

# Connectivity Support Newsletter

Issue 12 / March 2019

## Included in this issue...

- Useful help articles from your Connectivity Service Desk team
- NSPCC Online Safety Survey
- RM SafetyNet new features
- RM SafetyNet survey – take part for your chance to win a Microsoft Surface Go device
- RM Seminars spring 2019

# Welcome to the twelfth issue of the Connectivity Support newsletter.

Here we will keep you up to date with information, developments and news on RM Internet and online safety services. We hope you find our newsletter useful and we value your feedback. If you have any topics you'd like to see us cover in future editions then please email [supportnewsletter@rm.com](mailto:supportnewsletter@rm.com).

You can view previous versions of the Connectivity newsletter in the [archive](#).

## Useful help articles from your RM Connectivity Service Desk team

[TEC2602419](#) - RM SafetyNet - Common URL requests for unfiltering

[TEC4690709](#) - How does filtering work in RM SafetyNet

[TEC6279145](#) - How to deal with spam emails

[TEC4699686](#) - How to unblock a website in RM SafetyNet

[TEC6636666](#) - DNS Flag Day Guidance

[TEC4074128](#) - How to raise an Internet Services Change Request via Support Online



Visit the [Internet portal](#) on the RM Support website to keep up to date with the latest help and technical articles.

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## NSPCC Online Safety Survey

We are conducting a survey alongside the NSPCC on Online Safety and we would love to have your input. To take part, please go to the [survey](#).

## New functionality being released in RM SafetyNet on 23 March

We understand the challenge that schools face when there are some really great resources that you would like to use in the classroom. There are however times when the uncertainty of the appropriateness of some content can lead to a cautious approach and blocking of both useful and inappropriate content.

There is no greater example of this than YouTube where there is a true split within schools as to the appropriateness of the content, the comments and whether the platform can be trusted to police its own content even in restricted modes.

We are delighted to announce a new feature in RM SafetyNet that gives you as a school complete control over the content that your users can see from YouTube.

## YouTube filtering switch

The new switch enables the school to choose blocked, walled garden or unblocked for each policy.

- Blocked - YouTube will be blocked completely; you will no longer need to maintain the list of URLs to do this. We will do this for you.
- Walled garden - This enables you to allow specific YouTube videos you permit in your own list.
- Unblocked - YouTube is allowed.

In addition, the school can enable YouTube’s built in content restriction as either Moderate or Strict. Both levels of restriction remove the comments from the videos. Schools using G Suite can permit or deny individual videos in G Suite using the restricted modes.

As part of this change we have removed YouTube from the RM social media list and moved it to be a category on its own with this new filtering switch.

**If you have created custom Permit or Deny rules for YouTube in your school’s lists, we recommend you remove these and manage access via the new controls. Until you remove your custom rules these will take priority over the new control.**

Schools that have enabled YouTube for the school, or a role, by not applying the social networking list will find that YouTube is blocked for that role until they update the new control.

The screenshots below demonstrate the options you receive when selecting each option. Remember with User Based Filtering you can apply a different policy to different groups of users such as teachers, year groups, or even individuals. If you don’t currently have User Based Filtering then please contact your account manager for more information and pricing.

## YouTube Blocked

The screenshot shows the 'Web Access Policy' configuration page in RM SafetyNet. At the top, there are navigation tabs: 'Your policy' (selected), 'Your rules', 'Your time periods', and 'Staff proxy'. Below this, a dropdown menu shows 'Default Policy' and a 'Create policy' button. The main section is titled 'YouTube Policy' and includes instructions: 'Select the level of access required to YouTube for this Web Access Policy. Walled Garden allows the player only and individual videos can be permitted in your filter lists. The YouTube Access mode applies YouTube's built in restrictions.' There are three buttons for access levels: 'Blocked' (highlighted in green), 'Walled garden', and 'Unblocked'. To the right, a dropdown menu for 'YouTube Access Mode' is set to 'Strict Restricted'. Below this is the 'Filter lists' section with instructions: 'Manage your Filter List settings. Filter List settings allows you to deny or allow access to websites or searches. Use the check boxes to enable or disable filtering for each list. Click a green circle to set the times when the list will be applied on that day.' A table follows with columns for 'Enabled', 'Filter List', and days of the week (Mon-Sun). Three filter lists are shown: 'RM IWF Child Abuse Images List' (mandatory, cannot be disabled), 'Extremist Content' (mandatory, cannot be disabled), and 'Demo School Filter List' (active, with green circles under Mon-Sun).

## YouTube walled garden with three different access modes

The screenshot shows the 'Web Access Policy' configuration page for 'Your policy'. The 'YouTube Policy' section is set to 'Walled garden'. Below this, the 'Filter lists' table is visible, showing three enabled filter lists: 'RM IWF Child Abuse Images List', 'Extremist Content', and 'Demo School Filter List'. The 'Demo School Filter List' has green circles under all days of the week, indicating it is active.

Enabled	Filter List	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input checked="" type="checkbox"/>	RM IWF Child Abuse Images List	This list is mandatory and cannot be disabled.						
<input checked="" type="checkbox"/>	Extremist Content	This list is mandatory and cannot be disabled.						
<input checked="" type="checkbox"/>	Demo School Filter List	●	●	●	●	●	●	●

## YouTube unblocked with three different modes

The screenshot shows the 'Web Access Policy' configuration page for 'Your policy'. The 'YouTube Policy' section is now set to 'Unblocked'. The 'Filter lists' table remains the same as in the previous screenshot, with three enabled filter lists and the 'Demo School Filter List' active on all days.

Enabled	Filter List	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<input checked="" type="checkbox"/>	RM IWF Child Abuse Images List	This list is mandatory and cannot be disabled.						
<input checked="" type="checkbox"/>	Extremist Content	This list is mandatory and cannot be disabled.						
<input checked="" type="checkbox"/>	Demo School Filter List	●	●	●	●	●	●	●

We welcome any feedback you have on this new feature through our [feedback portal](#).

## RM Network Abuse List

We have unhidden a filter list that contains domains known to host Malware. The list is mandatory but can now be used to create filter list alerts to inform the network manager if any devices have software talking to Cryptominers, domains that contain malware, or VPN activity where someone maybe trying to bypass the filters.

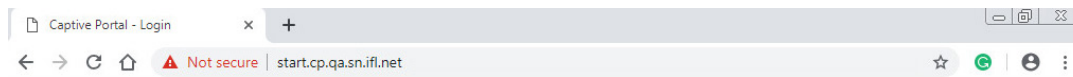
## Transparent User Based Filtering start page

We have also made an improvement to the end user experience for those using Transparent User Based Filtering (TUBF). If you want to use TUBF on devices used by multiple users during the day then we recommend using the new start page as the home page.

When a user logs in to TUBF they are logged in for the whole day. The new start page detects when a new user is visiting the start page from the same computer. If the computers are domain joined we still recommend using normal User Based Filtering if possible.

TUBF is only available to customers without Network Address Translation (NAT); if you see your internal private IP addresses in the browsing reports then you should be able to use TUBF.

Currently we're enabling TUBF on sites where the network supports it, where we have a request to turn it on for the establishment. For more details on using TUBF at your school, please contact the Connectivity Service Desk.



### RM SafetyNet

Your are now connected to RM SafetyNet

Please refresh this page if you see any connectivity issues while browsing

Closing this browser window will log you out from captive portal session and you have to login again next time



## Ransomware, Phishing emails and email spoofing

If your school has a ransomware incident, check out [www.nomoreransom.org](http://www.nomoreransom.org) where there are a number of free decryption tools for some of the most popular ransomware tools with cyber criminals. There are now over 52 decryption tools available through the service that is a partnership of over 120 organisations from security companies to law enforcement agencies.

We are seeing an increase in schools that are reporting incidents of phishing emails that attempt to steal the credentials of the users through a fake sign in page for the email provider e.g. Office 365.

It is important to protect your users from phishing attacks and email spoofing, as these often lead to more serious data breaches or theft of money through email fraud. The best guidance can be found on the National Security Centre's website:

<https://www.ncsc.gov.uk/guidance/email-security-and-anti-spoofing>

<https://www.ncsc.gov.uk/collection/small-business-guide?curPage=/guidance/avoiding-phishing-attacks>

## **The first rule about the latest online safety hoax is... not to talk about the latest online safety hoax**

Whilst we are strong advocates for discussing online safety in an open and collaborative way with pupils, there are times when talking about specific headline making news can be counter-intuitive. Sometimes these rumours and hoaxes spread only because they do hit the headlines and encourage more people to seek out the meaning, risk and advice as to how to handle the latest viral online safety news.

We would always recommend that you seek advice from a trusted specialist such as the UK Safer Internet Centre, who have a free helpline for those professionals working with children and young people in the UK:

<https://www.saferinternet.org.uk/>

Please rest assured that we do keep on top of these things and we blocked searches for this latest craze last year when it first came about. We also added the words to the Safeguarding alerts so that schools that have this functionality enabled get alerts when their users are searching for these things.

We saw a number of companies use their marketing engines to spread the word of this latest fake news, perpetuating the issue. We will never try and capitalise on something that can have such a massive impact on the mental health of young people and our support teams are always here to help you if you do have any questions as to how we manage these things through our products.

## **RM SafetyNet survey**

Thank you to all those that completed our last survey; customer feedback is crucial in helping us develop the product to meet the needs of our schools. We would like to invite you to complete another short survey and this time you have the chance to win a new Microsoft Surface Go device!

A winner will be picked at random from all those that complete the form. Please note that your personal details will be kept safe and secure and won't be used for any other purposes than to discuss your feedback and for providing the winner with their prize.

You can fill in the survey [here](#).

For the latest RM SafetyNet roadmap you can visit [here](#).

## **RM Seminars – join us for an exciting day of free CPD this spring**

The RM Seminars return this spring, bringing key industry experts and insightful content to a location near you. Join us for a day of free technical CPD designed to help you make the most out of technology in your school and keep ahead of industry trends.

### **Dates and venues**

- The Park Royal, Warrington – Wednesday 27 March 2019
- Novotel London West, London – Monday 1 April 2019
- Exeter Racecourse, Exeter – Thursday 4 April 2019

With topical sessions covering Security, Windows 10, Office 365 and more, the day will give you both practical and theoretical examples of the latest and most innovative technologies in education today.

If you haven't already done so, you can see the full agenda and book your free place now at: [rm.com/seminars](https://rm.com/seminars)

The RM Seminars have developed over 25 years to deliver something for everyone working within education and technology, and new for 2019, we would like you to invite a colleague from your senior leadership team to come along to a special evening reception, and be joined by Charlotte Aynsley, a well-respected member of the industry with a wealth of knowledge within online safety for children. This should be a fantastic event to discuss this issue with a subject matter expert, so get your senior leadership team involved by simply passing them the booking link: [rm.com/seminars](https://rm.com/seminars)

## **Keep up to date with the status of your Internet service**

To receive up to the minute information on the operational status of our wide area network (WAN) connectivity and hosted services, you can visit [status.rm.com](https://status.rm.com). You can check for incidents, planned maintenance and change freezes which impact your services. If there is an issue, you will get regular updates on progress and notification of when the service is restored. You can subscribe to receive updates via SMS, email or webhook.

## Meet the team

### Gary Ingram

#### Support Engineer, Connectivity Service Desk

I have worked at RM for approximately nine years as a perm and contractor. Starting back in the day, working as 2nd line support for the Kaleidos Learning Platform team with Stacey Gray and Rachel Moffat. After a year in that team, I moved over to IHG and the BNMS Service Desk, as it was known then, and since renamed to the ISD Connectivity Service Desk.

However after nearly five years I left RM to try something new. I have now been back at RM as a contractor for approximately four years. In the years since coming back I have had the pleasure of working in a few teams:

The UK NOC team - specifically on the Icinga 2 (monitoring software) migration project and many trips to our datacentres in London.

Tech Delivery - building router configs, installing routers and at one point being the only UK engineer, managing the install rota and supporting our ESI colleagues with peer checking and training etc. This role also included many site visits to install our routers for customers during busy times; this was always a great opportunity to meet our customers face to face.

I am now back on our Connectivity Service Desk and am able to bring my many years' experience and other RM skills into this role. The team is fun and a little changed from my previous days; the work however is still interesting and challenging in equal measures. The team are fantastic to work with.

In my home life I have three daughters, of whom I am very proud, two of which you can see in my photo. We are a Scouting family. I myself am a Cub Scout leader and my elder two daughters are in Scouts and Explorer Scouts, my youngest joined Beavers last September.

Those that know me well also know I love to game, be it on the PlayStation, or the new wave of board games that are becoming popular.



# Look out for the next issue!

Email any suggestions to [supportnewsletter@rm.com](mailto:supportnewsletter@rm.com).

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