



A Guide to Visigo

Smoothwall's eSafety Monitoring Service

Visigo[®]

smoothwall
The Web You Want

Who are Smoothwall

Smoothwall Limited is the leading online safety provider to the UK Education market, protecting over one million students in more than 7000 schools, colleges and academies with their innovative web filtering and online safeguarding solutions. Since 2000, Smoothwall have been pioneering technologies that focus on context to help give users the best online experience whilst protecting them from potential harm.

Smoothwall are a member of the Internet Watch Foundation (IWF) and implement the Child Abuse Image Content list of domains and URLs. Smoothwall also uses a number of search terms and phrases provided by the IWF and their members. Self-certification tests are performed daily to ensure that the IWF content is always blocked. Smoothwall also implements the police assessed list of unlawful terrorist content, produced on behalf of the home office.

What is Visigo?

As digital learning becomes more commonplace in the classroom and safeguarding issues such as mental health, radicalisation and child sexual exploitation increase, educational institutions now have a legal duty to protect students online and is criteria now assessed by Ofsted. This protection requires specialist techniques and very sophisticated software, capabilities that schools or colleges do not have.

Visigo is a service that monitors student activity on school or college computers for potentially concerning behaviour, such as self-harm, bullying and grooming. If a risk is detected, an alert will be sent to the school's safeguarding team allowing them to take appropriate action.

How does Visigo work?

The Visigo software is installed onto the school or college's computers, where it analyses text based on the keystrokes. The software also takes screenshots at regular intervals to record everything that is visible on the screen at the time. All information is logged against a user's log-on details (username only) and is sent to Smoothwall for analysis using machine learning. If the analysis indicates that a student is at risk, the information is reviewed by a team of human moderators who may recall screenshots to provide a complete picture of what was happening. If the review confirms that a student appears to be at risk, an alert will be sent to the school's safeguarding team.

The human moderation helps to avoid false alerts, which might otherwise be caused by things like the occasional swear word, an ill-advised Google search or a student inadvertently accessing or attempting to access some undesirable material on the web.

If you require more information about Smoothwall and Visigo, please get in touch with the safeguarding lead at the school.

With credit to:



Department
for Education



IWF
Internet
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