

**Using NetSupport School™ in the Computer Commons
(Classrooms E132, E136, E140 (PC side of image), E142,
E144 (PC side of image), E148, E152, & E154)**





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Starting NetSupport School

- a. Double-click the NetSupport School™ icon on the desktop. See figure 1.

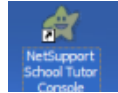


figure 1

Note: The following classroom instructor stations are equipped with dual monitors E132, E142, E148, and E152. The NetSupport School™ interface will appear on the smaller of the 2 monitors. See figure 2.

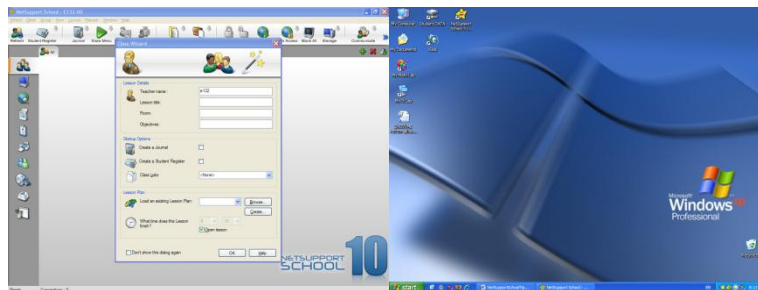
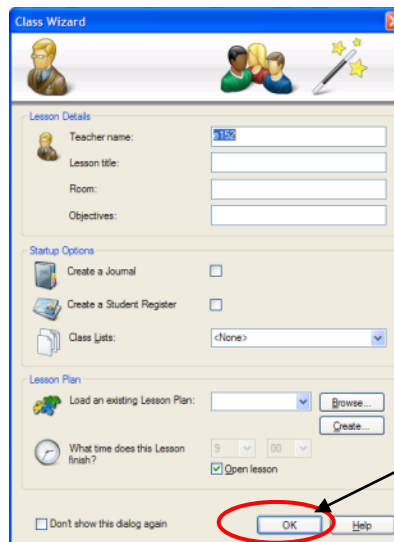


figure 2

- b. Next you will see the "Class Wizard." In the "Lesson Details" section of the "Class Wizard, the "Teacher name:" is the classroom number (i.e., e152). Click the "OK" button on the bottom of the "Class Wizard" to connect the workstations with NetSupport School. See figure 3.

Note: If a previous instructor has used NetSupport School, you may not see the "Class Wizard".



"OK"
button

- c. The monitor should now look like figure 4. From this point, you will be able to complete such tasks as monitoring student screens, locking/unlocking workstations, and sending files.

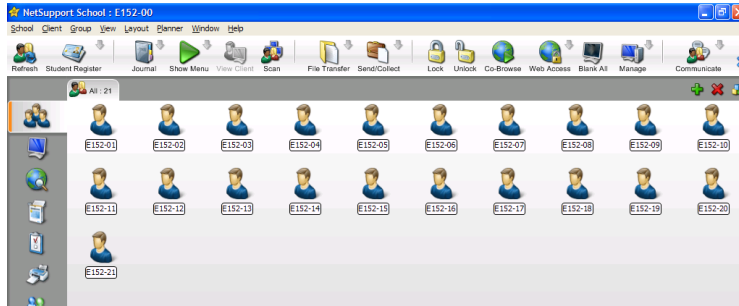


figure 4

Note: If a workstation in the NetSupport School™ interface is greyed out, check to see if the workstation is turned on. If you have to turn it on, make sure to click the "Refresh" button on the NetSupport™ School interface. See figure 5.

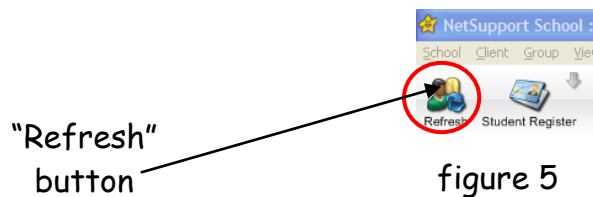


figure 5

Logging the Workstations into the Network

- a. Left-click the first workstation in the NetSupport School™ interface, hold down the "Shift" key on the keyboard and simultaneously click the last workstation in the NetSupport School™ interface. All of the workstations should now be selected. Left-click the "Manage" menu and select "Login." See figure 6.

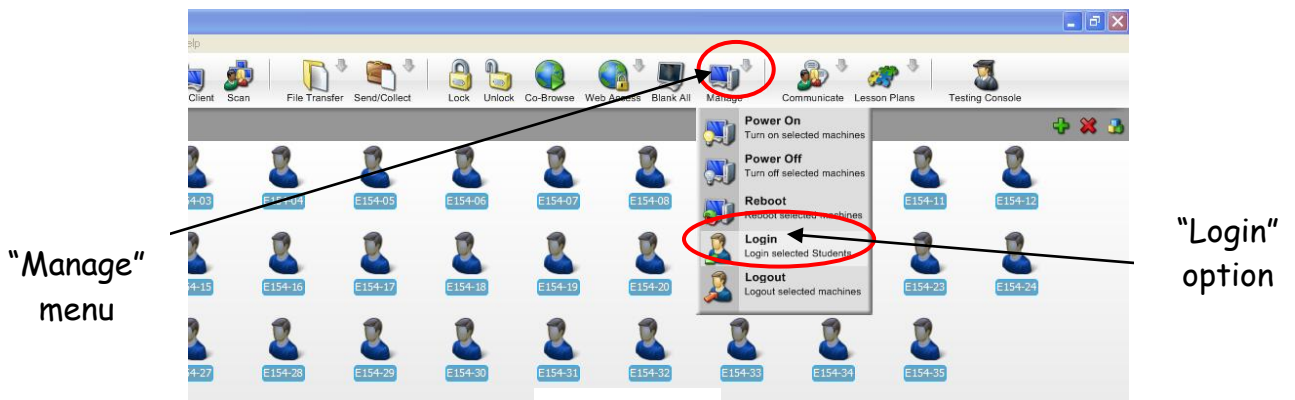


figure 6

- b. The NetSupport School™ "Login" dialog box appears. The "Username" should be the classroom that you are using. The "Password" and "Domain" textboxes must stay empty. Click the "Login" button. Once you see all of the student workstations listed in the "Status" portion of the "Login" dialog box, click the "Close" button. See figure 7.

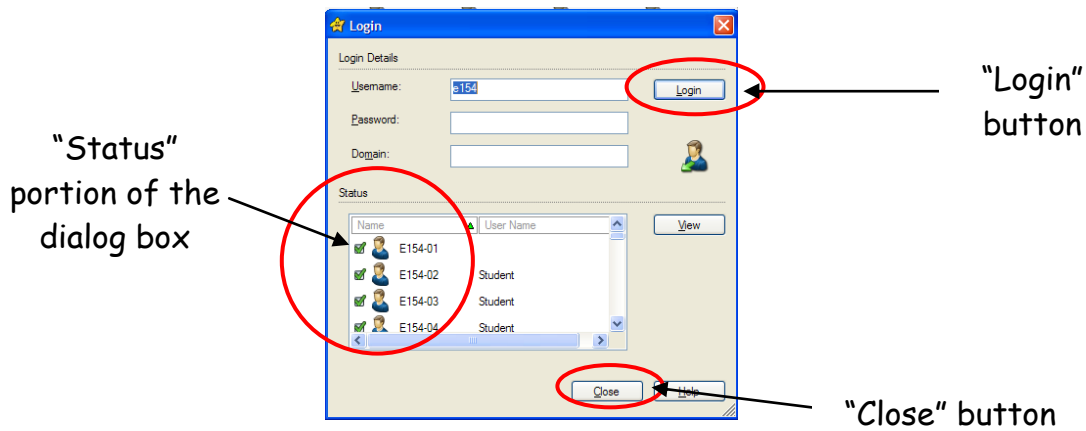


figure 7

Locking/Unlocking Students Workstations

- a. Left-click the first workstation in the NetSupport School™ interface, hold down the "Shift" key on the keyboard and simultaneously click the last workstation in the NetSupport School™ interface. All of the workstations should now be selected. See figure 8.

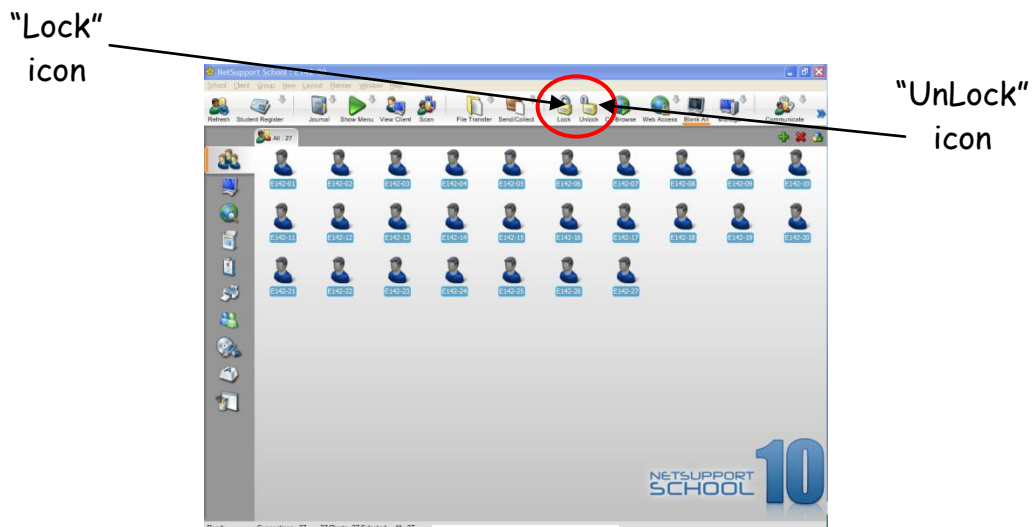


figure 8

- b. Next, click the "Lock" icon in the NetSupport School™ Toolbar. See figure 7.
- c. To unlock the student workstations. Select all of the workstations by following the steps outlined above in letter 'a,' then click the "Unlock" icon in the NetSupport School™ toolbar. See figure 8.

Viewing Student Workstations

- a. Viewing student workstations can be accomplished in many different ways. One way is to left-click a workstation icon in the interface and choose "Monitor View" from the "View" menu. See figure 9. The student workstation appears in the NetSupport School™ interface as a medium-sized thumbnail. See figure 10.

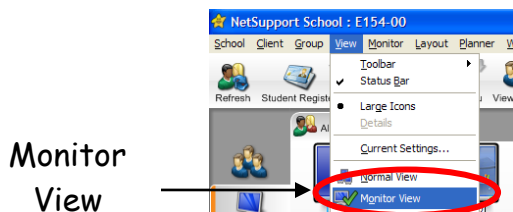


figure 9



figure 10

- b. A second method that can be used is to left-click the student icon in the "List View" and then click "View Client" in the toolbar. See figure 11.

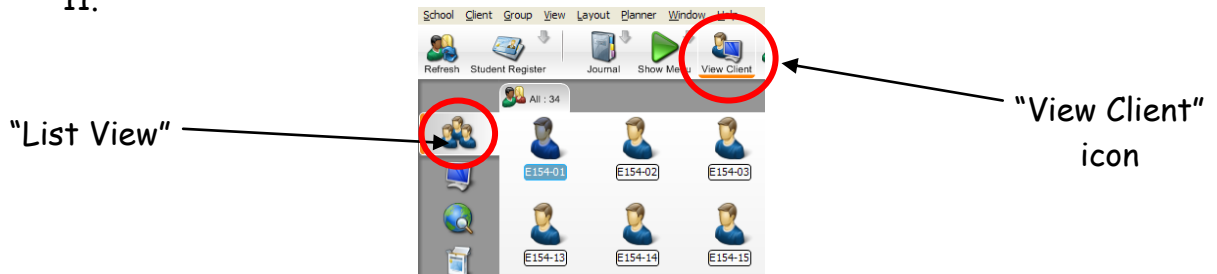
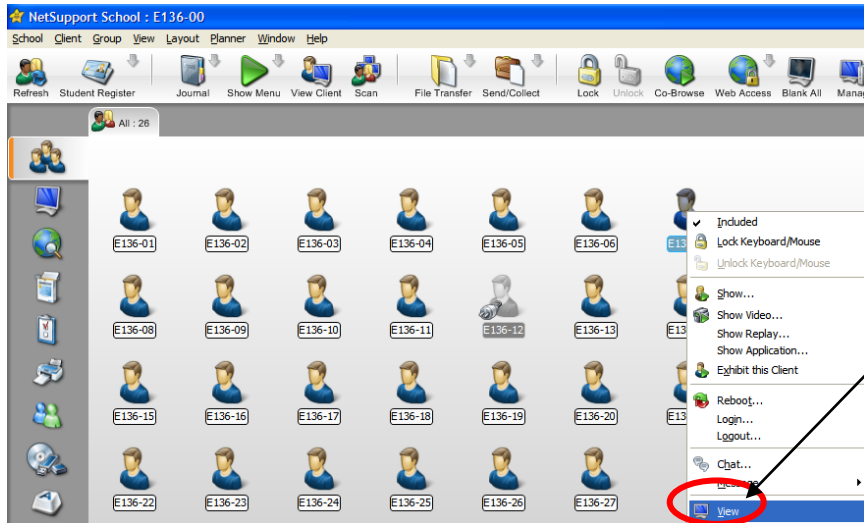


figure 11

- c. A third method that can be used is to right-click on a workstation in the NetSupport School™ interface and choose "View" from the menu. See figure 12.



"View"
selection
from menu

figure 12

Modes That Can Be Used While Viewing Student Workstations

- a. 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 "View Window" toolbar. See figure 13.

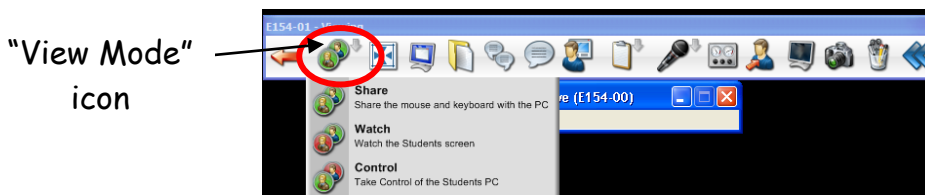


figure 13

1. The share mode allows the screen to be seen by the instructor and both the student and the instructor are able to enter keystrokes from the keyboard or use mouse movement on the student workstation.
2. 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.
3. The control mode allows the students' screen to be visible to both the instructor and the student, but only the instructor is

able to enter keystrokes from the keyboard or control mouse movements.

- b. In order to stop "View" mode, click the "Stop Viewing" icon on the "View Window" toolbar. See figure 14.

"Stop Viewing"
icon



figure 14

Note: If at any point you are unsure of which mode of viewing is being used, look at the bottom left-hand corner of the screen. The current viewing mode is always listed there. See figures 15, 16, and 17.

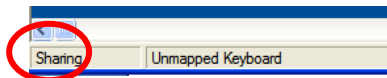


figure 15

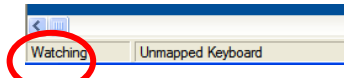


figure 16

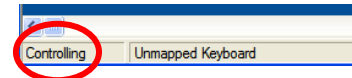
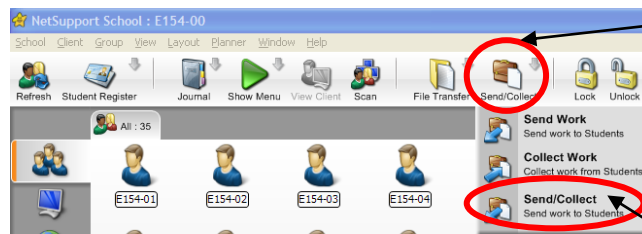


figure 17

To Send and Collect Files to/from Student Workstations

- a. Click the "Send/Collect" icon drop down arrow on the toolbar, and select "Send/Collect". See figure 18.



"Send/Collect"
icon

figure 18

"Send\Collect"
option

- b. The "Send/Collect Work" window appears. Click the "New" button to create a new operation. See figure 19.

"New" button

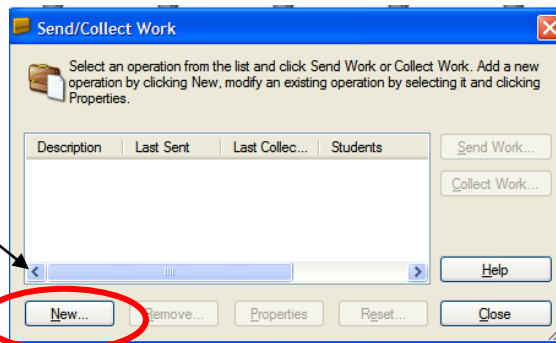


figure 19

Computer Commons

- c. The "Send/Collect Work" dialog box opens. These next steps will walk you through setting up the files to send to the students as well as designating a folder to collect the finished student work. To proceed with the process, click the "Next" button. See figure 20.

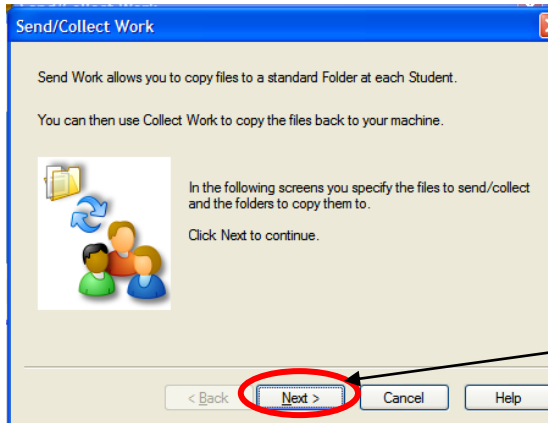


figure 20

- d. The next step in the process is to browse for the file to be copied to the student's workstations. Click the "Browse..." button. See figure 21.

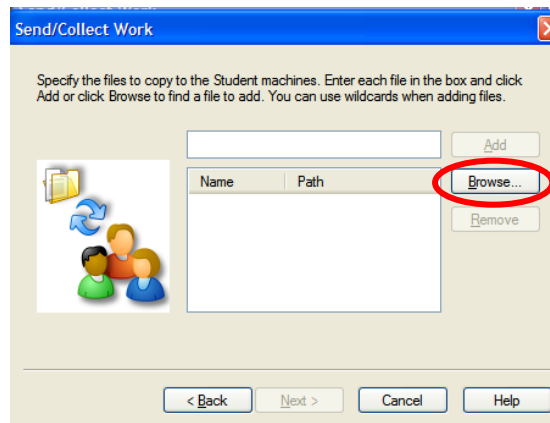


figure 21

- e. Click the arrow on the right-hand side of the "Look in:" list. Navigate to and left click your flash drive, then click the "Open" button. See figure 22.

Note: Your flash drive may have a different name than what is represented in the following picture.

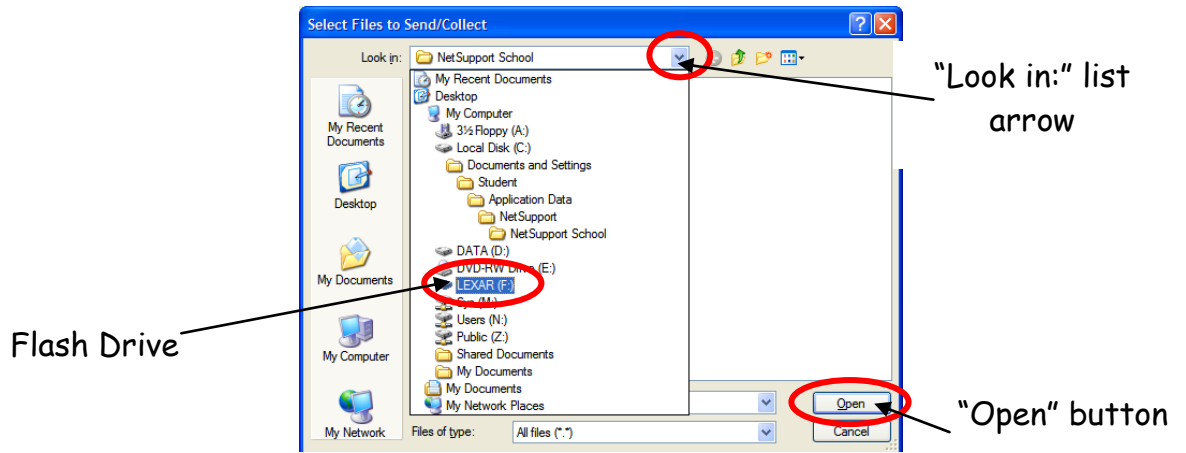


figure 22

- f. Find the file that you wish to send to the students and click the "Open" button. See figure 23.

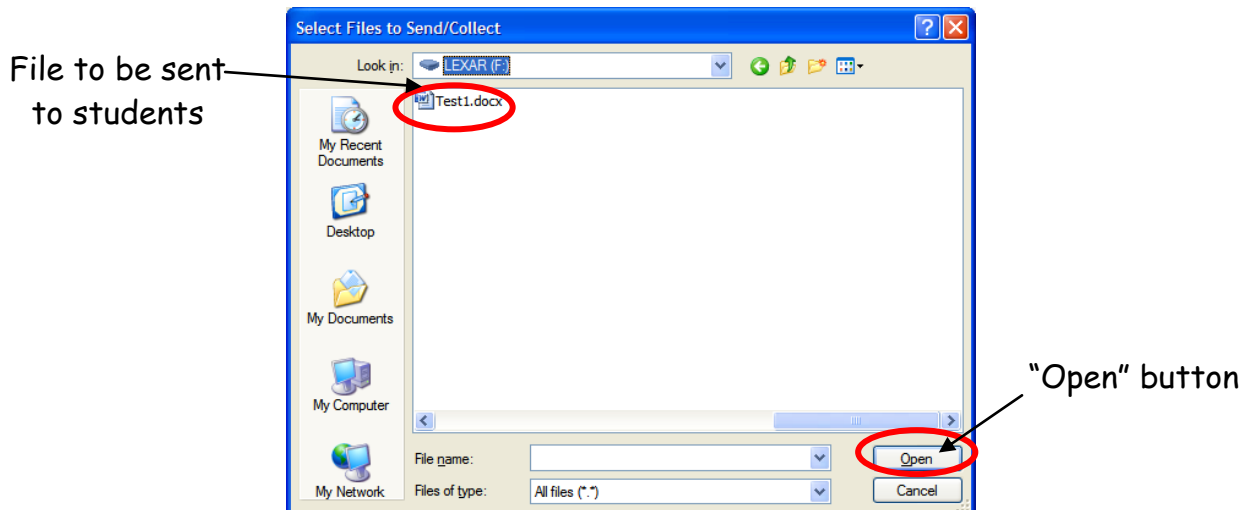


figure 23

- g. The filename will appear under the "Name" portion of the dialog box. If you have more files to send to the students, repeat steps d-f as needed. See figure 24.

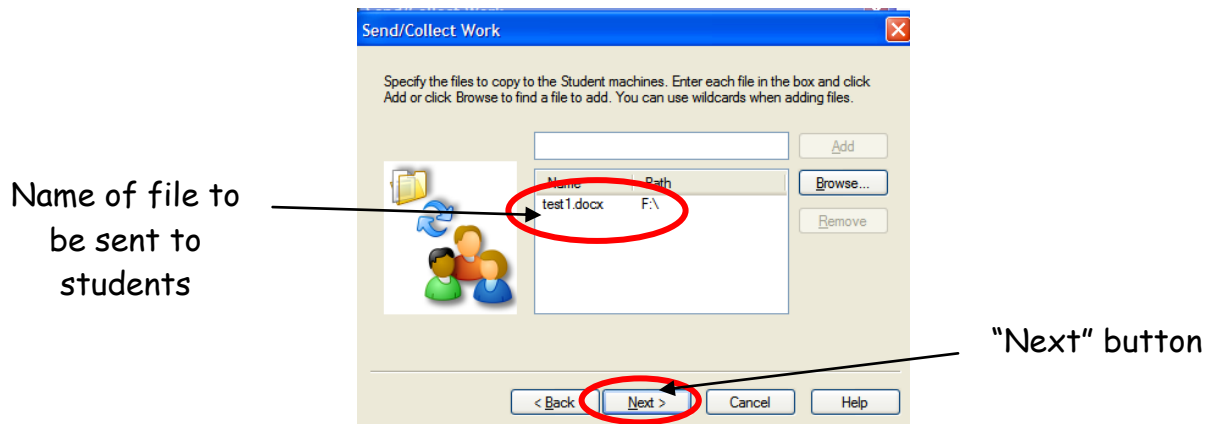


figure 24

- h. Once you have finished adding files, click the "Next" button. See figure 24.
- i. The next step is to specify the location on the student workstations to copy the file(s) to. There are 2 options, "Desktop" and "Documents." You also have the options of "Deleting all files from Folder before Sending work" and "Remove files from Student after collecting". See figures 25 and 26. Once you have selected the options you would like to use, click the "Next" button.

Note: Even though the "Students store work on a Network Drive" is an option in NetSupport School, it is **not** an option in the Computer Commons classrooms.

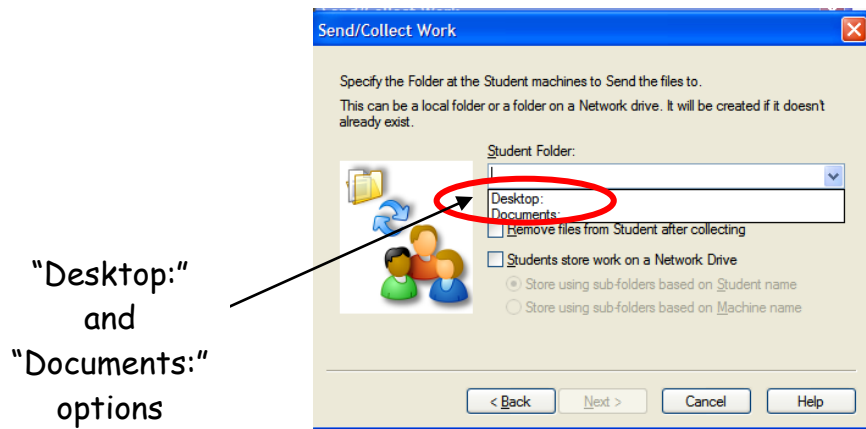


figure 25

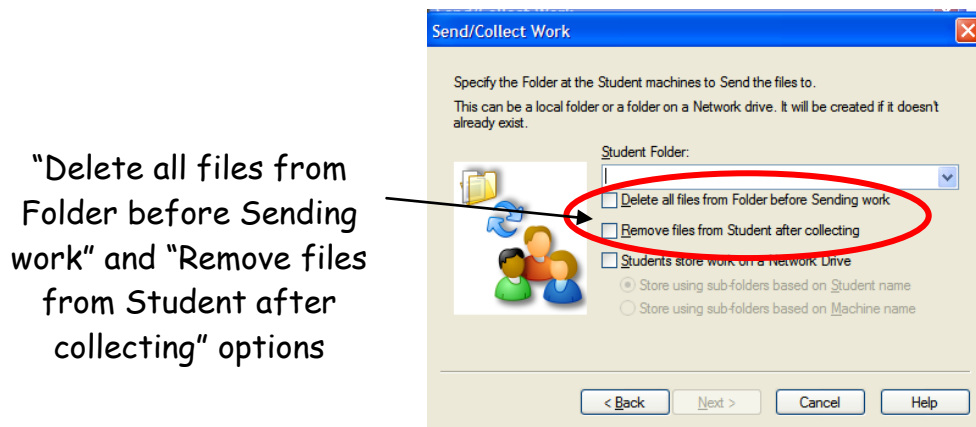


figure 26

- j. The next step in the process is to specify the folder that you wish to collect the students' finished work in. Click the "Browse..." button. See figure 27.

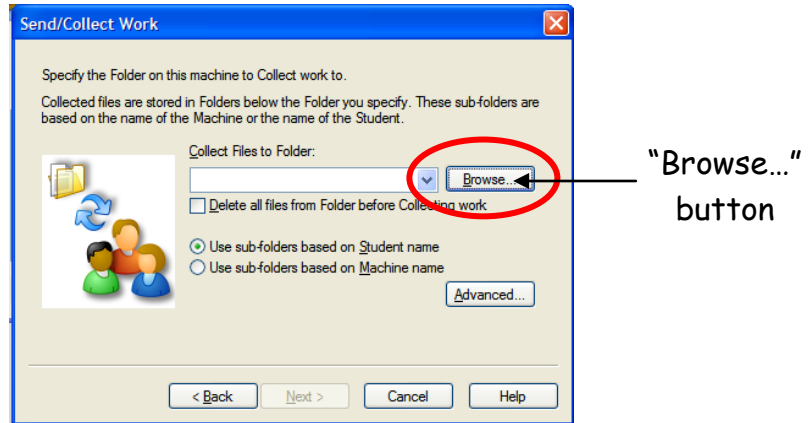


figure 27

- k. The "Select Directory" dialog box appears. Click your flash drive and click the "Open" button. See figure 28.

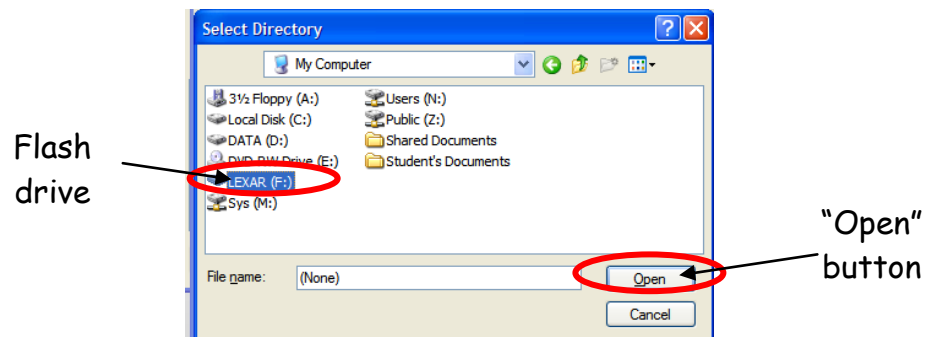


figure 28

- l. Click the "New Folder" button and create a new folder on your flash drive to be used to collect the student's work. Once the new folder is created, select it and click the "Open" button. See figure 29.

"CollectedWork"
folder that can
be used for
collecting
student's work

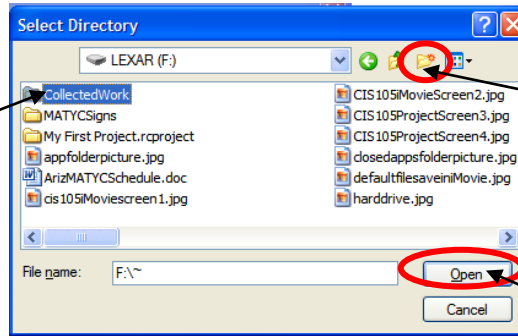


figure 29

"New Folder"
button

"Open"
button

- m. Your folder name appears in the "Select Directory" dialog box. Click the "OK" button. See figure 30.

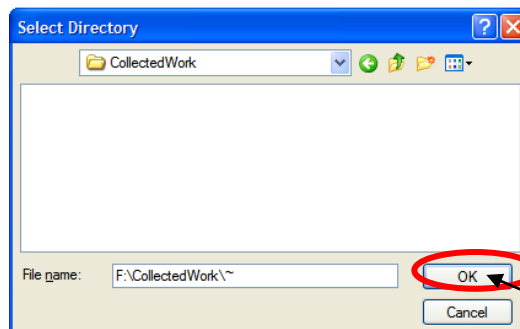


figure 30

"OK"
button

- n. The name of the folder now appears in the "Collect Files to Folder" dialog box. Click the "Next" button. See figure 31.

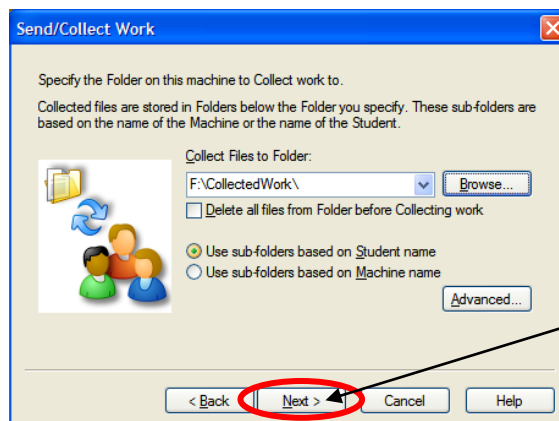


figure 31

"Next"
button

- o. The last step in the process is to create a description for the "Send/Collect" entry. Place a description in the "Description" field. Click "Finish" when you are done. See figure 32.

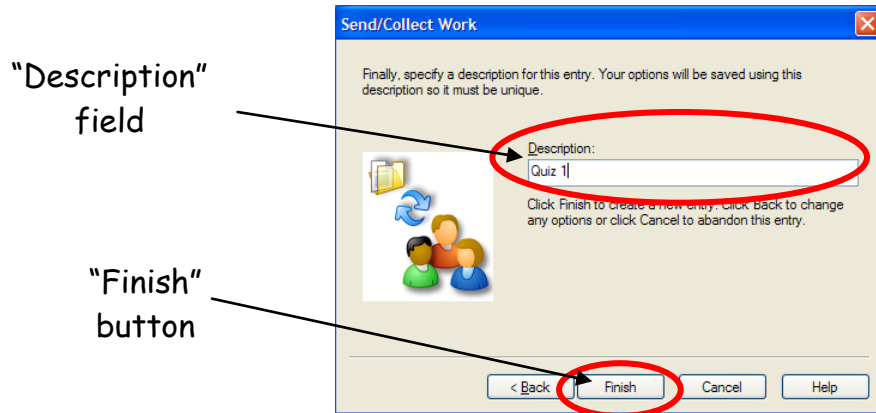


figure 32

- p. The "Send/Collect Work" dialog box appears with the description name. Click the "Send Work..." button. See figure 33.

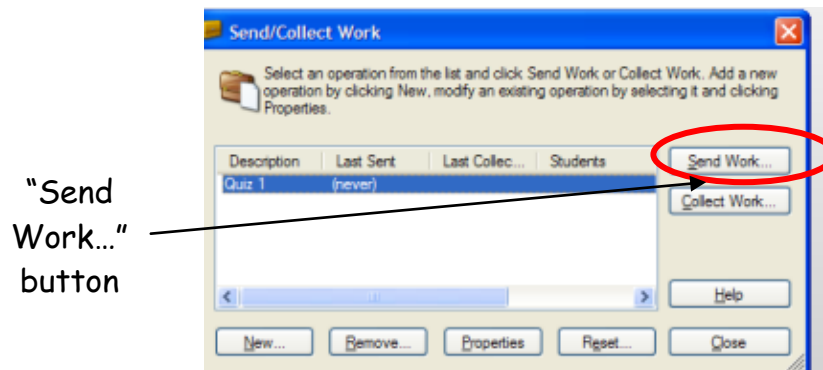


figure 33

- q. The "Select Students" dialog box appears. You may choose "All Students" or "These Clients." If you select "These Clients," you can click on the green checkmark next to the workstation names to remove them from the list. Once you are finished with your selections, click the "OK" button. See figure 34.

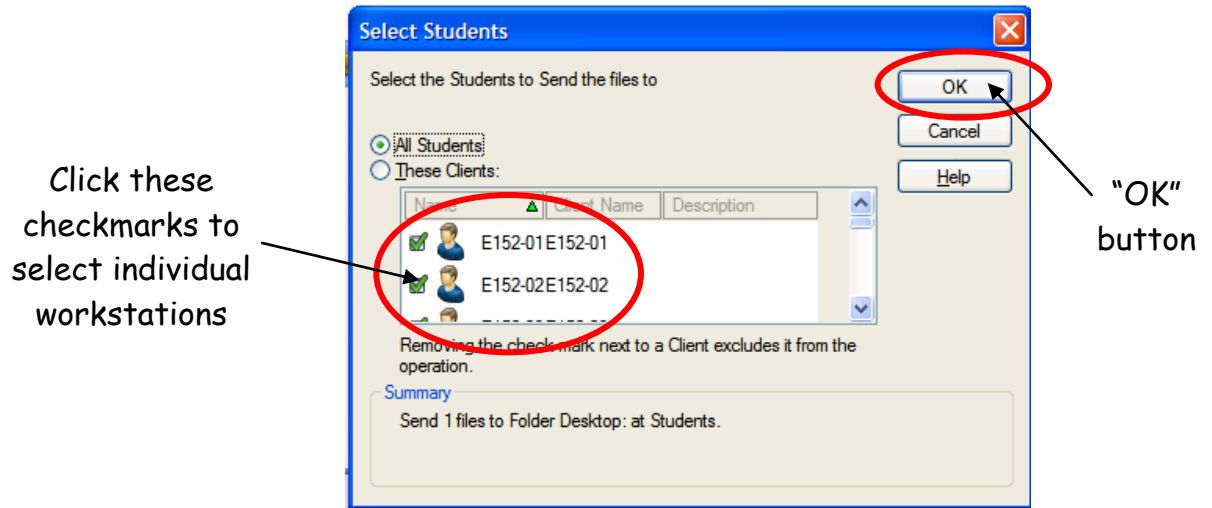


figure 34

- r. NetSupport School™ will send the work to the students workstations and then will display a "Results" screen with a listing of all workstations where the file(s) were sent. Click the "OK" button. See figure 35.

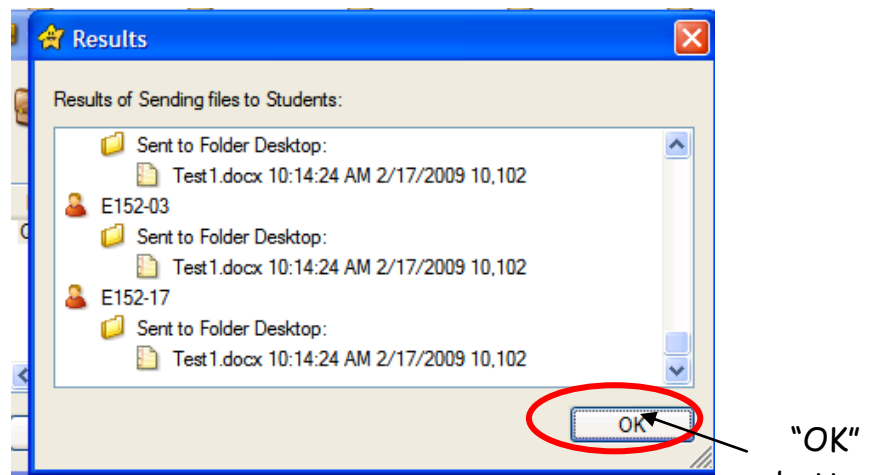


figure 35

- s. When you are ready to collect the work from the student workstations. Click the "Collect Work..." button on the "Send/Collect Work" dialog box. See figure 36.

"Collect Work..."
button

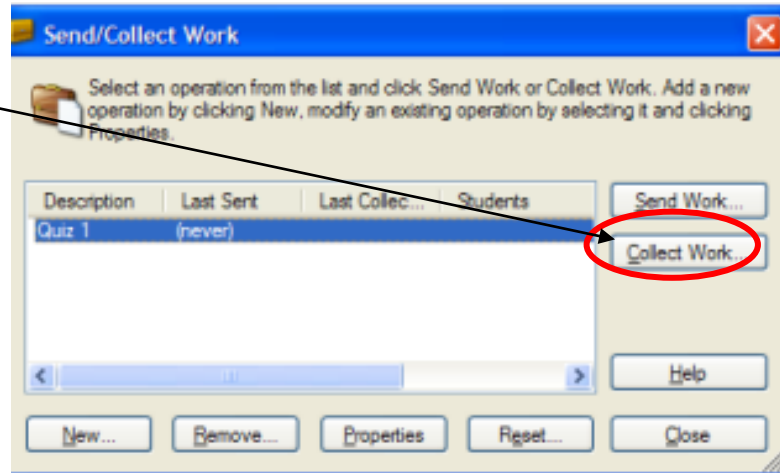
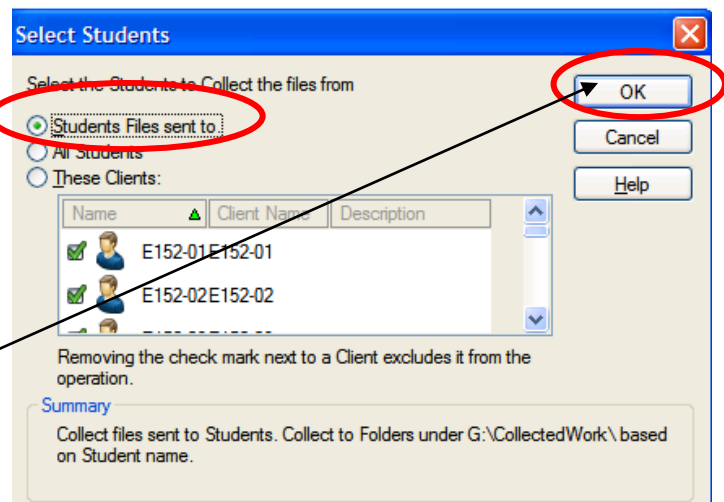


figure 36

- t. The "Select Students" dialog box appears. Make sure that the "Students Files sent to:" option is selected and click the "OK" button. See figure 37.

"Collect Work..."
button



"OK" button

figure 37

- u. The "Collecting Work from Students" dialog box will appear. This process will take a few minutes as NetSupport™ School will collect the finished student work file(s) and copy them to the folder that you designated in step n. See figure 38.

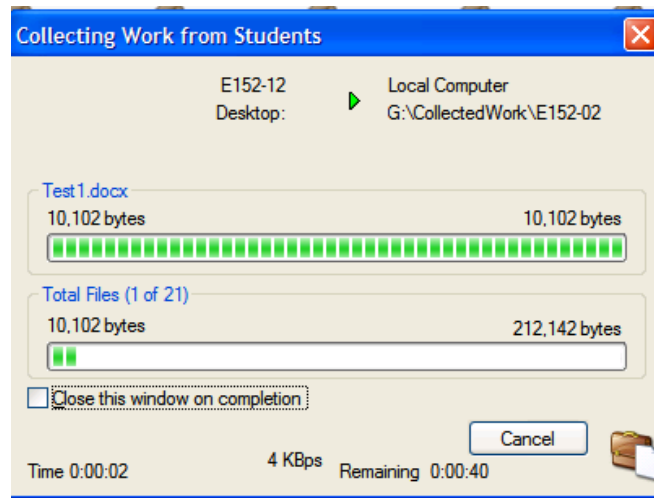


figure 38

- v. The "Results of Collecting files from Students:" box appears. Click the "OK" button. See figure 39.

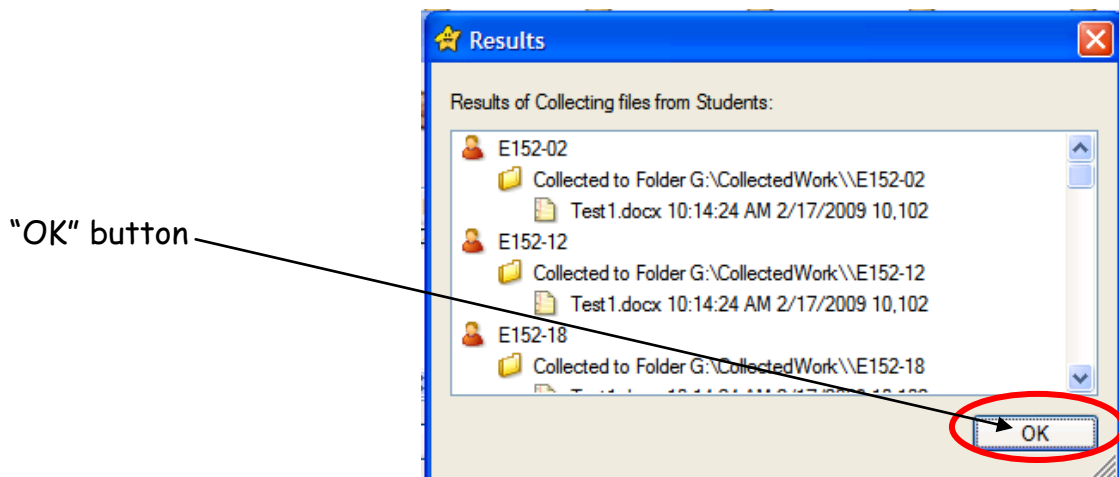


figure 39

- w. Click the "Close" button on the "Send Collect Work" dialog box. See figure 40.

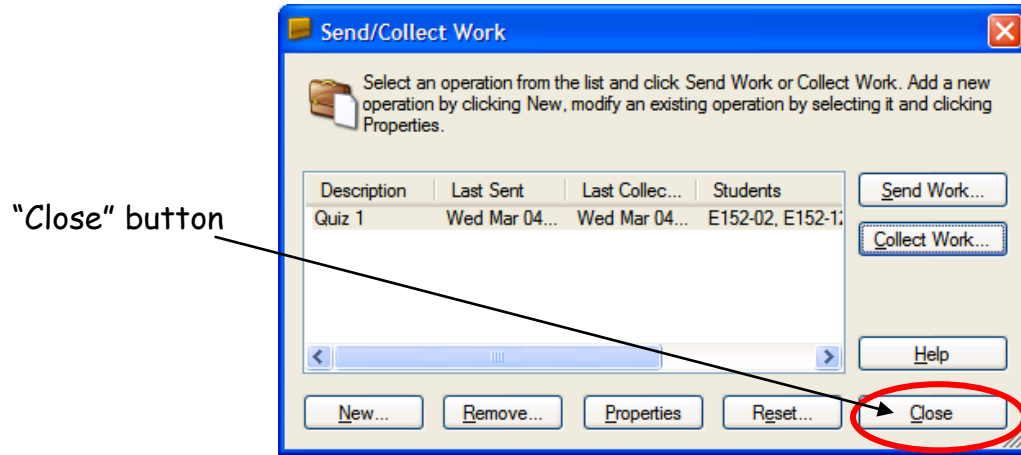


figure 40

- x. The student files are now located on your flash drive in the folder that you chose for collected files. In order to view them, minimize the NetSupport School™ interface, click the start button in the bottom left hand corner of the screen, scroll to "My Computer" and select your flash drive from the list. See figure 41.



figure 41

- y. Double click the folder on the flash drive. The folder contains separate folders for each workstation name. Double-click each individual folder to view the student's work. See figures 42 and 43.

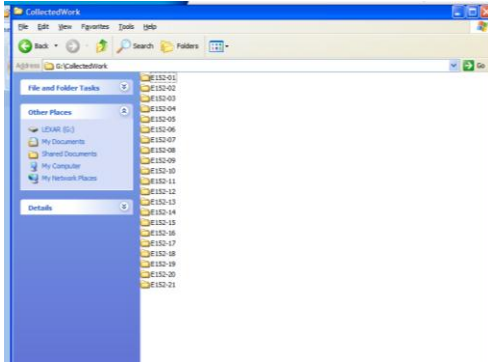


figure 42

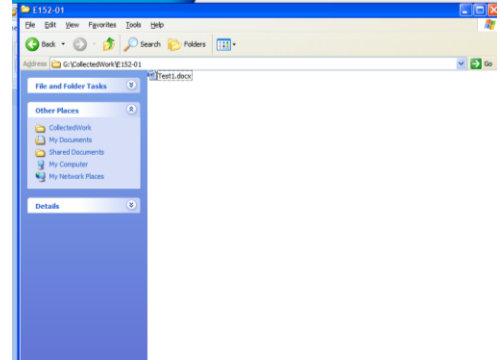


figure 43

Approving/Restricting Applications that Can be Used on Student Workstations

- a. Instructor's can create lists of approved and restricted applications for the student workstations. The lists can be applied to restrict students from using an Internet browser or any other software.
- b. The first step to controlling applications is to create a list(s) of restricted applications.
 1. Begin by Choosing "Application View" from the "View" menu. See figure 44.

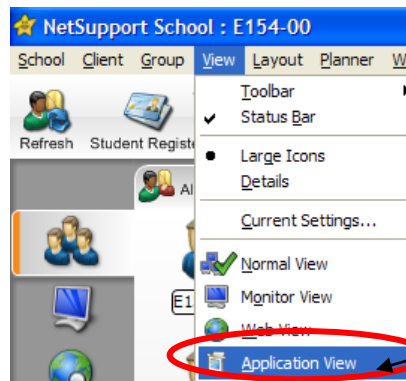

 Application
View

figure 44

2. The "Approved Applications" and "Restricted Applications" dialog boxes appear in the bottom section of the screen. Below these dialog boxes are the following options; "New," "Load," and "Allow All." See figure 45.

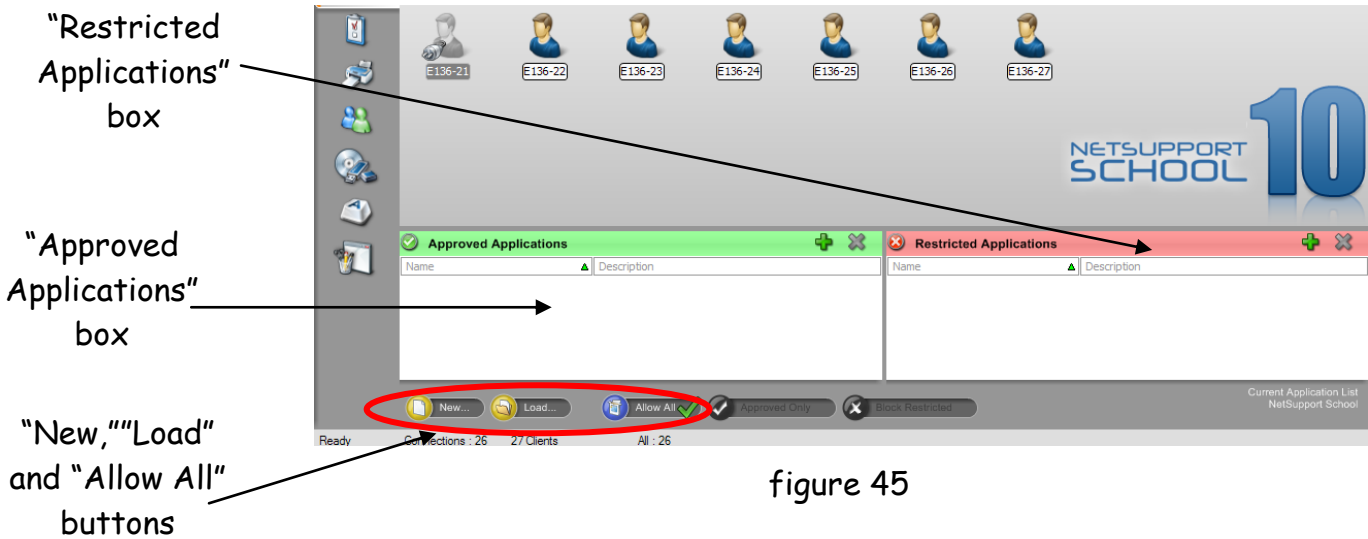


figure 45

3. Begin the process of creating a new list by selecting the "New" button. See figure 46.

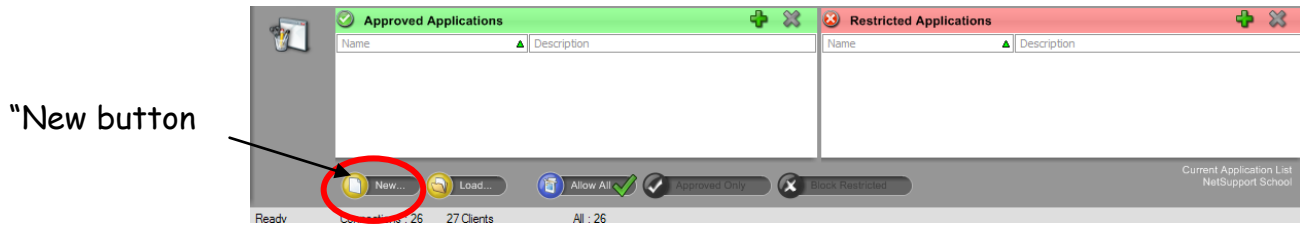


figure 46

4. The "New File" dialog box appears on the screen. This feature allows you to name your new application list and save it. Create a name for your list (see figure 47) and then save it to either a flash drive or the Data (D:) drive on the instructor's station by clicking the "Save in:" drop down list arrow and choosing either your flash drive (see figure 48), or the Data (D:) drive on the instructor's station (see figure 49) and then click the "Create" button.

Note: It is a good idea to save the list to a flash drive so that the list can be applied to different classrooms that you might be using in the Computer Commons.

Computer Commons

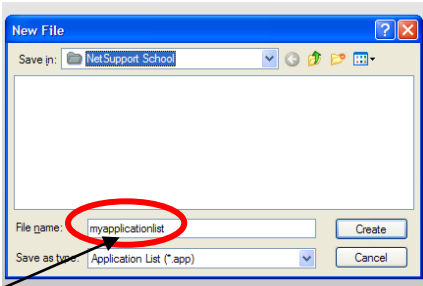


figure 47

File Name of
New
Application List

Flash
Drive

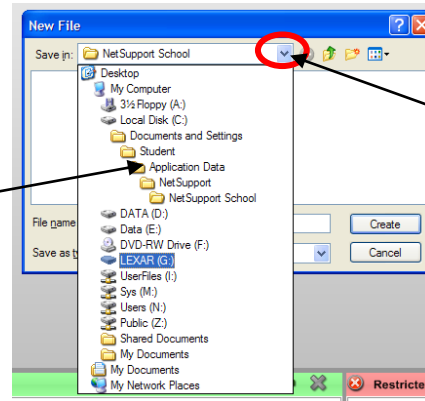


figure 48

"Save in:" drop
down list arrow

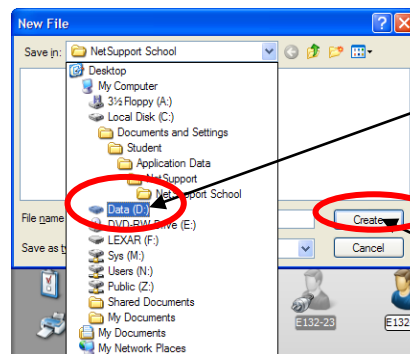


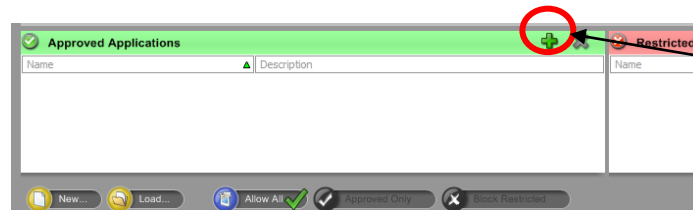
figure 49

"Data (D:)
Drive"

"Create"
button

Note: Be advised that if you save the list on the Data (D:) drive of any of the instructor's stations, it may be deleted.

- To add an application to either the "Approved" or "Restricted" list, click the green plus sign in either dialog box. See figure 50.



Green
Plus Sign

figure 50

- The "Application Properties" dialog box appears. Click the "Browse..." button and navigate to the application that you wish to add to the list. See figure 51.

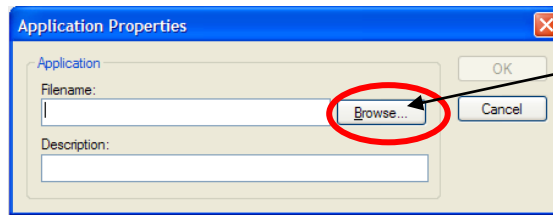


figure 51

- For example, if you wish to add Internet Explorer to one of the lists, click the "Browse...," button. See figure 51. The "Open" dialog box appears. Click the arrow to the right of the "Look in:" list, and double-click "Local Disk (C:)." See figure 52.

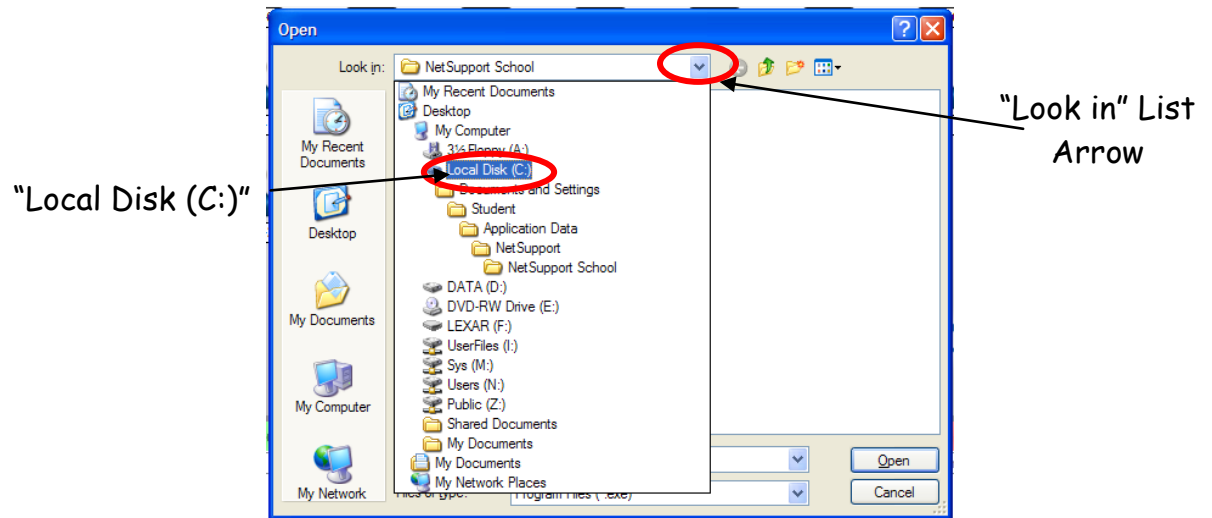


figure 52

- Next, double-click the "Program Files" folder. See figure 53.

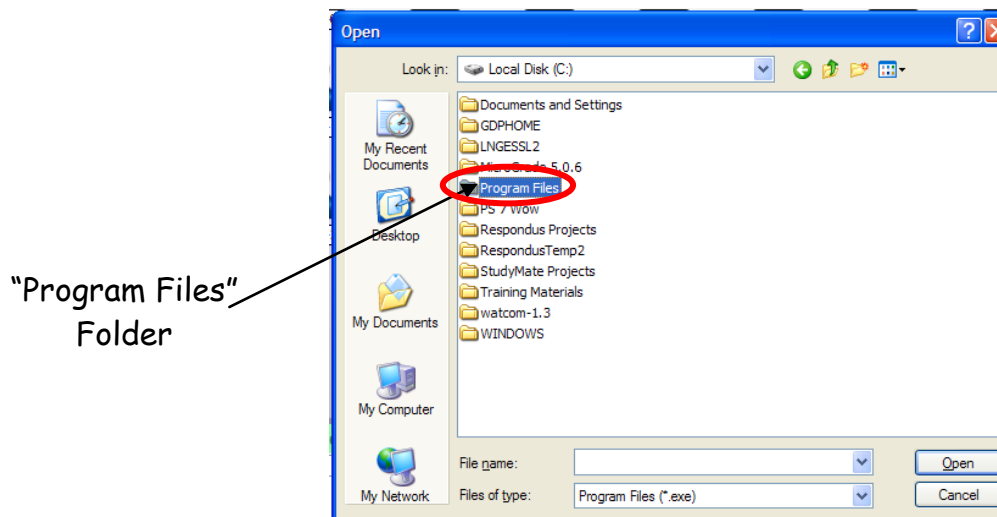


figure 53

9. Scroll through the "Program Files" folder to locate the folder of the application that you wish to add (in this case, the Internet Explorer folder). See figure 54.

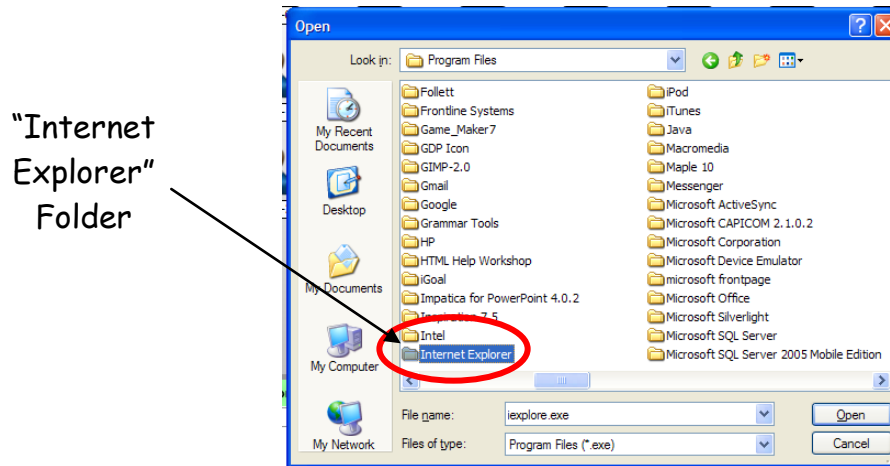


figure 54

10. Next, look for the application's executable file, i.e., iexplorer.exe. Once you locate it, click the filename and then click the "Open" button on the dialog box. See figure 55.

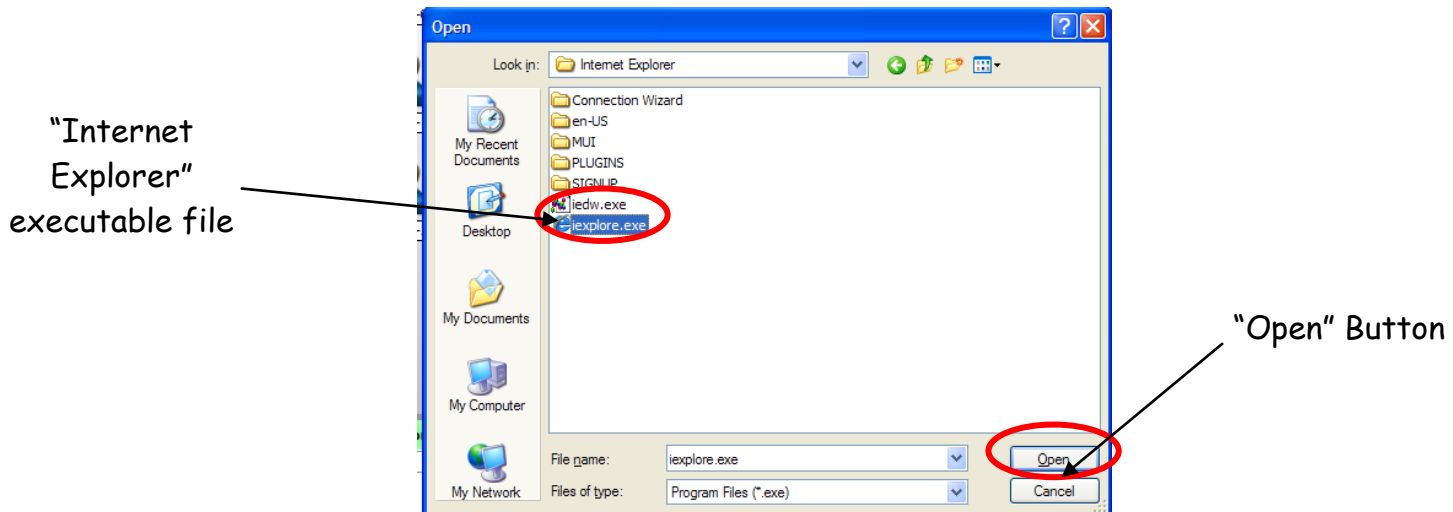


figure 55

11. The application now appears in the "Filename:" portion of the "Application Properties" dialog box. Type a description in the "Description" dialog box and click the "OK" button to add the application to your list. See figures 56 and 57.

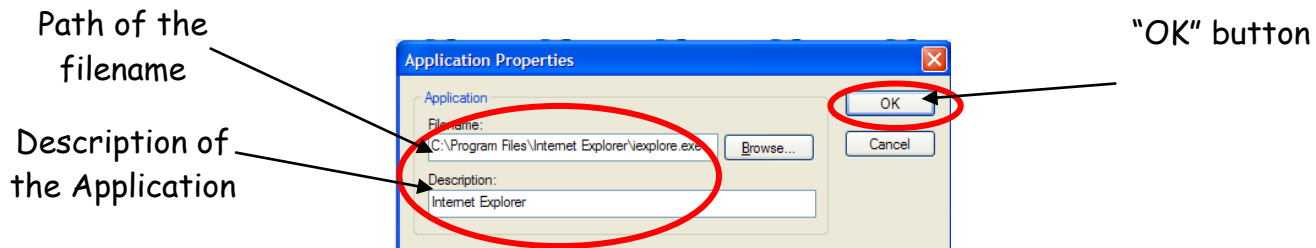


figure 56

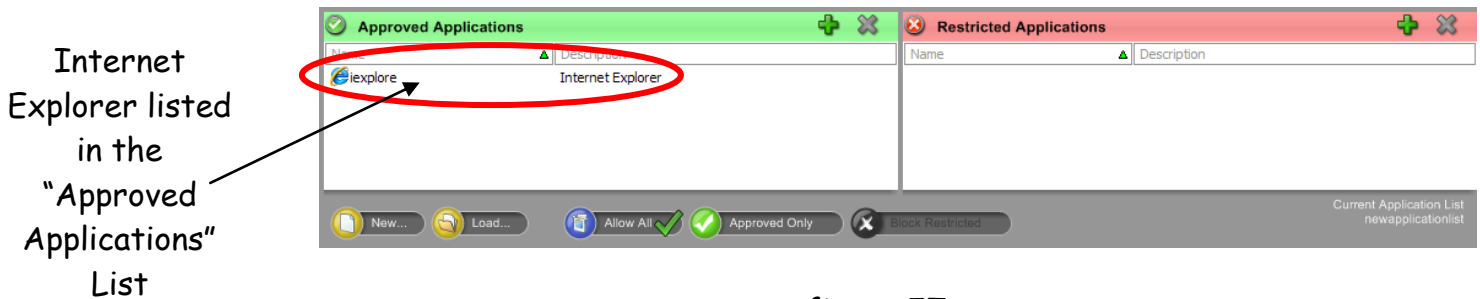


figure 57

Note 1: NetSupport School™ automatically saves your list as you add/delete approved and/or denied applications, but it **does not** notify you of the saving process.

Note 2: For your convenience, the paths to some commonly used applications are listed below.

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

Safari = C:/Program Files/Safari/Safari.exe

Opera = C:/Program Files/Opera/opera.exe

Microsoft Word = C:/Program Files/Microsoft Office/Office 12/WINWORD.EXE

Microsoft Excel = C:/Program Files/Microsoft Office/Office 12/EXCEL.EXE

Microsoft PowerPoint = C:/Program Files/Microsoft Office/Office 12/POWERPNT.EXE

Computer Commons

Microsoft Access = C:/Program Files/Microsoft Office/Office 12/MSACCESS.exe

How to Apply the Approved/Restricted Applications List in Computer Commons Classrooms

- If your application list is stored on a flash drive, plug the flash drive into the computer.
- If NetSupport School™ is not already running; double-click the icon on the desktop. See figure 58.

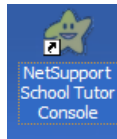


figure 58

- Click "View" in the menu, scroll down and click "Application View". See figure 59.

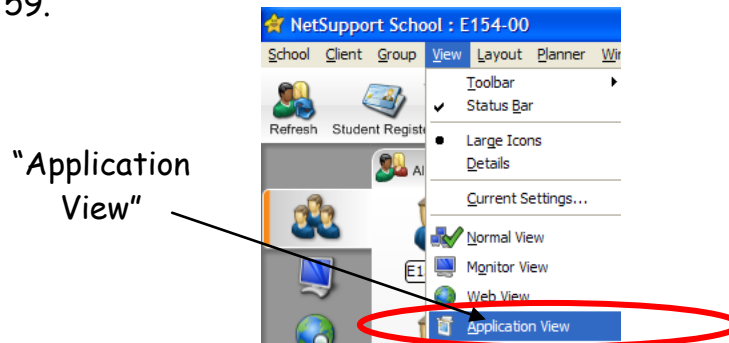


figure 59

- Click "Load" in the bottom portion of the NetSupport School™ interface. See figure 60.

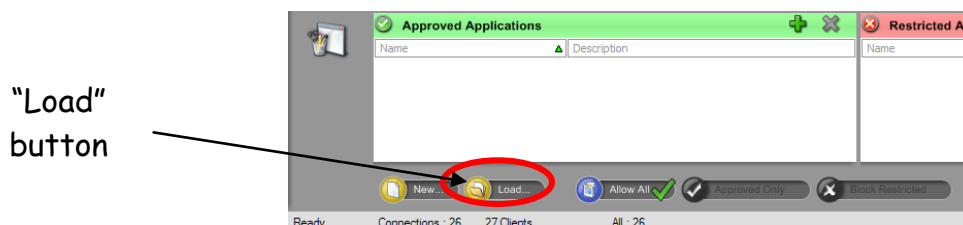


figure 60

Computer Commons

- e. The "Open" dialog box appears. Click the arrow to the right of the "Look in:" list, and find your flash drive. Click the drive and click the "Open" button. See figure 61.

Note: The name of the flash drive and the drive letter may be different than what is represented in the picture.

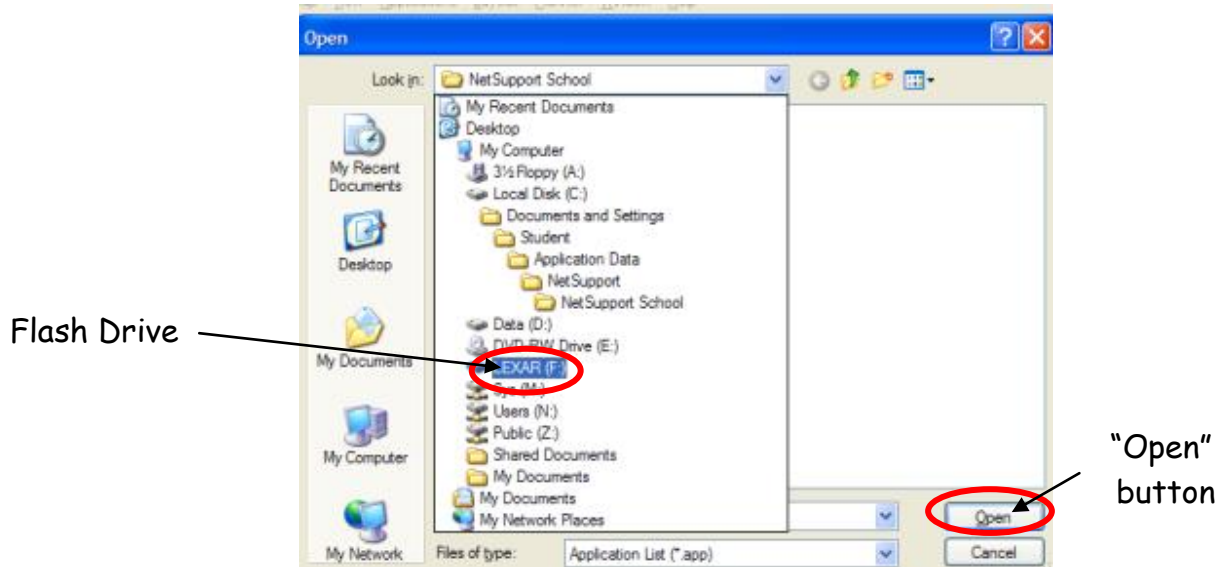


figure 61

- f. Click the name of your application list. For example, "nssapplist.app" and click the "Open" button. See figure 62.

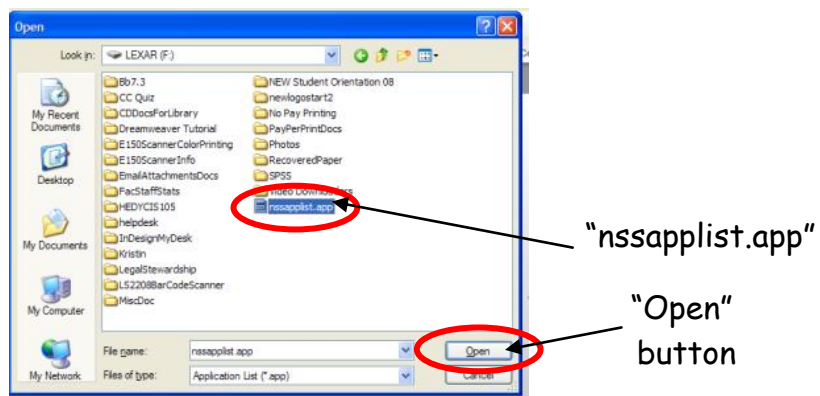


figure 62

- g. NetSupport School™ applies your list to the student workstations. See figure 63.

Icon that shows
an application
list has been
applied to the
student
workstations

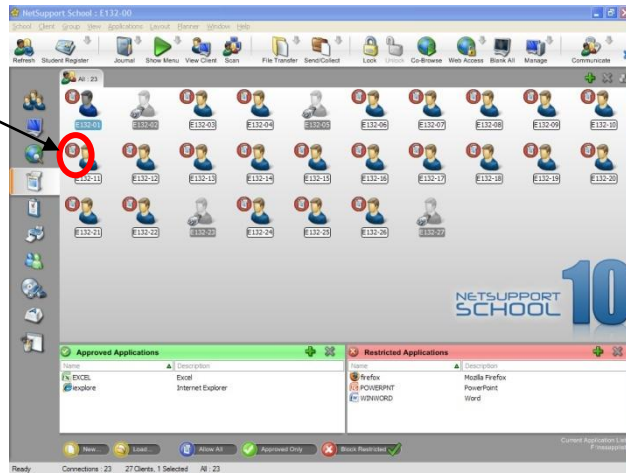


figure 63

- h. If your students try to open an application that is listed in the "Restricted Applications" section of your list, they will see the following message on their computer screen. See figure 64.



figure 64