



Connectivity Support Newsletter

Issue 15 / March 2020

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Welcome to issue 15 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.

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

Do not switch off your router

As we approach the Easter holidays, we'd like to remind you of the importance of keeping your router **switched on** during the break. We ask you to do so for the following reasons:

- We monitor your Internet connection(s) 24/7 to mitigate against any disruption; switching your router off prevents us from identifying any potential issues and proactively responding. Consequently, if your Internet connection were to develop a fault when the router is switched off, we can neither detect nor fix until the router is switched back on.
- We use the school holidays to carry out improvement work; if your router is powered down it will not receive any updates we send out.
- Many of the router types we use are designed to run 24/7 and are not intended to be switched off.

Did you know? – It's our birthday!

We're keen to get your nostalgic memories!

This year we celebrate our 25th year as an Internet Service Provider (ISP) which we think is some achievement! We're looking for your memories of the Internet in the last 25 years, whether that's in your own home and not being able to use the Internet when someone else was on the phone or in your school, and seeing how use of it has changed so much in that time. Please share your stories with marketing@rm.com or your account manager and we'll feature the best ones in our celebrations this year.

Safer Internet Day – what we learned

On the 11th of February we celebrated Safer Internet Day alongside the Safer Internet Centre, NSPCC and many more education technology companies. It's always a good time to reflect on the challenges we still face in making the Internet safer for everyone, but especially young people in education, as well as taking stock of the resources and support that is currently available to

schools, parents and communities. We've collated a few useful documents, guides and webpages to gather these resources – let us know if you've seen a particularly useful resource that you think we should share.

- NSPCC's safer Internet resources – obviously a good place to start for any safeguarding resources is the NSPCC and with online safety it's no different. The NSPCC offer a host of free resources, advice and insight into the different risks and challenges as well as offering an online safety course for £35. You can find out more [here](#). **Did you know?** If you're an RM SafetyNet user-based filtering customer, you can take advantage of up to ten free courses depending on the size of your school. Get in touch to find out how!
- RM Education's online safety guide for schools. [Read our guide](#) to balancing risks and opportunities in promoting a practical approach to online safety. You can also see the research report that helped underpin this article that we ran in collaboration with the NSPCC [here](#).
- Young Minds' advice on having a more positive time online. A really insightful selection of content from the UK charity fighting to improve young people's mental health. Find out more [here](#).
- The Anti-Bullying Alliance guide for parents on cyberbullying. This guide helps parents think of and work through the various different elements of online safety and how they can help their children (and themselves) understand more and improve their online experience. View the guide [here](#).

Do you know about the PSTN 2025 switch off?

In 2025, all PSTN (Public Switched Telephone Network) phone lines will be [switched off by Openreach](#) as part of their 'fibre cities' initiative to improve national connectivity. This means all schools using traditional copper landlines will need to switch to a VoIP (Voice over Internet Protocol) phone service, making line rental redundant – all you need is an active Internet connection.

Aside from being a more modern, progressive technology, VoIP has many advantages for schools over PSTN, such as faster provisioning of new lines, better connectivity and call quality, as well as huge cost savings.

Many schools are already making the switch to a dynamic new VoIP system. Email RMBroadband@rm.com now to speak to an RM Voice Services Specialist and discuss your options.

Working together to ensure technology has a positive impact

As the use of technology in schools evolves and accelerates, it is becoming increasingly important for IT to be managed and supported appropriately. It's not just about having the on-site engineer to fix issues when they arise; it's about proactive management and remote diagnostics so problems get fixed before you even know they are a problem.

To ensure technology just works and can have a positive impact across the school community, RM Education's support services are designed to complement whatever capability a school has in place already.

To discuss how we can help support the use of technology across your school community, get in touch by clicking the button.

[Click here to find out more](#)



Spring webinars

The RM Seminars have been running for 28 years; bringing together and supporting schools in developing their IT strategy, knowledge and skills. Our commitment to these valuable events remains, and in 2020 we are going to extend their reach and accessibility through the use of webinars, so that more schools can benefit from the insights, inspiration and free CPD delivered.

The success and longevity of the RM Seminars has been thanks to customers who return year-on-year and provide feedback to support future events. We would very much appreciate some of that valuable feedback now, we hope you can spare a few moments to complete this survey in the link below.

[Provide your feedback](#)

Nominate someone at RM Education for their exceptional service for you

At RM Education, we know that our service is determined by what happens in schools and establishments – whether that is in person, or increasingly via remote support online and over the telephone. Whilst there may be many hundreds of people behind the scenes keeping your school operating safely and efficiently, we are keen to recognise those people who make a tangible difference to you – our customers.

With that in mind we would like to hear about any of our team who have gone beyond your expectations. Every single nomination will be reviewed by a senior team within RM Education, and each month one or two of these will be singled out for recognition amongst their peers as well as receiving a small monetary acknowledgement.

To help us select those people who have gone beyond their day-job all you need to do is complete a simple online form, which you can find [here](#).

To ensure we are rewarding the right people, in your nomination please help us to understand why this was **important** to you... what the **impact** of it was for you and your school or establishment... and - especially – why this was **above and beyond** the level of service you would normally expect from us.

There may be nobody right now that you feel ready to suggest, but we want to make you aware of this programme, and that should you ever feel the need to acknowledge excellent service - from anyone within RM – this is the way to do so.

RM SafetyNet

RM SafetyNet support site

Just a reminder that our new RM SafetyNet [support pages](#) are available to help you.

RM SafetyNet feedback

We would love your feedback on how we can improve RM SafetyNet; you can submit your ideas in our [User Voice Forum](#).

Keep up to date with the status of your Internet service

To save you time 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.

Look out for the next issue!

Email any suggestions to supportnewsletter@rm.com

The logo for RM Education, featuring the letters 'RM' in a large, bold, sans-serif font with a trademark symbol, and the word 'Education' in a smaller, sans-serif font directly below it.