TRUSTnet

The not-for-profit broadband & ICT services provider that schools can trust

2018

Broadband

Safeguarding Tools

Cloud Services

Communication Tools

Educational Resources

SEND

Help & Support

& much more...

www.trustnet.pro
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What our schools say

"

TRUSTnet provides us with fast, reliable broadband and a range of premium services. When coupled with the exceptional on-going ICT support, and access to high quality teaching and learning resources, there really is no other provider that can demonstrate such an extensive and cost-effective service with a high focus on keeping children safe online.

St Dunstan's College

I must say what great service you and your team at TRUSTnet are providing! I have been telling other schools close to us how great our TRUSTnet service has been!

White Meadows Primary School

We have been very impressed with how easy it was to set up & use TRUSTnet.

Southwater Junior Academy

Thank you TRUSTnet for the fantastic service we received today. I couldn't fault anything and we were all extremely happy to fully migrate to the new system.

English Martyrs School

The service we've experienced from TRUSTnet has been professional and reliable, and we have found their support to be invaluable. We wouldn't hesitate to recommend TRUSTnet to any other schools looking to change broadband and ICT services provider.

Hertswood Academy

"

Much more than just broadband...

A fast, reliable internet connection, innovative ICT services, award-winning digital teaching and learning resources and dedicated help and support.

TRUSTnet is designed for schools. The range of products and services supplied with a TRUSTnet connection has been created based on feedback regarding schools' needs. Decades of experience working with schools at every level means we understand the challenges faced and the need for effective and robust support – a cornerstone of the TRUSTnet service.

TRUSTnet is designed not only to provide schools with the right technical services to aid achievement in learning, but also to help support staff in their teaching with a wealth of educational resources available. A TRUSTnet connection also provides the right tools to ensure efficient administration. All of this can be delivered in a highly cost-effective way due to being backed by London Grid for Learning, **a not-for-profit company and charitable trust** promoting the interests of schools.

TRUSTnet is committed to **online safety.** The necessity to be able to use and learn with technology safely in schools has never been more important. The TRUSTnet range of services and resources is underpinned by the latest developments in online protection.

Background

London Grid for Learning

LGfL was formed in 2001 to provide extensive and cost effective broadband and ICT services to schools across the capital. The Trust has successfully helped its member schools **save millions of pounds a year** when compared to schools purchasing the same services individually.

LGfL is also a member of **NEN – The Education Network** to ensure that all schools, colleges and universities are connected through a single backbone, enabling a high quality online learning experience in a safe and secure networked environment.

Atomwide

Technical partner Atomwide has been dedicated to providing high-level, competitively-priced managed network services and dedicated support to schools and Local Authorities since 1987. Atomwide has been working with LGfL since its inception to deliver tailored ICT services to support teaching and learning in schools.

Virgin Media Business

With a nationwide fibre optic network and decades of experience working in the education sector, Virgin Media Business provides secure, fast and reliable broadband services around the UK. They have been partners with LGfL since 2010.

The core essentials

Fast, secure & reliable broadband at an affordable price

TRUSTnet offers exceptional download speeds that will support your school's online requirements. Prices are highly competitive and connection speeds can be upgraded if you need that little bit extra. Every TRUSTnet connection is supplied with a fully managed and supported firewall as standard, each one individually configured to the school's needs. Through the effective deployment of a firewall at every school TRUSTnet protects from malicious attacks over the internet, keeping staff and students safe online.

- Uncontended fibre leased lines
- Dedicated speeds of up to 1Gb
- Upgradeable connection in steps of 10Mbps and 100Mbps
- xDSL technologies are available for smaller sites and backup services
- Cross-site configuration for multi-site schools, academies and federation trusts allowing for centralised IT support

Antivirus

Protection for all school machines as well as staff & pupils at home

TRUSTnet provides schools with **Sophos Antivirus** to help protect machines and the network against viruses, malware and unwanted applications across a wide range of platforms.

The licence not only protects all machines connected to the school network but also staff and school governor machines at home at no extra cost! Parents can also obtain Sophos free of charge for their children's home computers.

- Universal antivirus protection
- Full access to the configuration settings
- Can be deployed via Enterprise Console for centralised management
- Also available as stand alone version

SOPHOS
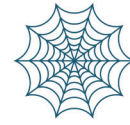
WebScreen™ 2.0
Powered by netsweeper

Internet Filtering
School-focused & controlled filtering

TRUSTnet uses a bespoke web filtering system, **WebScreen™2.0,** to help ensure inappropriate web content is not accessible, whilst meeting school needs for a high degree of flexibility. Each school has full access to their own settings, enabling a filtering environment best suited to all types of users. All filtering is **Internet Watch Foundation compliant,** with further online safety guidance available from TRUSTnet.

WebScreen™2.0 is fully compliant with the Department for Education revised statutory guidance 'Keeping Children Safe in Education' active from September 2016.

- Configuration settings controlled by school
- Centrally deployed, Enterprise-level system
- Performance-optimised system with no proxy-related delays
- Automatic IP-based filtering from moment of connection
- Per-user filtering offers added flexibility when needed
- Time-based filtering further helps to customise policies for different times of the day
- HTTPS filtering available

IWF
Internet
Watch
Foundation

Integrated Authentication
One username & password for all services & resources

Authentication
USO

TRUSTnet provides each member of staff and every student with a unique username and password to access all relevant TRUSTnet services and resources. Known as Unified Sign On (USO), these accounts enable users to access not only the range of available tools from within school but to securely access them from home as well. TRUSTnet offers software that links securely to the MIS to create and manage accounts automatically.

Extension of the USO user credentials into a school's Active Directory is also possible, as an optional purchase, providing users with the greatest level of consistency and further reducing account administration. Active Directory integration goes beyond unifying user credentials by automating much of the Active Directory administration.

- Simple account creation via secure, automated link to a school's MIS
- Saves time on user account administration
- Ensures school's data is always up-to-date
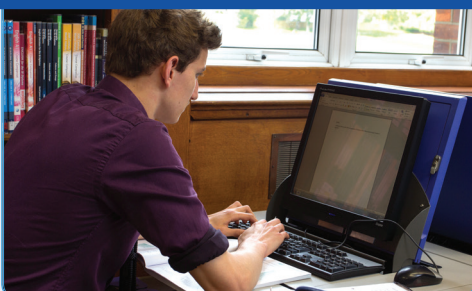
Additional key services

Email Services
Resilient email for all school staff, governors & pupils

StaffMail provides school staff and governors with a fully-featured email service. Email addresses can be personalised and put into the school's preferred format through the creation of aliases. Staff can then have an email address, or several, utilising the school's domain. It also allows shared mailboxes to be created for multiple user access.

- Microsoft Exchange-based hosted email service
- Personal and shared calendars and address book
- Compatible with mobile devices

TRUSTnet includes a pupil email service provided via **Microsoft Office 365**. It offers a more pupil-focused, secure Office 365 environment authenticated by the same secure user credentials as all other TRUSTnet services.

It includes access to the sophisticated technology of **Microsoft OneDrive for Business**, **for both staff and pupils.** This offers cloud-based storage and the use of Microsoft's web applications (Word, Excel, PowerPoint, OneNote) so that users can read and create a range of documents without the need for expensive software, both at school and at home.

- Personal calendars and address book
- Accessible via mobile devices
- Microsoft hosted service

Email Filtering
Email filtering designed for schools

MailProtect is a powerful email filtering product designed specifically for use in education, protecting users and school networks from viruses and malware as well as phishing, abuse and general spam. The product uses multiple **industry leading scanning engines** assembled into a coherent set of tools offering background protection as well as notifications of blocked messages.

- Dedicated website for all users and system admins
- Preview & release blocked messages
- Create rules on blocked or allowed domains
- View transit logs & more
- Daily blocked messages report available to all users

MailArchive

Secure recovery of lost or deleted emails

All emails by StaffMail users are archived for 2 years. Members of staff can use the Mail Archive to retrieve emails from personal accounts and shared mailboxes they are associated to, both where they have been the sender and/or the recipient. Advanced settings are available to those with Mail Domain Administrator permissions that allow these users to retrieve messages for other users based at their school.

- A full archive of sent / received mail for 2 years
- Easily find and locate old or lost emails
- Resiliently and securely stored

WebHosting

Secure, resilient web hosting

The TRUSTnet web hosting platform offers secure hosting for your school's website. Schools have full control over the management and content of their websites with admin access via a simple, user-friendly, web-based interface.

- Resilient hosting across two data centres
- Management via Plesk or directly by FTP
- Full DNS hosting service included

RemoteAccess

Secure access to school networks from anywhere

TRUSTnet offers a secure connection to your school's network for authorised users, providing the ability to easily work from home. Users can connect via a simple website or dedicated VPN software, using their USO username & password.

- Access to any computer or a network share
- Full VPN client available
- Integrates with second factor authentication for added security

VideoCentral HD

VideoCentral HD: School-safe video sharing platform

VideoCentral HD offers an easy-to-use, secure web-based way for teachers to share video and audio files with students, colleagues or even other schools. Pupils can view videos at home & parents can rest assured that there will be no inappropriate links or content.

- Safe, school-focused resource
- Fast, efficient web streaming
- Popular video formats can be imported from other sources
- Videos can be embedded in web pages

Digital resources to use at school & at home

Unparalleled online resources

TRUSTnet provides a wide range of high quality digital teaching and learning resources. All of these are showcased online at **www.trustnet.pro**

All educational resources are high quality tools, approved and endorsed by leading educational professionals. They are safe, secure and reliable so that teachers can incorporate them into children's learning, both in and out of school. The resources are provided to support a range of curriculum models and promote increased standards of achievement across schools.

Resources cover Key Stage and curriculum areas and offer expert educational advice

- Resource banks
- Teacher guidance material
- Online applications
- Independent student resources
- Creative tools
- Exclusive access to historic artefacts
- Expert counter-extremism and *Prevent* advice

Discover

This service has been designed with two specific goals in mind: helping teachers to deliver the revised National Curriculum and to highlight the range and depth of learning resources available as part of their TRUSTnet subscription.

Teachers planning a lesson can quickly and easily find a reliable, online, learning resource to support their aim and required learning outcome from as early as EYFS right the way up to Key Stage 4.

For example:

Teaching a Key Stage 2, Y4 Geometry lesson concerning the properties of shapes?

The 'Maths at Home' app, is ideally suited, and includes a wealth of videos on subjects including the translation of shapes and the drawing of polygons.

Examples of Teaching & Learning Resources

The opportunity to study the unique and fascinating Maya is a welcome addition to the History curriculum at Key Stage 2. Our knowledge of the Maya is full of misconception, myth and inaccuracy. Renowned Maya archaeologist Dr Diane Davies has partnered with London Grid for Learning to create this exciting addition to the ActiveWorksheet range of resources.

At the centre of the resource is the ActiveWorksheet pack, containing the teacher guide, the ActiveWorksheets themselves, plus additional resources to accompany the 10 cross-curricular activities for History, English, Maths, Art and PE.

maya.lgfl.net

Counter-Extremism: Narratives and Conversations is designed for all UK schools and children's services. It aims to be clear, self-explanatory and easy to use by class teachers, school leadership teams, and non-teaching staff alike. It can help guide higher-level strategy formation, and is just as helpful for provoking discussion and reflection on an individual basis.

counterextremism.lgfl.net

ReadingZone Live stems from a partnership between LGfL and **www.readingzone.com** and brings to connected schools regular interviews and live video conferences with some of the best contemporary children's authors.

Each time, a group of schools is linked with live author events via video conferencing, with one school's reading group selected to host.

- Curriculum based events are added to the 'ReadingZone Live' website

- Suitable across KS1,KS2 and KS3

- Features authors such as Frederick Forsyth, Anthony Horowitz, Cressida Cowell, Michael Morpurgo, Henry Winkler and Jacqueline Wilson
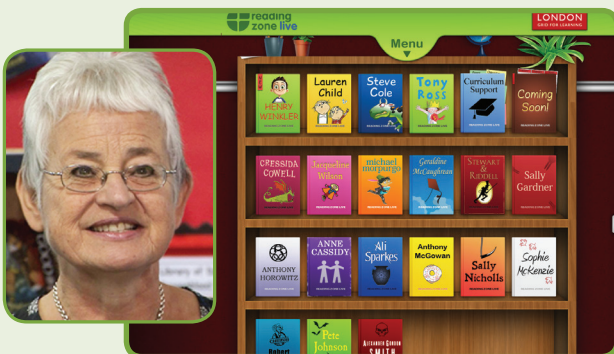
myUSO
School Resource Zone

Everything you need in one place, securely accessible anywhere you have an internet connection and on any device. myUSO is your digital gateway to useful, tailored resources for staff member, student or administrator alike.

- ✔ **Your platform to a wide range of award-winning teaching and learning resources**
- ✔ **Dedicated cloud space to save or share files**
- ✔ **Securely and simply transfer sensitive data**
- ✔ **Easy ways to log in for younger or SEND pupils**
- ✔ **A service that puts the entire homework cycle online**
- ✔ **Cloud-based Microsoft document creator & editor**

- ✔ **Enjoy on the move via a dedicated app**
- ✔ **A noticeboard for school-wide announcements**
- ✔ **Keep everyone up to date with dates & events with shared calendars**
- ✔ **Create, print or email letters in bulk**
- ✔ **Organise links to your favourite services, resources or websites**
- **And much more...**

Key myUSO features include:

Resources

School staff can create and manage a set of links to online learning resources for their pupils. Pupils can then safely enjoy all their favourite, award-winning LGfL teaching and learning resources either in school, or at home, from one secure place.

myLinks

Additional web-based services can also be linked to from within myUSO including any services hosted within the school. It is a helpful way to bundle your favourite bookmarks together in one place, such as preferred websites or useful TRUSTnet services such as the Support Site.

myHomework

TRUSTnet has put the whole homework cycle online, not just helping reduce admin time for teachers, but also the need to carry around heavy books! Teachers can set, receive, mark and publish results online and Head Teachers / Heads of Department can monitor the homework that is being set.

myDrive

A secure file storage and sharing platform that allows users to upload and save their documents into the cloud. Files can then easily be shared with other users within the school. myDrive can also be used to create, edit and save Microsoft Word, Excel and Powerpoint documents in the cloud. As opposed to some other cloud-storage services, with myDrive staff can monitor pupils' content for safeguarding purposes and remove items when necessary.

USO-FX2

Within myUSO is a service to securely transfer data from one user or establishment to another. Great for sending sensitive data, files are stored on a secure server and can only be retrieved by the appropriate recipient. Second-factor authentication can be included to ensure that sensitive information is only viewed by those who need to see it.

School Calendar

Designated staff members can share a 'read only' view of selected calendars throughout the school keeping staff, pupils and parents up-to-date. Any number of calendars can be shared, and who they can be viewed by is controlled.

myVideos - Coming soon

Where online video sharing platforms can be a great way to view educational content, they also come with the challenge of allowing inappropriate material to be seen. With myVideos, staff can search for and categorise videos on popular online video sharing platforms as being appropriate to be viewed within school. Pupils can then watch what they need to from the safety of myUSO.

LetterMerge

An easy way to create bulk letters or emails. Using data from your MIS staff can quickly and simply create templates and LetterMerge will then fill in the correct personal information ready to be printed or emailed.

Training

TRUSTnet offer a variety of training courses free to attend for staff from TRUSTnet connected schools. All of these courses can be viewed and booked via myUSO.

my.uso.im

Tools to enhance parental communication

OpenCheck
Live school status information

OpenCheck

OpenCheck is a service that lets parents quickly find a school's open or closed status, online or via a mobile app at no cost.

This easy-to-use service presents information on school closures in case of emergency, severe weather or any news which may affect children's ability to attend or access the school. It also allows schools to set scheduled school closures, term dates and inset days. Parents can stay informed via **opencheck.atomwide.com** or the **ParentComms:Mobile app**.

- Offers easy access to latest school status
- Provides an RSS feed to embed in school's website
- Integrates with your school's Twitter account
- Integrates with WordPress to push your latest posts to all subscribers

ParentComms:Mobile
The app keeping parents & schools connected

ParentComms

ParentComms:Mobile is **a free app** that integrates with OpenCheck and a range of other services such as text messaging and parental reporting tools. Parents can stay connected with their children's schools by receiving status alerts or messages sent by the school allowing them to stay informed while saving their school money.

Parents automatically receive status notifications from all their children's schools via OpenCheck, which is particularly useful during times of severe weather conditions as it eliminates the need to search for information.

- The app is available for Android, iOS and Windows Phone
- Optional added purchases such as AutoText work in conjunction with the app to reduce costs for schools

Free School Meals Eligibility Checker

Helping schools claim additional funding

Following the introduction of free school meals for all Key Stage 1 pupils in September 2014, it is more important than ever for parents to check their eligibility so that schools can claim any additional funding which may be linked with those pupils, such as Pupil Premium. TRUSTnet offers an online Free School Meals Eligibility Checker to all TRUSTnet connected schools.

Parents need only complete a few questions online from the privacy of their own home. Schools are then informed of eligibility for free school meals, and can access the necessary data to complete the processing of such claims.

fsm.lgfl.net

- Simple online check with immediate response
- Schools can re-check data at regular intervals
- Schools access results securely

Increasingly, studies are showing that the more parents engage with their children's schools and education, the better the children perform.

TRUSTnet includes a range of useful and powerful parental engagement tools for schools. As well as offering schools the ability to communicate with parents efficiently and inexpensively, it also makes it easy for parents to stay informed. Using these tools, schools can easily communicate information to parents such as updates on school terms dates, unplanned school closures and provide end of term reports as well as for attendance, behaviour and achievements.

Key components of our parental engagement range are already included as part of your TRUSTnet connection, with the full range available as optional added purchases.

OpenCheck

ParentComms MOBILE

ParentComms REPORTER

ParentComms PAY+

AutoText

Getting even more value from TRUSTnet

AutoText

School to parent messaging service

AutoText is a low-cost messaging service used to send texts, emails and free push notifications (via the ParentComms:Mobile app) from the school to parents. Schools can generate unauthorised absence or lateness alerts automatically or send ad hoc messages as needed.
The service also supports communication with staff and other recipients.

- Easy-to-use, low cost hosted service
- Integrates with a school's MIS to make the necessary data available at the touch of a button
- Supports sending emails with attachments
- Receives text responses, converting them into emails

Cashless Payment Service

Online payment service for parents

An online cashless payment and meal management service is available to all TRUSTnet-subscribing schools. The system provides full school meal account administration as well as online payment processing for school trips, clubs and fund collections. It also offers an online shop which is controlled directly by the school.

- Automated system greatly reduces administration overheads
- Real time balance information and secure payment for parents
- Recording of cash payments keeps all income details in one place
- Extensive reporting on pupils' account status that goes beyond just dinner money
- Creates automated payment requests to be sent by text or email

ParentComms REPORTER

Parental Reporting Service

Online reporting to promote parental engagement

Increase parental engagement through an online reporting service. ParentComms:Reporter is a secure website where parents can register for an account that links them with their child. Schools can then give parents access to information concerning their children's progress.

- Secure, easy to use and encourages parental involvement
- Provides up-to-date information on, for example, attendance, behaviour incidents and achievements
- Lets schools upload end of term or end of year reports
- Allows schools to post newsletters or announcements
- All data is securely exported from the MIS with visibility controls set by the school

Digital Signage

Visual communication solution for schools

DigitalSignage

Keep staff, pupils and school visitors informed by broadcasting messages, photos, announcements and videos on strategically positioned display screens. TRUSTnet offers a low-cost Digital Signage service that is easily managed via a simple, dedicated website.

- Deployed via single or multiple screens
- All screens are managed from one central location
- Remotely hosted content accessible online
- A graphic design service lets you create a bespoke layout in line with your school's branding
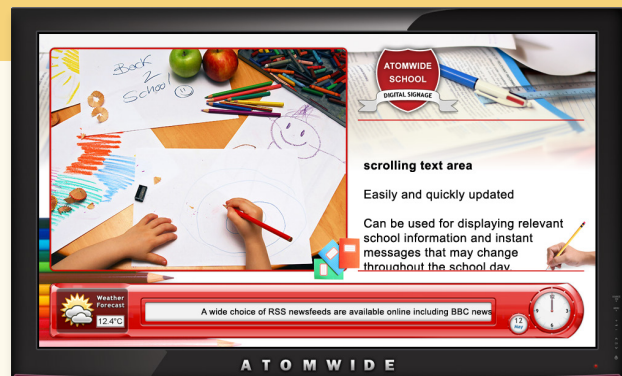
VoIP

IP Telephony
Designed for schools

The LGfL VoIP telephony service boasts a wealth of special features tailor made for use in schools through integration with your MIS. It can be added at any time to an existing TRUSTnet connection.

The service offers a fully managed system based on centrally-hosted Cisco infrastructure. Schools benefit from an easy-to-run system with extremely low call charges, no line rental, free calls to participating schools and free call recording. LGfL VoIP scales easily, to adjust to a school's changing needs over time.

For more information and to see how the VoIP system has already benefitted participating schools please visit: **voip.lgfl.net**

- Fully managed service
- Dedicated management website
- Integrates with school MIS for easy access to parent contact details
- Real time billing information
- FREE call recording option included
- Create hunt groups & pickup groups
- Alerts on 999 calls made from school
- Click to dial

Managed Wireless Networks
Secure, resilient, fully-managed wireless solution

ManagedWiFi

Schools can benefit from a resilient, fully-managed wireless service. Schools simply need a sufficient number of access points to enjoy fast, stable wireless connectivity with accessible school-level control.

- Access points are supplied pre-configured to your specification
- Broadcast multiple networks (SSIDs) for different types of access
- Grant guest access easily via a dedicated web page
- Integrates with TRUSTnet USO authentication to provide a seamless user experience
- Pre-shared key authentication option also available

GridStore
Secure remote backup service

As schools increasingly rely on technology to deliver educational services, the secure storage of data is critical. To ensure everything keeps running smoothly it is essential to protect this data against unforeseen events or equipment failures. GridStore offers schools a resilient, off-site backup service that, once set up, will back up school data automatically on a regular basis.

- Extremely competitive pricing
- Uses the latest version of Redstore Backup Pro remote backup software
- Various storage space options are available ranging from 50GB - 1TB+

USOSync
USO Synchronisation

USO authentication is the secure key that unlocks access to all TRUSTnet services and resources for schools. USOSync allows a school's local Active Directory to be synchronised with the central USO database to ease the administrative burden on schools and deliver **consistency in username and passwords** for staff and pupils.

- Data from the MIS is used to populate the AD via secure data transfer
- Automates creation of new users and removal of old accounts to reflect changes in the MIS
- Automates creation of home areas for each user
- Implements login scripts and profile paths designed by the school
- Saves administration time and reduces workloads

CCTV
Security for school needs and budgets

Helpful in the prevention of vandalism and enhancing on-site security, schools can design a bespoke CCTV security system with multiple cameras. This is a flexible, scalable system that is simple to set up and manage. It offers an affordable CCTV solution that can be configured to suit the school's budget.

- Still images refreshing regularly can be viewed via a dedicated website or mobile app
- Dedicated software lets authorised users view real time video from any camera
- Cameras connect to a locally installed server controlled by the school

One place for all your help & support

Help Desk

Dedicated school support services and UK-based help desk

All TRUSTnet schools have access to a dedicated team of first and second line engineers on a UK-based helpdesk. In addition, schools also have 24/7 access to a support website where they can configure and manage their TRUSTnet services as well as access training materials and user guides.

SDI Service Desk Institute
GOLD MEMBER

TRUSTnet

Education – the most important investment in our future

Over 2,800 schools across the UK are already benefiting from TRUSTnet's fully-managed broadband and educational services.

TRUSTnet is a unique initiative led by the LGfL Trust and supported by Virgin Media Business and Atomwide. Together, we're providing a range of educational ICT services for schools.

What do we offer? Fast, reliable and safe connectivity. A dedicated service team who truly understand the learning sector and its requirements. Services that enable schools to bundle their ICT solutions – saving both time and money. Additionally the TRUSTnet not-for-profit structure pays back into developing future educational services.

We work closely with each school to configure its ICT package. From safe and controlled learning environments to a range of services that can really transform the school environment. Schools benefit from:

- **Online safety solutions** – that keep students safe online with web-filtering and antivirus software. Our solutions are tailored specifically for the education sector.

- **Dedicated and robust connectivity** – that's fully managed and future-proofed dedicated bandwidth. We're able to offer the connection speeds to meet every individual school's needs. From 10Mbps to 1Gpbs – whatever speed is required – it'll always be the same both up and down the line.

- **Anywhere learning** – with cloud managed wireless solutions that free students, teachers and support staff to learn and work anywhere on the school campus. Our services are simple and easy to administer.

- **Enabled learning** – that helps make lessons fun and engaging. We offer a range of award-winning resources and access to NEN – The Education Network.

TRUSTnet

Broadband ✔	**Web Filtering** ✔	**Antivirus** ✔	**Email for Staff & Pupils** ✔
Teaching & Learning Resources ✔	**Help & Support** ✔	**Email Filtering** ✔	**Secure Document Exchange** ✔
Resource Launcher & Cloud Services ✔	**Parental Engagement Tools** ✔	**School Open Status Checker** ✔	**File Storage & Sharing** ✔
Web Hosting ✔	**MIS Integration** ✔	**Remote Access** ✔	**Identity Provision & Authentication** ✔
Multi-Academy Trust Functionality ✔	**Video Sharing Platform** ✔	**Free School Meals Checker Eligibility** ✔	**Online Homework Feature** ✔

& much more...

For more information on TRUSTnet, any of its features or to book an appointment with one of our experts please get in touch.

www.trustnet.pro

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