

**Computer Commons** 

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



## Version 12.00 Last Updated 08/11/16

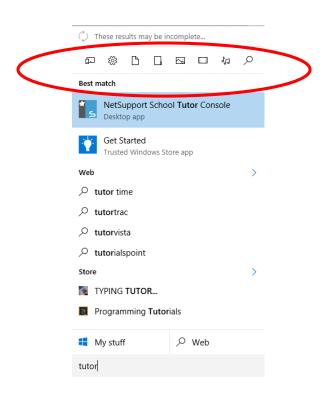
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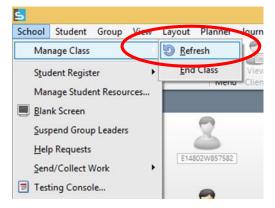
#### How to Start Net Support School

- 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.

<u>Note:</u> 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.

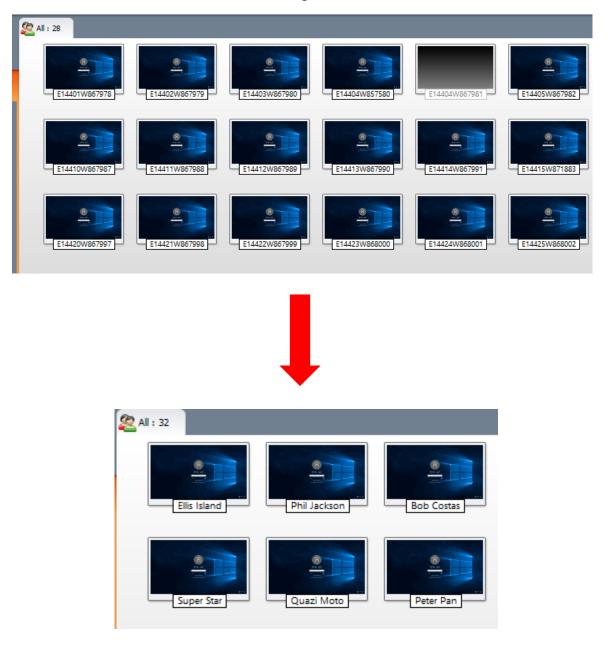


#### How to Log the Student Workstations into the Network

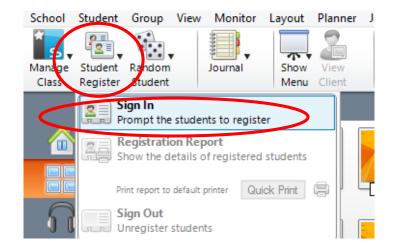
I. Once the students have logged in with their MEIDs and passwords, the other features of Net Support School will continue to function.

#### 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, MCCCD 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.

Client	Name	Name	Sumame	^	Register
2	E15401W857355	Perry	Trails		Close
02	E15402W857356	Mary	Handley		
02	E15403W857357	Travis	Mook		Cancel
02	E15404W857476	Terry	Rey		View
02	E15405W857359	Amy	Goth		Chat
02	E15406W857360	Frank	Deal		Criat
02	E15407W857361	Gina	Heinz	¥	Help
P					
Lesso	n Title:		✓ First Name	Sumame Student ID/	No.

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

	NetSupport School Student Register	×
	<u>8</u> 2 2 2	
Class Details		
Room:	E154	
⊢ Please provide you First Name:	r personal details for the lesson register	
Sumame:		
		ОК

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.

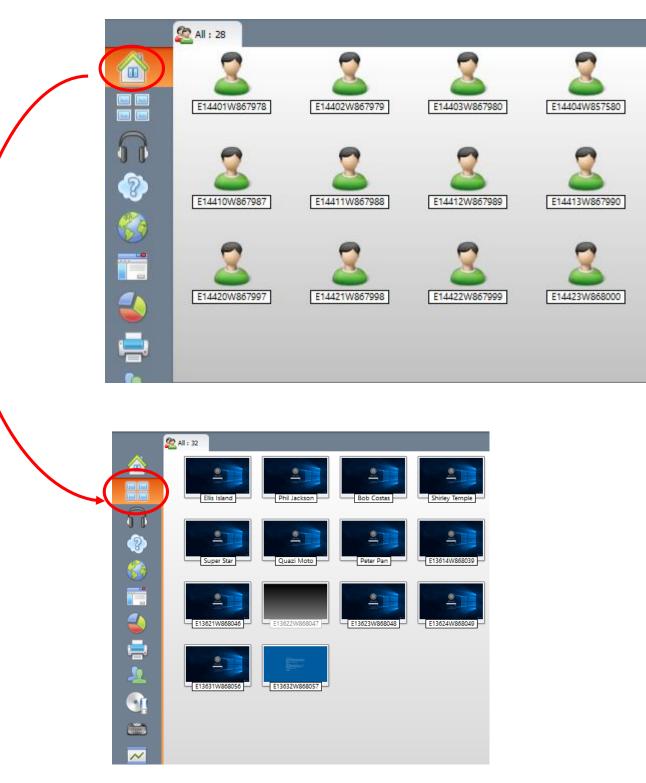


#### PARADISE VALLEY COMMUNITY COLLEGE

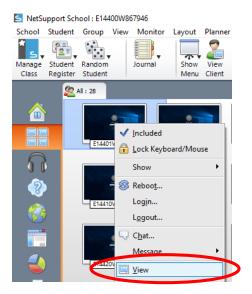
III. To **unlock** the student workstations, select all of the workstations by following the steps outlined above then click the **Unlock** icon in the Net Support School toolbar.

#### 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.



- <u>Note</u>: 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.

PARADISE VALLEY COMMUNITY COLLEGE					
Client       View       Tools       Winds         ✓       Share       Watch         Control       Stop Viewing       Message         ✓       Message       Seboot         Logout       Launch Application       Send Ctrl+Alt+Delete         Ethpboard       Close       Close					

#### 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**.

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	Show Application		L <u>og</u> out
			C <u>h</u> at <u>M</u> essage
	E13621W868046 E136	22	<u>T</u>
	7	( A	<u>F</u> ile Transfer Launch Application
	E13631W868056 E136	≦ 32 (■)	Rewards  Add Notes to Journal
			Add to Group
		<u>A</u>	<u>P</u> roperties

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.

PARADISE VALLES	
	Exhibit Client X
	Ready to start exhibiting Client E14401W867978 to: Exhibit
	Name Description Cancel
	Removing the check mark next to a Client excludes it from the Exhibit
	Set Show Mode at Client Full Screen

- 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.

🚳 🗌 Enable Audio Support

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**<u>Note</u>**: You may have to resize the screen.

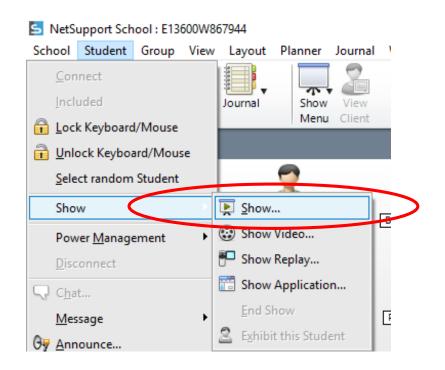
V. The toolbar across the top of the screen gives the instructor the following capabilities:



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

I. 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.



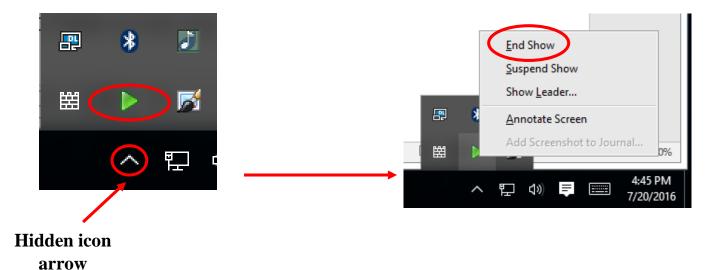
II. The Show dialog box will appear on the screen. If there is a second monitor, click the Identify button. A number will appear on each monitor on the instructor's desk. Under Show Monitor: click the down arrow and select the corresponding number setting for the monitor that you want to show to the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

NetSupp	ort School - Show			×
	Select what you would like to	Show		$\frown$
4	Show Monitor:			Show
	1: Generic PnP Monitor (12	80, 1024) 🗸 🗸	Identify	Cancel
2	Select the recipients of the Sh	low		Help
	◯ Client <none selected=""></none>			
	These Clients			
	Name	Description	^	
	🧭 🙎 🛛 Bat Man			
	🧭 🚨 Bob Costas			
	🗭 🙎 Chris Roth		~	
	Removing the check mark n	ext to a Client excludes it fr	om the Show	
ŝ	Show Options			
0	Restrict Internet access t	o approved sites only during	g show	
Ē	Set Show Mode at Client	Full Scre	en 🗸	
3	Enable Audio			
6	Show Hotkeys	騹 🗌 Scree	n Scrape	
a	Send Physical Fonts	😤 🗌 Create	e Replay file at Stud	dent

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.

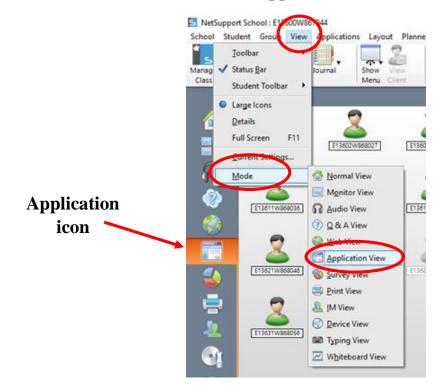
**<u>Note</u>**: The Net Support School interface will disappear from the secondary monitor.

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.

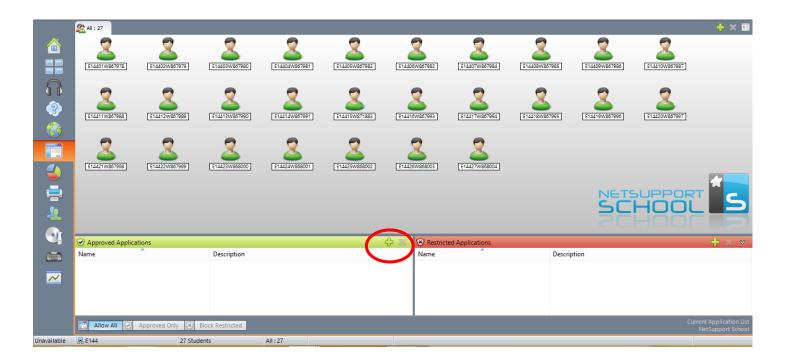


#### How to Restrict Applications on Student Workstations

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**.



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.



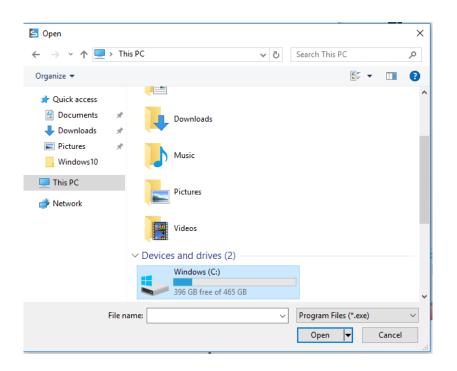
III. The **Application Properties** dialog box appears. In the **Desktop Application** tab, click the **Browse...** button and navigate to the application that you wish to add to the list.

Application Properties	×
Desktop Application Windows Store Application Filename: Browse	OK Cancel
Description:	

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.** 

🔄 Open			×
← → • ↑ <b>⊑</b>	> This PC	✓ 💍 Search This PC	م
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🗸 🖈 Quick access			^
Documents 🕂 Downloads	Downloads		
<ul> <li>Pictures</li> <li>This PC</li> </ul>	Music		
> 💣 Network	Pictures		
	Videos		
	$\scriptstyle{\checkmark}$ Devices and drives (	(2)	
	Windows (C:) 396 GB free of 4	465 GB	~
	File name:	<ul> <li>Program Files (*.exe)</li> </ul>	~
		Open 🔽	Cancel

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

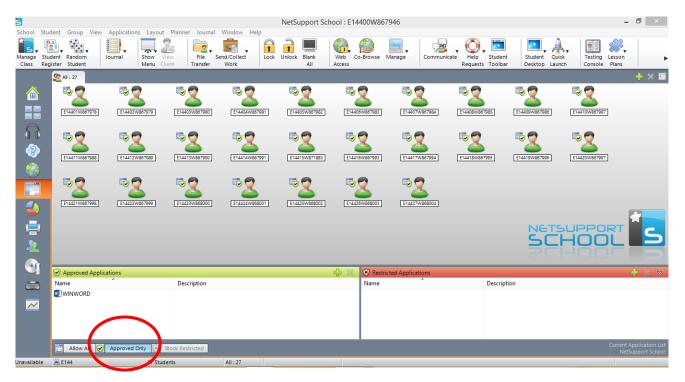


VI. Open Program Files (x86). Locate the executable file for Microsoft Word.

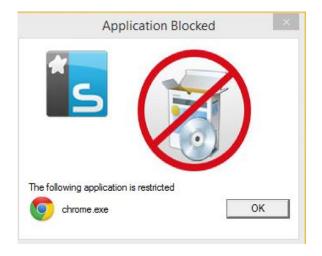
- a. Microsoft Office >> Office 16 >> WINWORD.EXE.
- b. Click the **Open** button.
- c. The file path appears in the Filename: textbox. Click the OK button.

Application Properties	;		×
Desktop Application Filename: C:\Program Files (x	Windows Store Application 86)\Microsoft Office\Office16\	Browse	OK Cancel
Description:			

d. 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.

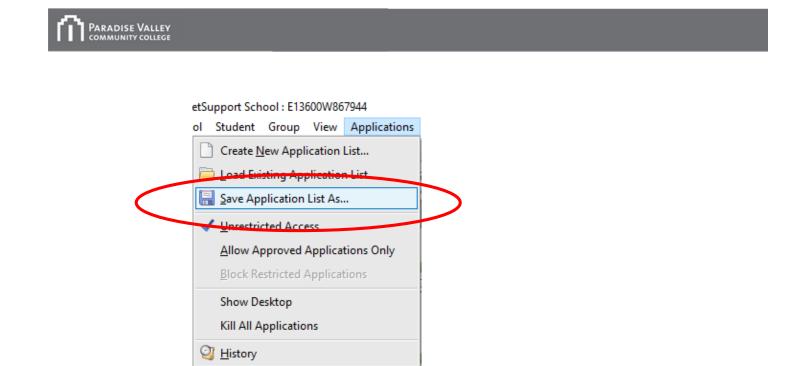


f. Paths to common applications:

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.

🔄 Save As						×
$\leftrightarrow \rightarrow \cdot \uparrow$	« NetSupport > NetSupp	oort School	~ Ō	Search NetSupp	ort School	Q
Organize 🔻 New	v folder					•
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📃 Desktop		No items n	natch you	r search.		
🚆 Documents						
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📑 Videos						
🏪 Windows (C:)						
🚍 Groups\$ (G;)						
👳 LISTN45911 (H:	:)					>
Flie namé:						~
Save as type: /	Application List (*.app)					~
∧ Hide Folders				Save	Cancel	

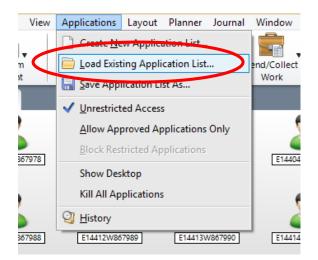


#### How to Load an Existing Application List

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.

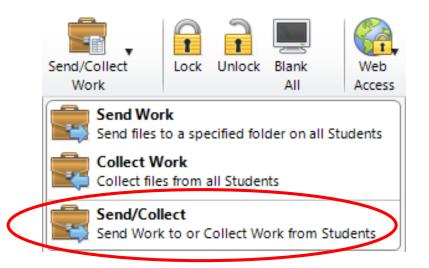
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📃 Desktop						
🗄 Documents						
🕂 Downloads						
👌 Music						
Pictures						
📑 Videos						
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🛫 LISTN45911 (H	+:)					
Network	~	<				
				Application Lis		

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

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#### How to Send Work to Students

- <u>Note</u>: This will only function properly if the student stations are logged into Active Directory.
- **<u>Note</u>**: 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.

ast Sent	Last Collected	Status	Students	Send Work
				Callera Mari
				Collect Wor
				Help



S	Send/Collect Work	$\times$					
	Send Work allows you to copy files to a standard Folder at each Student. You can then use Collect Work to copy the files back to your machine.						
	In the following screens you specify the files to send/collect and the folders to copy them to. Click Next to continue.						
_	< Cack Next > Cancel Help						

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...**.

S	Send/Collect Work				×
			hines. Enter each file in the u can use wildcards when a	dding files.	
		l		Add	
		Name	Path	Browse Remove	
	22				
					_
		< Back	Next > Cancel	Help	

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Organize 🔻 New	fold	er				E - II ?
Windows10	^		Name		Date modified	Туре
💻 This PC			ApplicationList.app		8/4/2016 4:01 PM	APP File
Desktop		$\checkmark$	🔃 Meeting		8/4/2016 4:06 PM	Microsoft Power
Documents			MyList.app		8/4/2016 3:59 PM	Text Document
Downloads			Project1		8/4/2016 4:06 PM	Microsoft Word [
Music		$\leq$	Projections		8/4/2016 4:06 PM	Microsoft Excel V
Pictures						
📑 Videos						
Windows (C:)						
🛖 Groups\$ (G:)						
- LISTN45911 (H:	)					
💣 Network	¥	<				
		ame:	"Projections" "Meeting" "Projec		✓ All files (*.*)	~

#### V. Click **Next** >

PARADISE VALLEY

🔄 Send/Collect Work			×
		hines. Enter each file in th u can use wildcards when	
			Add
	Name Meeting.pptx Project 1.docx Projections x	Path H:\NSS H:\NSS H:\NSS	Browse Remove
	< Back	Next > Cancel	Help

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

Send/Collect Wo	k X
	t the Student machines to Send the files to. folder or a folder on a Network drive. It will be created if it doesn't
	Student Folder:
	Desktop: Documents: Remove files from Student after collecting Students store work on a Network Drive Store using sub-folders based on Student name
	Store using sub-folders based on Machine name           General         Help

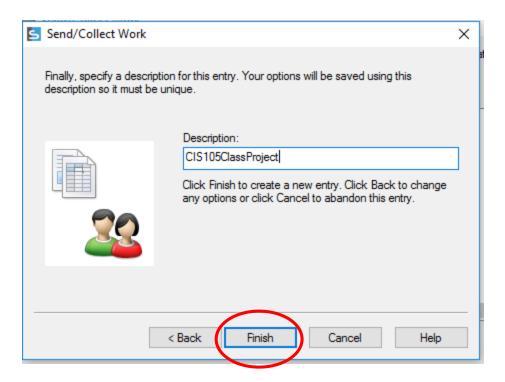
#### VII. Click Next >

S	Send/Collect Work		×
		e Student machines to Send the files to. er or a folder on a Network drive. It will be created if it doesn't	
		Student Folder:	
		Documents:          Delete all files from Folder before Sending work         Remove files from Student after collecting	<i>,</i>
	22	<ul> <li>Students store work on a Network Drive</li> <li>Store using sub-folders based on Student name</li> <li>Store using sub-folders based on Machine name</li> </ul>	
	[	< Back Next > Cancel Help	

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** >.

Send/Collect Work		×
Collected files are store	nis machine to Collect work to. d in Folders below the Folder you specify. These sub-folders are he Machine or the name of the Student.	;
	Collect Files to Folder: H:\NSS\CIS105Section10346Project  Browse Delete all files from Folder before Collecting work	
22	<ul> <li>Use sub-folders based on Student name</li> <li>Use sub-folders based on Machine name</li> <li>Advanced</li> </ul>	
[	< Back Next > Cancel Help	

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.

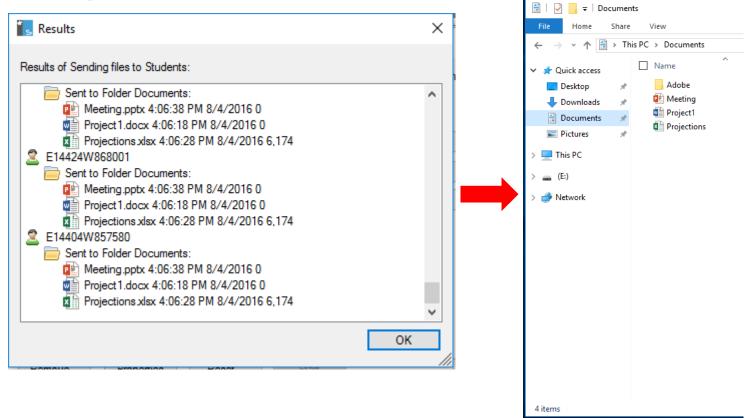
Send/Collect Wor						
		ne list and click S ting it and clicking		llect Work. Add a n	ew operation by click	ting New, modify a
Description	ast	Last Collected	Status	Students		Send Work
CIS105ClassProject	(never)	Last Collected	Judius	Students		
	(					Collect Work
						Help
<					>	
						<b>C</b>
New Re	move	Properties	Reset	Start		Close

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**.

Select Students	×	Sending Work to Students	×
Select the Students to Send the files to	ОК	Local Computer E15402W857356 H:\NSSSurveyPractice12514 Desktop:	
All Students	Cancel	NetSupport School	
O These Clients:     Name Client Name Description	A	Fall2014S Error 5 opening file Desktop:\TEMPFILE.\$\$\$.E15400W857354 OK on E15402W857356 Cancel	
<ul> <li>✓ 2 E14401E14401W867</li> <li>✓ 2 E14402E14402W867</li> </ul>		Total Files	
<ul> <li>✓ ▲ E14402E14402W867</li> <li>✓ ▲ E14403E14403W867</li> </ul>	v	2,683,14 Help .896 bytes	
Removing the check mark next to a Client excludes it from operation.	the		
Summary		Ignore error messages until operation completion	
Send 3 files to Folder Documents: at Students.		Ignore all overwrite prompts until operation completion Time 0:00:13 201 KBps Remaining 0:07:09 Cancel	]

Sending Work to Students						
Local Computer E15424W857378 ;WeekNSSSpring2015\NSSSurveyPractice12514 Desktop:						
Fall2014Survey.docx	1,140,339 bytes					
Total Files (91 of 102) 82,000,853 bytes	91,226,896 bytes					
Ignore error messages until operation completion         Ignore all overwrite prompts until operation completion         Time 0:00:07       11439 KBps         Remaining       0:00:00	Cancel					

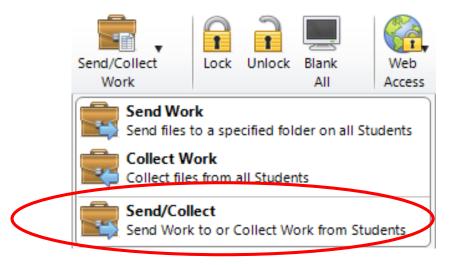
XII. The work is sent to the selected students and the **Results** window appears when complete.





#### 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**...

	Send/Collect Work					×
			he list and click S ting it and clicking		ect Work. Add a new operation by click	ing New, modify an
	Description	Last	Last Collected	Status	Students	Send Work
Q	CIS105ClassProject	Thu			E14402W897979, E14401W867978	Collect Work
	<				>	Help
	New Rem	ove	Properties	Reset	Start	Close

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.

Select Students to Collect the files from OK Select the Students to Collect the files from OK Students Files sent to. All Students These Clients: Help Name Client Name Description Mame Client Name Description E14401E14401W867 E14402E14402W867 E14403E14403W867 Removing the check mark next to a Client excludes it from the operation. Summary Collect files sent to Students. Collect to Folders under H:NSS\CIS105Section10346Project based on Machine name.								
OK         OR         OR <td>Select Students</td> <td></td> <td></td> <td></td> <td>×</td>	Select Students				×			
All Students These Clients: Help Name Client Name Description Summary Collect files sent to Students. Collect to Folders under	Select the Students to	ОК						
Name       Client Name       Description         Image       E14401E14401W867       Image         Image       E14402E14402W867       Image         Image       E14403E14403W867	~	to.			Cancel			
Name       Client Name       Description         Image: Second Seco	O These Clients:				Help			
Image: Second system       Image: Second system         Summary       Collect files sent to Students. Collect to Folders under	Name	Client Name	Description	^				
Image: Second system       Image: Second system         Removing the check mark next to a Client excludes it from the operation.         Summary         Collect files sent to Students. Collect to Folders under	🧭 🚨 E14401	.E14401W867						
Removing the check mark next to a Client excludes it from the operation. Summary Collect files sent to Students. Collect to Folders under	🧭 🚨 E14402	.E14402W867						
operation. Summary Collect files sent to Students. Collect to Folders under	🧭 🚨 E14403	.E14403W867		~				
Collect files sent to Students. Collect to Folders under	-							
				ename.				

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.

Results	×
Results of Collecting files from Students:	
<ul> <li>Meeting.pptx 4:06:38 PM 8/4/2016 0</li> <li>Project 1.docx 4:06:18 PM 8/4/2016 0</li> <li>Projections.xlsx 4:06:28 PM 8/4/2016 6,174</li> <li>E14424W868001</li> <li>Collected to Folder H:\NSS\CIS105Section10346Project\E14424W868001</li> <li>Meeting.pptx 4:06:38 PM 8/4/2016 0</li> <li>Project 1.docx 4:06:18 PM 8/4/2016 6,174</li> <li>E14404W857580</li> <li>Collected to Folder H:\NSS\CIS105Section10346Project\E14404W857580</li> <li>Collected to Folder H:\NSS\CIS105Section10346Project\E14404W857580</li> <li>Project 1.docx 4:06:38 PM 8/4/2016 0</li> </ul>	^
	~
ОК	

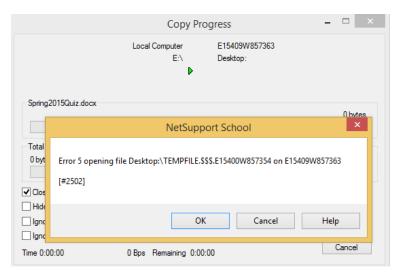


#### How to Distribute Files to Students

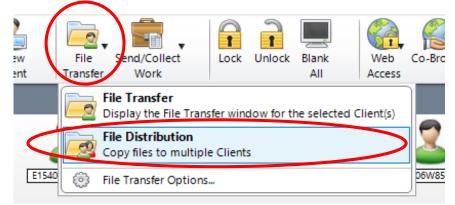
\*Use this function to send files to students that you don't need to electronically collect.

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

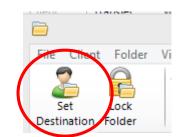
The following error message will appear during file transfer for workstations <u>not</u> logged into Active Directory.



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).

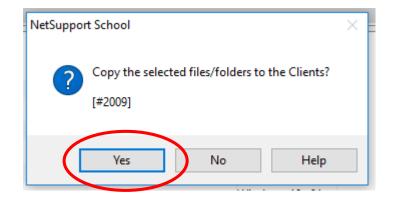


Program Files (x86) ProgramData Recovery	File Folder File Folder File Folder	8/4/2016 8:30:04 AM 8/9/2016 5:15:50 PM 7/20/2016 2:53:52 P	~
			>
Description			^
	Windows 10 x64		~
	Description	Client Platform Windows 10 x64 Windows 10 x64 Windows 10 x64	Client Platform Windows 10 x64 Windows 10 x64

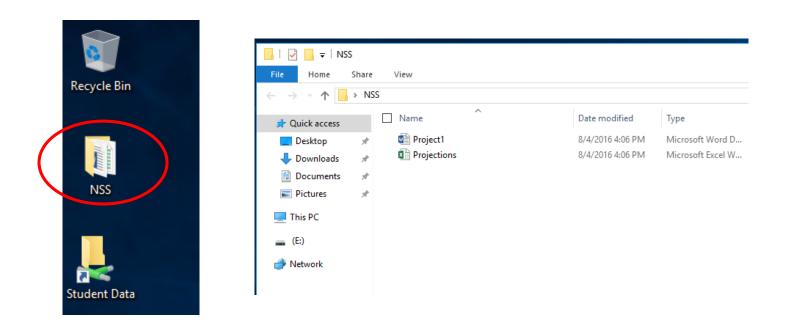
III. From the Local Computer pane, navigate and select the file(s) to be copied to the student computers. If all of the computers are not logged into Active Directory, uncheck the green arrow next to the computer name in the bottom pane. Click Copy File.

	All Clients - File Distribution	indow Help							-		×
	Set Lock Copy Destination Folder File	Diete Rename Edit File File File	Ope	n Create Delete	Previous Folder	Properties	Settings				
	😧 🛞 🛖 Local Computer			Contents of H:\NSS\					Filter	2,	2* 💷
	V 📜 LISTN45911 on 'byte\hor	me\$' (H:)	^	Name		Туре	File Description	Modified	Size	Attributes	Short
	.Temporaryltems			CIS105Section103	46Project		File Folder	8/4/2016 5:08:46 PM			CIS10
	AARPSetupSpring201			ApplicationList		APP	APP File	8/4/2016 4:01:26 PM	75	a	APPL
		quirementsRev040716		🔃 Meeting		DDTY	Minner PowerPoint Present.		0	a	MEET
	AmazonPassword201			MyList.app		TXT	Text Document	8/4/2010 2.50-26 PM	0	a	MYLI
	ApplicationList01151	6		Project1		DOCX	Microsoft Word Document	8/4/2016 4:06:18 Pi	0	a	PROJ
	ArchievedCARPurcha	asing		Projections		XLSX	Microsoft Excel Worksheet	8/4/2016 4:05:20 PM	6,174	a	PROJ
	BrianZito		~	<							>
	Name	Destination Folder			Description		Client Platform				^
	Sec. 2 E14404W857580	Desktop:\NSS					Windows 10 x64				
	S E14426W868003	Desktop:\NSS					Windows 10 x64				
X	🗭 🙎 E 4417W867994	Desktop:\NSS					Windows 10 x64				
	😪 🚨 E 4418W867995	Desktop:\NSS					Windows 10 x64				
i	ビ 🚨 🕂 14421W867998	Desktop:\NSS					Windows 10 x64				
	E14419W867996	Desktop:\NSS					Windows 10 x64				
	Section 2 E14420W867997	Desktop:\NSS					Windows 10 x64				
	Sector 2 E14408W867985	Desktop:\NSS					Windows 10 x64				
	Sector 2 E14403W867980	Desktop:\NSS					Windows 10 x64				
	Sector 2 E14425W868002	Desktop:\NSS					Windows 10 x64				
	S 2 E14424W868001	Desktop:\NSS					Windows 10 x64				

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



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



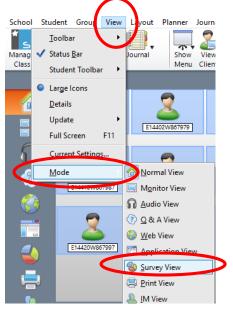


#### How to Create a Student Survey

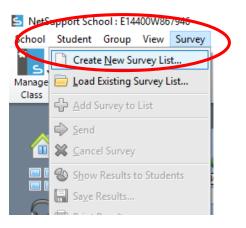
#### Student survey can be used to get instant feedback from students.

**<u>Note</u>:** 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...



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

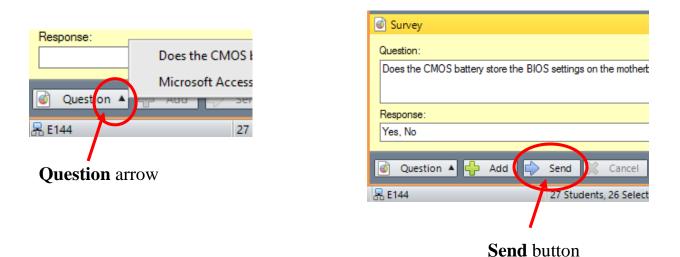
🔄 New File			×
Save in:	This PC	✓ G Ø I	୬ ⊞∙
Quick access		GB free of 465 GB	^
	DVD DVD	RW Drive (E:)	
Desktop	USB	Drive (F:)	
	967 1	MB free of 969 MB	
Libraries	Network loo	cations (2)	<b>^</b>
This PC	667 0	ps\$ (G:) GB free of 2.46 TB N45911 (H:)	
٢		GB free of 2.00 GB	×
Network	File name:	mysurvey	<ul> <li>✓ Create</li> </ul>
	Save as type:	Survey List (*.sul)	Canad

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.

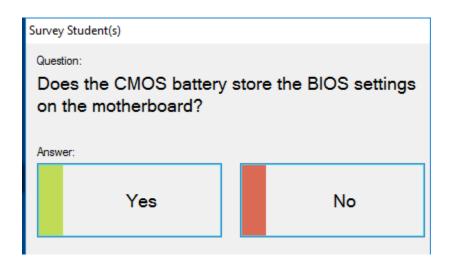
🕑 Survey		
Question:		
Does the CMOS battery store the BIO	S settings on the motherboard?	
Response:		
Yes, No		
Yes, No, Maybe		
Yes, No, Don't Know		
True, False	27 Students, 26 Selected	All : 28
D C 144	27 Students, 26 Selected	All (20

🕑 Survey			
Question:			
Does the C	MOS battery store t	he BIOS settinga on the	motherb
Response:			
Yes, No			
	ion 🔺 🕂 Add	🖒 Send 💥 Ca	ancel
暑 E134		26 tudents	
	1		
Question	Add	Send	
button	button	button	
oution		outton	35

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



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

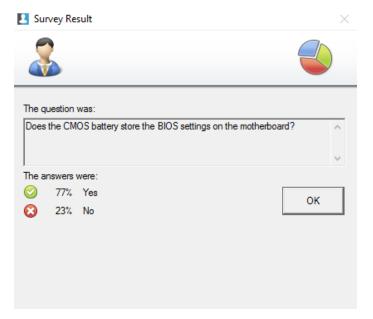


VII. Once they submit their answer, the results are tallied in the **Survey Results** window by percentage.

	COMMUNITY COLLEGI	E										
School Stu	Int School : E14400W867946 dent Group View Survey and State Student Student	A Layout Planner	File Send	·   A	Unlock Blank All	Web Access	owse Mana	ge Communica	te Help Student Requests Toolbar	Student Quick Desktop Launch	Testing Lessor Console Plans	
	2 All : 28 E14401W867978	4402W867979 E	44403W867980	E14404W857580		E14405W8	67982	E14406W867983	E14407W867984	E14408W867985	E14409W867986	+ × 🖬
(1) (2) (3) (3) (3) (4) (5)	E14410W867987	4411W867988 [F	14412W867989	E14413W867990	E14414W867991	E14415WE	71883	E14416W867993	E14417W867994	E14418W867995	E14419W867996	
	E14420W867997] E1	4421W867998 E	14422W867999	E14423W868000	E14424W868001	E14425W6	68002	E14426W868003	E14427W868004		JPPORT	* _
2 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Curvey					4	Survey Res	ults	Percentage	76.9	100	
~	Does the CMOS battery store Response: Yes, No						) Yes No			23.1	%	Current Survey List
Ready	Image: Open state   Image: Open state     Image: Open state   Image: Open st	27 Students	Cance 😵 Show	Save	📄 Print							etSupport School

Show button

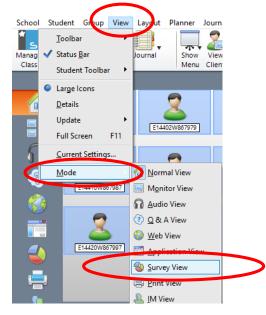
VIII. Click the **Show** button to share the overall response for each question with the students.



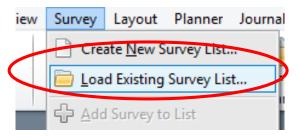


#### How to Load an Existing Survey

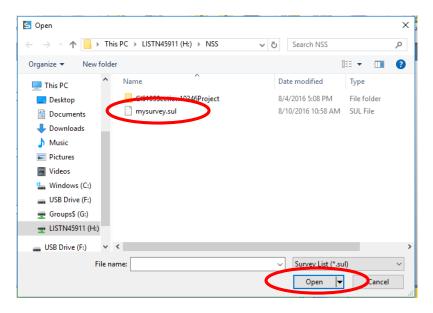
I. Click on the View menu in the toolbar, scroll down to Mode and select Survey View.



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.

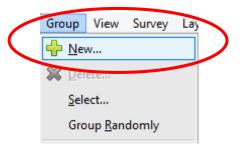


III. The name of your survey will appear in the lower right-hand corner of the interface. Click the **Question** button to start your survey.

Survey	÷	🔁 Survey Results		
Question:		Answer	Percentage	
	^			
	~			
Response:				
	<u> </u>			
🕘 Question 🔺 🕗 Add 🖒 Send 🐹 Cancel 🚳 Show 🛄 Save 🚍 Print				Current Survey List H:\NSS\mysurvey
T				1
Question button				Name o survey li

#### 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.

🔄 Add a group		×
Name		
Group1		
Description		
Description		
	< Back Next >	ancel Help



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

Image: Second	Add some clients to the new gr  Available Clients  Name  E14401W867978  E14402W867979  E14403W867980  E14404W857580  E14405W867982	^	Group Members Name Add >>	×
■ F1///110//367988	<ul> <li>E14406W867983</li> <li>E14407W867984</li> <li>E14408W867985</li> <li>E14409W867986</li> </ul>	~	<< Remove Add All >>	

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

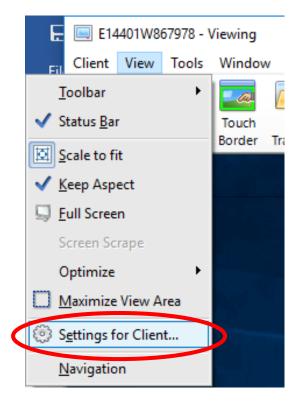


#### How to Record Student Activity with Net Support School

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.

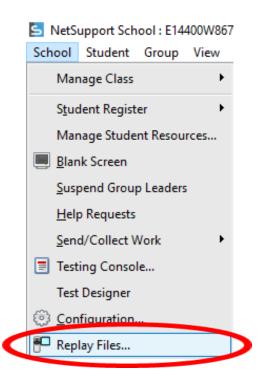
000	ontrol	Replay Files	
💮 View	ard/Mouse	Record Replay Files	
🛞 Replay			
es وي السلام		Prefix Files With Client Name	
		In Directory:	Browse
			browse
		OK Cancel A	pply Hel
Select Direc	tory		 
Select Direc			
Select Direc	tory		₽
Select Direc		Windows (C:)	
Select Direct			₽
*		Windows (C:)	₽
Quick access		Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:)	₽
*		Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:)	₽
Quick access Desktop	This P	Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:) 967 MB free of 969 MB	₽
Quick access	This P	Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:) 967 MB free of 969 MB ork locations (2)	₽
Quick access Desktop	This P	Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:) 967 MB free of 969 MB ork locations (2) Groups\$ (G:)	₽
Quick access Desktop	This P	Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:) 967 MB free of 969 MB ork locations (2) Groups\$ (G:) 666 GB free of 2.46 TB	₽
Quick access Desktop Libraries	This P	Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:) 967 MB free of 969 MB ork locations (2) Groups\$ (G:) 666 GB free of 2.46 TB LISTN45911 (H:)	₽
Quick access Desktop Libraries	This P	Windows (C:) 422 GB free of 465 GB DVD RW Drive (E:) USB Drive (F:) 967 MB free of 969 MB ork locations (2) Groups\$ (G:) 666 GB free of 2.46 TB	₽

- 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**

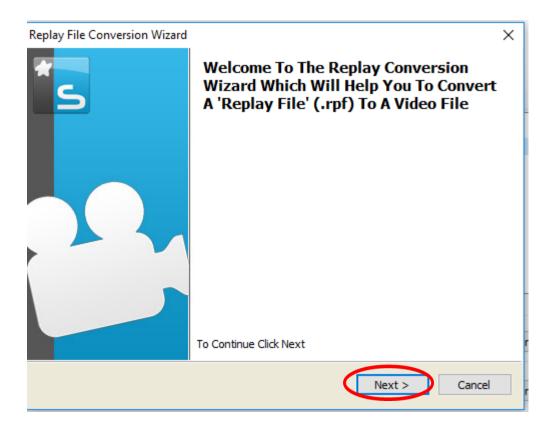
I. Click on School and then click Replay Files...



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

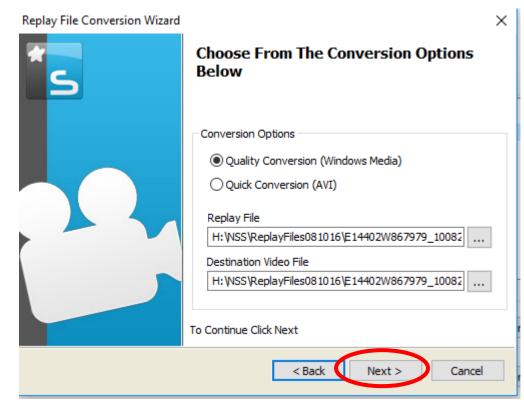
<b>ה</b>	ARADISE VALLE	Y						
	[ Replay	Files						×
		Replay File	Show Replay	Delete Re File	ename (	Convert File		
	File name		Recorded Da	te and Time	Recorded Or	Converted		
	₽ <mark>0</mark> E14	7,	8/10/2016 1:	39:16 PM	E14402W8			
(	Replay File Replay file			Change				
							Help	Done

- 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.

