# Installing and configuring NetSupport School for use in a Google Chrome environment

NetSupport School delivers a perfect solution for a Chromebook-only classroom, offering both a Tutor app for Chrome OS and a Student extension for installation on each student device. Compatibility is also provided for a teacher using a Windows desktop to manage student Chromebooks.

This document provides step-by-step instructions on installing the various components required to facilitate a connection between the teacher's computer and student Chromebooks.
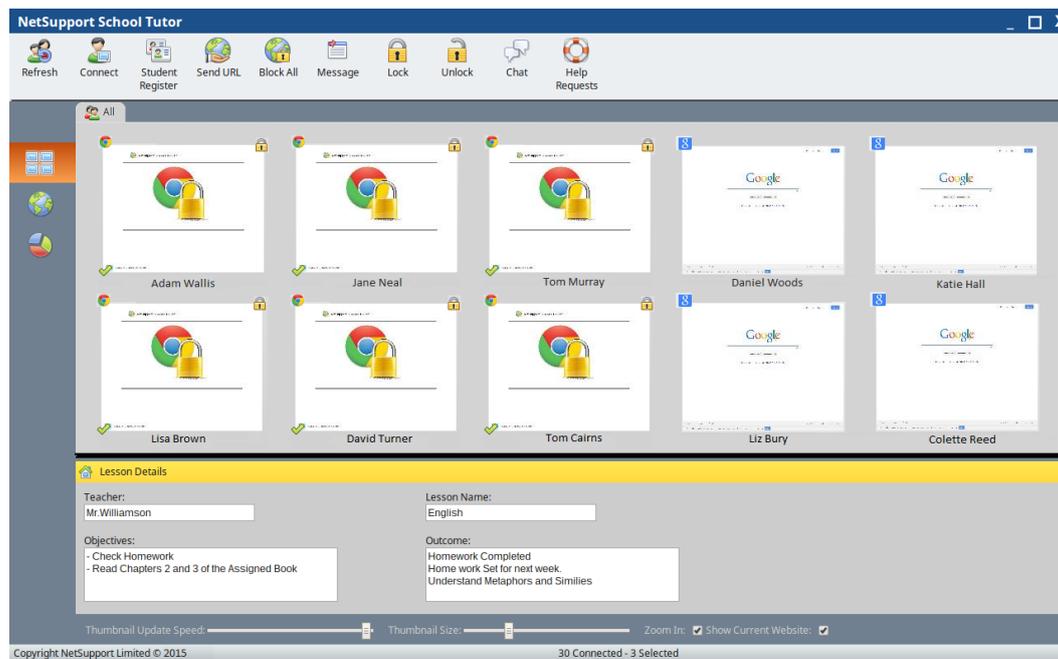


**Please Note:** The feature set available in the NetSupport School Tutor app for Chrome OS is a subset of the Windows version:

- View a crystal clear thumbnail of each student Chromebook in a single view.
- Zoom in to view a larger thumbnail of any selected student Chromebook.
- Click on a thumbnail to discreetly view screen activity on a selected Chromebook.*
- Ask students to register at the start of each lesson.
- Show the teacher's screen. Ensure student attention and focus when presenting by 'showing' the teacher's desktop to selected student Chromebooks.*
- Perform a show to students in a browser tab, or in full screen mode.*
- Multi-monitor support. If the teacher is using multiple monitors, select an individual screen to show to students or show all.*
- Show an application to selected students.*
- Lock the student's mouse and keyboard when instructing.
- Send an instant survey or request for feedback to each student and display results in real time.
- Open a discussion session with selected or all students, enter their comments and share with the rest of the class.
- Send an attention-grabbing message or instruction to each student Chromebook.
- Block unauthorised websites.
- Use approved websites only.
- Block all Internet access.
- Launch a website on the Student Chromebook.
- Close a website on the Student Chromebook.*
- Copy the content of the clipboard between teacher and student machines during a view session.
- Block FTP access on each Chromebook.
- See details of the website that students are currently viewing.

* Feature not available when using the NetSupport School Tutor app for Chrome.

## Planning an Installation

For a teacher to be able to monitor and interact with their students using Google Chromebooks, the following components must be installed:

- The NetSupport School *Name & Connectivity Server (or Gateway)*, used to manage connections between the teacher's machine and student Chromebooks, must be installed on a Windows Server;

- On the teacher's machine, you have the choice of installing the NetSupport School *Tutor* **app for Google Chrome** (if using a Chrome OS device) or the NetSupport School *Tutor for Windows* (if using a Windows PC);

- The NetSupport School *Student extension for Google Chrome* must be available on each student Chromebook.
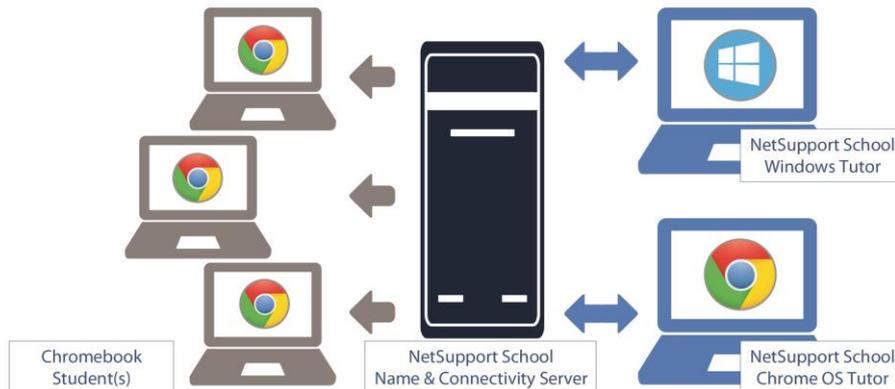


## Installing the NetSupport School Name & Connectivity Server (Gateway)

The **Name & Connectivity Server** or '**Gateway**' is designed to broker secure connections between the NetSupport School Tutor application used by teachers and the NetSupport School Student extension installed on each student Chromebook. The Server PC used must have a static IP address and be accessible at all times by the Tutor application and Student extension across the network.

On the required PC, run the NetSupport School Windows installer. (If you are already a NetSupport School user, enter your previously supplied licence details on the 'Licence Information' dialog or choose 30 day evaluation.)

Choose Custom Installation to view the list of NetSupport School components and select the '**Name and Connectivity Server**' option.
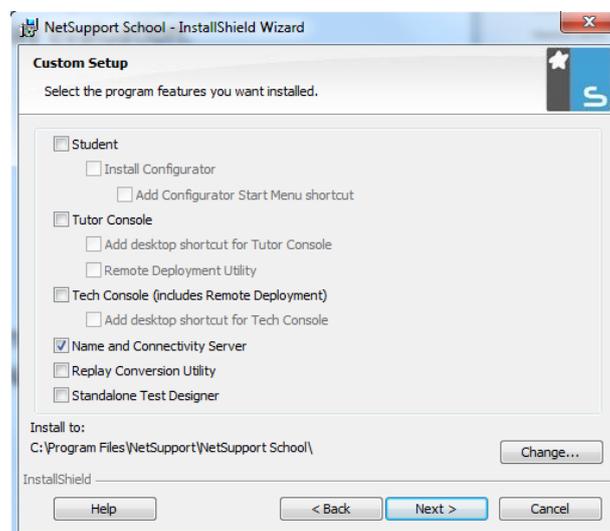
At the end of the installation, the 'NetSupport Connectivity Server Configuration Utility' will be launched. In order to make a valid and secure connection between the Server and the teacher and student devices, a 'Connectivity Server Key' needs to be created. (This key will also be entered when configuring the Tutor and Student components.)

Select the '**Keys**' tab followed by 'Add'. Enter a suitable description and click 'Set' to enter and confirm your Connectivity Key.
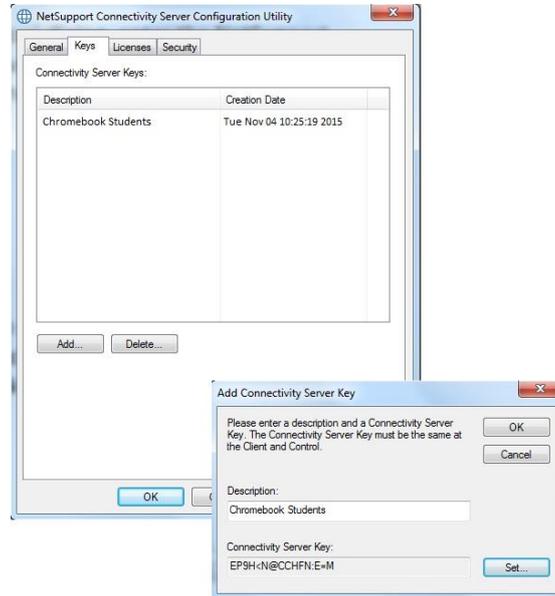


Once up and running, the 'NetSupport Connectivity Server Console' can be used to check the status of the Name & Connectivity Server and to see which student devices are currently connected. This utility can be accessed by right clicking and selecting 'Open' on the 'NetSupport Connectivity Server Console' icon in the notification tray.
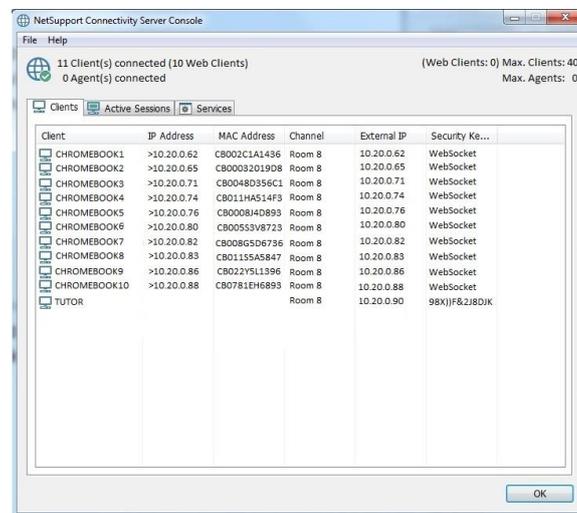


Make a note of the following information as you will need this when configuring both the NetSupport School Student extension for Google Chrome and the NetSupport School Tutor application.

NetSupport Name & Connectivity Server details:

     IP Address: _____

     Port Number: _____

     Gateway Key: _____

## Deploying the NetSupport School Student extension

The **NetSupport School Student extension for Google Chrome** must be accessible on the students' Chromebooks and configured to connect to the NetSupport Name & Connectivity Server.

The following instructions will take you through the standard process, but for organisations that use "Google Apps for Domains", you can centrally manage the NetSupport School settings within the Google Admin Console. This enables you to 'force install' the Student extension to the required student accounts and at the same time specify a configuration file (policy) for use globally on all the required devices. For full instructions, please refer to the companion document '**Centrally configuring and deploying the NetSupport School Student Extension for Google Chrome**'.

### Installing and configuring the NetSupport School Student to connect to the Name and Connectivity Server
Visit the Google Chrome Web Store and search for the NetSupport School Student extension. Click the '**Add to Chrome**' button.

Launch the browser on the Chromebook, right-click (or double tap) on the NetSupport School extension icon and choose 'Options' from the drop down menu. (Or select "Manage Extensions" to access the page from your Chrome Extensions list).
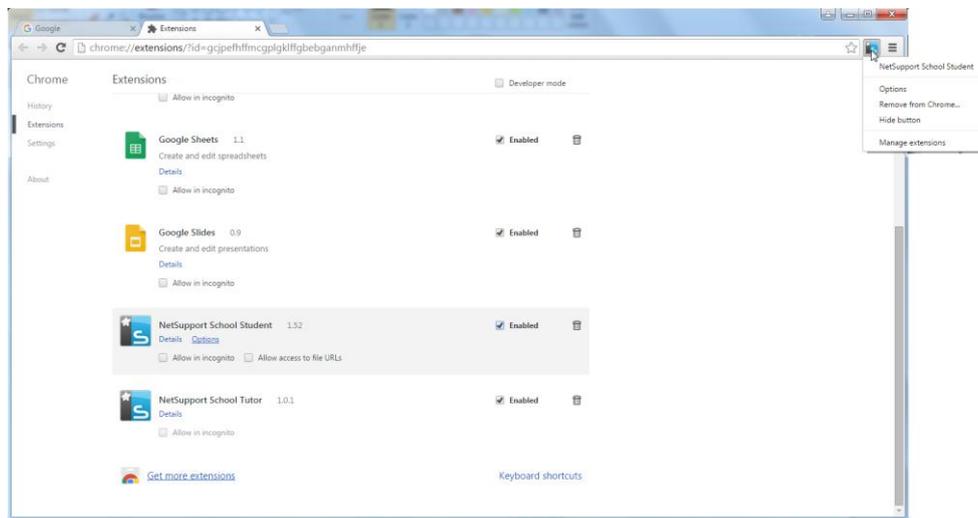


For convenience, NetSupport provides a ready-made template, the '**NetSupport School > Options**' page, to help you configure the required connectivity settings.

Enter the previously noted **IP Address** and **Port** of the NetSupport School Name & Connectivity Server.

**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.

As mentioned earlier, and explained in the document '**Centrally configuring and deploying the NetSupport School Student Extension for Google Chrome**', the Google Admin Console can be used to centrally deploy the NetSupport School configuration settings to the required student accounts.

To use this method, click **Export As File** to create the file (policy) in the format required by the Admin Console. Before the file is generated, you have the option to allow future changes to the 'Client Name' and 'MAC Address' options. By default, the generated file will disable these two settings.

Click **Generate File**. By default, the file will be named **Config.json** and is stored in your downloads folder. This file can then be uploaded in the Google Admin Console in order to centrally apply the NetSupport School Student configuration to the required student accounts.

## Installing and configuring the NetSupport School Tutor

The NetSupport School Tutor application is used by the teacher to communicate with the student Chromebooks. It should be installed on each teacher's computer (either a Chrome OS device or Windows desktop), and configured to connect to the NetSupport Name & Connectivity Server (Gateway) using the previously noted address details.

### Installing in a Chrome-only environment

If the teacher is also using a Chromebook, you need to install the **NetSupport School Tutor App for Chrome OS**.

Visit the Google Chrome Web store, search for the NetSupport School Tutor App and click 'Add to Chrome'.

You can evaluate the NetSupport School Chrome Tutor for 30 days on up to five student Chromebooks or, when prompted, you can enter your existing NetSupport School licence information. If you're new to NetSupport School or require additional licences, contact your NetSupport reseller.

**Connecting to Students**

To make the connection with the required student devices, launch the installed NetSupport School Chrome Tutor. Enter the previously noted Address and Security Key for the NetSupport Name and Connectivity Server (Gateway).

**Room Name**

If the student devices are located in a specific classroom (as previously named on the Student extension Options page) you can quickly connect to the required Chromebooks for your current class by entering the "Room Name".

**Browse Mode**

You can also perform a general "Browse" of the network for student devices that match your search criteria, e.g. part of the machine name.

Click "Connect".
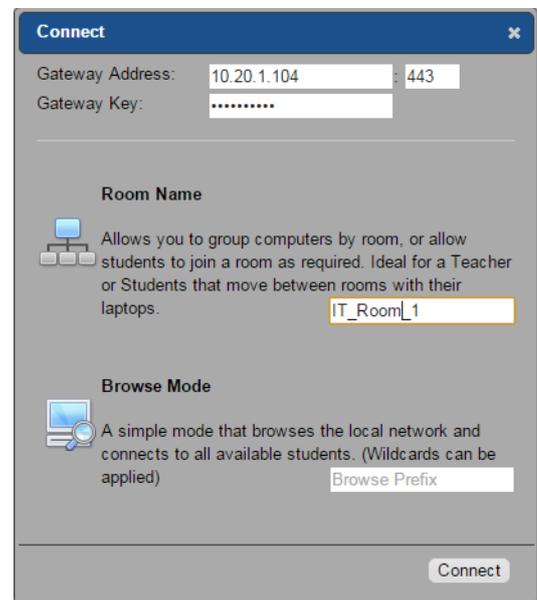


The NetSupport School Tutor interface will display thumbnails of each connected Student screen. From here, you can monitor and interact with the student Chromebooks, individually or as a group. Learn more at: **www.netsupportschool.com/chrome**.
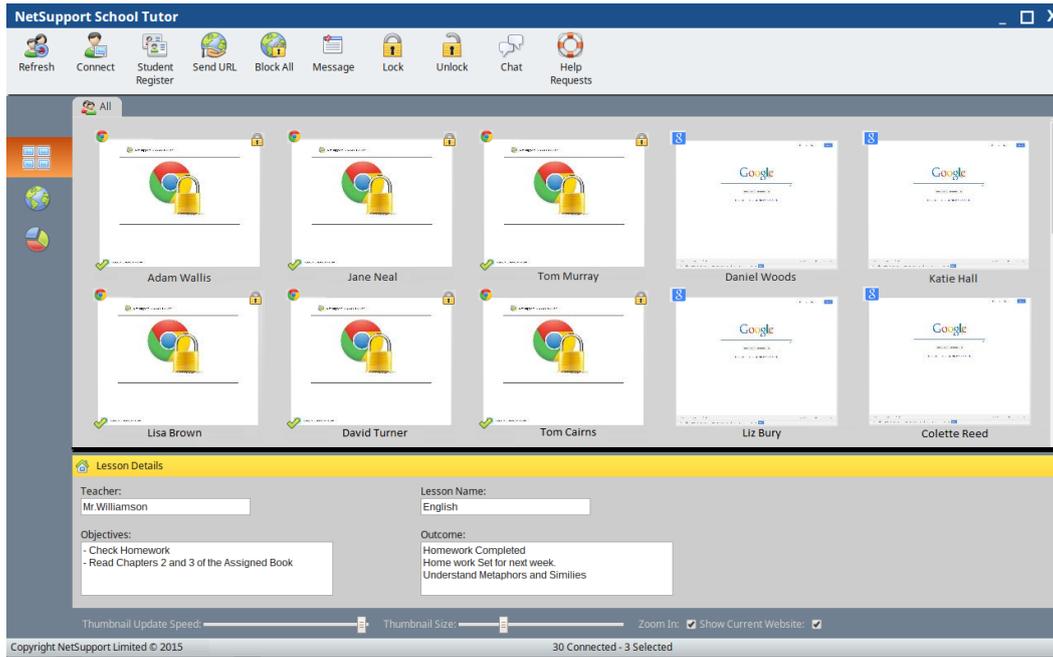
## Installing and configuring in mixed platform environments

NetSupport School provides compatibility for a teacher using a Windows desktop to connect to Chromebooks running the NetSupport School Student extension.

Run the NetSupport School Windows installer at the teacher's PC.

If you are already a NetSupport School user, enter your previously supplied licence details on the 'Licence Information' dialog or choose '30 day evaluation'.

From the list of available NetSupport School components, choose the 'Tutor' option.
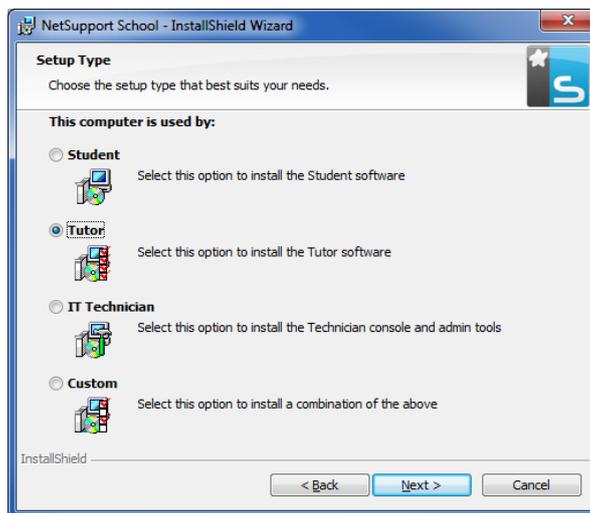


As part of the installation, you can enter the name of the classroom (as previously named on the Student extension Options page) you want to connect to. This information can be updated later.
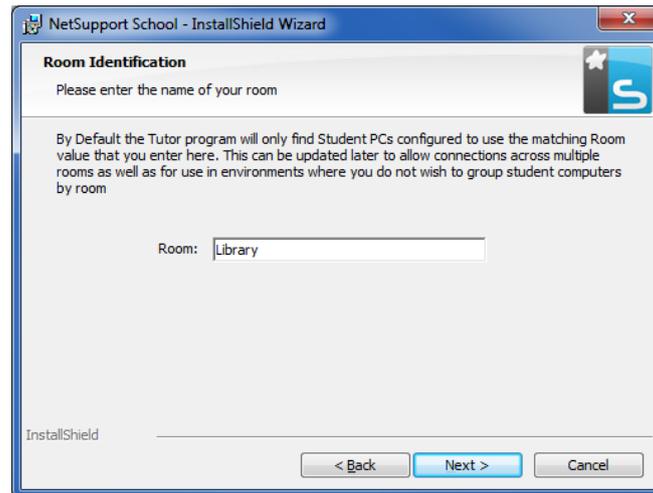
**Configuring the NetSupport School Windows Tutor to connect to the Name & Connectivity Server**
Once the NetSupport School Windows Tutor application has been installed, it will need to be configured to connect to the previously created Name & Connectivity Server:

Launch the NetSupport School Windows Tutor application and, from the 'School' drop down menu, select the 'Configuration' option followed by 'Network and Wireless Settings'.
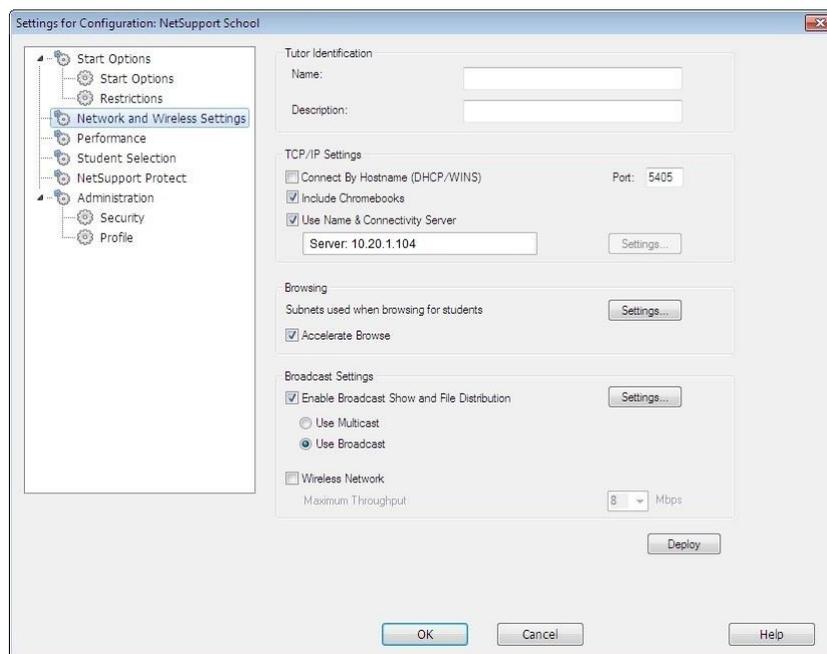


In the 'TCP/IP Settings' section, tick the 'Include Chromebooks' option.

In the 'Use Name & Connectivity Server' section, click 'Settings' and enter the Address and Key for the previously created Server.

Click 'OK' to exit the configuration dialog.

The NetSupport School Windows Tutor is now configured to connect to the required student Chromebooks.

The NetSupport School User Guide, available on our website, provides more information about the various connection options available when using the Windows Tutor application.

Our support team will also be pleased to answer any questions you may have about your NetSupport School for Google Chrome installation.