

# NetSupport

## *The sky's the limit*

2021  
EDITION

School IT  
Management and  
Reporting



Safeguarding,  
Filtering and eSafety



Primary  
Assessment, Tracking  
and Journalling



Classroom  
Instruction and  
Monitoring



Cloud-based  
Virtual Classroom  
Suite



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The Rolls-Royce of classroom management software, with a bundle of 'bonus' features included in the price.

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ICT Reviews Magazine

TECH & LEARNING  
BEST OF SHOW  
AT TCEA

WINNER

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Frankly, NetSupport DNA seems to have natural abilities **verging on the divine!**

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Teach Secondary Magazine

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AWARDS 2021  
FINALIST

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NetSupport School is the **best product we have used** to date!

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Combe Pafford School

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PC  
PRO  
RECOMMENDED

“

I highly recommend ReallySchool. **It's a fantastic product** that has **made a huge impact** in the classroom.

”

Dogsthorpe Infant School

1

uk app  
awards  
2020  
FINALIST

“

**Unbeatable range** of classroom management features and is, in many ways, the **best of its kind on the market.**

”

PC Pro Magazine

# About us...

With 32 years' experience and 18 million users, NetSupport is a leading producer of education software solutions worldwide. Providing schools and Trusts with all the essentials for successful school IT management, NetSupport also helps staff achieve best practice and maximise resources.

## Our award-winning solutions:

**School  
IT Management and  
Reporting**

**Classroom  
Instruction and  
Monitoring**

**Primary  
Assessment,  
Tracking and  
Journalling**

**Cloud-based  
Virtual Classroom  
Suite**

**Safeguarding,  
Filtering  
and eSafety**

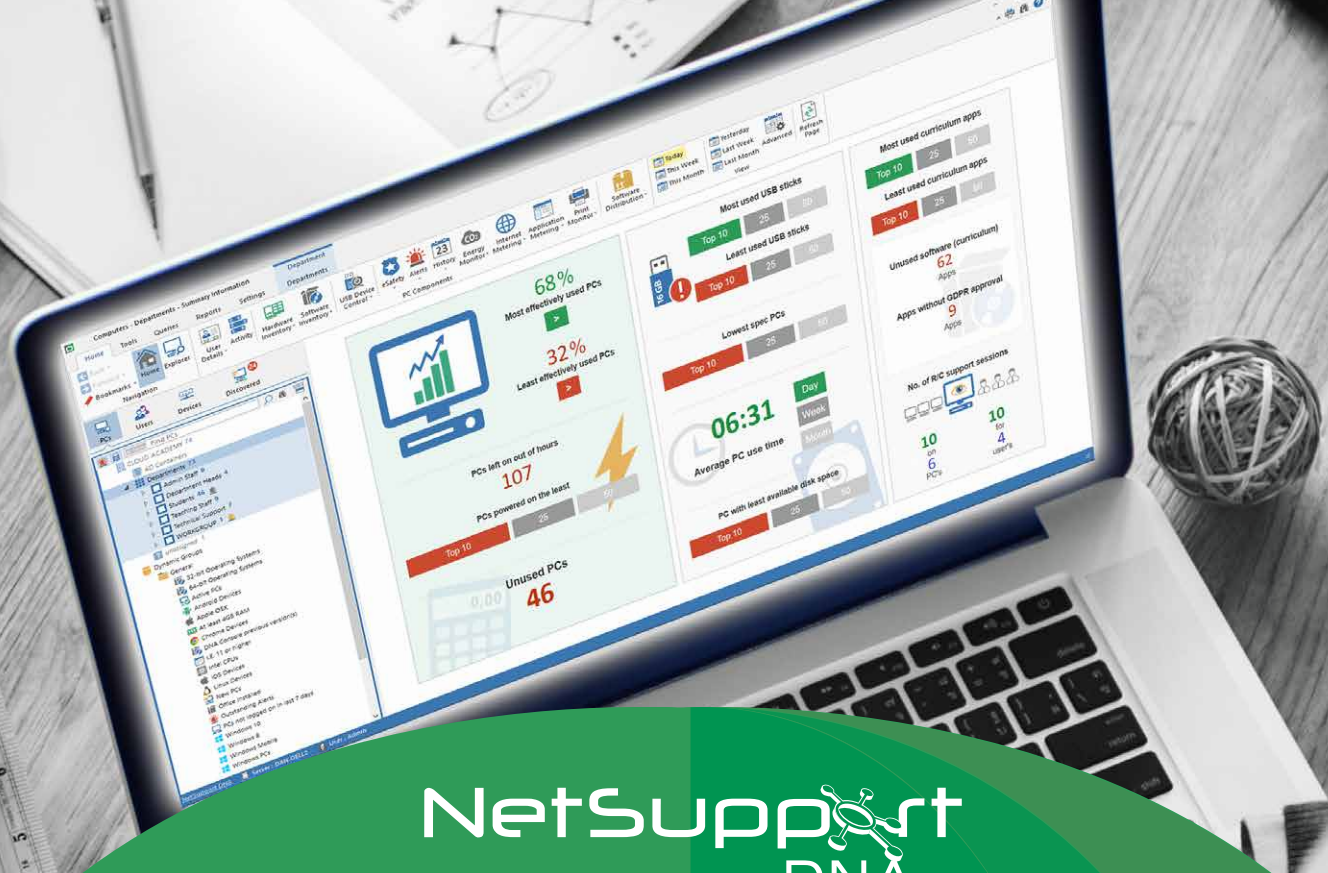
**School  
Alerting and  
Emergency  
Lockdown**

**Powerful  
Multi-Platform  
Remote Control**

**HelpDesk  
and Ticketing**

## We work with:





# NetSupport DNA



## ***School IT Management and Reporting***

This easy-to-use solution provides schools and Trusts with the tools to manage technology across all platforms in the classroom and across the school, while safeguarding students and assisting with GDPR compliance. Network Managers, Safeguarding Leads and Teachers all benefit from dedicated toolkits allowing them to achieve best practice.

# The complete solution for managing school technology

NetSupport DNA provides schools and Trusts with the tools to manage technology in the classroom and across the school, while safeguarding students and supporting teachers.

Easy to install and use, NetSupport DNA offers a wealth of network and IT management tools for network managers to track, monitor and manage IT assets and endpoints across a school or entire Trust – all from one central point.

Armed with a complete overview of school IT activity, technicians can work smarter, whilst maintaining a secure and reliable network. From staying ahead of any potential IT issues before they escalate, to automating tasks, NetSupport DNA not only helps save time but also boosts security and productivity.

It also gathers a wealth of device and usage data to inform decision making and allow accurate planning of future IT spending and refresh plans.

Helping schools to achieve best practice, NetSupport DNA also includes a safeguarding toolkit to help meet eSafety requirements, as well as optional classroom management tools to support a technology-enhanced teaching environment.

## KEY FEATURES

- Hardware inventory and discovery
- Software licence management
- Internet and application metering
- Endpoint security
- System-wide alerting
- Energy monitoring/Power management
- Remote Control and admin tools
- User management/activity monitoring
- Multi-site support and management
- Audio chat for remote support
- Safeguarding suite
- GDPR toolkit
- Classroom Management (optional)
- Plus much more!



*"NetSupport DNA offers a vast amount of additional functionality compared to other solutions"*

– Newquay Education Trust

Grooming  
Racism  
Radicalisation  
Bullying  
Eating disorders  
Self-harm  
Drugs  
Homophobia  
Pornography

NetSupport  
DNA



## ***Safeguarding, Filtering and eSafety***

Maintain a safe learning environment for staff and students whilst meeting the latest Government requirements, with NetSupport DNA's dedicated safeguarding toolkit.

## Enhance your online safeguarding

As technology increases in schools, it's essential they have the tools in place to protect students as they access online resources for learning, as well be able to identify and support those with safeguarding issues.

Designed to be operated independently of the IT team, NetSupport DNA's safeguarding toolkit provides both proactive and reactive tools. Developed with teachers, safeguarding leads, local authorities and the Internet Watch Foundation, the tools are relevant, effective and, most importantly, up to date – further enhancing schools' safeguarding policies.

Being able to see what students are typing, searching for or copying across a range of safeguarding topics (e.g. cyberbullying, eating disorders, mental health etc.), means staff can be aware of issues and have the right support in place – and status markers on triggered events ensure all staff are aware of the current stage of review.

With language packs available to ensure safeguarding can be extended to an even wider group of students, NetSupport DNA's safeguarding module gives schools a welcome helping hand to keep students safe online.

## KEY FEATURES

- Contextual intelligence-based Risk Index
- Cloud-based safeguarding console
- Keyword monitoring
- Word cloud of trending safeguarding topics
- Safeguarding alerts
- Track 'at risk' student activity
- Screen capture/record
- Language packs for EAL students
- Application/Internet metering
- Enforce Acceptable Use Policies
- Health and Social Distancing AUP template
- iOS and Android internet safety browser
- Prevent Duty/KCSIE compliance
- Student 'Report a Concern'
- Online safeguarding resources
- Plus much more!



*"The eSafety and safeguarding products are great and have helped to support our safeguarding practices."*

- Ifield School



# NetSupport School



Included in NetSupport DNA (optional)

## **Complete Classroom Management and Instruction**

With over 32 years' development expertise, NetSupport School is the market-leading and most feature-rich classroom instruction and monitoring solution available for multiple platforms across LAN and WAN.

## Leverage the full value of technology-enhanced teaching

With dedicated assessment, monitoring, collaboration and control features, all easily reached through its intuitive interface, NetSupport School allows teachers to leverage the full value of technology-enhanced teaching.

Developed with teachers, for teachers, it has a host of easy-to-use tools available in just one click, plus three graded user modes (Easy, Intermediate and Advanced) to support teachers' edtech confidence and ensure there are as few barriers to its use as possible.

As well as monitoring students' activity to keep them focused and safe, NetSupport School helps teachers to deliver a range of learning content formats and encourage interaction with tools such as online surveys, a student feedback mode, chat, message and a gamified Q&A module.

Tools such as chat, help requests, sending out/collecting work in one click (and more!) help with social distancing in class – plus, its monitoring and collaboration tools even help teachers instruct students spaced over separate rooms.

Developed with Ofsted best practice in mind, it's no wonder NetSupport School is the complete classroom management solution of choice.



*"I really enjoy being able to take control of the children's computers to show work and the steps that they must follow to be successful."*

– Elmlea Junior School

### KEY FEATURES

- ♥ Graded user modes for teachers
- ♥ Real-time instruction tools
- ♥ Student screen monitoring
- ♥ Testing and assessment tools
- ♥ Language Lab module
- ♥ Internet and application metering
- ♥ Digital journals of lesson content
- ♥ Teacher, TA and Student apps
- ♥ File collection and distribution
- ♥ Teacher and student screen sharing
- ♥ Virtual whiteboard
- ♥ Lock and blank students' screens
- ♥ Multi-platform support
- ♥ Student feedback mode
- ♥ Reset students' system passwords
- ♥ Plus much more!



## **Cloud-based Virtual Classroom Suite**

Super easy to set up and use, classroom.cloud is a cloud-based teaching, classroom management and safeguarding platform, providing the essential tools for supporting classroom *and* remote learners.

# Virtual classroom management and teaching platform

Forget edTech fatigue... classroom.cloud is all about simple yet essential teaching tools to monitor and instruct in classrooms *and* with remote learners – maintaining student engagement and ensuring they're on target for success!

Teachers can easily connect to their students via pre-populated class lists and share their screen and audio to help explain lesson activities with ease. Using the thumbnail view, the teacher can see the screens of all the students in the class, helping them to monitor activity such as the websites/applications they're using. In addition, teachers can also set 'allowed' and 'restricted' websites/applications lists to keep everyone safe and on task, as well as remote control students' screens, interact with students via surveys and help requests – plus, give every student a voice with chat and messaging tools.

With no swapping between solutions required for in-school and/or remote learning, it's a simple and effective way to provide continuity for students and teachers. And the best bit for the IT team is that it's low-cost and scalable to even the largest of MATs – as well as being super easy to set up, manage and maintain!

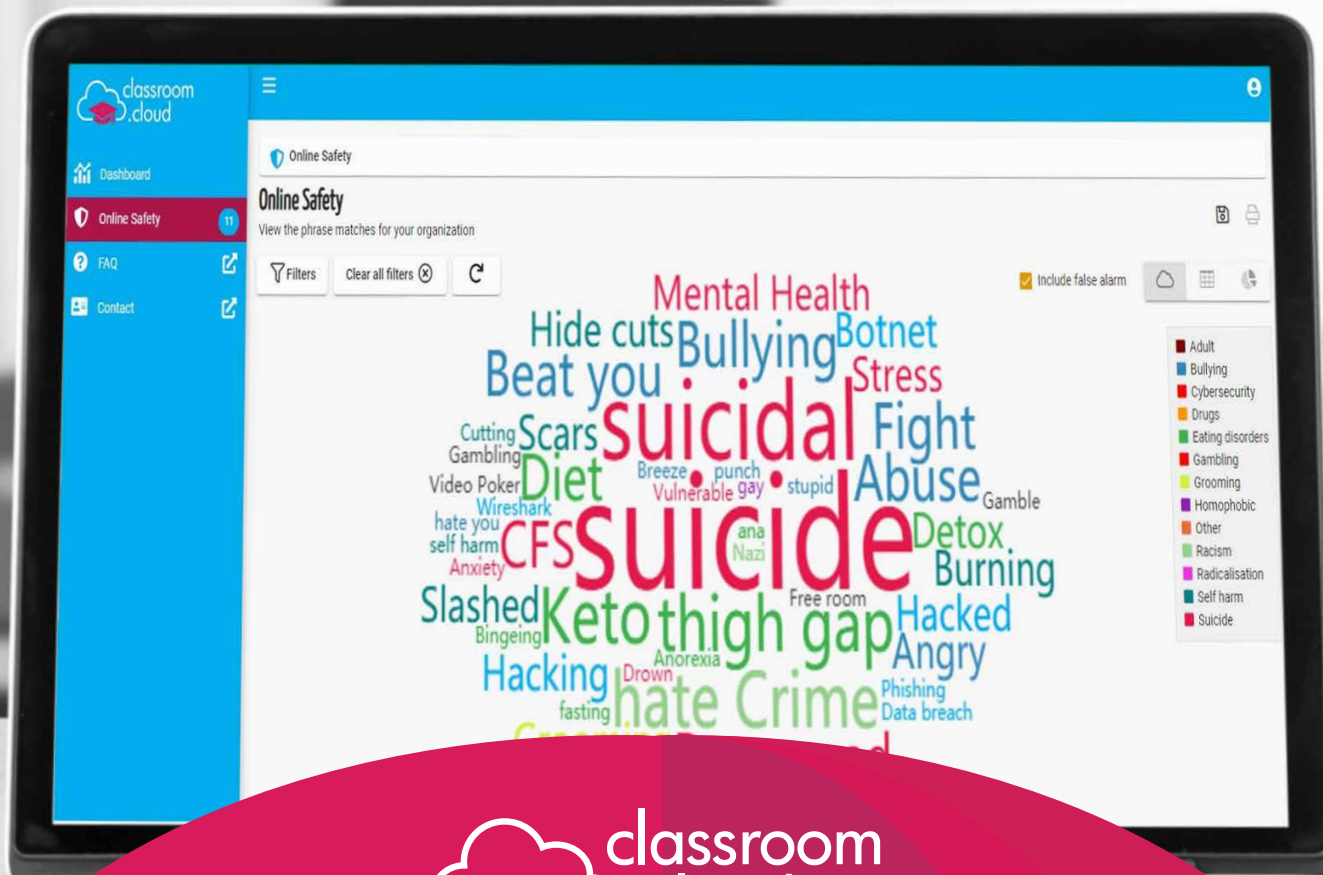


## KEY FEATURES

- ♥ Monitor students' screens
- ♥ Broadcast teacher's screen and audio
- ♥ Monitor web and application use
- ♥ Application/website 'allowed' and 'restricted' lists
- ♥ Gain instant feedback with surveys
- ♥ Interact via chat and messages
- ♥ Answer help requests
- ♥ Get attention by locking screens
- ♥ Connect quickly and easily to students' devices
- ♥ Use with Microsoft SDS, ClassLink and Google Classroom
- ♥ Multi-platform support
- ♥ Low cost and low maintenance
- ♥ Scalable from the smallest school to the largest trust
- ♥ Plus much more!

***"...with its assessment, tracking, classroom management and continuity features, the platform frees up valuable time for teachers to do what they do best: teach!"***

Ben Whitaker – Head of IT services,  
Bury Grammar School



## ***Keeping your students safe online***

The safeguarding toolkit (optional component) helps keep your online environment protected by monitoring concerning activity, identifying students at risk and spotting trends across multiple languages.



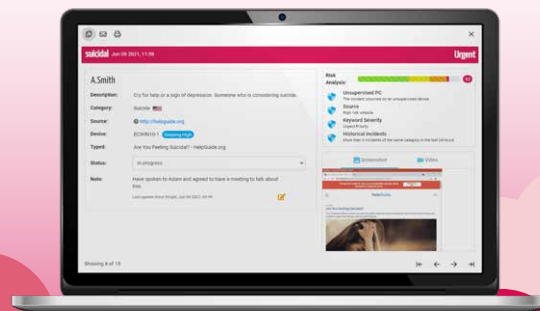
# Keeping your online environment safe at all times

Keeping all your students safe as they learn online can be a challenge, but things just got easier with **classroom.cloud's** safeguarding toolkit! Schools can identify, support and help protect students at all times – no matter where they are. These powerful tools are perfect for helping inform your online safety strategy and school policies, as well as supporting the latest requirements.

- 💡 **Keyword and phrase monitoring:** Powered by over 14,000 phrases in multiple languages, schools can monitor the safeguarding words that students are typing (even in Microsoft Teams and Outlook).
- 💡 **Updating keywords:** Add your own keywords to the safeguarding database that are relevant to your school and community – and even share them across your Trust!
- 💡 **Keyword cloud:** When a keyword or phrase is triggered, it populates a word cloud. This is a nice easy way to spot trending topics.
- 💡 **Contextual intelligence-based Risk Index:** The context of a triggered event is analysed (the device used, time of day, websites visited, applications used, history of alerts) and a risk index number is generated, helping staff to determine its severity.
- 💡 **Student 'Report a concern' (Coming Soon):** Students can report their concerns by sending a message, screenshots or documents in confidence to a trusted member of staff.
- 💡 **Online resources (Coming Soon):** Students have instant access to a range of online support resources – covering topics such as FGM, drug addiction, grooming and bullying. Staff can also manage the pre-populated list and add any additional ones they feel are appropriate.
- 💡 **Security:** With its easy-to-use access permissions and reports that can be applied or changed as needed, schools can ensure only authorised staff have access to the most sensitive information.

***"classroom.cloud will be a significant benefit to safeguarding students!"***

Alan Mackenzie – e-Safety Adviser



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The eSafety and **safeguarding products are great** and have helped to support safeguarding practices at the school.

//

**Ifield School**

“

The **multi-language** capability for tracking **keywords** was a huge bonus for us.

”

**L.E.A.D. Academy Trust**

//

I highly recommend ReallySchool. **It's a fantastic product** that has **made a huge impact** in the classroom.”

//

**Dogsthorpe Infant School**

“

NetSupport School is the **best product we have used** to date!

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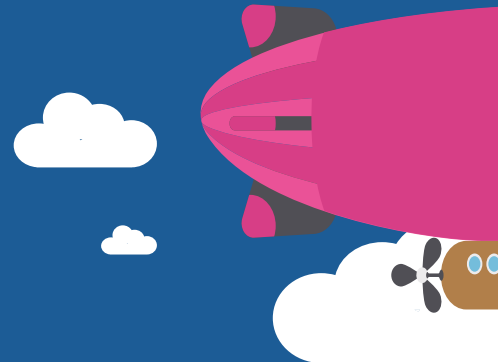
**Combe Pafford School**

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NetSupport Notify is an **important tool** in our emergency plan.

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**Cotham School**



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NetSupport enables us to **help keep students safer online**, a necessity to aid with safeguarding and online wellbeing.

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**Darlington College**

“

I use NetSupport DNA every day. I love the eSafety module, it is **very helpful in safeguarding our students**.

”

**Beverly High School**

//

NetSupport DNA has to be one of the **best IT Asset Management solutions** on the market.

//

**Teach Secondary Magazine**

“

Easy, reliable – the whole package **ticks a lot of compliance boxes** at an affordable price.

”

**Brighton and Hove High School**

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NetSupport DNA has already saved us money. The **IT team loves it**. It really has **made a big difference** to us.

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**Cambridge Meridian Academies Trust**

“

NetSupport **blasts its competitors away** with its functionality, **ease of use** and **excellent safeguarding** features!

”

**Wales High School**

//

An **unbeatable range of classroom management features** and is, in many ways, the best of its kind on the market.

//

**PC Pro Magazine**

“

The first time we tried NetSupport Notify, we knew it was the **solution to our problems**.

”

**Holmfirth Junior School**

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**classroom.cloud** has made virtual teaching much easier.

//

**Life Source International Charter School**

“

This is the way that software is supposed to work – quickly, easily and well. **A joy 10/10.**

”

**ICT for Education Magazine**



# ReallySchool



## **Primary Assessment, Tracking and Journalling**

Low-cost, secure and easy to use, ReallySchool (app and online portal) helps teachers and TAs to capture and assess EYFS and primary pupils' learning and development quickly and effectively – while boosting parental engagement and supporting the continuation of learning at home.

# A better way to capture and assess learning and development

Proven to save valuable time every day, ReallySchool (an award-winning app and online portal) offers a flexible and streamlined approach to capturing and assessing observations from EYFS and primary pupils.

Teachers, TAs and practitioners can capture photos, videos and audio clips to provide key evidence of learning as it happens and assess against a range of different frameworks (which can be changed on the fly), subjects, learning areas and age bands in one observation – as well as selecting and changing the number of students taking part.

Student learning journals and a wealth of reports display the progress of students, classes and year groups, helping school leaders to monitor whole-school teaching and learning. To help support children learning at home, teachers can send out home learning activities and guidance directly to the parents' version of the ReallySchool app. Parents can also share achievements from home by sending videos, audio and photos. Teachers can use badges to acknowledge pupils' achievements, which can also be shared with parents to celebrate their success.

Developed in close consultation with primary school teachers and TAs, ReallySchool offers real benefits for everyday use – and delivers more time for teaching!



*“Being able to see where learning gaps are is such a time-saver.”*

– Dogsthorpe Infant School

## KEY FEATURES

- Individual and group notes
- Photo, video and audio evidence
- Pre-populated UK assessment criteria
- Select level of support
- Indicate pupil understanding
- Award badges for achievement
- Student journals and reports
- Class and leadership reports
- Apply timeline and report filters
- Share learning with parents
- Share home learning activities
- Parents can share out-of-school achievements
- Set date/time of observations/home learning tasks
- View assessment history mid-observation
- Use safeguarding stickers



# NetSupport Notify



## ***School Alerting and Emergency Lockdown***

Schools are fast realising the benefits of using mass notification solutions such as NetSupport Notify to boost school communication and support their emergency and lockdown procedures.

# Enhance communication and boost emergency and lockdown procedures

Using NetSupport Notify, schools can communicate effectively with staff and students using one-way alerts and notifications – sending them to desktop users across the school, those working remotely on school devices, and even to large information panels in halls and foyers. Alerts automatically take screen focus, meaning they can't be hidden, ignored or saved for later. The notifications can even be targeted to select groups and scheduled for maximum impact.



Scaling to the largest of schools with multiple sites, NetSupport Notify also provides real-time status of notifications and acknowledgements – as well as delivering pre-scheduled alerts.

Simple to implement and use, and with fast and reliable alerts, NetSupport Notify helps ensure staff and students instantly have the information they need to work effectively and stay safe in any emergency situation.



GESS  
EDUCATION  
AWARDS  
FINALIST  
2020



***"It is fantastic for notifying classrooms when we initiate the lockdown procedure!"***

– Furze Down School

## KEY FEATURES

- Multi-platform support
- Send 'full screen' messages
- New Health and Security notifications
- Send targeted alerts to selected groups
- Customise alerts with your branding
- Include custom audio alerts
- Flexible delivery options
- Full reporting and tracking
- Mobile console for Android and iOS
- Send alerts to 10,000 users across multiple sites
- Send to IP ranges
- Low cost
- Plus much more!



NetSupport  
ServiceDesk



## ***Helpdesk and Ticketing***

Delivering effective and timely responses to IT issues is key to maintaining a reliable school IT environment. With NetSupport ServiceDesk, school IT support teams get the tools they need to do just that.

# Effectively resolve the toughest support challenges

Easily integrated into a school's existing IT infrastructure, NetSupport ServiceDesk delivers the processes needed to help effortlessly track, organise, manage and answer the toughest support challenges.

Providing effective support for users of IT assets is a priority for today's schools with their ever-increasing IT portfolios, and NetSupport ServiceDesk's fully customisable and intuitive browser-based interface makes it easy for technicians to maintain both desktop and mobile platforms, while delivering robust workflow processes.

As well as helping school IT support teams handle users' daily IT issues, NetSupport ServiceDesk will also highlight recurring IT problems – enabling them to identify and fix the root cause and ensure a productive working environment for everyone.

Added to this, it supplies a wealth of management reports as well as providing a customer-friendly, self-service portal: all the tools needed to help technicians deliver support effectively.



*"NetSupport ServiceDesk has enabled us to streamline our helpdesk processes and provide a more timely service to end-users."*

– Warrington and Vale Royal College

## KEY FEATURES

- 💡 Incident management
- 💡 Change management
- 💡 User management
- 💡 Problem management
- 💡 Service level management
- 💡 Preview current status in real time
- 💡 Customisable, multi-lingual interface
- 💡 Real-time management reports
- 💡 Pre-populated solutions database
- 💡 Automated in/out email processing
- 💡 Automated assignment to escalation processes
- 💡 Attach, store and associate files to an incident
- 💡 Links seamlessly with NetSupport DNA
- 💡 Plus much more!



# NetSupport Manager



## **Powerful Multi-Platform Remote Control**

For schools wishing to take their remote support requirements to the next level, NetSupport Manager provides seamless and secure multi-platform access to workstations and servers across a school or Trust.

# Secure, multi-platform remote access to workstations and servers

NetSupport Manager has consistently led the way with innovative features to aid remote PC management. Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single, high-speed solution for the remote management of critical systems, servers and users – with no need for third-party services or ongoing subscription costs.

Adding to traditional one-to-one remote control capabilities, NetSupport Manager excels as a one-to-many solution: from monitoring multiple systems in real time and showing the operator screen to multiple recipients for training, to file distributions across the network. Its enviable reputation for security sets it apart from others, with its use of activity logs, 256-bit encryption, smart card support, AD integration and more.

It also enables IT teams to provide remote support to staff off-site and allows staff working remotely to access their work PC and applications safely and securely from home.

What makes NetSupport Manager unique is its range of supporting tools to ensure maximum efficiency and, most importantly, its ability to minimise system downtime and lost productivity as support issues are being addressed – making it the perfect tool of choice for any IT team.

## KEY FEATURES

- Fast and secure connection
- Manage multiple devices simultaneously
- Watch, share or control the screen
- View estimated location of devices
- Multi-platform support
- Screen annotation and recording
- Chat, message and interact with users
- System management tools
- Unique PIN Connect feature
- File distribution
- Real-time hardware/software inventory
- Mobile control from iOS and Android
- Buy once, own forever
- Plus much more!



***"Organisations that want to keep all their remote support services in-house will find NetSupport Manager an excellent choice."***

– PC Pro 2019 Review

# NetSupport



WINNER  
2019 AWARDS  
EXCELLENCE  
TECH & LEARNING



GESS  
EDUCATION  
AWARDS  
FINALIST  
2020



GESS  
EDUCATION  
AWARDS  
FINALIST  
2019



[www.netsupportsoftware.com](http://www.netsupportsoftware.com)

+44(0)1778 382270 | [sales@netsupportsoftware.co.uk](mailto:sales@netsupportsoftware.co.uk)

NetSupport House, Towngate East, Market Deeping, Peterborough, PE6 8NE, United Kingdom

