![RM Education logo]

Connectivity

Support Newsletter

Included in this issue:

Support hot topics/support updates
RM SafetyNet new release
Google SSL encryption
RM SafetyNet roadmap
Internet service status
RM Seminars

supportnewsletter@rm.com

Welcome

Welcome to the first issue of the RM connectivity support newsletter where we will keep you up-to-date with information, developments and breaking news on RM Internet services.

We hope you find our newsletter a useful resource in keeping you informed. We value your feedback so please do give constructive feedback on the content. We're happy to include any topics that are of interest to you so please let us know what you would like us to cover in future editions. Please email **supportnewsletter@rm.com**

Support hot topics/support updates

We have recently refreshed our support articles for RM SafetyNet as part of the new user interface introduction and below are the most requested topics. All can be directly accessed from within the RM SafetyNet user interface by using the 'help' icon in the top right-hand corner.

TEC4699686	How to unblock a website in RM SafetyNet Next
TEC4699637	How to use search rules in RM SafetyNet Next
TEC4699540	How to use web rules in RM SafetyNet Next
TEC4699168	How to set up and use staff proxy in RM SafetyNet Next
TEC4697013	How to use web access policies in RM SafetyNet Next
TEC4696993	How to change account settings in RM SafetyNet Next
TEC4690770	How to manage admin users in RM SafetyNet Next
TEC4690709	How does filtering work in RM SafetyNet Next

RM SafetyNet new release

You asked – we listened – we acted
We hope you're enjoying the new face lift that we've given to RM SafetyNet? After some constructive feedback from our customers we developed this interface to give you a more enhanced experience, with simple and uncluttered layouts.

It doesn't stop there…
As you know we promised you functionality to enable user-based filtering. We're true to our word and have been working flat out over the summer to ensure that everything is in shape ready for the release.

In fact we already have a small number of sites trialling the product now with great success, so we plan to increase the usage in a controlled manner over the coming weeks. If you tested the new user interface for us then you are top of the list and will be contacted as soon as we're able to bring you on board.

"The UI is so much clearer than the older version"

Chris Box, King Edward VI Community College,
early adopter for RM SafetyNet

We expect a full release to all RM SafetyNet customers in October half term, provided there are no major issues. We will of course keep you updated on the release date. We hope you understand that as this is a filtering upgrade we will not release it unless we are 100% happy with the change.

Please keep your eyes peeled as more information will land in your inbox soon.

Google SSL encryption - what does this mean for you?

On 23 June 2015 the Google search services moved all search results behind SSL encryption. This means that all search results are now served using 'https', with the secure padlock shown in web browsers.

This makes it impossible for cloud-based filtering products such as RM SafetyNet to continue to effectively filter search results in the way it did before (i.e. by inspecting search queries and results) without first intercepting the secure connection, which means that some inappropriate results may appear if care is not taken to search accurately and sensitively.

In order to perform 'SSL interception', schools need to make changes to the devices that use RM SafetyNet (as it needs to decrypt, analyse, and then re-encrypt all traffic using a security certificate).

This certificate must be deployed to all computers and devices that browse via an RM SafetyNet filtered connection. All of the instructions and downloads can be located at **www.rm.com/googlessl**

RM SafetyNet Roadmap - what's happening this year and beyond

2015						2016		2017
May	June	July	August	September/ October	Winter	H1	H2	
Roadmap commitments						Roadmap candidates		
Early adopter trials of new user interface (UI)	SSL bump released	New UI rolling out across datacentres, early adopters user based filtering (UBF) testing		Full roll out of UBF across datacentres	Reporting - various reports to be available within RM SafetyNet		RM SafetyNet 'dashboard' to collate reports and possibly info from other e-safety products	
			Bandwidth usage reports available			ONGOING - Update of content filter	RM SafetyNet for Chrome (device level filtering)	Image and video analysis of inappropriate content

Keep up-to-date with the status of your Internet service

We know how disruptive it can be for schools if they are facing problems with their Internet service, and how important it is for you to be kept in the know if a dip in service does occur.

You can now use our brand new status page to get the latest updates on our services in real time. You'll get up to the minute information on any service affecting issues within your network, as well as regular updates informing you of how we are working to resolve the issue, when service is restored and any work to mitigate recurrence of the issue. This means you no longer have to call the Service Desk to find out if there are any issues; what's more you can subscribe to updates using a number of different methods including email and SMS.

The status page can be accessed at **status.rm.com**, where you can also subscribe to the services that you are interested in.

Six top tips to engage parents with online safety

Taken from our blog post 'Online Safety and Parental Engagement', by Jeri Dash. **Click here to read the full article.**

One.

Hopefully you will have embedded online safety into your curriculum. Get the students to write interesting snippets about what they have done and what they are learning. This can then be used in a news column, your school blog or your school newsletter (or all three).

Two.

Drip feed interesting facts to parents by whatever communications' method you use. Don't fill them with media scare stories as these are usually sensationalist; balance the positives with some of the risks.

Three.

Get the students involved, parents are far more likely to turn up to a parents' evening if their children are a part of it. For example you could poll the parents in regards to their concerns or misconceptions, and then use the children to answer these concerns.

Four.

You could also poll the students to find out what their concerns are; develop a couple of the more popular concerns into a drama/play and get the children to act this out. This has the added advantage of showing that online safety is not a technology issue but one of behaviour and risk.

Five.

Embrace social media such as Facebook and Twitter. Many schools see this as a risk, however, social media sites have got a bad name simply because you only hear about the bad news stories. There are ways to set up these services so they can be used as a "broadcast" account; in other words a way for you to pass information out without allowing others to leave comments. By far this is the most successful way of engaging with parents and the rest of your community; generally speaking it's where the majority of the parents are so embrace that and use it as a tool for good. You could even poll the parents to ask if it's a service they would embrace. We highly recommend trialling this for a term.

Six.

Finally, there's a good chance you already have a school newsletter. These are great for passing out snippets of information. Online safety news could have a regular spot in your newsletter, covering good news stories as well as hints and tips.

Seminars

Take a day away from the hustle and bustle of school life to reflect on current practices and develop inspirational improvement ideas at the educational stream of the RM Seminars. Benefit from the free session content delivered by industry experts and share expertise and experiences with a number of other schools through interactive discussions. With a wide range of topics, from developing an outstanding e-safety strategy, to creating memorable lessons with learning technologies from Apple, Google and Microsoft, come away inspired and armed with practical improvements to benefit your school.

Book your free places: www.rm.com/edseminars

Meet the team

Each issue we would like to introduce you to different members of the RM Connectivity team, so without further ado we introduce you to Chika…

Chika has over three years' experience on the Connectivity Service Desk having joined the team in August 2012. An accomplished engineer, Chika has spent the last three summers working with our Network Installation team completing on-site new network installations and upgrades.

Outside of work Chika enjoys spending time with family and children. Chika is a big sports fan, not only playing football and golf, but also following a wide range of sports including basketball and American football.

Chika Okoli
Service Desk Engineer