Centrally configuring and deploying the NetSupport School
Student Extension for Google Chrome

In this guide we will explain how an IT Administrator can use the Google Admin Console to centrally configure and deploy (force-install) the NetSupport School Student Extension to the required student Chrome accounts. For instructions on how to install the additional NetSupport components required to facilitate a connection between a teacher's PC or Chrome device and student Chromebooks, refer to the companion document, [Installing and Configuring NetSupport School for use in a Google Chrome environment](#).

One of the benefits, not to mention conveniences, of using Chrome devices is that the Google apps and extensions you use can all be managed and deployed centrally at user level using the Google Admin Console, avoiding the traditional need to physically install a program on a device. This is particularly useful when deploying the NetSupport School Student Extension for Google Chrome to each student account.

Please Note: The assumption is made throughout this document that you are already familiar with Google Admin best practice. If guidance is required, refer to Google's Online Help, but as a starting point, you should ensure the following steps have been taken to ensure a smooth deployment of the NetSupport School Student Extension:

- To be able to enforce the policies you set in the Admin Console, make sure you have 'enrolled' your Chrome devices correctly. You must enroll a device before *any* user signs in to it (including the administrator). If a user signs in first, your policies will not apply, and you must wipe the device to restart enrollment. >>[How to Enroll Chrome Devices](#)<<

- Configure your Organisational Unit (OU) structure within the Admin Console to allow you the ability to force install/configure the NetSupport School Student Extension settings for the required user accounts at the appropriate OU level. >>[How the Organizational Structure works](#) <<

## Centrally deploying the NetSupport School Student Extension for Google Chrome

The Google Admin Console enables you to centrally prepare your Google Apps and Extensions at user (OU) level to ensure they are automatically available when the required users login to their Chrome account from any Chrome device. But in the case of the NetSupport School Student, there is an additional step to follow to ensure each student can then make a connection with the teacher's machine at the start of the lesson.

STEP 1 – Set the NetSupport School Student Extension to 'Force Install' at the correct OU level

1. Login to the [Google Admin Console](#).

2. Click on the 'hamburger' menu option ☰ at the top left corner of the Console and select **Device Management**. (It is recommended that you always use the 'hamburger' menu to navigate and not the icons).

3. Select **Chrome Management**.

4. Select **App Management**.

5. Search for the 'NetSupport School Student'.
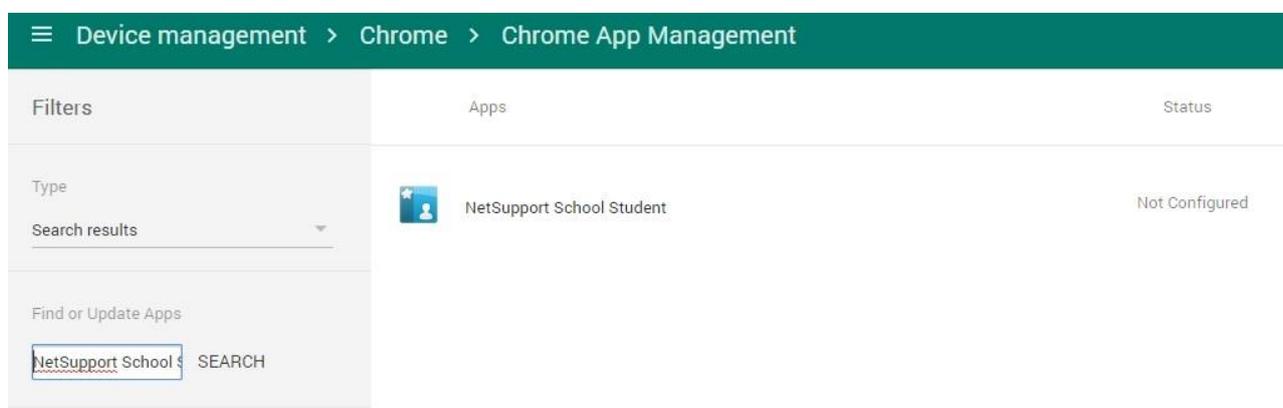
6. Once added to the Apps list, double click on 'NetSupport School Student'.

7. Select *User Settings*. Your Organisational Units (OU) list will appear.

8. In the tree, select the OU level that contains the required student accounts that you want to force-install the NetSupport School Student Extension onto.
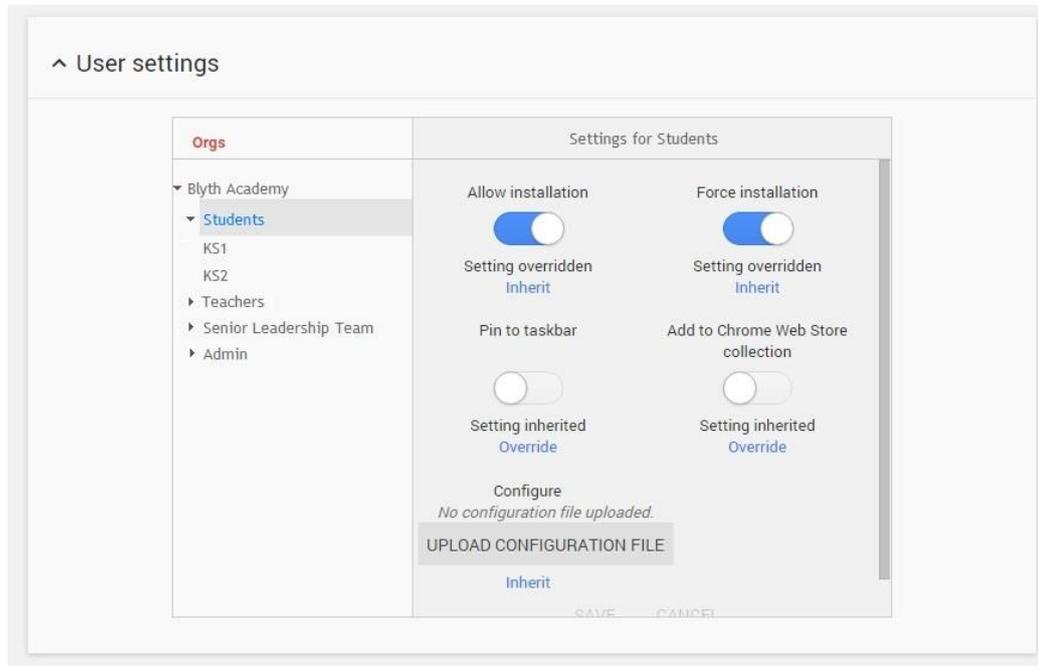
9. Click to set 'Allow Installation' and 'Force Installation' to On.

10. The NetSupport School Student Extension is now set to force-install when the selected users (students) login to a Chrome device.

To complete your NetSupport deployment, you also need to generate a configuration file (policy) containing the required NetSupport connectivity settings. It is these settings that will facilitate the connection between the student and teacher machines. Once created, the file is uploaded to the User Settings page in the Google Admin Console as indicated in the above image.

STEP 2 – Creating the NetSupport School Student Configuration File

For convenience, NetSupport provides a ready-made template, the 'NetSupport School > Options' page, to help you configure the required connectivity settings (policy). This is accessed outside of the Google Admin Console with the generated file then uploaded to the User Settings page above. The easiest way to access the NetSupport School Options page is to install the Student Extension on your local machine.

1. Open a Chrome browser on your local machine and go to the Chrome Web Store.

2. Search for the 'NetSupport School Student' and click 'Add to Chrome'.

Once installed, right-click on the NetSupport School icon 🖥 at the top right of the screen and select 'Options'. The 'NetSupport School > Options' page will appear.

⚙ NetSupport School > Options

Gateway Address: 10.20.1.104

Please Enter The Gateway Address

Gateway Port: 443

Please Enter The Port Number Of The Gateway

Room Name:

○ This Computer Is Always Located In The Following Room   IT_Suite

● This Is A Mobile Computer And May Be In One Of The Following Rooms   IT_Suite,Maths,English

○ This Is A Mobile Computer And Its Room Will Be Entered Manually

Client Name: CHROMEBOOK1

Please Enter A Name Which Identifies This Client

Mac Address: CB00E5837492

Please Enter A Mac Address Which Identifies This Client

Keyboard Layout: British ▼

Please Choose The Keyboard Layout Of The Client

Protect The Configuration: ••••••••••••

b344d98c4554b973a4af294ba634c15c1618bd56ca6619ea66c397da86413524

[Export As File]   [Save]

Gateway Address and Port

A NetSupport School *Name & Connectivity Server (or Gateway)* is required in order to manage connections between the teacher's machine and the student Chromebooks. This needs to be installed on a Windows server, with the IP Address and Port (443 by default) of the machine entered on the Options page to confirm how the Student Chromebooks will connect to the teacher's PC or Chrome device. The document Installing and configuring NetSupport School for use in a Google Chrome environment provides full installation instructions.

Room Name

To maximise teaching time, NetSupport School's handy **Room Mode** offers a quick and easy method for teacher and student devices to connect to each other at the start of a lesson. Depending on how you organise access to your Chromebooks, the student devices can be configured in one of three ways:

"**This Computer is Always Located in the Following Room**"
If the device is permanently assigned to the same classroom, enter the room name here.

"**This is a Mobile Computer and May Be In One of the Following Rooms**"
If devices move between rooms, you can enter multiple room names separated by a comma. (To select the correct room, the student simply clicks on the NetSupport School Student icon in their Chrome browser and the room list will be displayed.)

"**This is a Mobile Computer and its Room will be Entered Manually**"
Select this option if there are no set rooms and you want the students to enter the Room Name manually each time they want to join a NetSupport-managed lesson.

Client Name

This value will be randomly generated and is used to uniquely identify the Chromebook. The name is displayed in the NetSupport School Tutor interface to identify each device. You can change the value to something more relevant (an asset number, for example), but it must remain unique. At the start of a lesson, the teacher can create a 'Student Register' within the NetSupport School Tutor program that replaces the generated name with the actual student name.

MAC Address

This value is also automatically generated and is used, along with the Client Name, to uniquely identify the Chromebook.

Protect the Configuration

It is recommended that you always password protect the NetSupport School configuration settings. This ensures that if a student attempts to access the Options page from their Chromebook, they are blocked from making changes.

Click 'Save' to store the configuration.

Export as File

This final stage creates the file required by the Google Admin Console to complete your centrally managed NetSupport School policy, as explained in STEP 1. However, before the file is generated, you have the option to allow certain future changes to the Options page, the Client Name and MAC Address. This will allow authorised administrators to manually edit these details if needed.
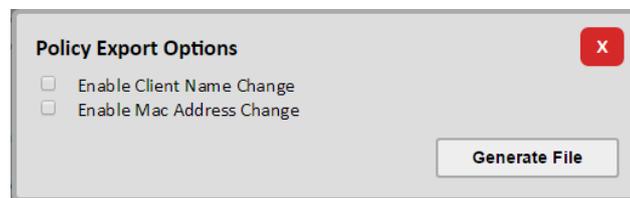
Click **Generate File**. By default, the file will be named **Config.json** and will be stored by default in your downloads folder.

3. To complete your centrally-managed NetSupport School Student policy, return to the '**Google Admin Console – User Settings'** page (STEP 1 above) and upload the Config.json file.

4. Click Save. The settings should apply automatically to any connected devices. If not, restart the devices.

We hope that following these instructions will help ensure a smooth deployment of the NetSupport School Student extension for Google Chrome. However, if you require additional help, our support team will be pleased to answer any questions you may have.