# Support Newsletter

## Issue 35

**RM**
Education

**Included in this issue**

- Coronavirus – keeping schools running, teachers teaching and learners learning
- DfE Initiative
- RM Webinars
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# Support Newsletter

## June 2020

Welcome to issue 35 of the support newsletter. This edition includes our latest information on Covid19 and how RM can help together with the normal security information, updates and development news. If there is content that you would like us to cover in future editions then please email us at supportnewsletter@rm.com. Please note you may be the only person within your establishment to receive this newsletter so please pass on to your colleagues.

An index of all released newsletters so far can be found in **DWN5175632**.

Note on terminology used in the article:

**CC4.5 – your CC4 First server is running Windows 2012R2 server**
**CoP – Connect on Prem - your CC4 First server is running Windows 2016 server**

## Coronavirus – Keeping schools running, teachers teaching and learners learning through Remote School Working

### RM.com – Navigating the noise

To help you navigate through the noise relating to remote school working, RM are keeping a set of useful links and information up-to-date. The link below (easily found from our homepage) will take you to our dedicated pages with information on the DfE initiative (see below), Microsoft and Google cloud offerings as well as other useful information.

https://www.rm.com/education/covid-19

### DfE Initiative for schools without an established Cloud presence

The government have launched a scheme to help those schools without a Cloud presence to obtain funding, along with a partner, to accelerate their journey to the Cloud.

Details for this scheme can be found here: **https://www.gov.uk/guidance/get-help-with-technology-for-remote-education-during-coronavirus-covid-19#get-help-using-online-education-platforms**

You can also find full information from the main RM.com page for Covid19 above. You will need an implementation partner – whilst one can be allocated for you, do not leave this to chance – RM are able to provide a solution for either Microsoft O365 or Google G Suite.

**https://www.rm.com/education/cloud-platforms/choosing-a-partner-for-your-online-platform**

## RM Webinars – Microsoft O365 / Teams and Google G Suite

We have also run two webinars devoted to Microsoft O365 (focusing on Teams) and Google G Suite. If you wish to re-watch these or view them then they can be found at this link - **https://www.rm.com/events/rm-seminars**. More information on these can also be found later in this newsletter.

We are always happy to receive ideas for further webinars, so please provide feedback using the email address above (or using the link in the section below on Seminars).

## Existing Cloud Customers – Assistance in creating Teams and adding default Teams security

The DfE initiative is for greenfield schools (i.e. those without a Cloud presence), however RM have developed a process for schools who wish to have assistance in (a) securing Teams (i.e. with a default set of policies for your staff and students) and (b) creating Teams from a defined set of O365 groups (e.g. those created by RM Unify in MIS Sync mode).

Please speak to your usual RM account manager if you need further information about this service.

## RM #TopTips

Also do check-in with our Top Tips selection on Twitter - **https://twitter.com/search?q=%23RMToptips&f=live**.

## Other Useful Web Resources

- Microsoft Immersive Reader - **https://www.youtube.com/watch?v=KVlXk3BsLVE&feature=youtu.be**
- Recording a video with a slideshow in PowerPoint - **https://www.youtube.com/watch?v=nAmpKHQRb5A&feature=youtu.be**
- Special Education and Accessibility resources - **https://education.microsoft.com/en-us/resource/0c6e9c42**
- RM Unify customers can also refer to this article for additional advice - **TEC7263466** (remote teaching and learning with RM Unify, Office 365 and G Suite)
- Coming soon, templates in Teams - **https://techcommunity.microsoft.com/t5/microsoft-teams-blog/create-teams-quickly-with-templates-in-microsoft-teams/ba-p/1394163**
- **Teams chat pop-out is now available** (double-click a chat or use the pop-out icon next to the 'three dots')
- **G Suite Blog for regular updates** (worth subscribing to) - **https://gsuiteupdates.googleblog.com/**

# Network news

### RM Portico – End of life September 2020

Please note that RM Portico will reach end of life this September. We would encourage schools to move to a modern Cloud solution to provide 'remote access' to your data (and that this data is then made available in the Cloud). As discussed above, the DfE initiative would be a great way for you to start this journey if you rely on older solutions such as RM Portico.

### RM Buzz – *FREE* until September 2020

RM Buzz is free until September should you need a filtering solution for any ChromeBooks that are being used at home right now. RM Buzz provides educationally focused online filtering on the device so students will get the same protection no matter where they're connected.  For more details see - **https://www.rm.com/security-and-safeguarding/online-safety/chromebook-filtering**.

### Trial Sites Wanted!

RM are looking for schools to assist with the following projects:

- RM Buzz for Edge
- O365 Pro Plus package for CC4
- Security hardening project for CC4 (we are disabling some legacy Windows security features that are no longer needed – trial sites will be given full details of the changes being proposed)
- AppLocker for CC4 (a replacement for Software Restrictions as Microsoft intend to deprecate this functionality in the near future)

If you are interested in any of these, then please email the newsletter using the address at the start of this issue.

### Windows Server 2019 – Installation services

If you are thinking towards your summer refresh, we have updated many of our services to reflect the introduction of Windows Server 2019 – this includes CC4, vanilla networks, Backup Exec, RM Cloud Backup and Trend Micro.

### Veeam Backup and Replication version 9.5 Update 4b is now available for installation

There are two new features added in this version – Veeam Virtual Appliance Mode and Veeam Azure backup to cloud. Please speak to your account manager for information on any of these new installation offerings.

# Support hot topics/CC4 updates

Recent CC4 updates can be found in the article **TEC1255704** (note that we have put the archived updates in '**TEC5733502** - Archive of Community Connect 4 (CC4) software updates').

CC4 updates in development can also be reviewed **here**.

**Windows 10 v1909 for CC4**

We released this to eligible customers in March and would recommend that you refresh your CC4 estate of Windows 10 to this version when appropriate. Windows 7 support ended in January from Microsoft and RM will only provide reasonable endeavours support up to the end of this year.

# Recent TEC articles

| Tec article | Description | More information |
|---|---|---|
| TEC7271802 | Trend Micro on-premise critical vulnerability | Information on vulnerabilities CVE-2020-8468, CVE-2020-8470, CVE-2020-8598 and CVE-2020-8600. |
| TEC7272720 | Installing CC4 Access RDS licences on the Remote Desktop licence server | Outlines the process of installing CC4 Access RDS licences on the Remote Desktop licence server. |
| TEC7270569 | Guidance on how to allow Flash-based content to run in various web browsers (required for RM Easimaths which is Flash-based) | Details the process of allowing Flash-based content to run in various web browsers (required for RM Easimaths which is Flash-based). |
| TEC7277424 | Adobe Creative Cloud desktop application for Windows vulnerability - March 2020 | Provides advice to customers about a recent Adobe Creative Cloud desktop app vulnerability. |
| TEC7279578 | Error message "Something doesn't add up" shows up when accessing RM Easimaths | Provides a workaround to the issue of users seeing the error message "Something doesn't add up" when attempting to access RM Easimaths. |

# RM Unify/Cloud/O365 articles

| Tec article | Description | More information |
|---|---|---|
| TEC7269808 | Troubleshooting SSL Connect | Outlines some diagnostic information to help troubleshoot user issues with SSL Connect. |
| TEC7270438 | Student users see a message "You're missing out! Ask your admin to enable Microsoft Teams" in Office 365 | Details why a student user may see the message "You're missing out! Ask your admin to enable Microsoft Teams" when trying to access Microsoft Teams. |
| TEC7296151 | How to create a Microsoft Teams tile in RM Unify | Details the steps required to create an RM Unify tile for Microsoft Teams which allows the user to be signed in automatically with no additional authentication required. |

| **TEC7270832** | How staff accounts in RM Unify can reset students' passwords | Explains how any Teaching or Non-Teaching Staff account is able to reset a student user's RM Unify password. |
|---|---|---|
| **TEC7298947** | Some apps not accessible via RM Unify when using a superseded browser version | Explains why users may experience issues accessing third-party apps via RM Unify when using an 'old' or superseded browser version. |
| **TEC7306245** | Users are taken to the Delve app in Office 365 when clicking the OneDrive tile | Explains why a user might be taken to the Delve app in Office 365 when they click the OneDrive tile on their Launch Pad. |

## RM Spring Webinars 2020

For 28 years, RM have 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 are undertaking a series of live webinars throughout the spring, to offer best practice tips and advise 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 will be live, so you will get the chance to quiz the Subject Matter Experts on any issues and challenges that you may currently be facing.

The next live webinars will take place during the first week of June. You will be able to hear **Live** from subject matter experts from **Microsoft** and **Google**, as they talk you through their cloud-based platforms, sharing the great features and functionality available to support your school's journey to remote teaching. Use the link below to sign up.

If you missed the previous webinars or would like to revisit them, you will find the recordings, as well as the presentations, on our website.

**https://www.rm.com/events/rm-seminars**

# Nominate someone at RM Education for their exceptional service for you

At RM Education, we know that our service is determined by what happens in schools and establishments – whether that is in person, or increasingly via remote support online and over the telephone. Whilst there may be many hundreds of people behind the scenes keeping your school operating safely and efficiently, we are keen to recognise those people who make a tangible difference to you – our customers.

With that in mind we would like to hear about any of our team who have gone beyond your expectations. Every single nomination will be reviewed by a senior team within RM Education and each month one or two of these will be singled out for recognition amongst their peers as well as receiving a small monetary acknowledgement.

To help us select those people who have gone beyond their day-job, all you need to do is complete a simple online form, which you can find here.

To ensure we are rewarding the right people, in your nomination please help us to understand why this was important to you, what the impact of it was for you and your school or establishmentand, especially, why this was above and beyond the level of service you would normally expect from us.

There may be nobody right now that you feel ready to suggest, but we want to make you aware of this programme and that should you ever feel the need to acknowledge excellent service - from anyone within RM – this is the way to do so.



# Look out for the next issue!

Email any suggestions to
**supportnewsletter@rm.com**