



Connectivity

Support Newsletter

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supportnewsletter@rm.com

Welcome

Welcome to the third 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

A list of hot topics that the RM Support team have been talking to educational establishments about over the last few months.

| | |
|----------------------------|---|
| TEC5063184 | Potential issue caused by implementing Apple cache |
| TEC4699540 | How to use web rules in RM SafetyNet |
| TEC2602419 | RM SafetyNet – Common URL requests for unfiltering (updated Feb 2016) |

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

RM SafetyNet user-based filtering – now being used by more than 20,000 UK pupils!

User-based filtering - the ability to apply specific filter rules to groups or individuals - is now available to all RM SafetyNet customers and is currently being used by more than 20,000 users.

Please speak to your account manager or call 0845 121 3347 to discuss this functionality in more detail and to get a quote.

What's next?

[The Keeping Children Safe in Education](#) guidance from the DfE suggests that all schools need to provide age appropriate filtering, effective monitoring of online activity and train their staff in online safety at least once a year.

With this in mind, we are hard at work developing a reporting module which will be released to RM SafetyNet customers this summer.

We can offer full IT monitoring software as well as online safety training and consultancy.

It's an exciting time for RM SafetyNet with more developments on the roadmap, such as alerting of inappropriate online behaviour, more flexible filter lists, YouTube control and user filtering on transparent proxy.

We are committed to helping you keep your school community safe online; please speak to your account manager or call 0845 121 3347 to discuss your challenges and how we can help.

We're offering our customers 15% off online safety consultancy sessions*

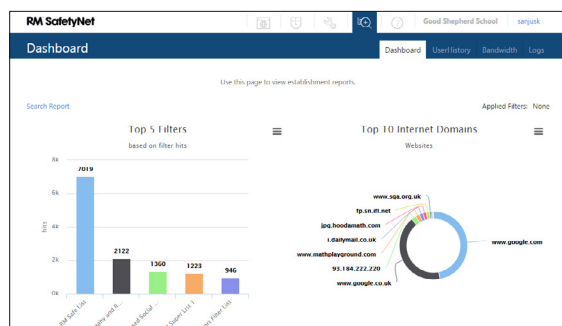
*Offer expires on the 29th July 2016

Tell me more...

An experienced online safety consultant will visit your school and work with you to discuss your online safety provision; together we can then look at any strengths, gaps and improvement areas. This consultancy day has been specifically developed for the senior leadership team and governors. The session will be shaped around the online safety requirements of your individual establishment.

[Find out more about our online safety consultancy sessions.](#)

To benefit from this offer call us free on 0808 172 9532 or email esafety@rm.com and quote SID2016.



Keep up to date with the status of your Internet service

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 is available 24/7 and is hosted outside of our network to ensure no matter what issues we face the service is always available. This service is designed to be accessible from any device so that you can check the status of your service – anywhere, anytime, from any device.

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

Online change requests

Did you know that you can log Internet change requests online by logging on to RM.com and following the link below?

<http://support.rm.com/DiagProdList.asp>

Change requests raised via this method are pre-authorised due to the fact you are using a known RM login. There is a menu of business as usual change requests that you can choose, which will then be completed within 24 hours. There is also an option for 'Bespoke Change Requests', which we will review and have an engineer contact you to discuss the detail of your change request and agree a timescale for implementation.

Business as usual change requests include:

- Meraki Systems Manager
 - DNS – transfer a zone
 - Firewall – inbound/outbound access
 - DNS – add, modify or remove records
 - DNS – request a list of DNS records
 - IP Increase
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Meet the team

Jamie is the Service Desk Manager for our Connectivity Service Desk. Jamie has worked at RM for just over nine years and has managed a number of teams including installation coordination and sales support. Jamie joined the Internet Hosting Group three years ago and since then has overseen many projects that have helped develop and improve the service delivered by the Service Desk.

Jamie is a rugby fan who enjoys playing and watching rugby as often as he can. Outside of work Jamie enjoys family time with his wife and son, he can often be found outside playing football or in the kitchen baking cakes (watch out Mary Berry).



Jamie Goswell
Service Desk Manager



Seminars

Join us at the autumn round of the RM Seminars

Following a fantastic spring round of events, bookings are now being taken for free places at the autumn RM Seminars at www.rm.com/seminars. Why not book yours today?

Running for over 20 years these CPD accredited events feature both technical and educational sessions, addressing the greatest opportunities and challenges facing schools today. They are perfect for a range of school staff including network managers, SLT, ICT coordinators, teaching staff, technicians and inclusion managers. With a choice of sessions available, networking opportunities, free training and industry specialists on hand in the exhibition area, come away inspired with practical improvements to benefit your school.

Full agenda coming soon at www.rm.com/seminars