RM Education

Connectivity

Support Newsletter

Included in this issue:

supportnewsletter@rm.com

Welcome

Welcome to the fourth 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 comments 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.**

Do not switch off

As we approach the summer holidays we would like to kindly remind you to keep your school router switched on during the break. We request this for the following reasons:

We proactively monitor your Internet connection 24/7; if you switch your router off we will not be able to identify any potential issues. This means that if your Internet connection does develop a fault during the summer break, we cannot identify or fix it until the start of the school term and the router is switched back on.

We use the school holiday periods to carry out improvement work. If your router is powered down it will not receive any updates that we push out.

Many of the router types we use are designed to run 24/7 and are not designed to be switched off.

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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.

TEC4699540	How to use web rules in RM SafetyNet
TEC2602419	RM SafetyNet – Common URL requests for unfiltering

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

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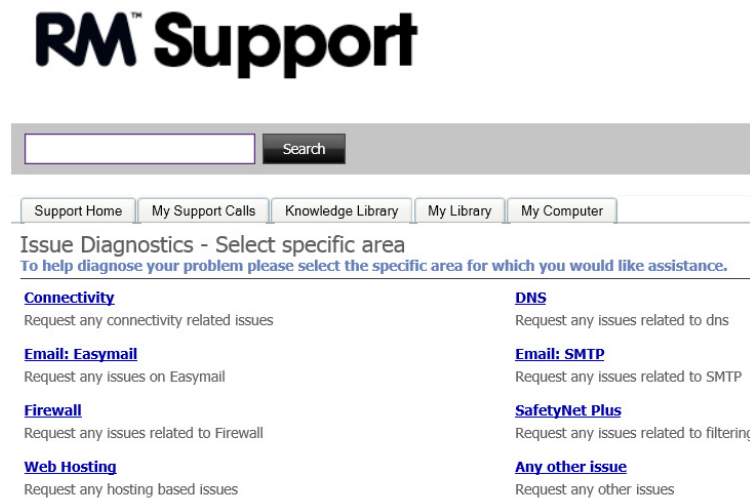
Planned upgrade to RM Easymail

After nearly 17 years of service we have decided that it's time to move away from the RM Easymail service and offer our customers the chance to move to a more enterprise-standard solution.

Upgrade from RM Easymail to Office 365 or Google Apps this summer with our free of charge migration service.

Find out more

Support Online

We have recently made some changes to help make it easier to log support calls for our Internet products and services. The links found here: http://support.rm.com/DiagProdList.asp will aid you in giving us all the information we need to quickly answer your question or diagnose any potential fault:

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RM SafetyNet user-based filtering - now being used by more then 40,000 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 40,000 users.

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

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

*Offer expires on the 29th July 2016

What's next?

The Keeping Children Safe in Education statutory guidance from the DfE suggests that all schools need:

• To provide age appropriate filtering

• Effective monitoring of online activity

• To 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, ready for the September 5th changes. You will be able to view individual user activity as well as whole school trends.

For more information on 'appropriate filtering and monitoring', please visit the Safer Internet Centre website.

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

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 and call us free on 0808 172 9532 or email esafety@rm.com and quote SID2016.

Important information - RM SecureNet

As of August 2017, RM will be retiring the RM SecureNet service. RM SecureNet was designed to meet the specific requirements of the schools, local authorities and governing bodies; these requirements have since evolved and sadly RM SecureNet does not present the best value option going forward.

Still recognising that this is a valued service, we are actively evaluating alternative services with the objective to provide you with a new service option in the near future.

We would like to take this opportunity to thank the loyal customers who have been using the service over the last few years and want to ensure you that RM SecureNet will be supported until its last day of service.

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RM Cloud wireless - wireless as a service

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 £18 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 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

Chris has been a member of the Service Desk for four and half years. During his time in the Service Desk Chris has developed a wide range of skills. Chris is a guru when it comes to the use of RM SafetyNet. Chris is keen to share his knowledge and is often spending his time giving webinars to groups of customers helping them to get the most out of RM SafetyNet.

Outside of work Chris is a drummer in a heavy metal band. Chris is also a big sports fan who likes to watch football, cricket, American football and rugby.

Chris Oaten
Service Desk Engineer

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

Please email **supportnewsletter@rm.com** with any topic suggestions or ideas.