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Education

Connectivity Support Newsletter

Issue 9 / January 2018

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Welcome to the ninth issue 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 that are of interest to you that you'd like to see us cover in future editions then please email supportnewsletter@rm.com.

If you'd like to see previous versions of the Connectivity newsletter then please view the archive.

Connectivity webchat

In the last edition of the newsletter we promoted the release of webchat as a new support channel for RM SafetyNet. Since then the Service Desk has seen a good uptake with many users choosing to use it. Recently the team have seen 25%+ of incidents logged via this channel.

We get lots of great user feedback from those who choose webchat - two highlights include:

Customer:
Webchat user1

Engineer:
Jayadevan Jayakumar

NPS Score:
10/10

Comments:
It was great to get a quick reply, rather than wait for an email. Thank you

Customer:
Webchat user2

Engineer:
Ajay Paul

NPS Score:
10/10

Comments:
Excellent! Loved this live chat: quick and easy to access good advice. Thank you Ajay Paul

Remember, launching a webchat session from RM SafetyNet is easy. When you log on to RM SafetyNet you will see the notification highlighted in red below.
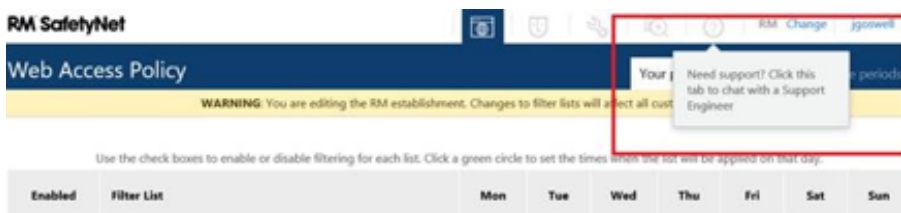
Clicking on it or browsing to the 'help' section will take you to this icon (right), where you will be able to chat online to an engineer.

Chat with a Support Engineer

Web chat

Raising change requests

Remember, you can raise change requests online at this link: support.rm.com/DiagProdList.asp

You'll get a quicker turnaround because change requests raised via this method are pre-authorised due to the fact you are using a known RM login.

There is a menu of business as usual change requests that you can choose, which will then be completed within 24 hours. There is also an option for Bespoke Change Requests, which we will review and have an engineer contact you to discuss the detail and agree a timescale for implementation.

Business as usual change requests include:

- Meraki Systems Manager
- DNS – transfer a zone
- Firewall – inbound/outbound access
- DNS – add, modify or remove records
- DNS – request a list of DNS records
- IP Increase

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RM SafetyNet demo videos

We've created some videos to show you how to perform day to day tasks like creating filter lists, adding web rules, using time periods, plus more. You can watch all our videos here:

rm.com/blog/2017/september/rm-safetynet-new-term-new-features

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Recent technical articles

Click the links below to read each article.

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

TEC5826887
Description: Domain name system explained.

TEC6004572
Description: Error "This Connection Is Not Private" displayed when you try to access www.google.co.uk from iOS 11.

TEC2602419
Description: RM SafetyNet - Common URL requests for unfiltering – this article is regularly updated with new URLs.

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Keep up-to-date with the status of your service

We know how disruptive it can be if you experience issues with your Internet service. Our Internet Service Status contains the latest updates on our services in real time along with scheduled maintenance work. You'll get up to the minute information on any issues, as well as regular updates on how we are working to resolve them and when the service is restored. This means you no longer have to call the Service Desk to find out if there are any issues.

The status page can be accessed at **status.rm.com**, where you can also subscribe to the services that you are interested in using a number of different methods including email and SMS.

Are you protected against the latest threats?

The threat to the network is constantly increasing as new viruses are identified all the time.

It is therefore important that all computers and servers are covered to protect you against ransomware, malware, viruses and new variants as they come about.

We recommend Trend Micro's security solutions that provide next generation protection against the latest threats from ransomware and phishing. It can also protect your users against malicious content in emails if you are using Microsoft Office 365 or the G Suite platform.

For more information, click here.

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Are you using Chromebooks in your school?

How would you like free filtering for your Chromebooks, powered by RM SafetyNet?

With RM Buzz you get your filters on your Chromebooks wherever they go. Our cloud-based Internet filtering software for Chromebooks protects your students both in school and at home. 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. RM Buzz allows you to sync users from multiple sources including RM Unify or directly from G Suite for Education.

Sign up here to get RM Buzz for free.

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Are you ready for GDPR?

The purpose of the new GDPR regulation is to shift control of EU citizens' personal data to that of the owner of that data.

Personal data is defined as relating to an identified or identifiable natural person (the data subject) and could be a name, username, location data or details held in online identifiers such as IP addresses or cookies. There are many reasons for a school to be handling personal data, for example:

• Processing data to perform a task in the public interest
• To enable them to fulfil legal obligations such as the school census
• As an employer of the staff within the school
• For extracurricular activities, publications or events, in these cases they may require consent from parents or the child themselves once they reach the age of 13

Click here to watch the presentation from our recent seminars for more information on how you can discover, manage, protect and report on your personal and sensitive data.

Meet the team

Andy Lowe
Head of Connectivity Services
Abingdon, Oxfordshire

I'm Andy Lowe and I'm the Head of Connectivity Services for RM Education. I have operational responsibility for our ISP network including maintaining high levels of network availability, security and performance for our 3300 existing customers. I have responsibility for the delivery of connectivity services to new schools, working closely with our telecoms partners to deliver new broadband connections. And last, but not least, I also manage the Development team responsible for the development of RM's E-Safety software portfolio including RM SafetyNet and RM Buzz. So, from the point of placing the order, to the service schools receive once they're in contract and the software they use to manage filtering, I'm responsible for it.

I've been at RM for nearly 20 years. Starting in the PC Division I had responsibility for the validation of new hardware components. I was the lead engineer for products like the RM One and managed the teams involved in developing the ecoquiet PC and the Mobile One notebook computer. I've also held Software Development Management roles for CC4 and RM Unify, and a Business Development Manager role in our Support business. Innovation has been at the heart of all these roles and is something that we continue to demonstrate, for example, with the education specific filtering and reporting features of RM SafetyNet.

Outside of work, I'm married and have three children, in two schools, both of which use RM broadband, so I have a personal interest in providing good service as well as a professional one! I often cycle to work, I play badminton (badly) and piano. The rest of my spare time seems to revolve around taxiing children to various clubs, but I'll always try and make time to watch First Dates and Gogglebox on TV.

Look out for the next issue!

Email any suggestions to <u>supportnewsletter@rm.com.</u>

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