



Connectivity Support Newsletter

Issue 13 / July 2019

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Welcome to the thirteenth 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 then please email supportnewsletter@rm.com.

You can view previous versions of the Connectivity newsletter in the [archive](#).

Do not switch off your router

As we approach the summer holidays, we'd like to remind you of the importance of keeping your router **switched on** during the break. We ask you to do so for the following reasons:

- We monitor your Internet connection(s) 24/7 to mitigate against any disruption; switching your router off prevents us from identifying any potential issues and proactively responding. Consequently, if your Internet connection were to develop a fault when the router is switched off, we can neither detect nor fix until the router is switched back on.
- We use the school holidays to carry out improvement work; if your router is powered down it will not receive any updates we send out.
- Many of the router types we use are designed to run 24/7 and are not intended to be switched off.

New research identifies issues with online safety in schools

Earlier this year, RM Education undertook research with the NSPCC to understand how schools were approaching online safety. We spoke to network managers, as well as head teachers and designated safety leads. We found that more than a third of the schools we spoke to didn't feel confident dealing with online abuse incidents, and even where there had been regular training, schools were not confident in their approach to online safety.

68% of network managers/heads of ICT were directly involved in determining their school's approach to online safety. One of the issues the research identified was that it's hard for schools to know where to go for reliable advice, guidance and training to help them keep staff and students safe online. Here are three ways we can help you get started:

- We've teamed up with the **NSPCC** to offer all schools who use RM SafetyNet User Based Filtering free access to Keeping Children Safe Online training. If you want to take advantage of this offer (and for full terms and conditions) please email: esafety@rm.com
- Many of you will already use **RM SafetyNet** – filtering software that ensures potential harmful content never makes it into school. We are now able to offer full control of YouTube content ensuring it's safe for use in the classroom. For more information about our online safety solutions, click here: <https://www.rm.com/security-and-safeguarding>

- We've produced a practical guide full of advice, guidance and tips for how to help your whole school address the challenge of keeping students and staff safe online. Download here:
https://www.rm.com/pdf/web/viewer.html?file=~//media/PDFs/Security-and-safeguarding/RM_Esafety_BROCHURE-May19.pdf

To read more about our research, click here:

https://www.rm.com/pdf/web/viewer.html?file=~//media/PDFs/Security-and-safeguarding/onlineSafetyResearchReport_May2019.pdf

To download our practical guide for keeping students and staff safe online, click here:

https://www.rm.com/pdf/web/viewer.html?file=~//media/PDFs/Security-and-safeguarding/RM_Esafety_BROCHURE-May19.pdf

Self Service DNS

Allowing you to manage all your DNS changes and create records in just a few seconds, this is a free of charge service that is ideal for those administrators who want more control over their Internet presence and the ability to implement new web-based services. Access is through a dedicated User Interface or the RM SafetyNet UI. To find out how you can subscribe and use this service, please see:

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

If you do not wish to manage your own DNS changes, then you can still [raise a change request online](#) via our support portal, or contact the service desk to create a change request. If you are unable to log on to the portal, you can request a login for your school by emailing: customerprofiles@rm.com

New YouTube filtering functionality

Access to YouTube is normally a hot topic when we talk to schools about online safety. Many would love to use the rich content available in their classrooms, but are worried about inappropriate videos, adverts and comments that could at worst cause offense and harm to pupils and at best cause disruption to the lesson. Other schools want to ensure that YouTube is blocked altogether due to concerns around inappropriate content or bandwidth issues.

Up until now it has been a lengthy and complicated process to block access to YouTube, having to find all the associated URLs and block them individually and even harder if you want to be able to use it in a controlled way with restrictions to content.

Now RM SafetyNet customers can make an informed choice about the use of YouTube in their school, ensuring that they can be successful in the use of it whilst ensuring their users are safe and secure from inappropriate content.

With a few simple steps you can:

- Allow YouTube for groups of users, or individual users, in the school.
- Block access to YouTube for the whole school or certain groups of users.
- Allow access to YouTube but enforce Google's moderate content restriction, or strict restricted content modes. In both these modes, comments are not viewable.
- Allow access to YouTube through a Walled Garden approach where only the YouTube video player is available and only whitelisted videos can be viewed by users.

This functionality is available for all RM SafetyNet customers and remember that RM SafetyNet is now available even if you do not have your connectivity with RM.

Enhancements to our filter lists

RM SafetyNet has pre-configured filter lists for different categories that have been maintained and built through customer feedback over the many years. This has given us one of the most comprehensive and trusted filter lists in the industry.

However, in the ever changing world of the modern Internet - organically built lists are not enough to stay on top of the hundreds of new websites that are created every single day. It is now incredibly easy for someone with no development or coding knowledge to spin up a website and potentially host illegal or inappropriate content on that site.

We have previously relied on our active-adapt content filter to ensure that even when a website is not on one of our filter lists, the user in the school still can't access the site. But it is our intention that the active-adapt filter is the last line of defence against this kind of content - we would much prefer that our filter lists are preventing access to these sites.

We have enabled a new feed to allow us to get nightly feeds of new websites and they automatically categorise those websites into lists. We have mapped their lists to our own and therefore any new sites hosting adult content, for example, are automatically added to our adult content list.

The number of new websites added to our lists range from 50 to 500 a day; that's an incredible amount of new websites that would be impossible to find and categorise without the use of this sophisticated technology.

Before the new lists were put in place, a lot of work was carried out to ensure that we weren't going to be blocking legitimate educational sites.

Our existing and potential RM SafetyNet customers can be assured that RM SafetyNet is continuously improving every day to protect their users from illegal, harmful, or inappropriate content. With thousands of new sites added every week and the additional layer of protection from the active-adapt content filter, you will not find another filtering product that offers this level of protection for UK schools.

Alerting now available for all customers

After a pilot of our alerting functionality, we have now turned this on for all customers. Schools that are using RM SafetyNet and have User Based Filtering enabled can now use this new feature to receive safeguarding alerts. When one of your pupils searches the Internet for a term that may suggest they are looking for content that could place them at risk or are potentially looking for help, your designated safeguarding lead will receive an email alert, which enables them to log in and view the Internet activity for that child. A review of the search terms and websites visited may help the DSL to determine whether a child is at risk or an intervention is needed to help them.

New RM SafetyNet support site

We are pleased to announce that we will soon be releasing a new support site for RM SafetyNet customers. We have been busy updating and migrating content from our existing support system and the new site can now be accessed here:

<http://rmsafetynet.helpdocsonline.com/rm-support>

Please do have a look and give us feedback; the links to the Support pages within the product will be updated in a release shortly.

RM Buzz for Chromebooks now included with User Based Filtering

RM Buzz provides the power and functionality of RM SafetyNet on Chromebooks, protecting your users on those devices wherever they are connected to the Internet. RM Buzz will now be a chargeable product, but RM SafetyNet customers with User Based Filtering will receive it free of charge.

For more information on RM Buzz please visit: <https://www.rm.com/products/online-safety-tools/rm-safetynet/buzz>

New resources from CEOP

CEOP have produced some new resources for secondary school students to help schools discuss how to [safely explore sexuality and identity online](#) and for primary aged children, they have new resources to [explore developing healthy relationships online](#).

The Internet Watch Foundation's annual report

RM is a funding council member of the Internet Watch Foundation (IWF) and work closely with them to ensure that our customers are protected from content relating to child exploitation online. They have recently released their [annual report](#) that demonstrates all the good work they are doing in this area.

RM Seminars - join us for an exciting day of free CPD this autumn

The RM Seminars return this autumn, bringing key industry experts and insightful content to a location near you. Join us for a day of free technical CPD designed to help you make the most out of technology in your school and keep ahead of industry trends.

Dates and venues

- Tuesday 5th November – Microsoft Offices, London
- Thursday 7th November – Sophia Gardens, Cardiff
- Monday 11th November – Radisson Blu, Stansted
- Wednesday 13th November – The Park Royal Hotel, Warrington
- Friday 15th November – Exeter Racecourse, Exeter
- Wednesday 20th November – The Grand Hotel Gosforth Park, Newcastle
- Tuesday 26th November – Jaguar Experience, Birmingham
- Thursday 28th November – Google Offices, London

The RM Seminars will hold topical sessions with a cloud technology theme. The day will give you both practical and theoretical examples of the latest and most innovative technologies in education today.

If you haven't already done so, book your free place now at: rm.com/seminars

RM Education is moving

... but only across the road! Our Head Office (and Registered Office) is relocating to new, more modern offices, literally a stone's throw from the existing ones, during August 2019. It may be worth you making a note of our new address which will be **142B Park Drive, Milton Park, Milton, Abingdon, Oxon, OX14 4SE**, although our telephone numbers are not changing and there should be no impact on any of your other contacts with us.

Some useful help articles from your RM Connectivity service desk team

Article reference	Description
TEC2602419	RM SafetyNet - Common URL requests for unfiltering
TEC6279145	How to deal with spam emails
TEC4074128	How to raise an Internet Services Change Request via Support Online

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

Keep up to date with the status of your Internet service

To save you time 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.

Meet the team

Kemal Poleon

Team Leader, Connectivity Service Desk

I am new to RM; I joined the team in April of this year and have been fortunate to inherit a group of highly skilled engineers. Together we are responsible for supporting your connectivity to the Internet, as well as a range of RM applications.

My passion for technology dates back to when aged 5, I found a screwdriver and began dismantling everything in sight (Hi-Fi, TV, Walkman, etc.). My interest and curiosity has only increased since those days and I consider myself extremely fortunate to live within an era where technological breakthroughs are so common.

My background is IT support; I've worked across many industries, Utilities, Telecommunications, Pharmaceutical to name a few and am very excited to add the education sector to the list. I intend to borrow some of my experiences of each industry to enhance the service offering of the team; the approach to qualitative work I encountered whilst working in the pharma space is something I am particularly keen to implement.

As a father of two children not yet at school, working at RM has opened my eyes to just how much schools have changed since I attended (pre-millennium), as well as the challenges technology manages to solve and pose at the same time.

Outside of the office, I'm a big football fan and enjoy both playing and watching. I have an interest in languages and am fluent in French so try to maintain this through some world cinema. Being such a fan of technology, it was inevitable I would become enticed to the IOT (Internet of Things) and home automation, so many a weekend is spent configuring a lightbulb! Finally I enjoy to travel as per the picture but despite appearances have not worked for NASA.



Look out for the next issue!

Email any suggestions to supportnewsletter@rm.com.

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