

STARTING NETSUPPORT SCHOOL

This section will guide you through starting NetSupport School.

The main point to remember when using NetSupport School is that the workstation that is taking control of other workstations is called the Control or Tutor, and the workstations being controlled are called the Clients or Students.

Note: This guide assumes you have already installed NetSupport School. If you have not done this, do so now. See the Installation section for details.

Starting NetSupport School

After installation the Student program is automatically loaded on the Student workstations as Windows starts up.

To start the NetSupport School Tutor program, double click the **NetSupport School Tutor** icon in your NetSupport School Program Group, or choose {Start}{Programs}{NetSupport School}{NetSupport School Tutor Console}.

Note: On Windows 8, only the Tutor and Tech Console icons will appear in the Start screen. You can access the other NetSupport School components by right-clicking and selecting All Apps along the bottom of the screen. If you want any of the other NetSupport School components to appear on the Start screen, right-click the item and choose **Pin to Start**.

When NetSupport School loads, the Welcome wizard will appear. From here you can deploy the Student software onto new computers in your current classroom, by clicking **Classroom**. If you need to deploy the Student software across your network or need more advanced options click **Network**. To just start the Tutor program, click **Start** and the Class wizard will appear.


The Class wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.

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As the Tutor program loads, NetSupport School will then browse the network for the specified Students. While it is searching, the browsing message will be displayed. A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

All connected Students will have their icons displayed in the Control window.

Note: If you have selected the 'Chrome students only' or 'Tablet students only' licence types during installation the NetSupport School Tutor Console will reflect the features available for these Students.

You can enter or alter the lesson details for the current class in Normal view. This pane can be minimised by clicking the  button.

Note: To prevent the Tech Console from automatically connecting to the Tutor workstation, ensure the NetSupport School Client is installed and set the **Enable User Acknowledge** option in the Client Configurator. You will have to confirm the connection before it can take place.
