



Connectivity

Support Newsletter

Issue 7 / May 2017

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Welcome to the seventh issue of the RM Broadband Support Newsletter.

Here we will keep you up to date with information, developments and breaking news on RM Internet services, as well as information on 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.

Service Desk stats

Here are some interesting stats around our Service Desk to demonstrate our dedication to responding and mitigating any issues throughout the year.

82%

Percentage of all internet outage incidents which are proactively logged before schools notice and call us

91%

Calls answered within 60 seconds in the last month

1153

Incidents closed by the Service Desk in the last month

RM SafetyNet certificate upgrade

If you see a red 'Your connection is not private' warning when accessing Google through RM SafetyNet then this may be due to the most recent Google Chrome update, which removes support for older SSL certificate types.

We issued an updated SSL certificate earlier this year and this should be deployed to all devices that browse through RM SafetyNet's SSL interception service.

Full instructions and downloads to help deploying the certificate are available at rm.com/updategooglessl

Support Hot Topics

The hot topics that our support team have been talking to you about over the last few months. Click each topic to find out more.

DWN5507212

RM SafetyNet SSL certificate update

Are you a SafetyNet SSL interception user? Have you refreshed your SSL certificate since January? If not, follow this article.

TEC2602419 **Recently updated!**

RM SafetyNet common URL requests for unfiltering

TEC5431676

RM SafetyNet filter page does not appear when browsing to blocked HTTPS websites

Visit the [Internet portal](#) on the RM Support website to keep up with the latest help and technical articles.

What's new from Connectivity?

Self-serve DNS

From this winter, you will be able to manage your DNS records straight from the RM SafetyNet admin page! With our continued commitment to providing extra value from your Connectivity service and the flexibility to use the service as you please, this marks the first Self-Serve feature to hit our portfolio and will be available free of charge.

Don't worry if you don't know what a DNS record is, let alone how to manage one. Our Support Service Desk team will still be on hand to help with any queries or make the changes on your behalf.



Check out our new website!

Recently we launched the updated RM Broadband webpage and we are super excited to share it with you! Designed with a fresh new look, user-friendly navigation and updated with the latest information.

Take a look for yourself

RM.com/broadband

25 years of the RM Seminars

This year marks the 25th anniversary of the RM Seminars and we have enjoyed celebrating this milestone with so many of you during our spring events.

We covered a wide range of technical, educational and online safety topics including:

- The Future of a School Network
- Windows Server 2016
- Network Infections and Protection
- Managing Chromebooks with the G Suite Admin Dashboard
- Gamification of learning
- and more...

If you would like to catch up on any of the sessions covered at the spring RM Seminars, the presentation slides are available at: www.rm.com/seminarslides.

You can also pre-register for our autumn events, further details will be released soon!

Pre-register for the next round

RM.com/seminars

Introducing the latest additions to the Recommends range...



From
£310
ex VAT

HP ProBook 450 G3



From
£250
ex VAT

HP ProDesk 400 G4

Tried and tested for education

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RM SafetyNet: April updates

We'll be releasing some useful new RM SafetyNet features, adding to the user-based filtering and reporting functionality that is already available.

Reporting dashboard updates

- As well as whole school, per user and per IP address summary reports - it is now possible to view summary reports for groups of users, for example easily explore the top sites and search terms accessed by just students or an after school club.
- MATs and school groups can now see summary reports to explore Internet usage across all their schools.
- Export detailed browsing reports to spreadsheet or CSV for analysis offline.

New features coming soon

We're busy working on some new functionality for RM SafetyNet for release later this year, including:

- Transparent user filtering – apply user based filtering policies without needing to set a proxy address.
- Import users direct from CSV, MIS & Google G Suite – in addition to Windows Active Directory.
- Network based filtering – apply different filtering policies based on IP addresses.
- Self-service DNS – manage changes to DNS yourself using a simple to use web interface.

Thinking about moving to the cloud?

You've already got the most critical element of infrastructure in place for the move to the cloud - a strong, reliable broadband connection is essential for a successful transition.

We have developed a range of products and services to support you in making the transition, whether it's simply moving your emails or moving your entire infrastructure to the cloud.

In a recent DfE whitepaper on moving to the cloud, the DfE referenced RM Education as one of three companies who have suitable services and are able to properly support schools in the transition.

You can download our full guidance to this DfE whitepaper for free [here](#).

For a lot of schools, the starting point for moving to the cloud is to move your email from servers, whether that be with Office 365 Online or Gmail.

We have developed three bundles to support you with this step; suitable for those schools who are completely new to the cloud, want to boost the adoption and embedding of what they already have in place or just want to check that what they have installed themselves is safe and secure.

Find out more at

RM.com/cloud



Meet the team

Mark Harris

Mark is currently one of our Broadband Account Managers and in fact was Account Manager of the year last year!

Mark has worked for RM for 9 years and during that time has spent time in both the Operational and Commercial sides of the business. For a numbers of years Mark put his technical skills to good use on the Broadband Service Desk providing customers with incident support, valuable experience he has taken into his Account Manager role.

Mark is a keen sports fan. Spending time watching rugby, cricket and horse racing. Mark used to play football but now regularly spends time supporting his favourite football team – Oxford United. Away from work Mark also enjoys being with family and friends as much as possible.