NetSupport School

Version 10.5

The Basics
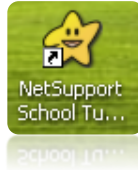
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Section 1 – Starting NetSupport Tutor Console

On your desktop, locate the NetSupport Tutor icon on your desktop. The icon is a yellow star with a happy face on it (see figure A). If you do not have the icon or are unable to locate the icon, see your network administrator.


Next will be a start up screen for deploying NetSupport to other computers. As this has already been done on your computer, ignore this screen and hit the [START] button at the bottom right of the box (see figure B).
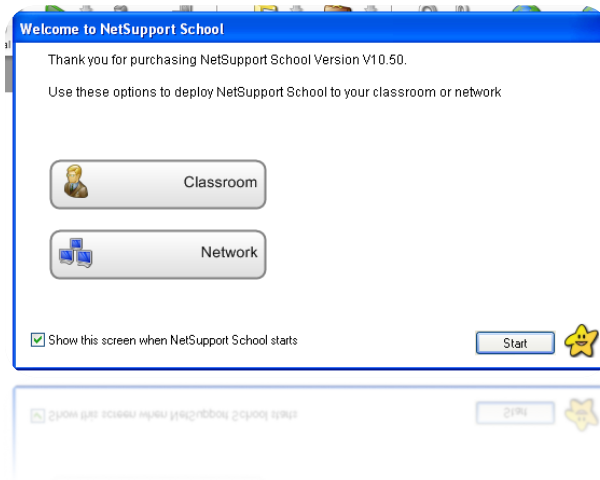
The third and final screen, before starting the console, allows you to configure your computer to a specific lesson. This is discussed in a further section of the manual. The third line of the window allows you to specify which computer lab you are using (labeled as Room). Your network administrator has already configured your machine to use a specific computer lab. If you need to change it, use the table below as your guide.

Computer Room	Room Name
Cyber Room	Cyber Room
Elementary Lab	Elem Lab
High School Lab	HS Lab

When you are ready, press the okay button near the bottom right of the screen. You have now started the NetSupport Tutor Console.
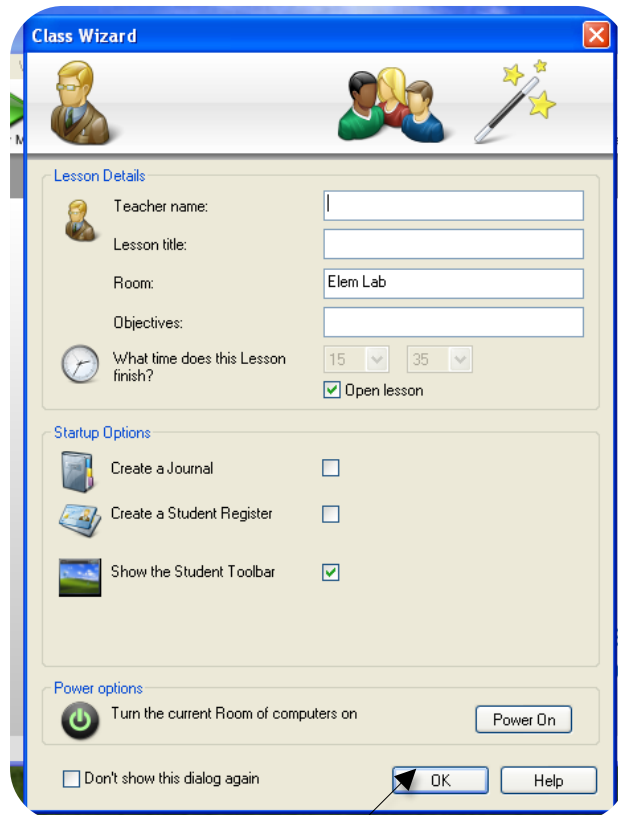
Press this button to continue to the main screen

Note: Only one teacher can be logged into one lab at a time. You cannot have two teachers logged into NetSupport tutor console in the same lab. If this happens, an error message will be displayed notifying that another teacher is logged into NetSupport and all functions will be disabled on the tutor console.

Section 2 – Main Screen and Main Tool Bar

Once you have finished the initial screens, you will be taken to the main screen of the tutor console. This allows you to view, share, and control the computers that you are connected to. Any computer that is currently not powered on will be shown in grey; any computer that is on will be in full colour. Any user that is logged into a currently powered-on computer will have their user name shown below the user icon (see Figure D).

Computer is not on   Computer is on   User currently logged on
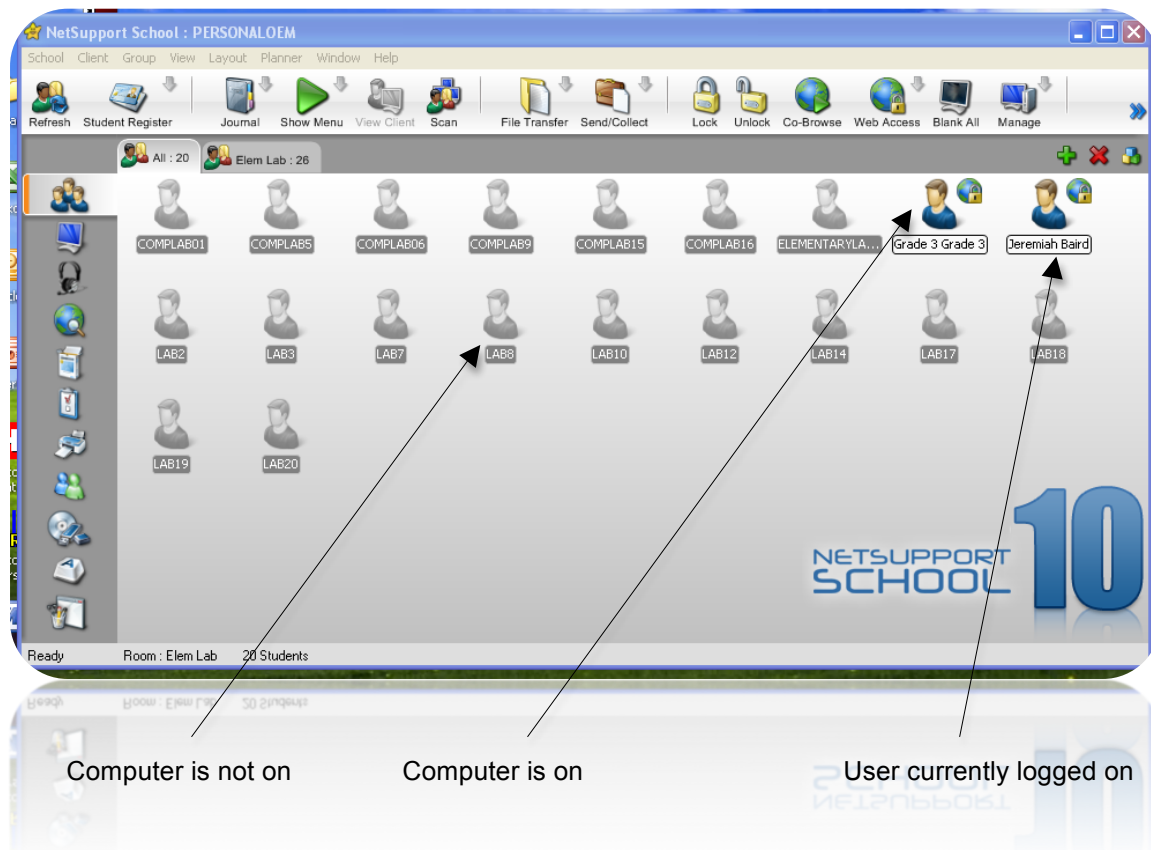
At the very top of the window is the main tool bar. This allows you to control one, several, or all the other computers at the same time (see Figure E).
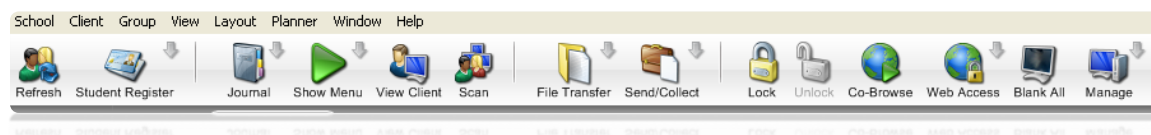
Below is a brief description as to what each menu button controls.

Refresh: If not all of the computers are showing up or some of the students are not displayed on the screen, press this button to have NetSupport look for changes for the current computer lab.

Student Register: This button records the attendance of each student for the current computer class.

Journal: The journal button is used to make notes or anecdotal records.

Show Menu: The show menu is used to allow other students to see what is happening on someone else's computer.   A teacher can display one student's computer on all other computers or even show video clips to all students in the computer class.

View Client: This button is used if you want to view a specific student's computer. You can also do this by moving your mouse over to the specific student and double-clicking.

Scan: The scan button allows you to view multiple students' screens at one time. If not all of the screens fit on the teacher's computer screen, it can be set to automatically rotate through all students screens.

File Transfer: Allows the teacher to send files to multiple students' computers at a time.

Send/Collect: Used to collect students' work when NetSupport is configured for a specific lesson designed by the teacher.

Lock: This locks out the keyboard, mouse, and screen of the selected computers. Students will not be able to access or manipulate anything on the computer while the lock is active.

Unlock: Opposite of lock.

Co-Browse: Allows the teacher to automatically open the selected students' web browsers and direct them to a specific web site. The teacher's browser will open and whatever you type into your browser will automatically be transferred to the browser on the selected computers.

Web Access: Allows the teacher to block/unblock internet access to selected computers.

Blank Screen: Turns off the monitor of selected machines. This does not shut down the keyboard or mouse so the students' can still manipulate their computers – they just won't be able to see what they are doing.

Manage: The manage button allows the teacher to turn machines on/off, reboot computers, and log in to one or many computers at a time.

Section 3 – Manage Button

The manage button is a useful tool to allow teachers to turn on/off computers as well as allow for a global login to multiple computers at one time.

To power computers on from the main screen, you must first select the computers that you want to power on. If you want them all powered on, use your mouse and move it to one corner of the displayed computers. Then hold down the left-button on the mouse and drag it to the opposite corner. When you release the mouse, all computers that are selected will have a light blue box around them (see Figure F).
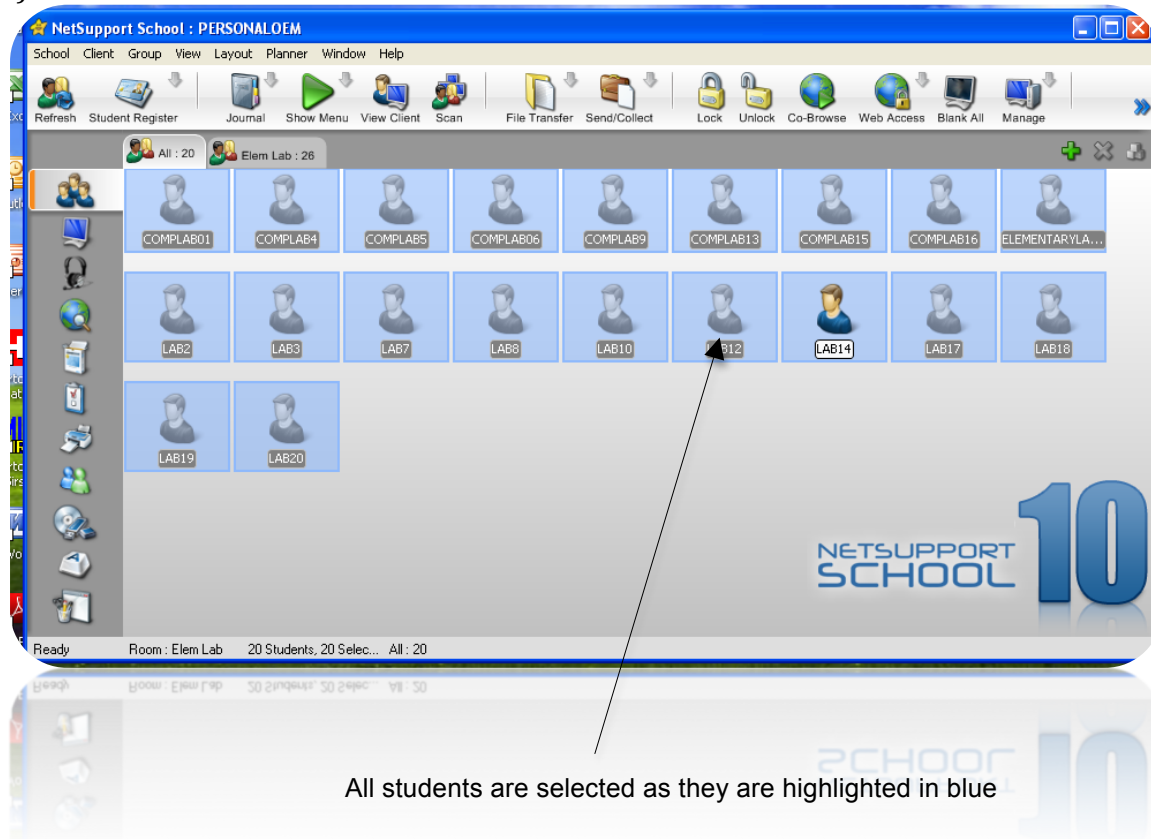

All students are selected as they are highlighted in blue

From here move the mouse over to the manage button and from the pull-down menu click on power on (the first selection on the menu).

Once the machines are powered on (they will be in full colour in the main screen) you will be able to choose any one of the other options from the manage menu to manipulate the computers. Please note that the elementary computer lab is not able to be powered on remotely, all computers must manually be turned on.

To log all machines in at one time, choose the login option from the manage menu. This brings up a pop-up box (see below).
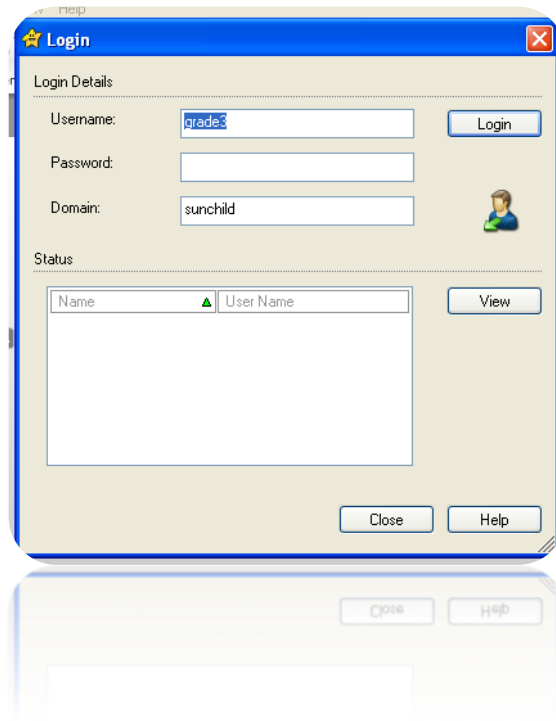

The teacher must enter a user name and a password in the appropriate boxes. The third box must remain as SUNCHILD – do not change this option (if the box is blank, type in sunchild). Once the appropriate information has been entered, press the login button located near the upper right-hand side of the box. You can view the progress of all computers logging in through the status window. When you are done, press the close button at the bottom of the window and you will be taken back to the main screen of NetSupport. All the computers that you logged in globally will have the same user names on the main screen.

Section 4 – Viewing Students' Computers

With NetSupport, you are able to view one, several, or all students' computer screens at a time. This allows for the teacher to oversee what students are working on from one computer. There are two ways to view a specific student. From the main screen, move your mouse to the student you wish to view and select the student. Then, from the main tool bar, select view client.
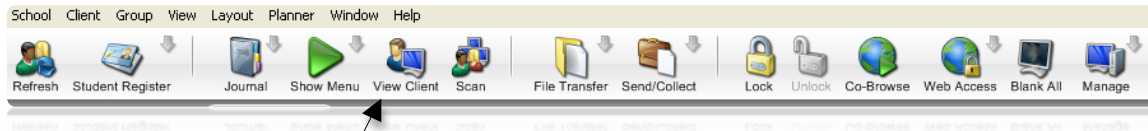

View client button

The second way to view a student's screen is the easier way. From the main screen, move your mouse over to the student you want to view and double-click. When you do this, the student's screen will appear and you will also be given shared control over that computer. This means that the student's and your mouse and keyboard are able to manipulate the same machine.
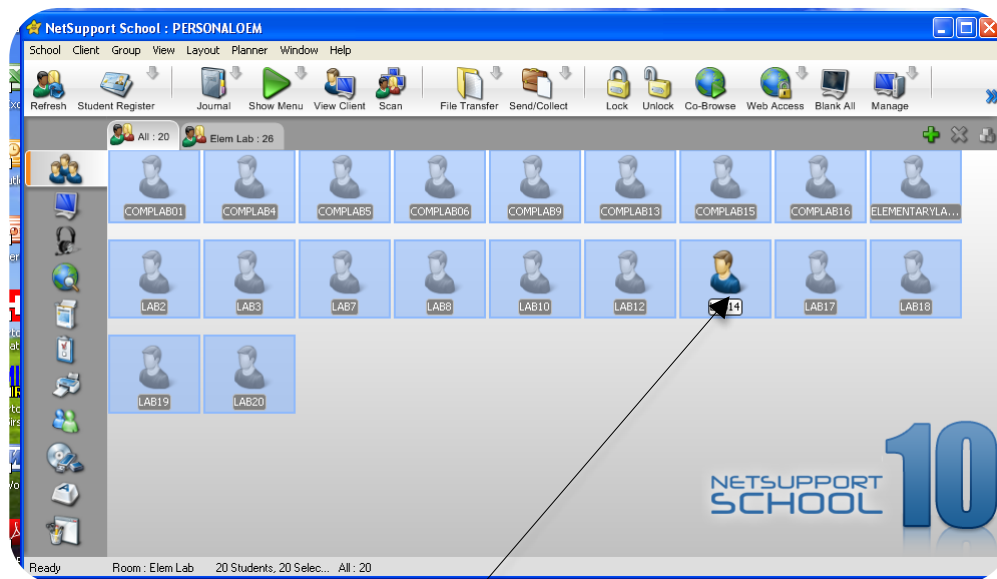
To view this student, double click on this icon on the main screen.

There are sometimes when you will want to view multiple students' computers at a time but there is not be enough room on your computer screen to see all of the students. NetSupport has incorporated a scan function that allows you to see what everyone is doing. To start this, click on the scan button located in the main tool bar.
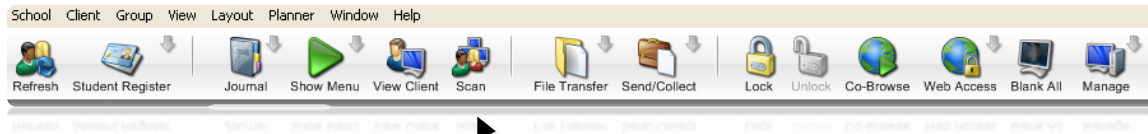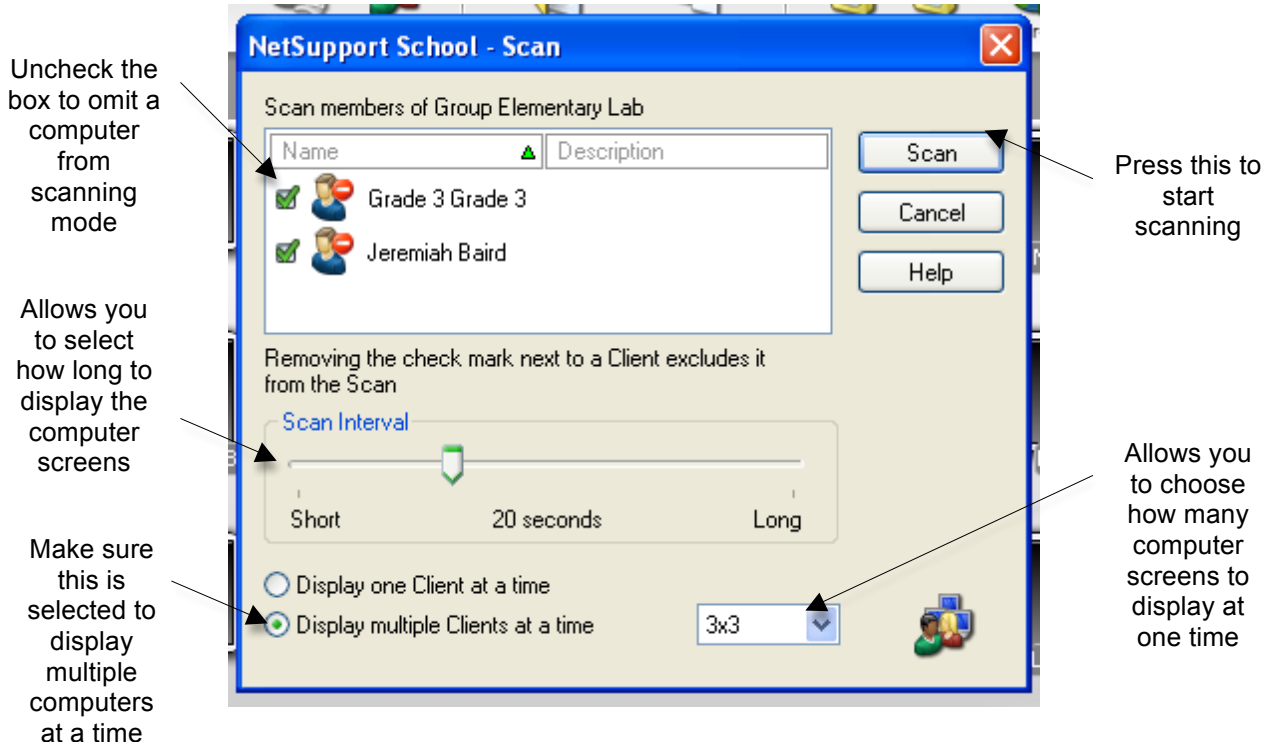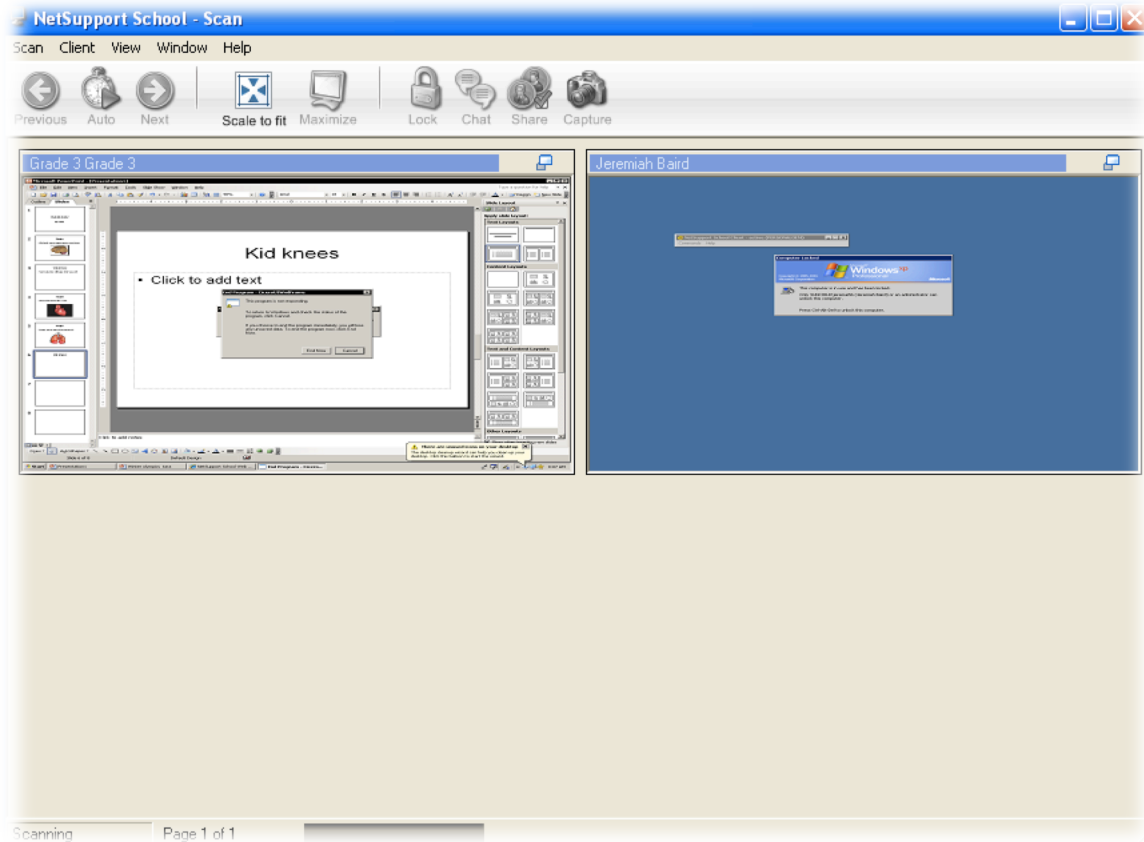

Scan button

A pop-up will appear allowing you to configure your scanning mode. In the large box, you are able to selected which computers you wish to scan or omit. To omit a computer, uncheck the green arrow in front of the computer name (and visa-versa).

Below that box allows you to select how long you want to see the other computers on your screens before it continues to other computers.

Next, check the radio button below that to display multiple clients at a time. You can select 2x2, 3x3, etc. but remember, the more clients you select, the smaller the computer screens will appear on your computer. When you are done configuring your scan, press the scan button in the upper-right corner of the pop-up window.

Uncheck the box to omit a computer from scanning mode

Allows you to select how long to display the computer screens

Make sure this is selected to display multiple computers at a time

Press this to start scanning

Allows you to choose how many computer screens to display at one time

Below is a screen shot of a 2x2 scan with only 2 computers selected.

To exit out of scan mode, click on the red "X" located in the upper-right corner of the scan window.
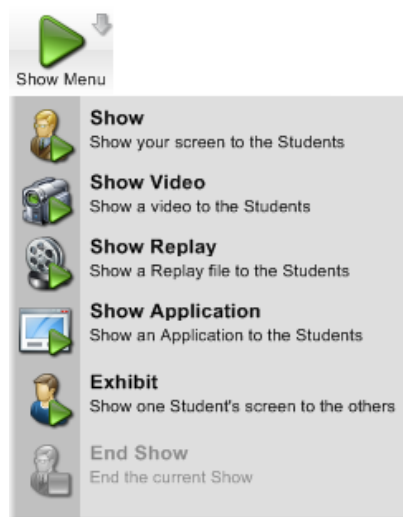
Section 5 – The Show Menu

The show menu allows you to "showcase" yours screen, other students' screen, and even movies among multiple computers. To access the show menu, click the icon on the main toolbar.
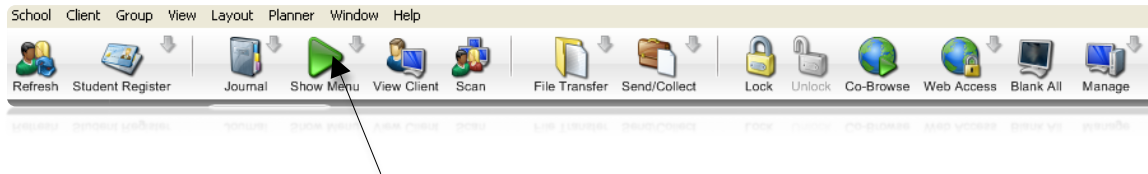

Show button

From here, a drop down menu appears giving you five options.

Show: Show allows you to show only your screen to the selected students (see section 3 on how to select students). When this is pressed a pop-up windows comes on allowing for certain options. The top allows you to show your screen or a currently opened application (e.g., Word, PowerPoint, etc.). Next you can select which students are to view your screen (the default is all students). To omit a student, click on the green arrow that is next to his/her name and your screen will not appear on their screen. Then, near the bottom, there is a drag down menu that allows you to show your screen across the entire screen of the selected computers or in a pop-up window. Finally, when you are done setting the options, press the show key located near the top-right corner of the pop-up window.
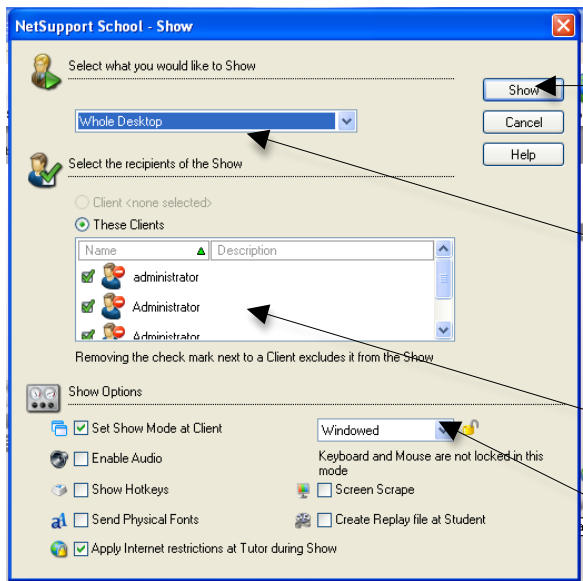
Click here when you are ready to show your screen

This is to share your whole desktop or only certain applications you currently have opened

Select which clients you want to share your screen with

Select either to show in the whole screen or in a pop-up window

When you are done sharing your screen, click on the green arrow located in the bottom right-hand corner of your Windows task bar. Another pop-up window will appear. Click on the [END] button near the top-right corner to close the current screen sharing session with the selected students.
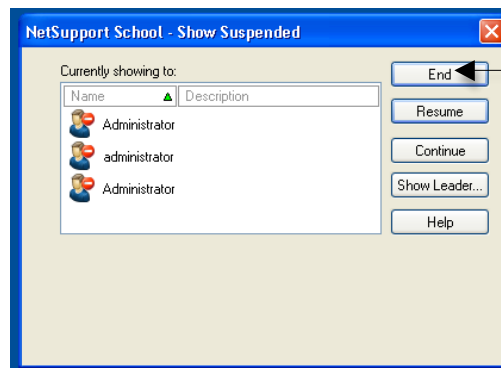

Click here to end.

All of the other options are very similar to this option in the way they work.

Show a Video: This option allows you to share a video that is on your computer to selected students. Click on this and another pop-up window appears allowing you to choose which video on your computer you would like to share. This uses the NetSupport video player and is not capable of playing all types of videos, but most of the standard videos work with this player.

Show an Application: This option allows you to choose a program that you and the students both have. Choose the program by moving the target (located near the top of the pop-up) to the desktop application you want to show on the selected students' computers.

Section 6 – Lock, Unlock, Blank All and Web Access

The Lock, Unlock, Blank All, and Web Access buttons on the main toolbar allow you to physically control one or many students' computers at a click of a button. Select the students you wish to manipulate as stated previously in this manual.
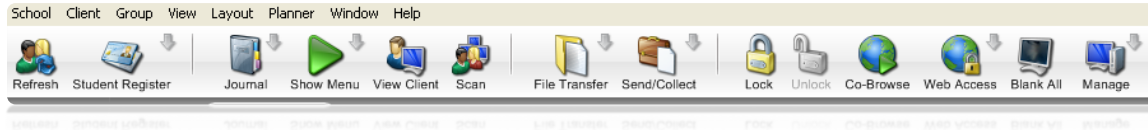
Blank All is the easiest way to get students' attention focused on you and not on the computer. When this button is pressed, all monitors are shut off and the students cannot manually turn on the monitors. This only shuts down the monitor and not the computer itself. Students can still type on the keyboard and move the mouse, but they will not be able to see what they are doing. This feature disables all monitors – you cannot select certain students. To enable all monitors, press this button again.

Lock does exactly what it says it does. It locks the student out of the computer. When this is pressed, the screen will display a large picture of a lock notifying the students about their computer status. As well, students are not able to use the mouse or the keyboard – they are also disabled when this button is pressed. You can use this feature on one or many students, unlike the blank feature. If you select a specific student, only that student will have their computer locked. If no students are selected from the main screen and you press the lock button, all students will be locked at the same time. When the locked feature is enabled, the students' icons on the main screen will be highlighted in yellow notifying you which students are locked.

Unlock gives control of the computer back to the selected students. You need to press this button to reverse the lock feature, else the computer will stay locked.
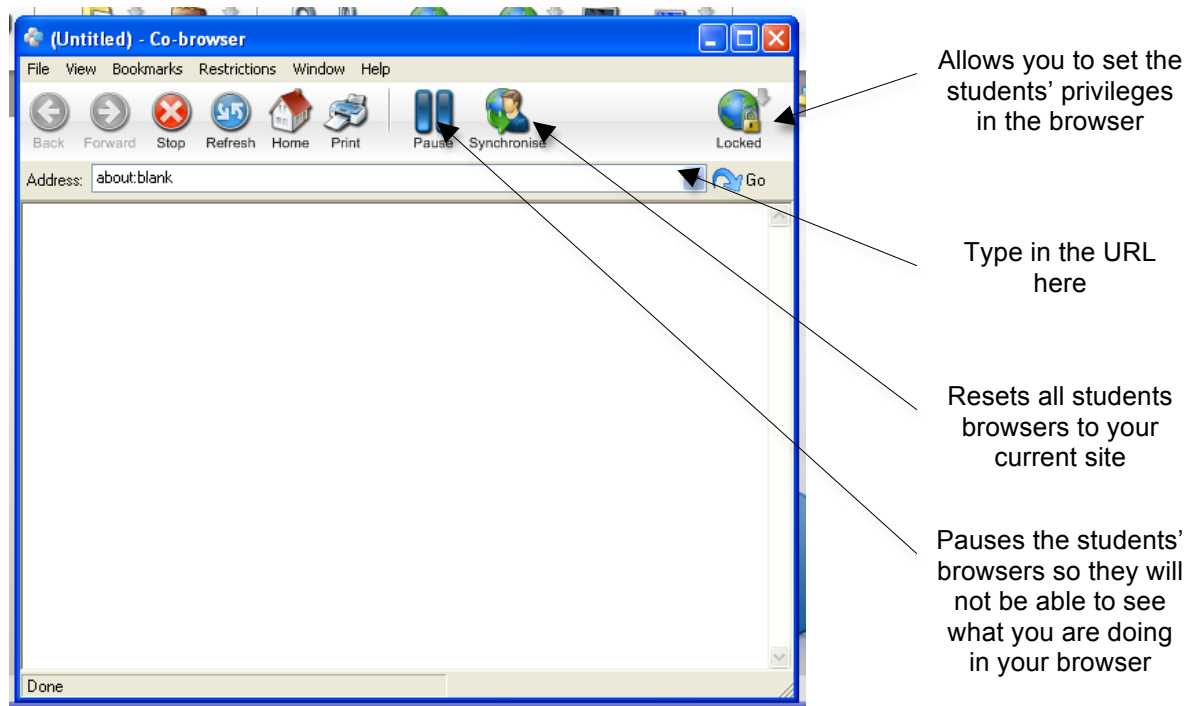
Web Access allows you to lock out the internet for selected students. When you press this button, a drop down menu will appear with two options (at this time); unrestricted or restrict all. Restrict all means that the students are unable to go on the internet. If they try to open a web browser, a window will appear with a lock notifying the students that they do not have internet privileges. As well, a lock will appear on the main screen of the tutor console notifying the teacher that the selected students do not have internet privileges. If you do not specifically select which students to deny internet service from the main screen and you press the restrict all button, all students will be denied internet privileges. To allow access to the internet, select unrestricted from the drop down menu.

Section 7 – Co-Browse

Co-Brose is used to direct selected students to a specific web page. It allows you to open up the browser and type in the specific address of the website you want your students to visit. To start co-browsing, first select one, many, or all students from the main screen. Then click on the co-browse on the main toolbar.

Co-Browse Button
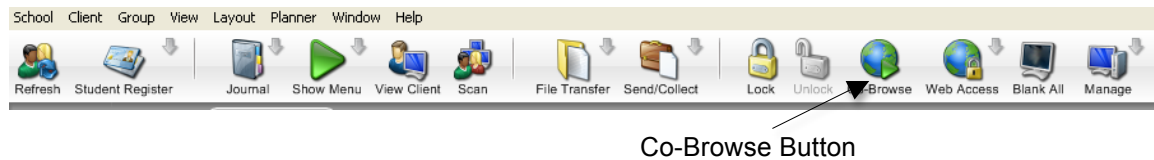
From here your browser window will appear on your screen as well as all the other students' screens that were selected. The browser works just as Internet Explorer does but has three extra buttons that help you set the privileges of the selected students.

Allows you to set the students' privileges in the browser

Type in the URL here

Resets all students browsers to your current site

Pauses the students' browsers so they will not be able to see what you are doing in your browser

Pause: The pause button will suspend all selected students' browsers. This is useful if you want to manipulate the webpage without the students seeing what you are currently doing. To "un-pause" the students' browsers, press this key again.

Synchronise: When pressed synchronize button resets all selected students' browers to what you have displayed in your current browser.

The final button on the end (shown as locked in the above diagram), allows you to set how much control the student has in their browser. When pressed, the following drop-down menu will be displayed:

Locked
● Lock Students
Free Students
Restrict Students

Lock Students: Students are unable to manipulate anything in their browser. The address bar as well as any input boxes on the web page are disabled. This is useful when you only want to have students view something on the internet.

Free Students: This allows students to have full control over their browsers. The address bar and any toggle fields on the current webpage can be manipulated.

Restrict Students: When this button is pressed, students can manipulate the current web page, but the address bar is locked out. Students are restricted to the data fields on the current page or any links to other websites the current website may have.