

# BT Lancashire Services

## Education Services

Support for Remote Learning

23 February 2021

### IMPORTANT UPDATE

#### Support for Remote Learning - Option to add Safeguarding Features to Devices Donated to Schools by Lancashire County Council

As part of its support to schools and vulnerable pupils Lancashire County Council has recently made available a substantial number of Chromebooks and Windows laptops to support remote learning. The project to allocate these devices to schools for use with vulnerable pupils is being managed by Lancashire County Council.

BT Lancashire Services are working with the Council to offer schools an optional service to have web filtering and additional safeguarding restrictions installed on the devices to ensure that pupils are safeguarded while learning remotely, before the devices are distributed by schools to pupils.

BTLS have developed a simple, safeguarding option which can be set-up by school staff on a self-service basis. The solution will ensure that the Netsweeper Continuity Home Web Filter is installed and that pupils can only access web-based services via a Google Chrome browser.

The benefits are as follows:

- The device will be configured with the Chrome operating system and with the Netsweeper Continuity Home Web Filter. Pupils are unable to disable these, or to install an application or extension to bypass the filtering protection.
- No user accounts (usernames/passwords) are required to log in.
- Pupils will be able to access Office365 / Microsoft Teams and other web-based resources for online learning via a browser that loads when the device is switched on.
- All devices will automatically enrol in a centrally managed GSuite domain for technical management and to allow schools to benefit from reset functionality (should a pupil experience technical problems with the device).
- Schools can self-serve 'repairs' to the Chromebooks by simply resetting it. By using a keypress combination, users can force devices to re-build themselves to resolve problems.



For further information or to request a quote please email:  
[EducationSales@BTLancashire.co.uk](mailto:EducationSales@BTLancashire.co.uk)

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- If a school has requested the service to be installed on Windows laptops, the configuration includes NeverWare Cloud Ready software enabling schools to quickly reinstall a faulty device using a special USB key.
- All rebuilt devices automatically re-enrol into the single central GSuite domain ensuring continued protection.
- BT Lancashire Services can also offer onsite installation as an additional chargeable service if a school requires assistance, but the technology has been specifically designed to enable school staff to self-serve the setup.
- The service is also available for schools to use on non-LCC donated devices, but a charge will apply for the licensing plus for any assistance requested (please see our website for details).
- Schools that subscribe to our Technical Support for Curriculum Networks can request their technician to setup as many devices as time allows in a future scheduled visit. Schools must request this in advance by submitting an online incident request using [My Incidents](#).

Full details of the service can be found on our website <https://education.btlancashire.co.uk>

**Important:** Please contact Lancashire County Council if your query is regarding allocation of devices.

#### How to Request this Optional Configuration Service

Please view the [Support for Remote Learning Service Definition on our website](#) before requesting the service. The costs of licensing for the configuration are covered by Lancashire County Council for LCC donated devices only. Installation onto each pupil's device is self-service by school staff, before the device is given to the pupil - you may not need our technicians to help you, but we can offer assistance with setup if you need it (standard rates apply – please refer to the Service Definition).

If you would like to **request access to the Self-Service configuration for the LCC donated devices** please email us at [EducationSales@BTLancashire.co.uk](mailto:EducationSales@BTLancashire.co.uk) by **Tuesday 2<sup>nd</sup> March 2021** . If you need a quote for assistance with the setup or to access it for non-LCC devices please also email this address

**Education Services Team**  
**BT Lancashire Services**



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