



STUDENT MONITORING HUB

October 2016

PARENT VERSION

*This provision of internet access via the Streamline3 Filter is given to your child on the principle of **TRUST** and as a parent it is your **RESPONSIBILITY** to be vigilant in the monitoring of this reporting to assist your child in the **SAFE** use of the internet.*

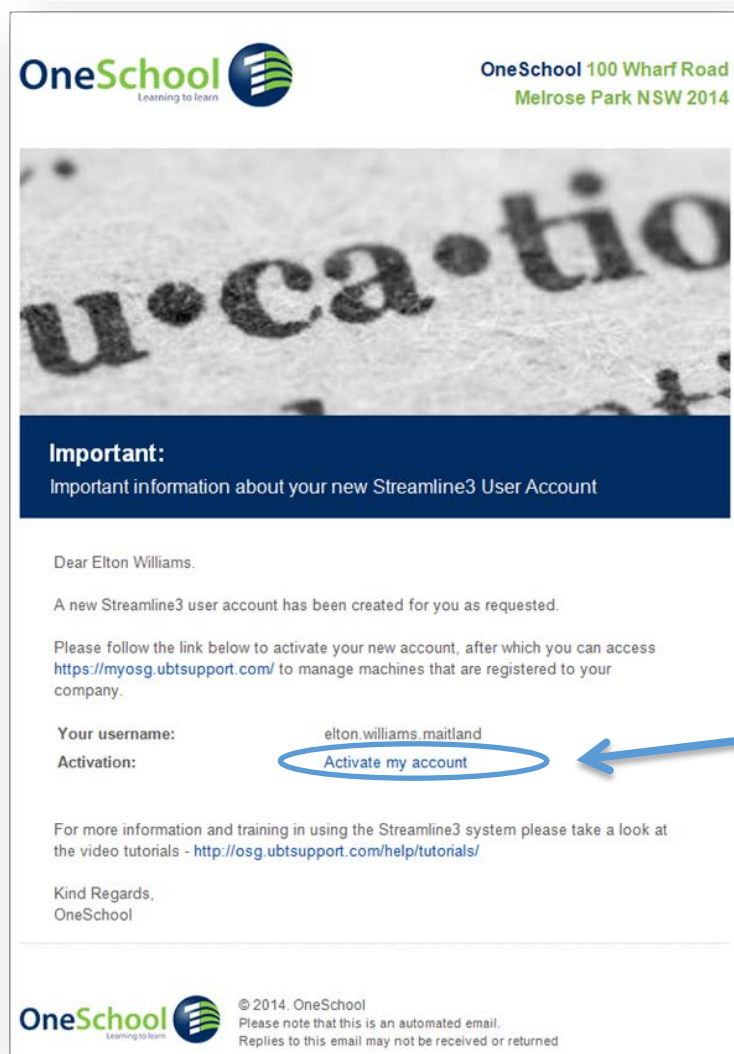
And always remember that if you or your child discover a website that you consider unsuitable please immediately email a copy of the website address (URL) to blockwebsites@oneschoolglobal.com with a brief reason of why it should be blocked.

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ACCOUNT ACTIVATION

You will receive the following email from **OneSchool Admin** <noreply@oneschoolglobal.com>.



Activate my account

Click here to start the account activation process.

NOTE: Once your account has been activated you will receive a similar email weekly showing **ONLY** a snapshot of your child's internet usage for the week. **THIS WEEKLY EMAIL IS A REMINDER TO LOG INTO THE ONLINE CONSOLE.**

To activate your account you will need to enter a password of your choice twice.

The form is titled 'Activate User Account'. It contains a message: 'Please enter a password to activate your new portal user account.' Below this, there are three input fields: 'User name:' with the value 'elton.williams.maitland', 'New password:' with masked characters, and 'Confirm password:' with masked characters. To the right of the 'New password' field is a green 'Good' label, and to the right of the 'Confirm password' field is a green 'Matches' label. A 'Save & Login' button is at the bottom.

Password

Enter a password of your choice, then re-enter to activate.

MY ACTIVATION / RESET PASSWORD EMAIL COMES UP INVALID

My activation/ reset password email is coming up with the following error

Activate User Account



The activation token is invalid.

The activation and reset password emails expire after 24 hours.

If the link has already been used or you are activating your user account outside of 24hours you will get the above message.

1. If you are trying to activate your account email support@oneschoolglobal.com to have the activation resent.
2. If you are resetting your password, simply follow the “I cannot remember my password” process on page 3.

I CANNOT REMEMBER MY PASSWORD FOR INTERNET MONITORING

1. If you do not know your username and/or your email address used, email support@oneschoolglobal.com for a password reset.
2. You will then receive the following email

Important:

Your Streamline3 User Account Password has been reset

Dear Test Parent.

Your password for <https://myosg.ubtsupport.com/> has been reset.

Please follow the link below to enter a new password and login.

Your username: test.parent.taranaki

Your password: [create a new password](#)

Click on the “create a new password” link

3. Enter your new password as below. And select Save & Login. The password must be:
 - 8 characters or more in length
 - Contain at least one number
 - Contain at least one upper case letter

User name:

New password: Good

Please enter a password that:

- Is of 8 characters or more in length
- Contains at least one number
- Contains at least one upper case letter

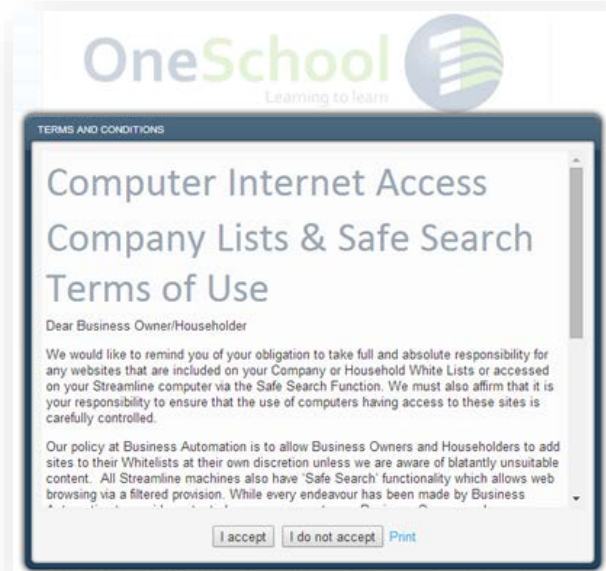
Confirm password: Matches

[Save & Login](#)

4. You will now be logged into the home page.

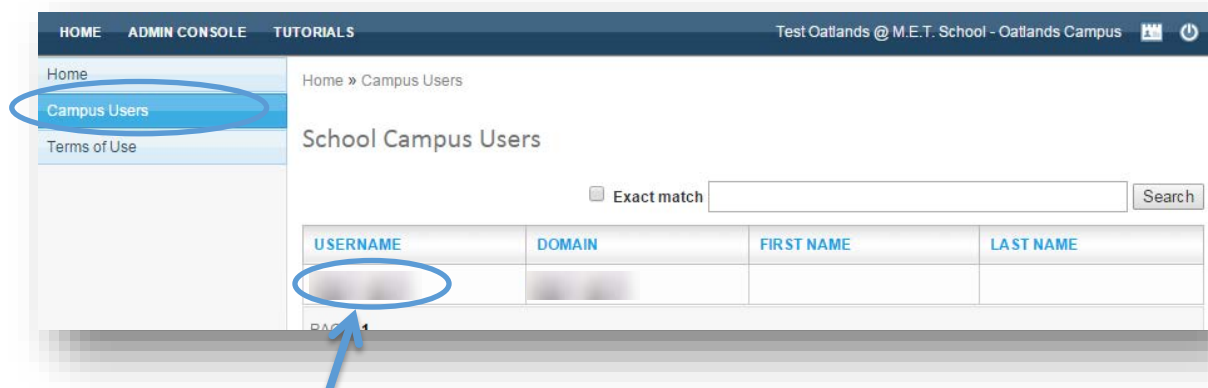
FIRST LOGIN

On first login it is necessary to accept the **Terms of Use** before further access.

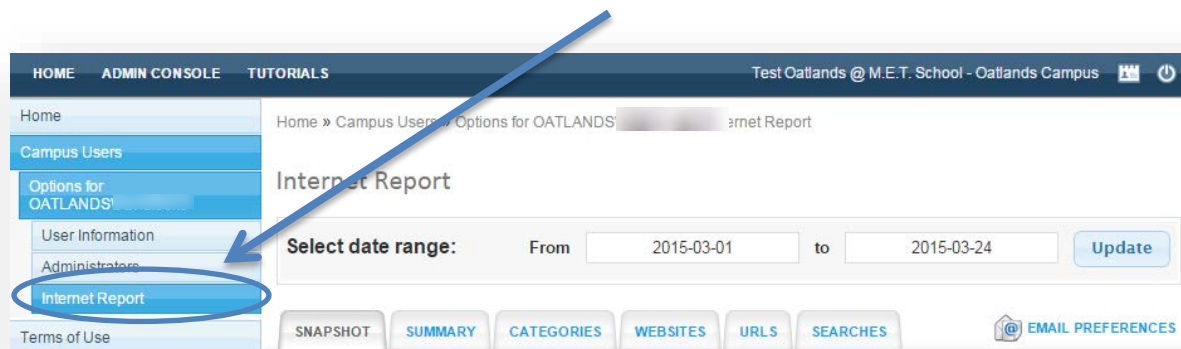


ACCESSING YOUR CHILD'S INTERNET REPORT

To view the internet browsing data of your child/children, click on **Campus Users** in the left-hand column. Only current users of the Education version of Streamline3 on school computers will have browsing data available.



Click on your child's **Username** to access their **Internet Report** page below.



UNDERSTANDING THE INTERNET REPORT

This **SNAPSHOT** is only a very brief overview of some key data, and is what is sent out in the emailed report.

Websites Allowed/Blocked gives an indication of what type of searching or browsing is being done. A large percentage of **Blocked** could indicate a lot of unsuitable searches.

Also included is a random selection of **Search Terms**. More detail is included under each of the other tabs.

The screenshot displays the 'Internet Report' page. At the top, there's a navigation bar with 'HOME', 'ADMIN CONSOLE', and 'TUTORIALS'. Below it, a breadcrumb trail shows 'Home » Campus Users » Options for OATLANDS » Internet Report'. The main content area has a 'Select date range:' section with 'From' and 'to' date pickers set to '2015-03-01' and '2015-03-24' respectively, and an 'Update' button. Below this are tabs for 'SNAPSHOT', 'SUMMARY', 'CATEGORIES', 'WEBSITES', 'URLS', and 'SEARCHES'. The 'SNAPSHOT' tab is active, showing a 'Total' section with 'Websites allowed: 130' and 'Websites blocked: 48'. A pie chart below this shows 'Allowed' (73.03%, green) and 'Blocked' (26.97%, red). At the bottom, there's a 'Selection of search terms' table.

Selection of search terms (see 'Searches' tab for full list):	
best	downfall
the longest ride movie	x men apocalypse
mcfarland usa	the boy next door
the man from uncle movie	cricket world cup
ted 2	taegukgi
b	nh10 movie
bond 24	bo
don't mess with texas movie	metasc
pitch perfect 2	jackie chan drunken master 1978
the good dinosaur	full metal jacket
paul blart mall cop 2	the fifth wave movie
tomorrowland movie	best action s

Selecting the Date Range

The default date range is 1 day. This can be changed by selecting another date in the date boxes and then clicking on the Update button.

NOTE: the greater the date range you select means more data for the report to collect which equals a slower experience in navigating the various areas of the report.



SUMMARY

Internet activity by Time of Day

A visual record of internet use according to time of day averaged over the week.

NOTE: high usage at unusual hours should be checked.

Internet activity by Day of Week

A visual record of internet use according to day of the week.

Content Types

Webpages accessed categorised according to content type.



CATEGORIES

Websites are filtered according to category. This graph shows the volume of requests by category allowed and blocked.

NOTE: Select **Any**, **Allowed** or **Blocked** tabs to view relevant graph

WEBSITE	URLS
google.com.au	952
resources.metschool.nsw.edu.au	117

WEBSITES

This is a list of websites that the user has visited or attempted to visit.

NOTE: **Allowed** shows the websites accessed by the student.

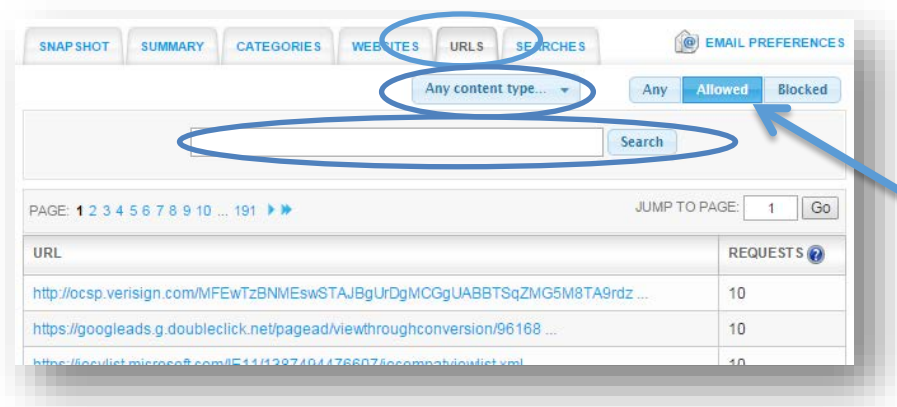
SEARCH WORDS	HITS
best	6
don't mess with texas movie	5

SEARCHES

A record of words or phrases that have been searched for in the search engine

NOTE: The **WEBSITES** and **SEARCHES** tabs are really the two most important aspects of the report to regularly check and investigate thoroughly. Both tabs have a search function so that you can easily search for websites or words that you may be concerned about.

The **URLS** tab is useful for a more detailed investigation, particularly when looking for what webpages may have been accessed by the words or phrases that have been searched for.



URLS

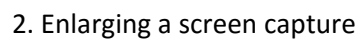
This list shows URLs requested. Each webpage within a website has its unique URL.

NOTE: Select **Any**, **Allowed** or **Blocked** tabs to view relevant list.

To look at what webpages may have been accessed by a particular search word, enter the word into the search bar and click on the 'Search' button.

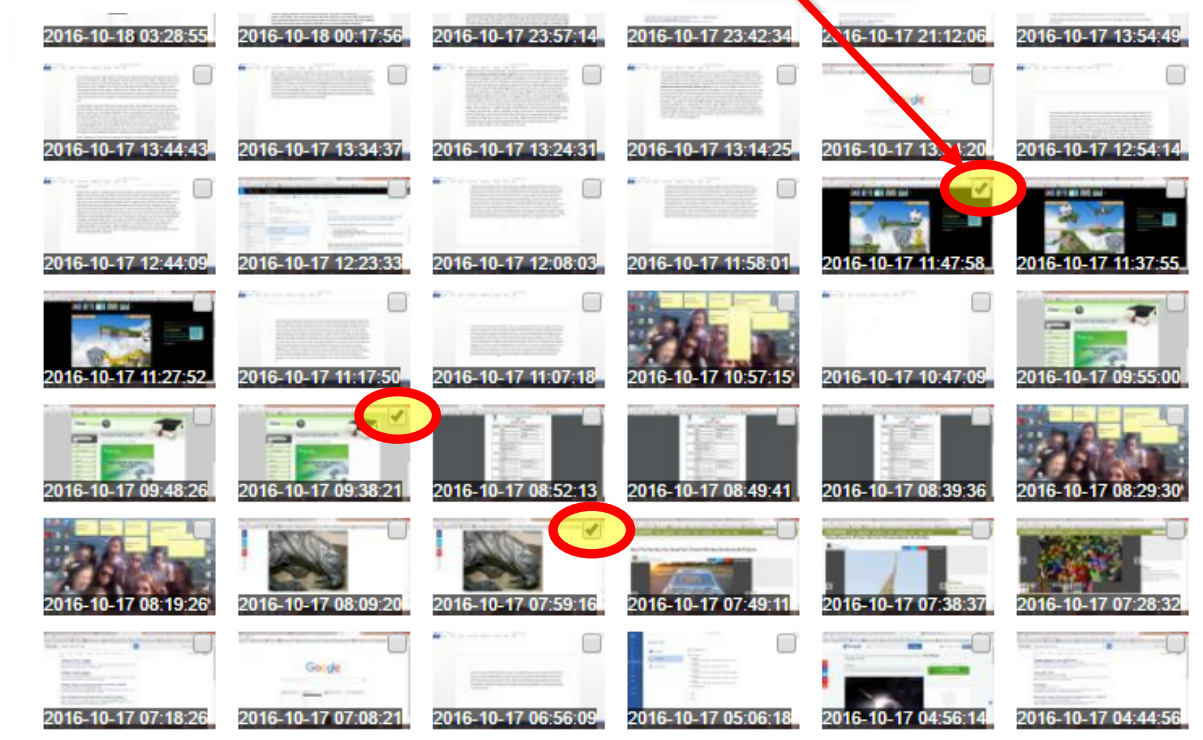
NOTE: There is also the ability to filter by content type – selected from the dropdown list shown in the box located above the search bar – displaying default entry 'Any content type.....'

1. Select Screen Captures in left hand column

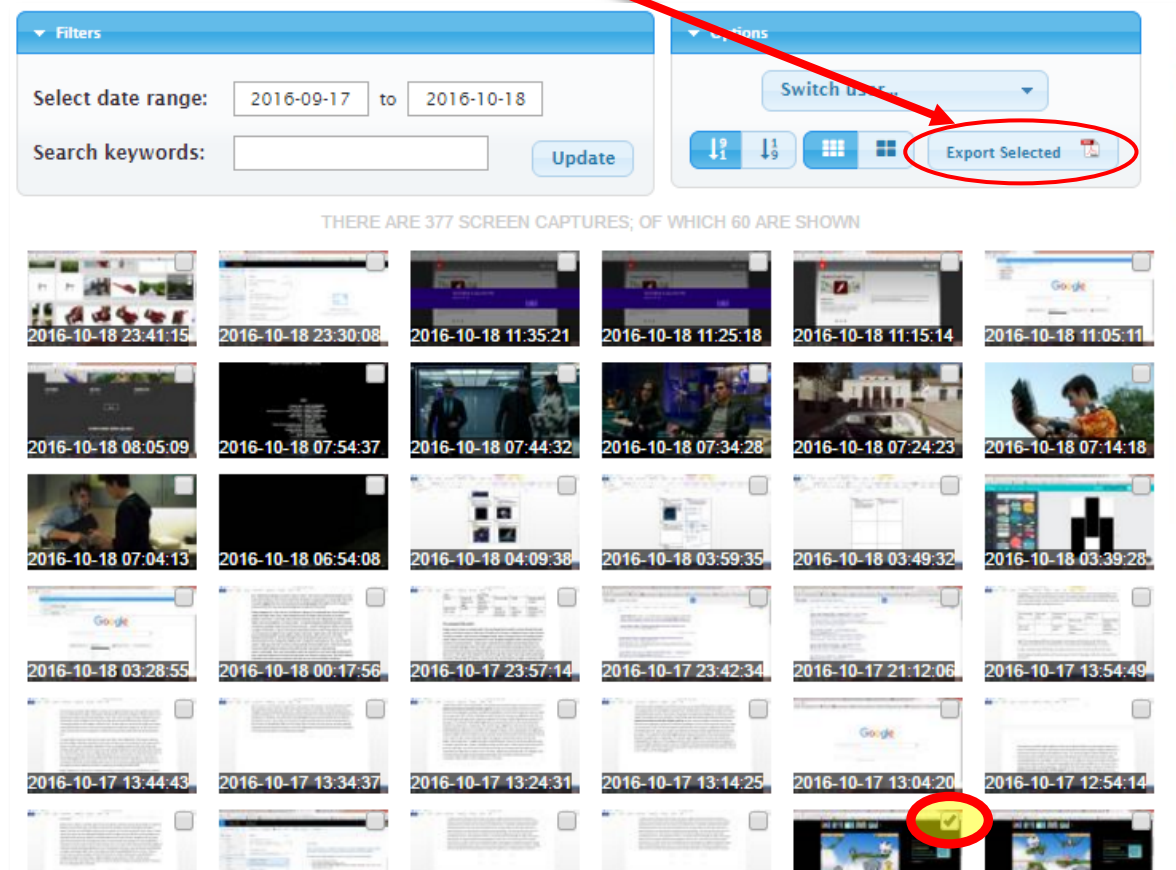


3. Selecting screen captures for exporting


Click on the small box
at top of image



4. Exporting selected screen captures to a PDF

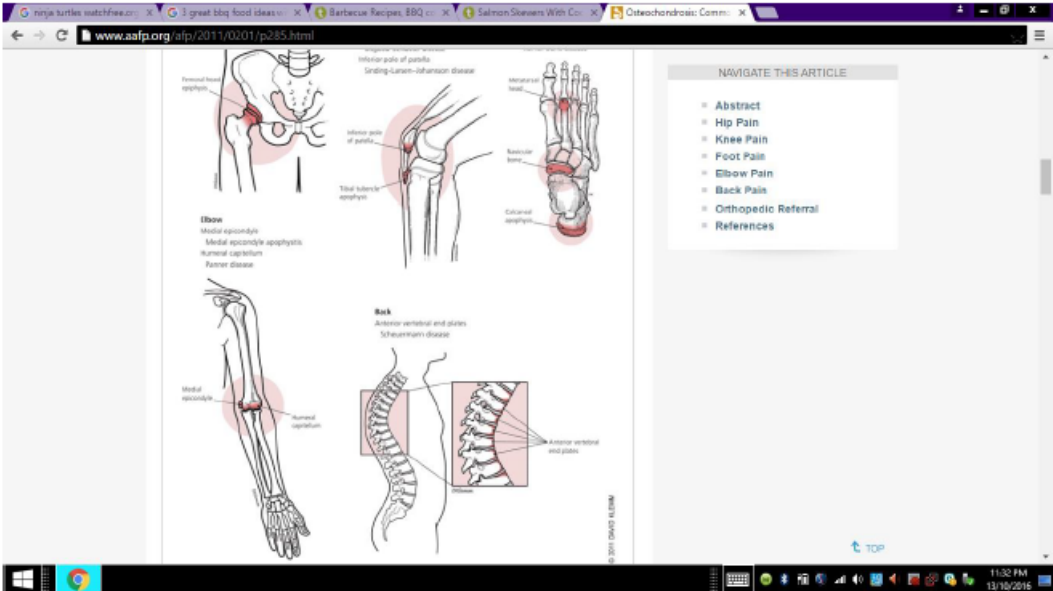


10. PDF version of Screen Capture report



Screen Capture Report
User: Test Staff

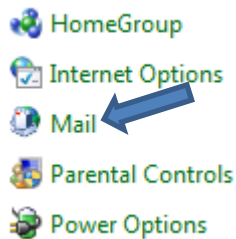
2016-10-13 23:32:57	
Application:	Google Chrome
Name:	chrome
Path:	C:\Program Files (x86)\Google\Chrome\Application\chrome.exe
Machine:	20000080



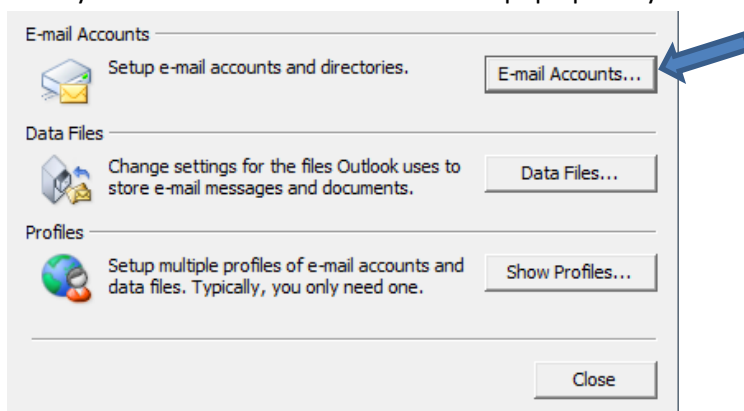
The screenshot shows a web browser window with the URL www.aafp.org/atp/2011/0201/p285.html. The page displays several anatomical diagrams of the human body, including the hip, knee, elbow, and back, with labels for various parts and conditions. A sidebar on the right titled "NAVIGATE THIS ARTICLE" contains a list of links: Abstract, Hip Pain, Knee Pain, Foot Pain, Elbow Pain, Back Pain, Orthopedic Referral, and References. The Windows taskbar at the bottom shows the time as 11:32 PM on 10/13/2016.

How to set up your child's email in Outlook on your computer.

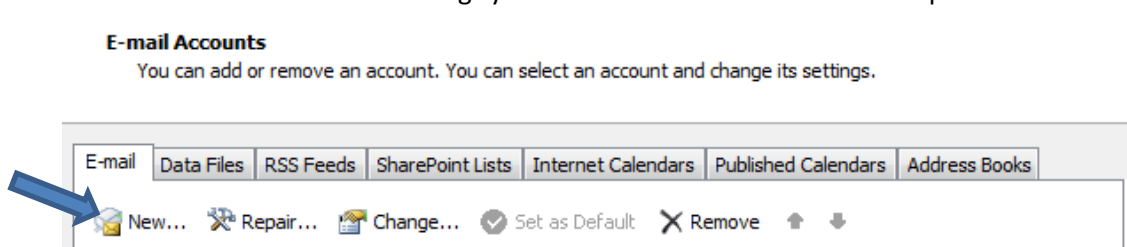
- First start out by closing Outlook and navigating to control panel, you will see the below option.



- Once you click on mail the below box will pop up and you will select E-mail Accounts.



- Once in the E-Mail account settings you will select new from the below options.





- Auto Account Setup will appear and you will need to enter your personal information below along with the new email address provided. (See Below Example)

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.


Text Messaging (SMS)

Manually configure server settings or additional server types

< Back **Next >** Cancel

- Outlook will now look at the server for the configuration information and you will be prompted with the below. You will need to click use another account to enter the correct information in.

Mail Application
Connecting to john.doe@sterling.education

 john.doe@sterling.education

Domain: sterling-school
☒ Remember my credentials

OK Cancel

Credentials for student email are the same credentials students use to log on to their school laptop.

- User name must be entered with the sterling-school domain prefix.
eg. sterling-school\[username]



- If successful you will be displayed with the then below and then click finish.

Configuring

Configuring e-mail server settings. This might take several minutes:

- ✓ Establish network connection
- ✓ **Search for josh.gregory@sterling.education server settings**
- ✓ Log on to server

Your e-mail account is successfully configured.

☐ Manually configure server settings

[Add another account...](#)

[< Back](#) [Finish](#) [Cancel](#)

(If successful you are finished and your new email is setup)

Please continue to the next page if the above method did not work for manual configuration steps



Manual Configuration Steps

- The below screen would have appeared if the above steps did not successfully connect. You will need to place a check mark in manually configure server settings and click next.

Configuring

Configuring e-mail server settings. This might take several minutes:

- ✓ Establish network connection
- ✗ Search for John.doe@sterling.education server settings (unencrypted)
- Log on to server (unencrypted)

Verify the settings below. You can make changes if necessary.

E-mail Address:
Example: ellen@contoso.com

Connect using:

☐ Manually configure server settings

< Back Retry Cancel

- You will now select Microsoft Exchange or compatible service and click next.

☐ Internet E-mail
Connect to POP or IMAP server to send and receive e-mail messages.

☒ Microsoft Exchange or compatible service
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.

☐ Text Messaging (SMS)
Connect to a mobile messaging service.

< Back Next > Cancel



- You will now need to enter the local server name along with your name then click more settings.

Type the server name for your account. If you don't know the server name, ask your account provider.

Server:

☒ Use Cached Exchange Mode

Type the user name for your account.

User Name:

(Please note the server name is strclemail01)

- Now click on the connection tab then place a check mark in connect to Microsoft Exchange using HTTP. Click on the Exchange Proxy Settings.

General Advanced Security **Connection**

Connection

Use these settings when connecting to Microsoft Exchange when working offline:

☒ Connect using my Local Area Network (LAN)

☐ Connect using my phone line

☐ Connect using Internet Explorer's or a 3rd party dialer

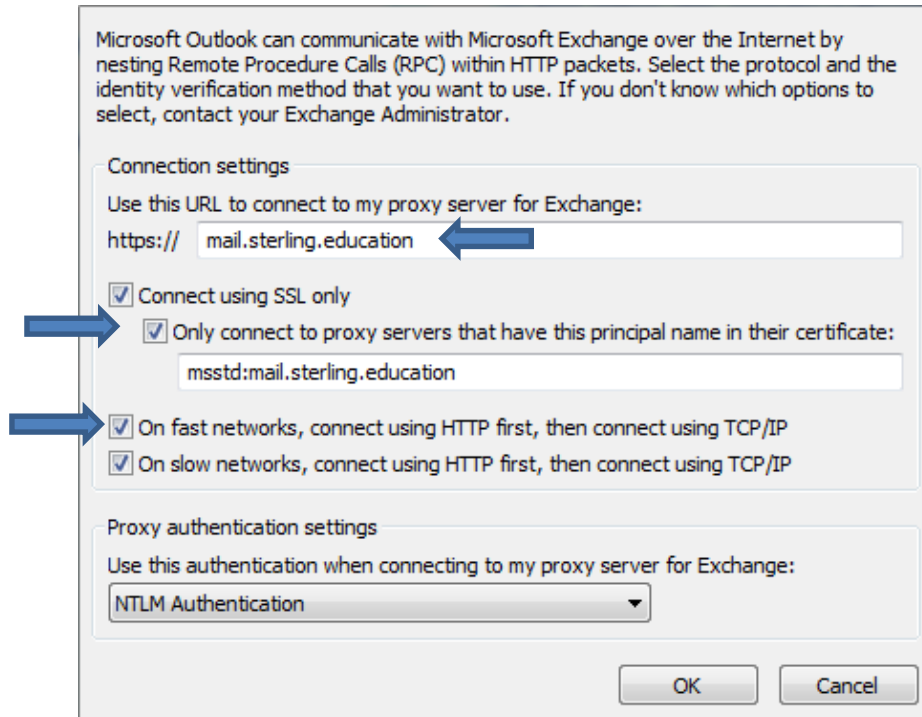
Modem

Use the following Dial-Up Networking connection:

Outlook Anywhere

☒ Connect to Microsoft Exchange using HTTP

- You will not need to enter the information as shown below then click ok.



Microsoft Outlook can communicate with Microsoft Exchange over the Internet by nesting Remote Procedure Calls (RPC) within HTTP packets. Select the protocol and the identity verification method that you want to use. If you don't know which options to select, contact your Exchange Administrator.

Connection settings

Use this URL to connect to my proxy server for Exchange:
 https:// mail.sterling.education

☒ Connect using SSL only

☒ Only connect to proxy servers that have this principal name in their certificate:
 msstd:mail.sterling.education

☒ On fast networks, connect using HTTP first, then connect using TCP/IP

☒ On slow networks, connect using HTTP first, then connect using TCP/IP

Proxy authentication settings

Use this authentication when connecting to my proxy server for Exchange:
 NTLM Authentication

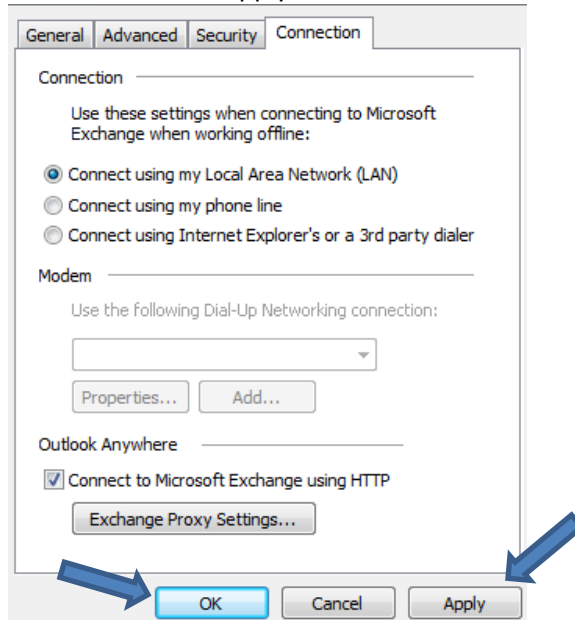
OK Cancel

(Please note the arrows pointing at check boxes will need check)

(For the top field you will enter mail.sterling.education)

(For the bottom field you will enter msstd:mail.sterling.education)

- You will now click apply then ok.



General Advanced Security Connection

Connection

Use these settings when connecting to Microsoft Exchange when working offline:

☒ Connect using my Local Area Network (LAN)

☐ Connect using my phone line

☐ Connect using Internet Explorer's or a 3rd party dialer

Modem

Use the following Dial-Up Networking connection:

Properties... Add...

Outlook Anywhere

☒ Connect to Microsoft Exchange using HTTP

Exchange Proxy Settings...

OK Cancel Apply



- You will now need to click check names and enter your user name and password when prompted.

Server Settings
Enter the information required to connect to Microsoft Exchange or a compatible service.

Type the server name for your account. If you don't know the server name, ask your account provider.


Server:

☒ Use Cached Exchange Mode

Type the user name for your account.

User Name:

Mail Application
Connecting to john doe



Domain: sterling-school

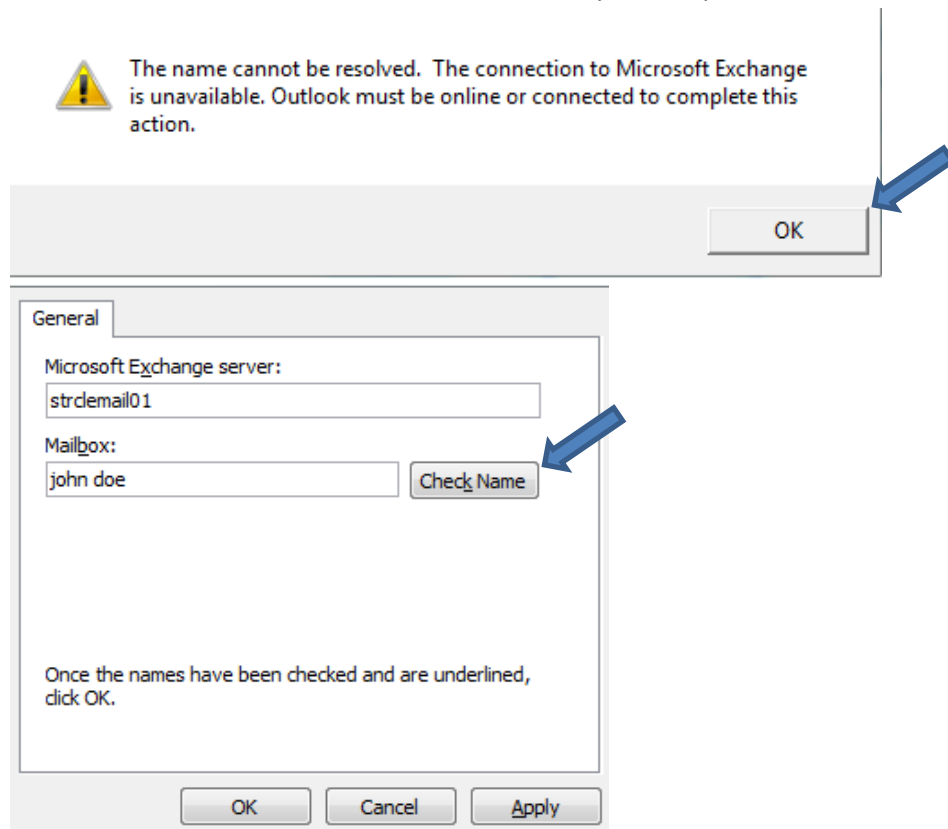
☒ Remember my credentials

Credentials for student email are the same credentials students use to log on to their school laptop.

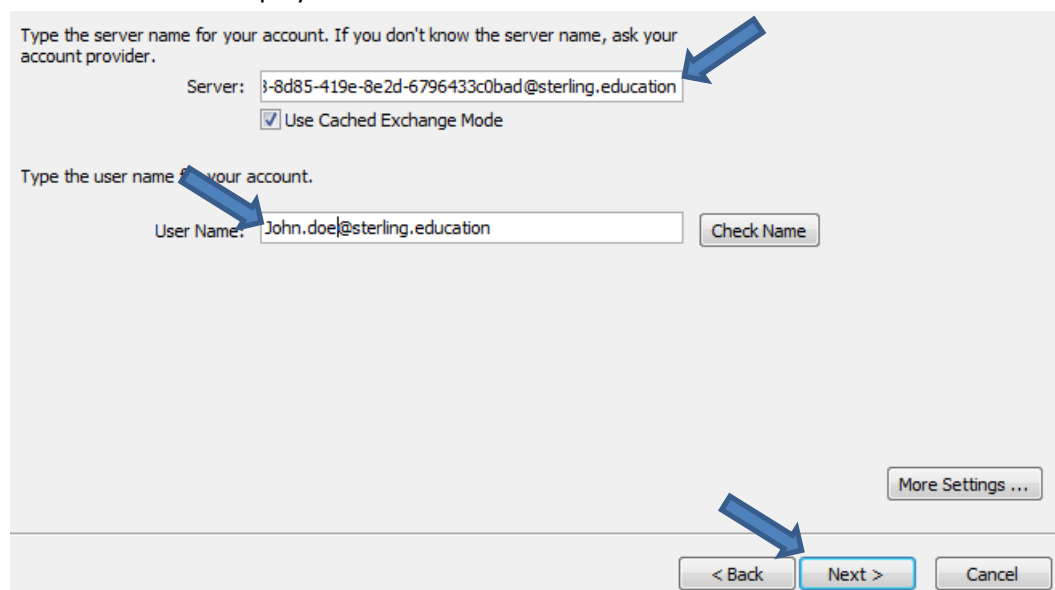
- User name must be entered with the sterling-school domain prefix.
eg. sterling-school\[username]



- If this message comes up during the above please check all setting and then click the check name in the new box that will automatically come up.

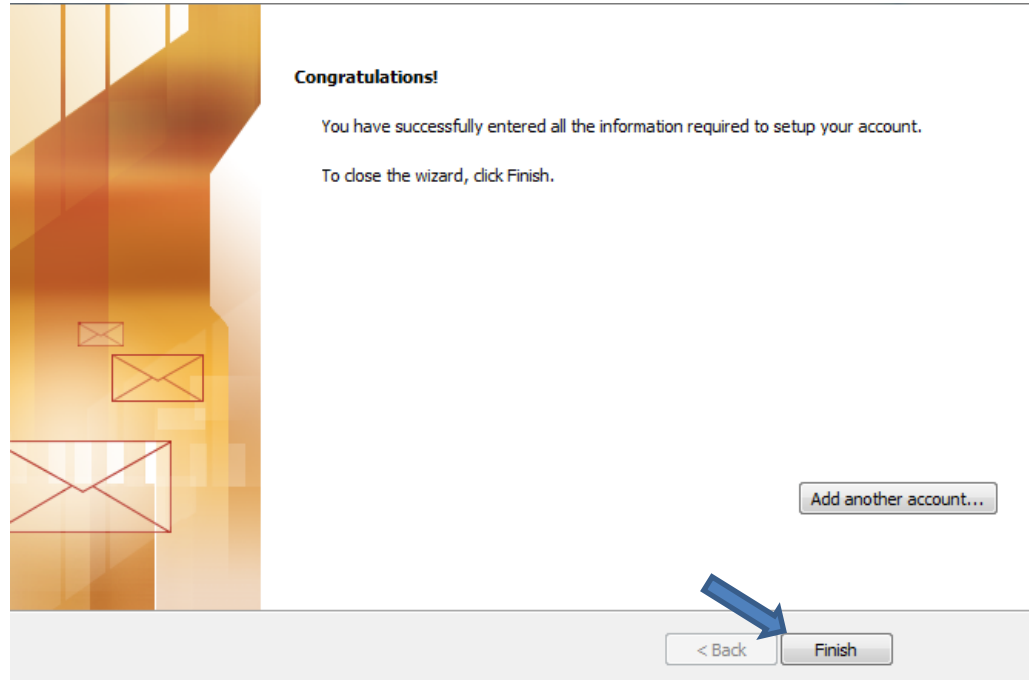


- If successful you will see the server name change into numbers and letter and your full email will now be displayed in the user name field. You will now click next





- You will now be brought to your final screen where Outlook will state the setup has been completed and you will click finish.



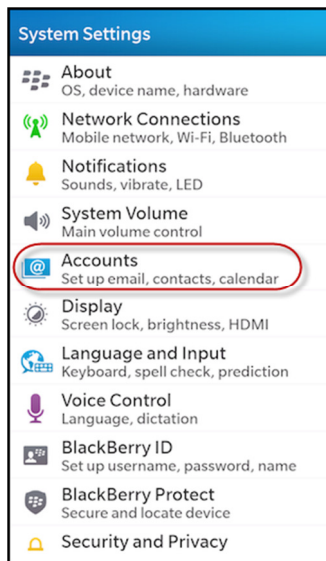
You will close any open mail setup boxes that were opened to set this account up and navigate to Outlook and launch the application.



How to set up your child's Sterling email on your BlackBerry

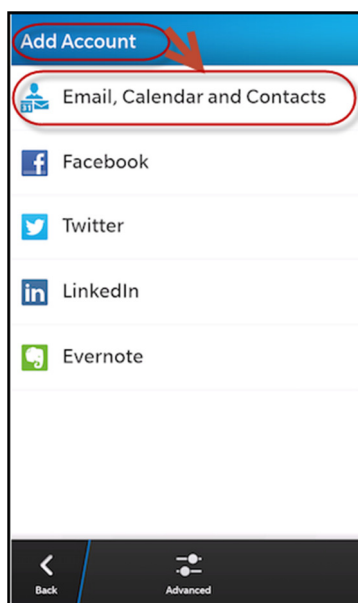
1. Go to Settings from the Home Screen.

Choose Accounts option.

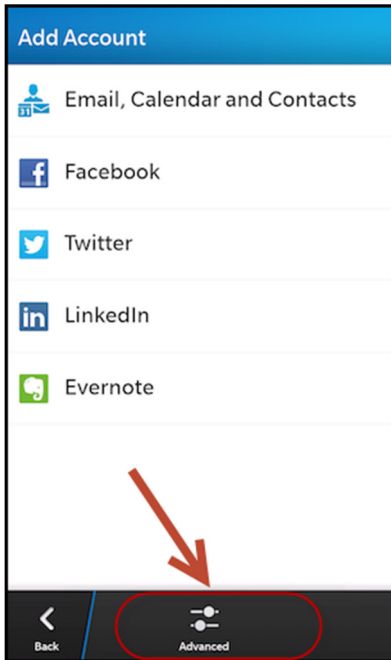


Then select Add Account option.

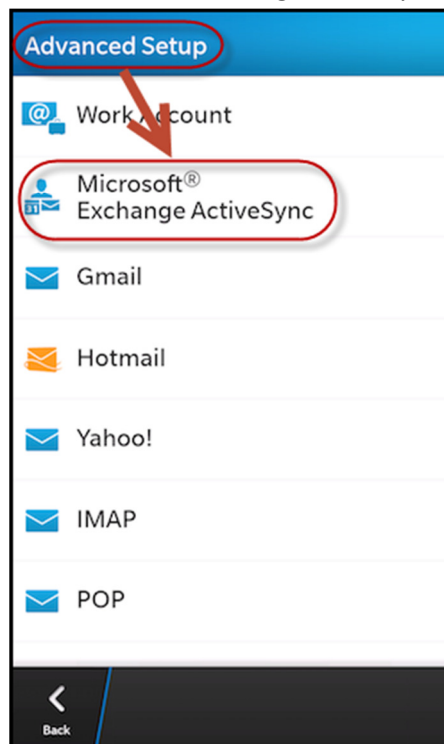
2. Choose Email, Contacts and Calendar.



3. Choose advanced icon.



4. Choose Microsoft Exchange ActiveSync.





5. Once you select the Microsoft Exchange ActiveSync option, you will be taken to the following screen, where you need to fill the required fields such as:

Description.

If you are setting up Blackberry Z or Q series via ActiveSync, please use following settings.

Username: Same as laptop/OnCampus username

Password: Same as laptop/OnCampus password

Domain: sterling-school

Email Address: your email address

Server address: mail.sterling.education

Port: 443



6. Sync Timeframe

Dismiss Add Account Next

Password *

Server Address *

Port *

443

Use SSL On

Use VPN Off

Push On

Sync Interval

Manual

Sync Timeframe

30 Days

7. Once you finish filling all the required field, tap on the Next option at the right-hand corner in the top.

Dismiss Add Account Next

Password *

Server Address *

Port *

443

Use SSL On

Use VPN Off

Push On

Sync Interval

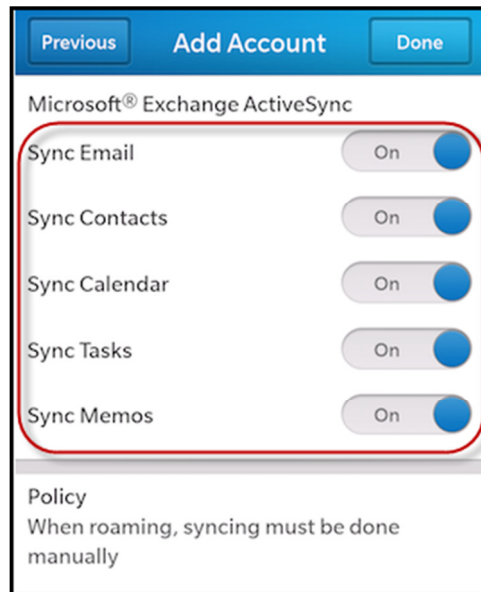
Manual

Sync Timeframe

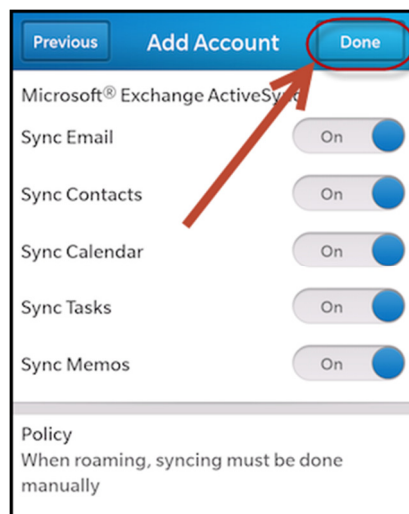
30 Days



8. Further you will be asked to sync your preferences from the following options:

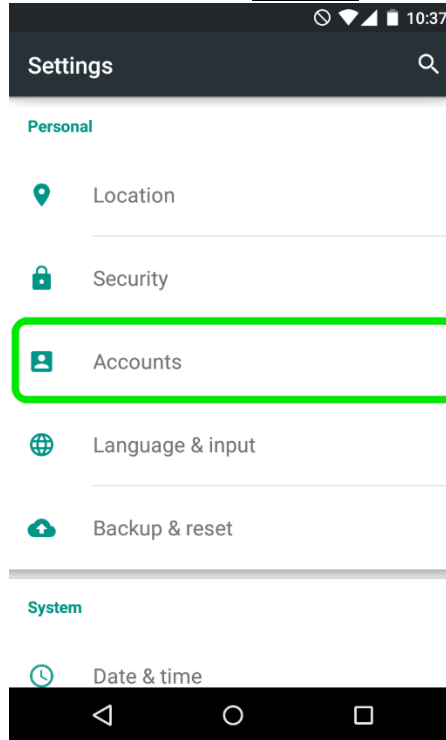


Select “Done” finally.

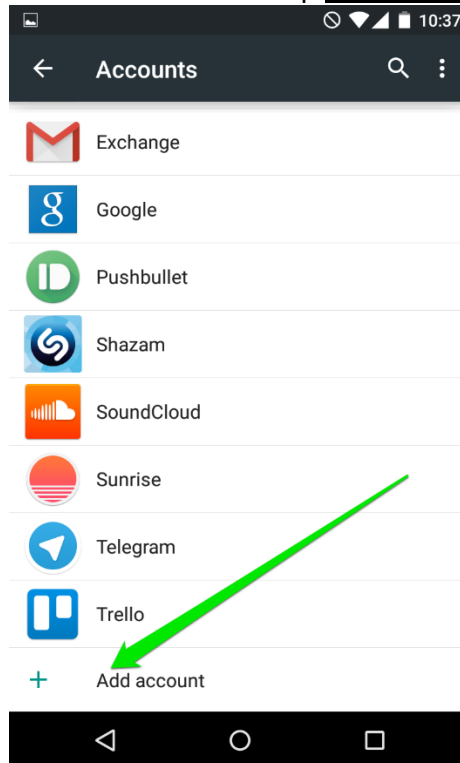


How to set up your child's Sterling email on your Android phone

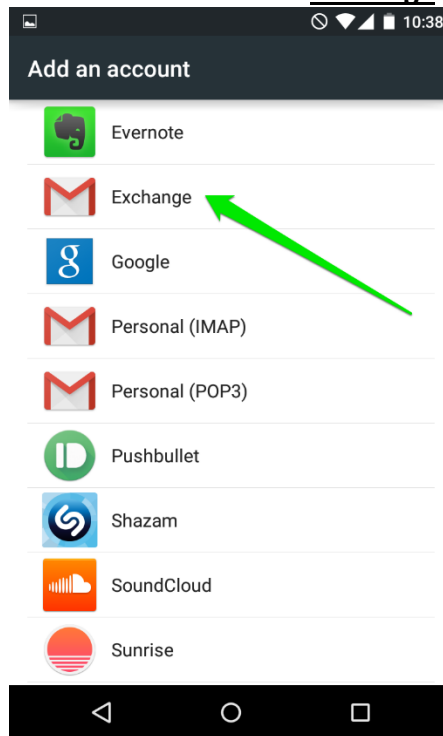
1. To begin, open your Android device **Settings** and tap **Accounts** menu:



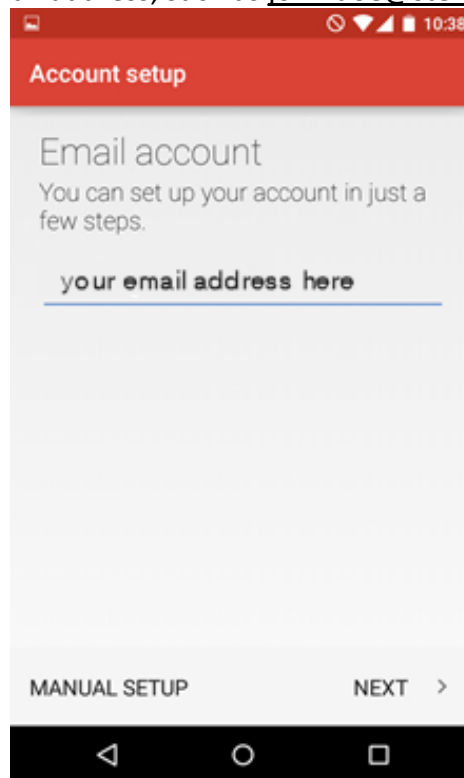
2. Scroll down the screen and tap **Add Account** option:



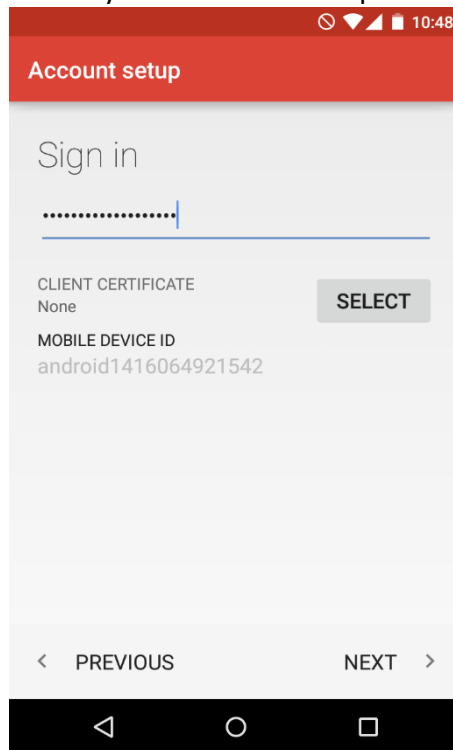
3. On the next screen choose **Exchange** option:



4. The next screen will prompt you to enter your email address.
Make sure to type in full email address, such as john.doe@sterling.education, and tap **NEXT**



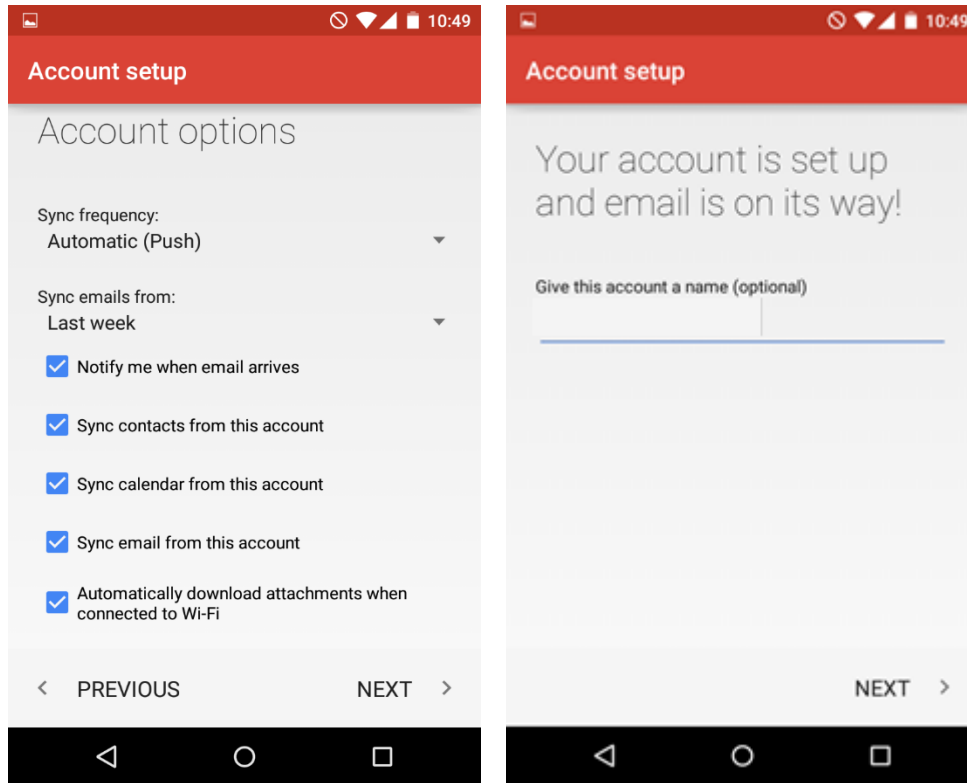
5. Here you will need to indicate your email account password, then touch **NEXT** again



Note, if auto account add does not work and you are asked for the following information please use the below.

- **Server:** mail.sterling.education
- **Domain:** sterling-school
- Username and password for student email are the same as their laptop/OnCampus login credentials.

6. Finally, we will select the last few options to account setup completion. **Sync emails from** will allow you choose the period of time for which emails are synced to your phone. This won't remove emails from the server. It's designed to keep the most relevant emails on the phone to save space. Clicking **NEXT** again will prompt you to choose an account name. You can choose whatever name you would like, it is used only to identify which inbox you are looking at. Finally, click **NEXT**, and your new email account will be complete, and you can open your Mail app to view your inbox.

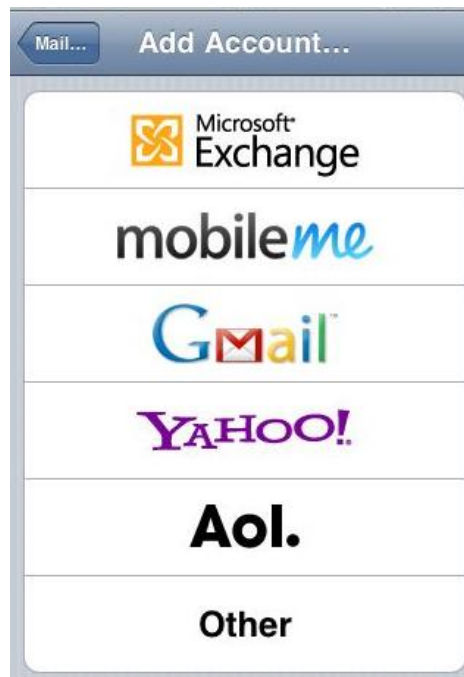


How to set up your child's Sterling email on your iPhone

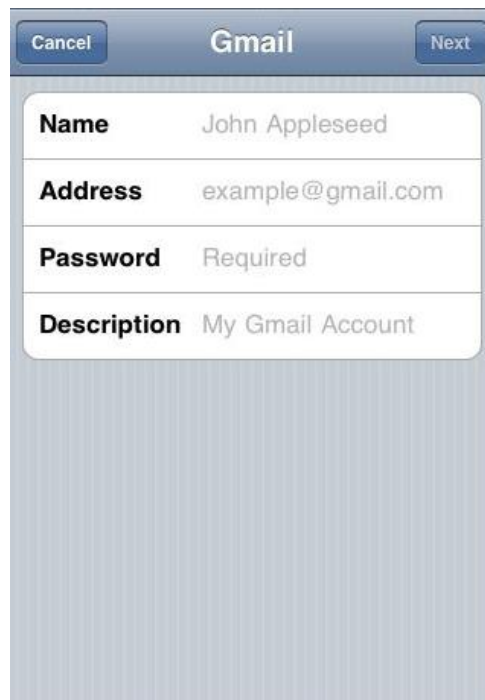
1) Go to the Settings menu on your phone. Select "Mail, Contacts, Calendars". The top of the screen shows a list of email accounts that are currently configured to your iPhone (if any). To add a new email account to iPhone, select "Add Account..." (as shown below).



2) Select which type of email to setup to your iPhone from the menu (as shown below). For the Office 365 setup, make sure to choose the "Microsoft Exchange" option.



3) Enter your name, the email address, the password you use to check your email and a description name for the email account. Once the information is entered, press "Next" at the top right corner of the screen. Wait while your iPhone verifies and configures the email account.

A screenshot of the iPhone Gmail account setup screen. The screen has a blue header bar with the title "Gmail" in the center. On the left side of the header is a "Cancel" button, and on the right is a "Next" button. Below the header is a white form with four rows. The first row is labeled "Name" and contains the text "John Appleseed". The second row is labeled "Address" and contains the text "example@gmail.com". The third row is labeled "Password" and contains the text "Required". The fourth row is labeled "Description" and contains the text "My Gmail Account". The background of the screen is a light blue gradient.

Note, if auto account add does not work and you are asked for the following information please use the below.

- **Server:** mail.sterling.education
- **Domain:** sterling-school
- Username and password for student email are the same as their laptop/OnCampus login credentials.

4) Once the email account is setup to iPhone, the email account options for that email address will pop up (as shown below). Set which features you would like synced with your phone. Mail will automatically be turned on, but you must manually choose whether to sync the calendar and notes from that email account or not.



5) To adjust how long the iPhone retains the email, go to Settings > click Mail, Contacts, Calendar > select your Exchange email account > scrolling to bottom where "Mail days to Sync" and select it. Adjust the setting to longer or shorter period of time. Finally, reboot your iOS device.



How to access your child's email via the Outlook Web App

Please use the below instructions to access webmail.

1. You will start out by going to <https://mail.sterling.education/owa/>

Outlook® Web App

Domain\user name:
jgregory

Password:

→ sign in

2. Enter the student's username and password.; same username and password used for student laptop/OnCampus login

You will now be logged into the webmail and can start sending/receiving email

I WOULD LIKE TO RECOVER MY CHILD'S DELETED EMAILS

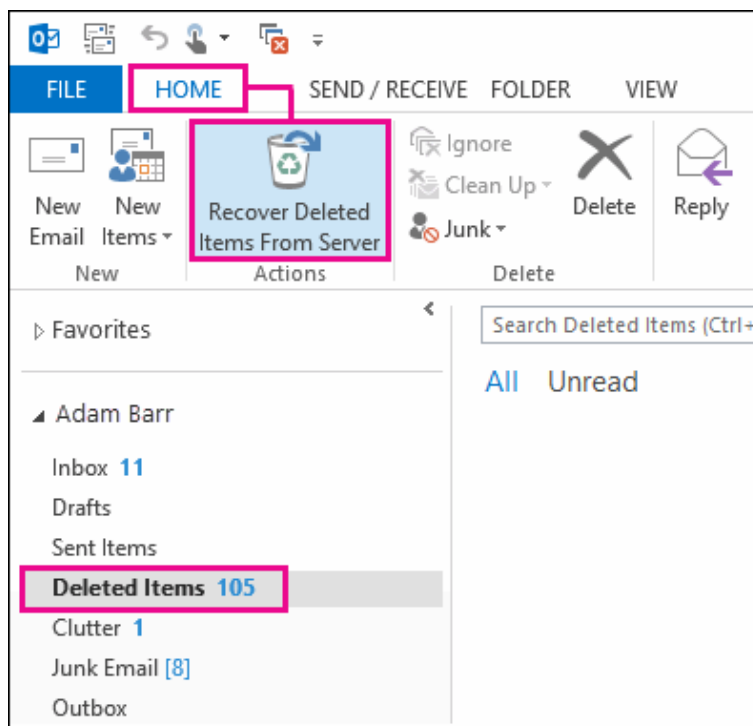
RECOVER AN ITEM THAT'S NO LONGER IN YOUR DELETED ITEMS FOLDER

If you can't find an item in the Deleted Items folder, the next place to look is the Recoverable Items folder. This is a hidden folder, and it's the place where items are moved when you do one of the following things:

- Delete an item from the Deleted Items folder.
- Empty the Deleted Items folder.
- Permanently delete an item by selecting it and pressing **Shift+Delete**.

Here's how to recover items from the Recoverable Items folder:

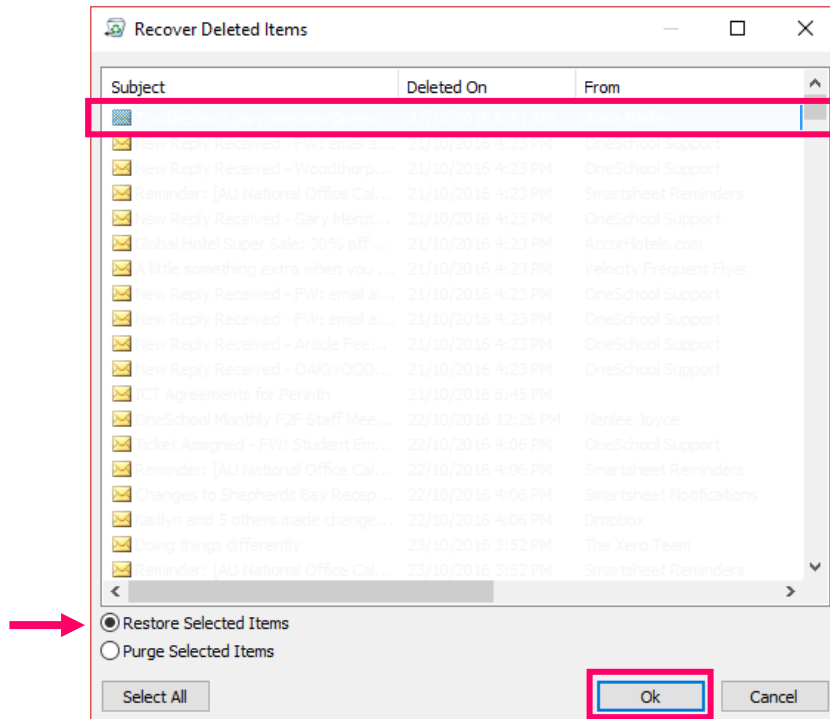
1. In Outlook, go to your email folder list, and then click **Deleted Items**.
2. Make sure Home is selected, and then click **Recover Deleted Items From Server**.



IMPORTANT: If Recover Deleted Items From Server is grayed out or isn't there:

- You might be working in offline mode. To work online, see Switch from offline to online mode.
- You might not be using an Exchange account.

3. Select the item you want to recover, click **Restore Selected Items**, and then click **OK**.
TIP: You can recover email messages, contacts, calendar items, and tasks from the Recoverable Items folder.



Where do recovered, items go? When you recover items from the Recoverable Items folder, they are moved to the Deleted Items folder. So, after you recover an item, you can find it in your Deleted Items folder and then move it to another folder. If you recover a calendar appointment, contact, or task, it's also moved to the Deleted Items folder. From there, you can move it back to your calendar, contact list, or tasks. To find recovered items, just search for them in the Deleted Items folder.

WHO SHOULD I CONTACT IF I FIND AN INAPPROPRIATE WEBSITE HAS BEEN ACCESSED?

Global Website Block

blockwebsites@oneschoolglobal.com

WHO SHOULD I CONTACT IF I NEED HELP WITH SCHOOL ICT?

Argentina

it.support@focus-argentina.com

Australia

support@oneschoolglobal.com

Caribbean

ict.team@sterling.education

Europe

support.eu@oneschoolglobal.com

North America

ict.team@sterling.education

New Zealand

it.support@westmount.school.nz

United Kingdom

ithelpdesk@ubteam.com