RM™
Education

Connectivity Support Newsletter

Issue 11 / November 2018

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Welcome to the eleventh issue of the RM 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.

You can view previous versions of the Connectivity newsletter in the archive.

Useful help articles from your RM Support team

Visit the Internet portal on the RM Support website to keep up to date with the latest help and technical articles.

TEC2602419 – RM SafetyNet – Common URL requests for unfiltering

TEC6319584 – RM Self-Service DNS

TEC4690709 – How does filtering work in RM SafetyNet

TEC6279145 – How to deal with spam emails

TEC5550285 – Security Vulnerability – Exposing RDP (Remote Desktop Protocol)

TEC4699686 – How to unblock a website in RM SafetyNet

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RM SafetyNet new safeguarding functionality

As an Internet filtering provider to over 3000 UK schools, RM SafetyNet provides an efficient way of blocking pupils' access to inappropriate, illegal and malicious content – but blocking content is only one part of a school's obligations in the digital world. Effective monitoring is also a requirement of schools and we know this can be a challenge. As Internet usage and bandwidth increases, millions of rows of data are created and finding the pertinent information can be like looking for a needle in a haystack.

This is the challenge that we have tried to tackle within RM SafetyNet. We have been asking ourselves the question "How might we work together with schools to help prevent suicide or other online activities that may lead to a pupil being at risk?".

As part of this work we have developed new safeguarding alert functionality within RM SafetyNet. Schools that are using RM SafetyNet and have User Based Filtering (UBF) enabled can now use this new feature to receive safeguarding alerts.

When one of your pupils searches the Internet for a term that may suggest they are looking for content that could place them at risk or potentially looking for help, the Designated Safeguarding Lead (DSL) will receive an email alert enabling them to log in and view the Internet activity for that child. A review of the search terms and websites visited may help the DSL to determine whether a child is at risk or an intervention is needed to help them.

What we see from working with schools on a daily basis is that children often use search engines as a cry for help; questions are asked of the Internet as if it were a person that can reply and help them understand their feelings or how to get out of a difficult situation. Our early testing of the functionality revealed search terms such as "how to commit suicide least painful way" and "how to get help for suicide". As parents, governors and partners to thousands of schools, we knew we had to find a way of getting this information to the people who can make early interventions. If we can help prevent even one suicide or incident of self-harm then all the work in developing this functionality will have been worth it.

This new feature is live for all schools using RM SafetyNet with User Based Filtering. To enable the service for your school, please just send me an email and I will arrange to have it activated for you - Steve Forbes at **sforbes@rm.com**.

For more information on upcoming features in RM SafetyNet please check out our **roadmap**.

Got a new idea that would make RM SafetyNet even better? Please do let us know via our **feedback form**.

Beware of scam emails

There have been recent reports of scam emails being sent to accounts that are linked to some of our schools. These scam emails are being sent in an attempt to convince recipients that the sender email address belongs to a head teacher. A recent example of such an email was sent from the email address headteacher61@aol.com.

If you come across similar emails, it is worth noting that most mail clients enable you to block the sender address for SPAM emails. In addition to blocking the sender address, we recommend that you contact your local IT support provider for further assistance.

Online safety – keeping our customers safe and secure

Schools need to make sure an online safety strategy is part of their safeguarding provision. Our online safety review will help you evaluate your online safety policy and identify any areas that need improving. Our latest blog on online safety is available to read below and then we recommend you take the free review, which will provide you instant tips and advice based on your responses.

http://www.rm.com/blog/2018/september/a-whole-school-approach-to-online-safety

http://www.rm.com/what-we-do/online-safety-for-schools/online-safety-review

Cyber security – what you can do to protect your data

To give your school the best chance of avoiding email compromise and other cyber threats like viruses and data breaches, there are ways to protect your data. Our blog below covers the five biggest cyber threats we face today along with advice on what you can do to minimise the risk. You can then take our free cyber security review to help you understand possible weaknesses at your school and you'll receive a free personalised action plan to help you address them.

http://www.rm.com/blog/2018/september/five-biggest-cyber-threats

http://www.rm.com/products/online-safety-tools/cyber-security-review

RM autumn seminars - join us for an exciting day of free CPD this November

The RM Seminars return this month with free CPD, advice and solutions for ensuring your students' safety online and inspiration for using technology in and out of the classroom. If you haven't already done so, you can book your free place now to attend one of the venues below:

https://rm.com/seminars

Dates and venues

- The NEC, Birmingham – Tuesday 6th November 2018
- Radisson Blu Hotel, Stansted – Friday 9th November 2018
- The Grand Gosforth Park, Newcastle – Wednesday 14th November 2018
- Holiday Inn, Runcorn – Friday 16th November 2018
- Google, London - Monday 19th November 2018
- Sofia Gardens, Cardiff – Wednesday 21st November 2018
- Exeter Racecourse, Exeter – Friday 23rd November 2018
- RM Education Head Office, Abingdon – Tuesday 27th November 2018

Keep up to date with the status of your Internet service

To save you phoning the Service Desk, you can get up to the minute information on our Internet services by visiting **status.rm.com**. Here we will communicate the operational status of our wide area network (WAN) connectivity and hosted services. 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

Sally Buchanan
Connectivity Service Desk

Sally started working at RM after graduating from university twelve years ago. In that time she has worked in a number of different support teams including the First Response Group, SMS Integris Support and Networks & Enterprise Support. For the last two years she has worked on the Connectivity Service Desk assisting customers with a wide variety of connectivity and filtering issues.

Outside of work, most of Sally's time is spent with family. She has two young sons and spends a lot of time playing football, building Lego and pretending to be superheroes with them!

Look out for the next issue!

Email any suggestions to supportnewsletter@rm.com.

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