



Connectivity Support Newsletter

Issue 10 / July 2018

Included in this issue...

- Reminder to keep your router switched on**
- Latest technical articles from your Support team**
- RM SafetyNet new features**
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Welcome to the tenth 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 you'd like to see us cover in future editions, please email supportnewsletter@rm.com.

If you'd like to see previous versions of the Connectivity newsletter then please view the [archive](#).

Do not switch off your router

As we get closer to the summer holidays we'd like to remind you to keep your router switched on during the break.

We need this for a number of reasons:

1. We proactively monitor your Internet connection 24/7 so 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 detect or fix it until the start of the school term when the router is switched back on.
2. 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.
3. Many of the router types we use are designed to run 24/7 and are not intended to be switched off.

Keep up to date with the status of your Internet service

To save you phoning the Service Desk, you can get up to the minute information on our Internet services by visiting status.rm.com.

Here we will communicate the operational status of our wide area network (WAN) connectivity and hosted services. You can check for incidents, planned maintenance and change freezes which impact your services. If there is an issue, you will get regular updates on progress and notification of when the service is restored.

You can subscribe to receive updates via SMS, email or webhook.

Recent TEC articles from your RM Support team

Click the links below to read each article.

[TEC6237635](#) - FAQ on WhatsApp URL redirection in RM SafetyNet.

[TEC6191972](#) - How to selectively permit YouTube in RM SafetyNet Plus.

[TEC6140584](#) - How to set up year group based filtering in RM SafetyNet.

[TEC6279145](#) - How to deal with spam emails.

[TEC6113636](#) - DNS forwarders for use on RM connections.

[TEC6296397](#) - RM DNS - How to use RM Self Service DNS.



RM SafetyNet - New features

New reporting features

We have just released an update to the reports that you can see in RM SafetyNet following customer feedback and we do hope you find the new reports useful. They now display your Internet activity based on the download bandwidth consumed by websites and applications, as well as filter policies. As always we welcome your feedback and would love to hear what you think, please give your feedback [here](#).

Coming soon

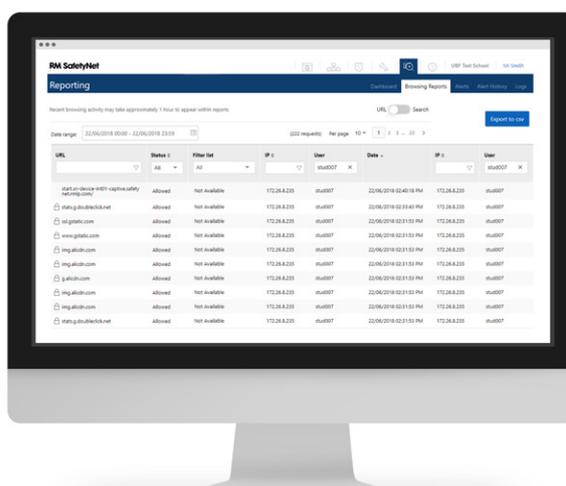
We will soon be releasing functionality for you to be able to:

- Configure filtering policy by IP range
- Configure access to YouTube with a simple application switch
- Receive alerts based on websites that are trying to be accessed from chosen filter lists

We have also started to roll out Transparent User Based Filtering for customers on HfL and SWGfL. If you are interested in trying this out in your school, then please contact the Senior Product Manager for RM SafetyNet, Steve Forbes, at sforbes@rm.com.

For more information on upcoming features in RM SafetyNet please check out our new [roadmap](#).

Got a new idea that would make RM SafetyNet even better? Please do let us know via our [feedback form](#).



SSL interception updates

We are continuing to add new sites to our SSL interception policy. As more sites are using encrypted traffic, we must ensure that those that are not blocked by filter rules can still be inspected for inappropriate content such as search results.

Just a reminder that we will never inspect traffic from sites that may contain personal data, such as banking or shopping sites, as we respect the privacy of your users. Our updated policy and details on how to implement SSL certificates for your school can be found [here](#).

RM SafetyNet Cloud now available for non-RM broadband customers

We are now able to offer RM SafetyNet to education establishments that have their broadband provided by another provider, allowing them access to a filtering solution that is fantastic value for money, easy to use and education specific. If you would like to discuss this with a specialist, please contact us at networks@rm.com.

Keeping our customers safe and secure

We use advanced technologies to protect broadband customers from the latest threats, but sometimes it is human intelligence that plays the biggest part in protecting you.

One of our customers recently experienced an infection of the Cidox Trojan on one of their devices and this was discovered by our firewall's IPS solution. After a quick inspection of other devices attempting to communicate with the IP address that this Trojan was contacting, we soon discovered that this wasn't the only school infected. We have now blocked communications with that IP address to protect all our customers.

It is still essential to ensure you have adequate and updated anti-virus and anti-malware software on all your devices, to ensure that any infection is removed as malware often performs multiple malicious activities.

Visit our [security web page](#) for more information on how to protect your school from the latest cyber threats.

Online safety review

Click below to complete our [free online safety review now](#).

With only nine questions to answer, our online safety review tool will help you assess your existing safety policy and identify any areas for improvement. It provides advice and tips, as well as a personalised action plan.

[Take the survey](#)



New NCSC web check service

A new web check service available for all public sector websites, from the National Cyber Security Centre (NCSC).

Web check is a service provided by the NCSC to protect public sector websites from vulnerabilities and attack. It is a free service and can be accessed **here**. This is part of the NCSC Active Cyber Defence strategy and enables you to see if your website may be vulnerable to attack.

Meet the team

Jim MacKinnon

Connectivity Services Desk

Jim has been a member of our Service Desk for one year having joined the team as an apprentice last June. During the last 12 months Jim has become an integral part of the team, developing his skills so he can assist our customers on the full spectrum of incidents the Service Desk receive. At the same time Jim has been busily completing his studies for his apprenticeship.

Outside of work, Jim has a variety of interests such as gaming and listening to heavy metal music. Recently Jim has been out and about supporting local bands. At the moment Jim is spending time preparing to take his motorbike test, so he can start riding the 1980 Triumph T140 he has purchased.



Look out for the next issue!

Email any suggestions to supportnewsletter@rm.com.