# RM Education

**Connectivity**

# Support Newsletter

## Issue Five

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Helping you meet the new DfE guidance
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**supportnewsletter@rm.com**

# Welcome

Welcome to the fifth 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; this time we're also including our online safety services.

We hope you find our newsletter a useful resource in keeping you informed. We value your feedback so please do give constructive comments 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 Online, now available 24-7

We know that having someone to talk to when there's a technical issue with your school's Internet is really important.

For some time now the technical Service Desk has been open from 8am – 9pm, but you have told us that you'd like to be able to speak with an engineer whenever there's a fault with your connectivity. We have made changes to enable us to provide extended opening hours and from 1st September 2016 our technical Service Desk has been available 24 hours; this provision includes weekends and will include bank holidays too!

**Monday – Friday 8am – 6pm** - All technical and product related enquiries (UK based team)

**Monday – Friday 6pm – 8am** - Connectivity faults only (offshore team)

**Saturday - Sunday 24 hours** - Connectivity faults only (offshore team)

## 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.

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|---|---|
| DWN5351392 | RM SafetyNet user guide pdf |
| TEC5351354 | Common RM SafetyNet FAQ |
| TEC5752 | Filtering Policy |

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

## Online Safety Review

In response to the recent DfE Keeping Children Safe in Education guidance, we have launched a simple, free online safety review tool. Our Online Safety Review is a safe self-review tool that will help you review your online safety policy and practice. It provides:

- A process for identifying any improvement areas

- Advice and tips that can influence your current online safety policies

- A personalised action plan to guide you and improve your online safety provision

Find out more at **www.rm.com/onlinesafetyreview**



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

For more information email **esafety@rm.com**

*Offer expires on the 30th October 2016

## e-Safe – Helping you meet the new DfE guidance

Support in meeting the DfE Keeping Children Safe in Education guidance with e-Safe.

The revised Department for Education (DfE) guidance, Keeping Children Safe in Education (Sept 2016), states that school and college leaders should be doing "all that they reasonably can to limit children's exposure to the risks" from the establishment's ICT system, while putting in place early intervention strategies to help to stop safeguarding risks escalating.

In order to help you better understand both your new statutory duty and what the revised guidance means to your school or college, e-Safe has put together 10 key facts. Accompanying each fact are details of how our unique, outsourced monitoring solution, takes the strain out of keeping children safe in education, 24 hours a day, 365 days a year.

### Read the blogs:

- Key FACTS that could help improve your school's online safety

- Five more FACTS that could help improve your school's online safety

**For more information email esafety@rm.com**

### Join us, for free!

**Sexting in schools and colleges**
An online safety event, designed to raise awareness around the latest policies and guidelines. Offering advice around potential issues and guidance on how schools can manage any sexting incidents that may arise.

See the full agenda **here** and book today.

## RM SafetyNet reporting now live! – Now being used by more than 40,000 UK pupils!

The first release is now live giving you the ability to view what your users have been accessing online. This report will ensure you meet the Keeping Children Safe in Education statutory guidance if you also have user filtering enabled.

More enhanced reports will be released by mid October, providing a graphical view of most accessed sites, most blocked users, last 10 searches and more.

As a user of RM SafetyNet we can ensure you are covered on both counts. By upgrading to include user based filtering, you will also receive a reporting module which will show you what your users have been doing online, as well as giving you the ability to drill down to specific timescales and users if an investigation is required.

Later in the new term you will see a report 'dashboard' that will show you trends across your whole school community.

If you haven't upgraded to include user filtering yet, please call our team to discuss how it can help your school.

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

## Introducing RM Buzz

The beta version of our brand new single-device filtering service is available and you're invited to use the product for free until the full release. You'll also save 20% when it becomes available to buy, at just £4 per device.

### So, what's all the Buzz about?

Our cloud-based Internet filtering software RM Buzz, provides both in-school and take-home filtering for any students and isn't restricted to one device.
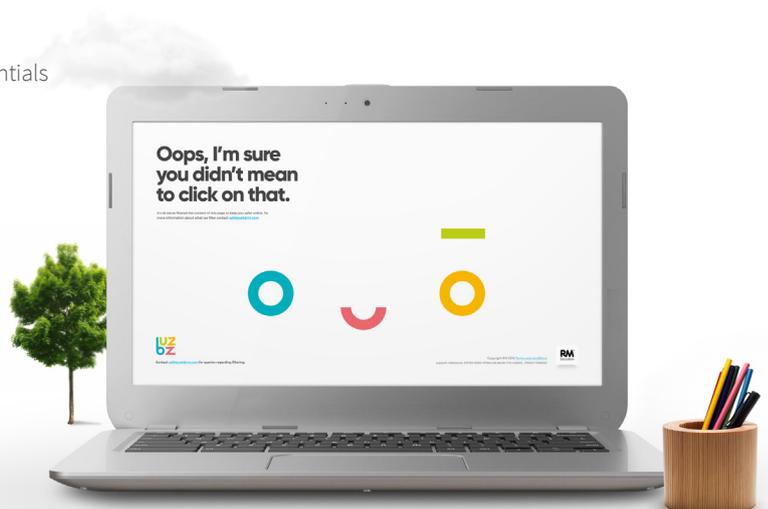
You control what filtering is appropriate for each user, then with a few simple clicks you've deployed RM Buzz, users are protected and you're in control.

## Free 6 week trial*
*Hurry! Sign up before 30th October 2016

• Chromebook and chrome browser filtering
• User based filtering – Using Google Apps for Education credentials
• Age appropriate filtering
• Full SSL content filtering
• IWF filtering
• Extremist content filtering
• Adult content filtering
• Time based rules – i.e. ideal for take-home filtering
• UK based support

To claim this offer please call us free on
**0808 172 9532** or email us at **esafety@rm.com**
and we'll be in touch.

## SSL Connect

We are pleased to announce the launch of SSL Connect, a no hassle way for remote working using your school devices. Securely access file stores, shared areas, network servers and other parts of your local network as if you were in school. As an encrypted cloud service, there is no device or server installation required so once activated you're ready to go. Integrated with RM Unify, customers can either log in using their AD credentials or simply create new users via a csv file making adoption even easier.

Simple to use and based on concurrent users, SSL Connect provides a low cost way for your staff to access their most important resources regardless of whether they're planning, marking or updating a server.

Pricing starts at £25/annum for five concurrent users in a primary school or equivalently sized establishment and £150/annum for ten concurrent users in secondary.

SSL Connect is only available to RM Broadband customers. To find out more or to place an order, please call us free on **0800 046 9802** or email **rmbroadband@rm.com**.

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## RM Cloud wireless – wireless as a service

**RM Cloud wireless**, our wireless as-a-service solution powered by Fortinet, offers high-density, cost-effective wireless that will enable teachers to create a reliable learning experience for every student. Instead of a large capital outlay, you simply pay a fixed monthly fee per access point. At a fraction of the cost of other fully-managed wireless solutions, at just £15 per access point per month, it enables you to budget in a cost effective and predictable way. This frees up capital for other matters and allows you to grow the service as you need.

With RM Cloud wireless, the only hardware that you require in your school are the wireless access points. The actual wireless service is securely hosted and managed remotely by us, so that you don't need to worry about managing it yourself or having to get in any technical expertise. Just leave it to our dedicated team of experts to provide you with a continuous, reliable service that will support teaching and learning across the school.

To discuss your wireless options please call **0800 046 9798** or **email networks@rm.com**

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## Meet the Team

Kevin joined RM Education in 2011 as a graduate project manager and since then has worked in various departments from Sales to Managed Services, picking up new skills and experiences along the way. He is currently responsible for the ongoing development of all our connectivity and ISP services, ensuring you get the best value service that RM Education can deliver.

Outside of work, Kevin plays and coaches American Football and is a self-confessed geek.

# 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 **www.rm.com/seminars**

**"It was my first experience and one I will hope to repeat. The sessions I attended were excellent... The quality of speaker always makes such a difference."**

Paul McGath
Assistant Head Teacher, St Thomas C of E Primary School