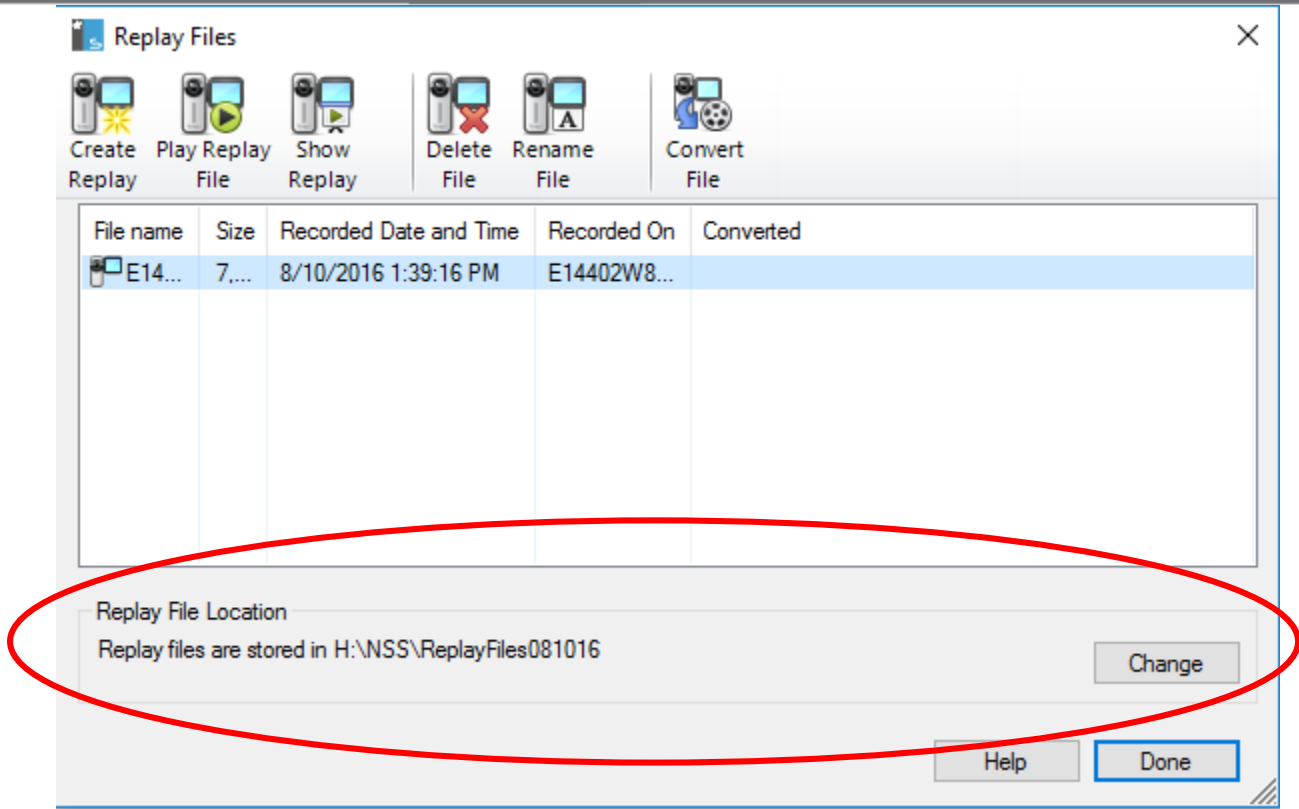
Note: If you save recordings to the desktop, they may be deleted when the instructor station is restarted.

Converting Replay Files for VLC

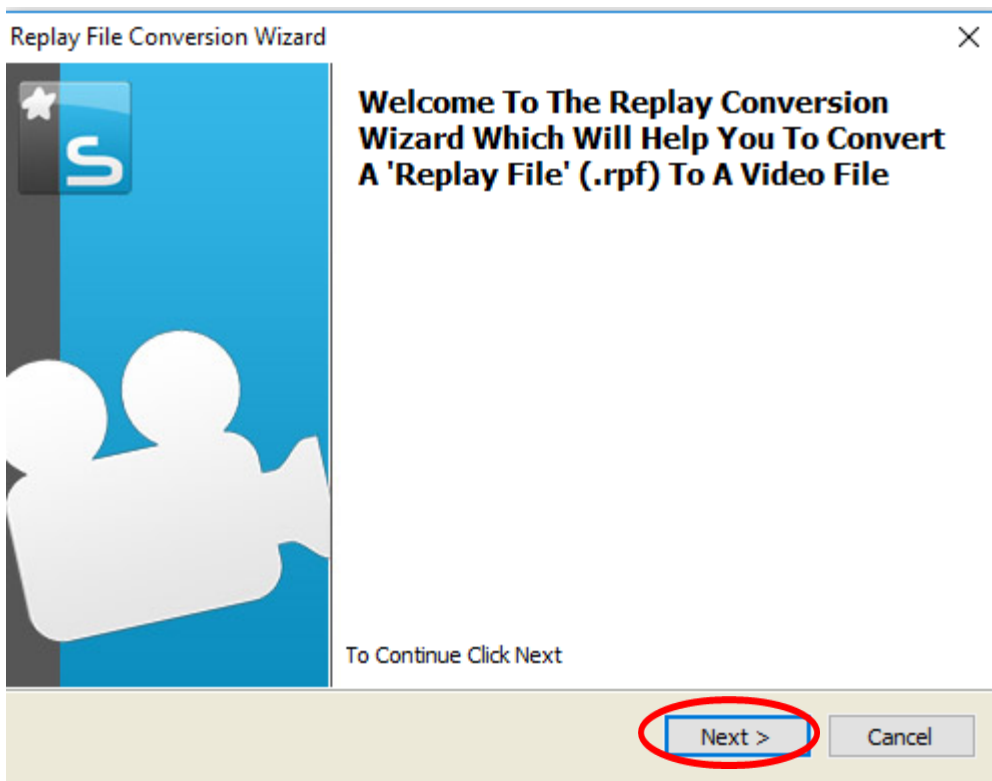
- I. Click on **School** and then click **Replay Files...**



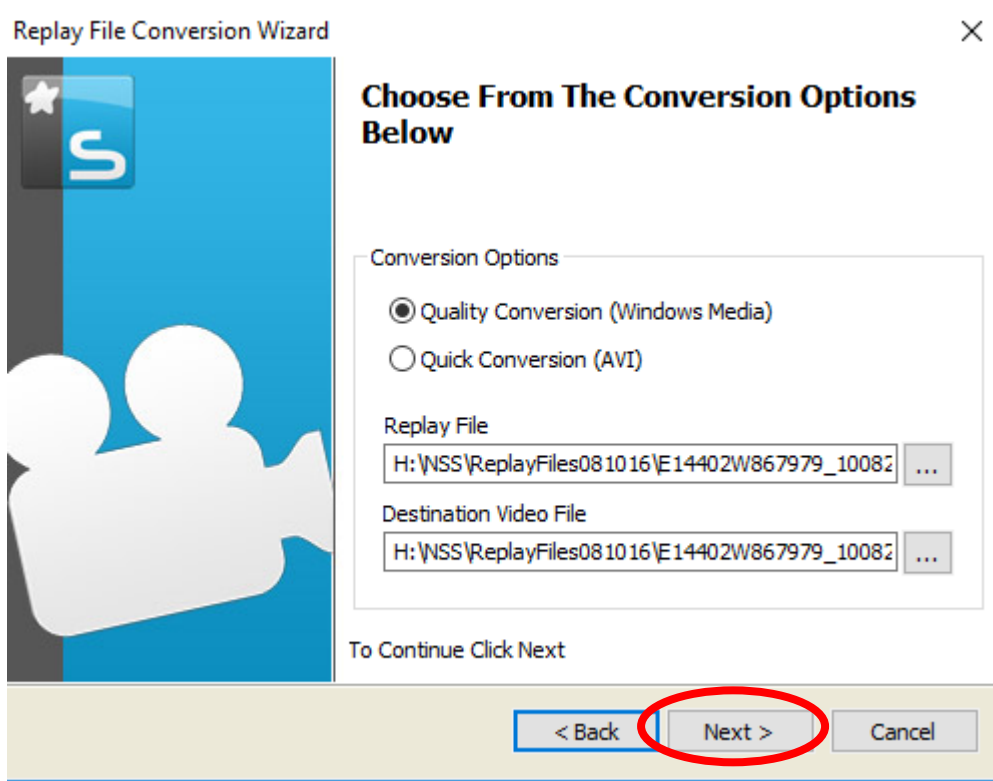
- II. Navigate to the stored replay file location in the **Replay Files** dialog box.



- III. Click a file name and then click the **Convert File** icon.
- IV. The Replay Files Conversion Wizard appears, click **Next**.



- V. Select either **.AVI** or **Windows Media** conversion and click **Next**.



- VI. Wait for the conversion process to complete.



VII. The file converts to the .asf extension which can be launched with VLC Player.

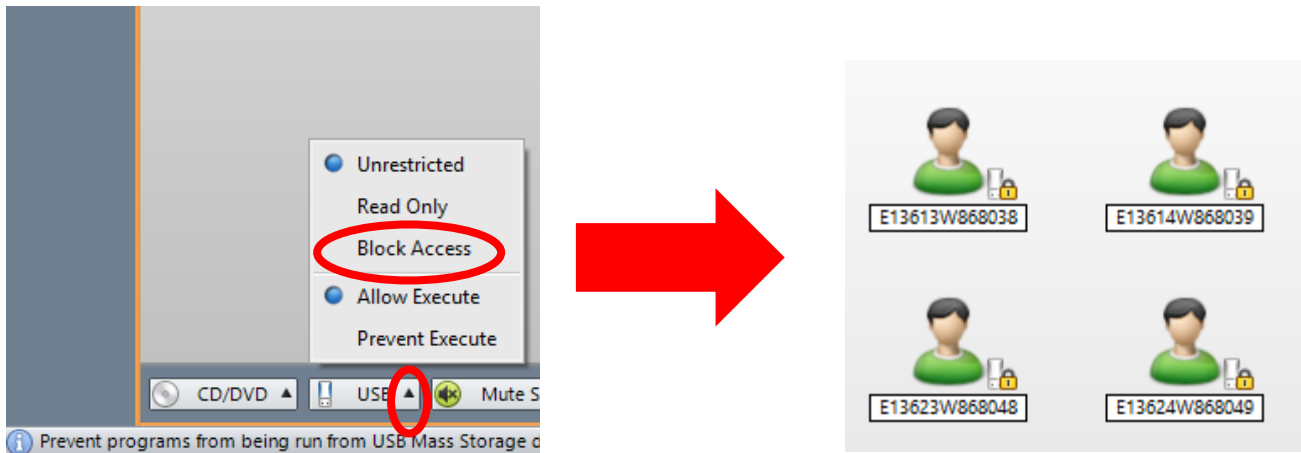
Restricting USB Usage

You can control whether or not your students can access USB devices.

I. Click the **Control Access to Audio, USB, CD and DVD devices** icon in the interface.



II. Click the arrow on the USB button at the bottom of the interface and choose **Block Access**. Each workstation appears with a USB device and a lock.



III. The students see this message on their screens.

