

# Connectivity Support Newsletter

Issue 16 / July 2020

## Some of the topics included in this issue

- Reminder – do not switch off your router over the holidays
- RM and Covid-19
- The DfE scheme for Remote Learning
- #RMTopTips
- Phishing
- RM Webinars

# Welcome to the sixteenth 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](mailto:supportnewsletter@rm.com).

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

## Please do not switch off your router

As we approach the summer 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 develops 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.

The truth is that a router uses very little electricity, and would only add around 20p a week to your energy bill during any holiday period, and we believe that the benefits above far outweigh that cost.

[1] Based on RM's most commonly used router the [Huawei AR129/](#) which consumes 10 Watts per hour x 168 hours in a week (1.68KWh). Then multiplied by the standard electricity cost of 12.376p per KWh, cited on [UKpower.co.uk/](#) (using E.ON as the more expensive option), giving a total cost of electricity as 22.79p per week.

## RM and Covid-19

Since the Prime Minister announced that schools would limit the number of pupils allowed onto their sites on 20th March, RM has continued to keep schools and colleges operating as best we can – both in order that you can deliver vital services for vulnerable and key workers' children, as well as to continue remote teaching and learning for your wider student population. In line with Government guidance, all RM staff, including our engineers, remained working – albeit most did so from home – as they were able to resolve almost all issues through our remote access to your school systems and school devices.

I am delighted that for most schools this has worked very well and I hope the same is true for yours. I am also relieved that as the country passes to a lower alert level, many of those engineers now have the flexibility to return into schools where their work requires that, albeit that we always respect social distancing measures, and will only come to a school where the work cannot be done remotely.



## Finding out about RM Connectivity services

You can find out all about RM's services on our website, with dedicated pages for our [Connectivity Services](#) and [Security and Safeguarding](#) capabilities. Here you can find out more detail about our services, case studies from our customers, download our latest brochure and request a call-back from one of our experts to find out more.

## RM – a leader in our field

We are delighted to discover that RM have just been unveiled as finalists in three categories at the “2020 ISPA Awards” – the longest running and most prestigious awards for the UK's Internet industry. The winners will be announced on 18 November, and RM has been shortlisted for “Best Business ISP”, “Best Customer Service Company” and “Best Cyber Security Provider”. This is humble recognition by our peers in the industry for the work we do with schools, and builds on the award that we won at the same event last year, where we were selected as the number one company in the “Best Cyber Security” category – not just in Education, but across all sectors in the UK.



## RM SafetyNet

### RM SafetyNet support site

Our RM SafetyNet support pages are available to help you. [Here](#) you will find articles on lots of topics including how to unblock a website, which is one of the top questions our helpdesk team get asked.

### 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](#).

## RM Webinars 2020

For 28 years RM has been providing a physical seminar series for all its customers – inviting educationalists to meet with our experts as they talk about the very latest innovations within edTech. This year is no different – well, slightly different – in that we are continuing the approach but in the form of virtual webinars – at least for now.

Whether you were already embarking on some form of cloud-based learning at your school, or it has been thrust upon you by the predicament we are currently in, most people in schools have been forced to get their head around remote learning. Whilst we have been delighted to see how readily most schools have taken to it, there is perhaps no surprise that it has proved difficult for some teachers – and even more pupils.

With that in mind, RM is currently undertaking a series of live webinars to offer best practice tips and advice on how to get the most from Remote Learning. With separate webinars featuring Microsoft and Google, you're able to choose the webinar that best suits your school set-up. Or join us for both if you're still trying to determine which platform would suit your school best. These webinars are live but we also record them to make them available for everyone, so if you missed them catch up via our website.

The next live webinars will take place during the first few weeks of July – keep an eye on our Seminars web page for further information!

<https://www.rm.com/events/rm-seminars>

## 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](https://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.

## RM Recommends re-launch

After another successful year of the RM Recommends range, we've refreshed it with devices that our experts believe are the best devices to support teaching and learning in the modern learning environment.

Our laptop selection includes options to suit all needs and budgets, and are all able to support fully online learning as well as hybrid environments. From the 11" Stream to 11" and 14" Chromebooks, right the way through to 15" ProBooks, our range of HP devices will be able to support the teaching and learning experience in your school.

The recommended desktop range includes Intel® and AMD options which both provide powerful performance in a small form factor and space saving device.

Speak to your account manager or shop the full range at <https://shop.rm.com/store>

# Look out for the next issue!

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