

5th September, 2024 - Vol 37

Welcome

Welcome to our first newsletter of the new school year. It will contain important updates and useful information about your ICT provision.



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Change to new user email

From 1st October we are making a **change to the process for the new user email account generation**. Previously the generation of the email was a manual process but our supplier has now improved the process by automating it. The only difference you will see is that the email will come from Groupcall rather than welearn365.

You will still access the spreadsheet in the same way as you do now.. The password is the 4-digit dfe number as before. Please see below an example of the email that will be sent:

From: Groupcall Xporter on Demand <xodlive@groupcallalert.com>

Sent: 07 August 2024 12:56

Subject: Credentials for new users

Newly created user credentials for (School Name) - Welearn365 AD

~ Sunni Assi, Cloud Application Support Officer

Please help us to help you Equipment or services that use the internet

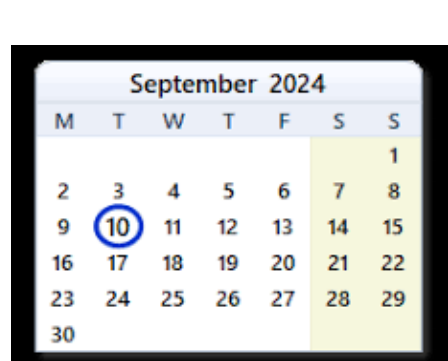


Increasingly we are seeing schools purchasing equipment or services which use the Internet, but which may not be compatible with our filtering and firewall systems. These are in place to protect both pupils and staff from inappropriate content and security issues, such as cyber attacks. Unfortunately this means that some commercial equipment or software, which is not designed to operate in our secure environment, may not work.

We will always try and assist schools in adding special exceptions to our filtering and firewall, however there may be instances where this is not possible without compromising our, and your security. **So before purchasing unusual devices such as bird boxes, solar panels and Smart TV's which require an Internet connection, please contact the ICTDS Service Desk before purchase and especially installation, so we can investigate and advise if the device or software is suitable for use on our network.**

~ Steve Holley, Network Administrator

MIS Check In Sessions Next date - 10th September



Tuesday 10th Sep 2024

For the past few months we have scheduled in monthly MIS Check In sessions.

These sessions are an opportunity for schools to ask each other any questions they may have about future MIS plans, and to find out what other schools may be considering and their experiences so far.

These 1/2 hour sessions normally take place at 11 a.m. on the 2nd Tuesday of every month. **Please note the new time of 11:30 a.m. for the session on 10th September.**

Please use this link to join the meetings:

[MIS Check in - Open Forum](#)

~ Hannah Buist, Team Manager Applications Support

Microsoft Enterprise Agreement Licences - Your Legal Responsibility



This is a reminder to check that you have updated the [ICTDS School Manager Portal](#) and removed any staff that are not Educational Qualified Users. Office staff, Teachers, TAs, or other staff who use an Education Platform product (MS Office or Windows) need a license. Kitchen Staff and Governors do not need to be licensed.

If this is not done it can incur on an extra charge of £47 per assigned staff member.

Having the correct number of licences is required to ensure the School is compliant and covered. **If more licences are assigned than purchased some members of staff may not have full access to Office/Office 365 services.**

It is your legal responsibility to ensure you have enough licences to cover your "Educational Qualified Users"

Please note, If a new member of staff begins working at your school, they will automatically be assigned as an Educational Qualified User. If they do not require this, you will need to deselect the user.

This can be done by either the Head Teacher or any member of staff that has access to change staff passwords.

VPN users marked in grey must be assigned a licence, to update these or to buy more licenses kindly contact the ictdsservicedesk@warwickshire.gov.uk

If you have any questions, feel free to [contact us](#).

~ Betsy Gomez, Subscriptions Officer

Focus on Feedback



Thanks for taking the time to complete the survey you receive when a Service Desk call is resolved. The positive feedback means a lot to us and our team members. Less positive feedback gives us to an opportunity to improve our services.

Here is some of the positive feedback we have received during July:

“ Very knowledgeable and helpful.”

“ As always, a quick and efficient service. Always has been over nearly 30 years. Thanks to you all!”

“ ICT give great service, explaining things in a way that even I can understand!”

“ Thank you to all in the IT team. They are always friendly and able to help”

For schools subscribing to our Digital Safeguarding service, you may (or may not) have noticed that there is a feedback form link in the email signature of reports you receive. If you're able to spend a few minutes providing feedback it would be really valuable.

~ Caroline Murphy, Business Relationship Co-ordinator

And finally Why does the academic year start in September?

The academic year begins in September only because of the Education Act of 1880, which decreed that all children aged between five and ten years old had to attend school. At that time children worked in fields and factories like their parents, so September was chosen because the harvest had been mostly collected by then and there was less to do.



~ Caroline Murphy, Business Relationship Co-ordinator

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YOUR FEEDBACK

We're really keen to hear about how you think we can improve our service. What could we do better?

What do we not offer that you would like to see? If you have any comments or suggestions, please email

ictdsfeedback@welearn365.com

To unsubscribe from our newsletter, click [here](#).