

7th November, 2024 - Vol 41

Welcome

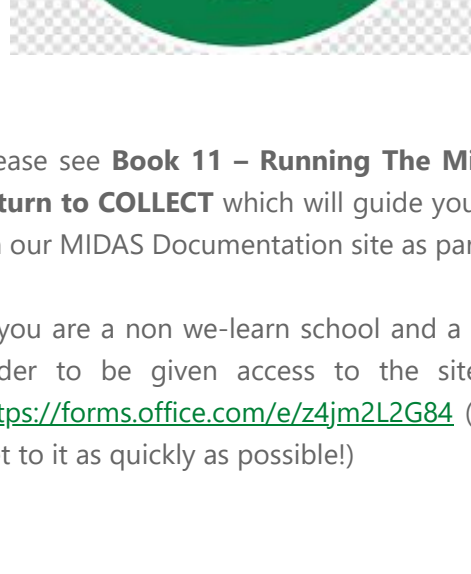
Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.



In this issue we include the following:

- School Workforce Census
- MIDAS Training Videos
- ESS Support Agreement
- Windows 10 - End of Life
- Ripple Suicide Prevention Tool
- Technical Handy Hints and Tips
- Focus on Feedback
- Stats
- And finally

Today is School Workforce Census Day Important - Check for Missing Contracts



IMPORTANT - please note the following before submitting your CENSUS:

Once you have successfully uploaded your return to COLLECT, COLLECT will run its own validation process. It is important that you log out of COLLECT and wait at least 24 hours after uploading your return, to log back into COLLECT and check for any **Missing Contracts**. For a successful return, this is an essential and required part of the SWC process.

Please see **Book 11 – Running The Missing Contracts Report & Final Submission of return to COLLECT** which will guide you through this important process. This is available on our MIDAS Documentation site as part of the [School Workforce Census 2024 ebook.pdf](#)

If you are a non we-learn school and a MIDAS subscriber, please fill in this quick form in order to be given access to the site for all of the team's future documentation: <https://forms.office.com/e/z4jm2L2G84> (note that access will not be immediate, but we'll get to it as quickly as possible!)

~ Yvonne Callaghan, Senior MIS Support Officer

MIDAS Training Videos Featured topic of the week

Our new online training content is now live and available to all MIDAS subscribers!

This week's featured topic is **SIMS Housekeeping**. If you have some time between now and the Christmas break it can be beneficial to carry out some housekeeping in your SIMS system. We have a number of training videos which can help with this.

- [Update Parental Salutation and Addressee.mp4](#)
- [Housekeeping_General-Name_Format-Reset_Parental_Ballot_Flags-Update_Mailing_Point.mp4](#)
- [How to Update Primary Contact Details.mp4](#)
- [Maintaining Lookups in SIMS.mp4](#)

Accessible via the Training Videos button on bit.ly/midasdocumentation all staff in school now have access to video tutorials that can be accessed at a time to suit them. This new format for free training gives you the opportunity to watch particular videos as many times as necessary, skip videos you don't need assistance with or that aren't relevant to your role, revisit content if you haven't covered it for a while, and have more control over the training you need.

If you are a non we-learn school and a MIDAS subscriber, please fill in this quick form in order to be given access to the site for all of the team's future documentation: <https://forms.office.com/e/z4jm2L2G84> (note that access will not be immediate, but we'll get to it as quickly as possible!)

Please note that all paid for courses will currently continue to run in the same way - with online teacher led courses run via Teams, and can be booked at <https://www.ictds.org/sims-training-courses>.

~ Hannah Buist, Team Manager Applications Support

ESS Support Agreement



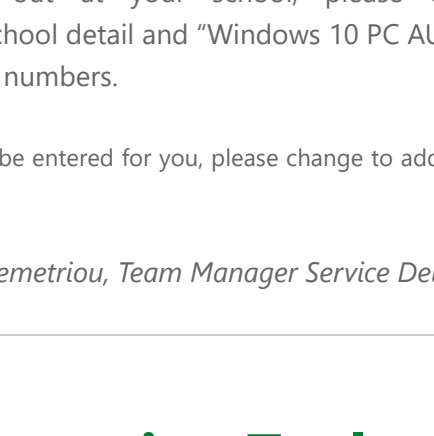
We're pleased to announce our continued partnership with ESS from April 2025. We look forward to working closely together to help our joint customers optimise their use of SIMS7 software and SIMS Next Gen new cloud services.

~ Hannah Buist, Team Manager Applications Support

Windows 10 is end of life in less than a year

Are you ready for Windows 11?

As has been mentioned a few times in our Newsletters, **Windows 10 will become End-of-Life (EOL) by October 14th, 2025. That is now less than a year away and there are thousands of devices that need to be updated between now and then.**



Approximately 10% of the estate is now on Windows 11. Upgrades have been done either by an on-site visit or remotely overnight.

We do have audits on each of our schools so we know which devices can run Windows 11 and which ones don't. We have advised dozens of schools their numbers. If you would like to know yours, please use the link at the bottom of this message.

We have advised the numbers for almost 3,500 devices. More schools are asking for their numbers and we are rolling out updates and new devices where we can. If you are not sure of what this means for you, please get in touch and we can assist to ensure that we help Warwickshire County Council's ICTDS team provide a secure, efficient, and future-ready learning environment.

For details of the audit we have carried out at your school, please email ictdservicesdesk@warwickshire.gov.uk with your school detail and "Windows 10 PC AUDIT" in the subject line and we will update you with our numbers.

(if you click the link enclosed most of the information will be entered for you, please change to add your schools' details)

~ Pez Demetriou, Team Manager Service Delivery

Ripple Suicide Prevention Tool Important Information



As you may be aware, Warwickshire County Council have advised schools via suicide training to install the Ripple suicide prevention tool on school devices.

If you are not aware what Ripple is, it's a real time online interceptive tool designed to ensure more help and support is provided to individuals conducting searches related to self-harm or suicide. The help is given by a short presentation which the user must acknowledge. This is triggered by a user searching for suicide or self-harm themes, or attempting to access some websites, such as Samaritans.

The tool operates as what is called a browser extension and works within the browser. Currently, the tool is available for Edge, Chromium and Safari.

However, because the tool is a browser extension, this means it has to be installed correctly. If you install the tool using just your personal login, it will only be active and display when you use your login, not anyone else. This is because the browser extensions are applied per user.

Our advice is to contact either the ICT Development Service Desk, if you take support from ICTDS, or your support company to request a full deployment to all your users. Ripple have produced a guide for schools IT support providers on how to deploy the tool :- <https://www.ripplesuicideprevention.com/information/install-charities-educators>

Please note that Ripple is not part of our Digital Safeguarding service, and it does not affect the monitoring provided by the DS Team. The RADAR software we use will detect if Ripple has been activated. With that in mind the DS Team would appreciate a nod if schools are testing Ripple deployment, to avoid unnecessary e-safety alerts.

~ Steve Holley, Network Administrator

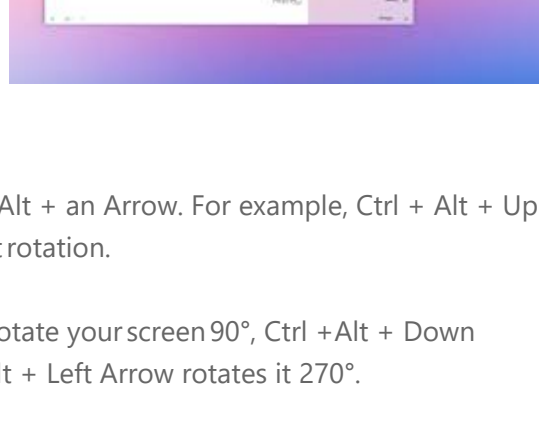
Technical Handy Hints and Tips Help!! The display has turned upside down



Welcome to another Technical Handy Hints and Tips, our new section in our Newsletter. We are hoping that we can share some of our hints and tips to make your devices and network run more smoothly and save time with shortcuts.

We are always open to receiving hints and tips of your own, so please feel free to get them over to us by [sending them via this link](#).

Help!! The display has turned upside down.



One of the many requests that we have been told that the screen has "flipped". This can happen when a certain combination of keys is pressed at the same time. There is a simple combination of keys that can be pressed to put it right.

To rotate your screen with hotkeys, press **Ctrl + Alt + an Arrow**. For example, **Ctrl + Alt + Up Arrow** returns your screen to its normal upright rotation.

If you press **Ctrl + Alt + Right Arrow**, this will rotate your screen 90°, **Ctrl + Alt + Down Arrow** flips it upside down (180°), and **Ctrl + Alt + Left Arrow** rotates it 270°.

(NB - I added the ° sign by using an "alt code", there is going to be Handy Tech Tips on those too).

As well as seeing an upturned screen, you may have seen that the laptop no longer connects to the internet or something else is wrong. A keypress combination can disable the trackpad so if any of the following occur, you can use the function key, FN to toggle things off and on. To toggle the trackpad off and on, press the **FN + F1** key (on Stone Laptops). If you lose internet connection, someone may have turned airplane mode on, press **FN + F11** to reverse this and if the Camera is not working, it may have been disabled, to re-enable, the camera press **FN + F10**.

Hope that has been useful and please if you do have great time saving hints and tips of your own please feel free to get them over to us by [sending them via this link](#).

~ Pez Demetriou, Team Manager Service Delivery

Focus on Feedback



Here is some of the feedback that we received in October via the closed call survey.

“ Always helpful and efficient ”

“ Excellent support as usual! ”

“ Really helpful - understands issue/what we are trying to achieve - provides clear guidance. Always friendly too ”

“ Always reliable and helpful. Not much notice for this request and dealt with efficiently as always. Thank you. ”

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

Stats Update 14th October - 1st November

Total calls logged and fixed

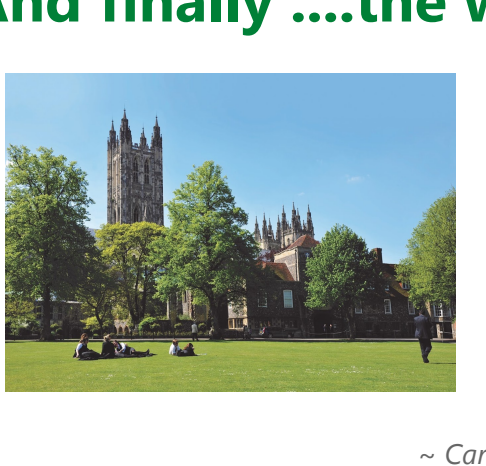
Calls Logged
292

Calls Fixed
311

Calls logged - every call logged through our Service Desk, whether via phone or email, between the given dates.

Calls fixed - every call fixed between the given dates, regardless of when they were originally logged.

Service Desk call fix time

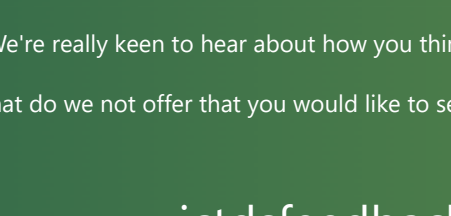


Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	33	222
Grade 5	3	8

Grade 3 - includes things such as swearing, bullying, inappropriate web searches, self esteem issues.
Grade 5 - are the most serious incidents and are always reported by phone. These include threats to life and illegal activity.

And finallythe world's oldest school



The world's oldest school is in Canterbury, England.

The King's school, was founded in 597 AD. The school is up-to-date with quality equipment and supplies and provides modern education.

~ 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

ictdsfeedback@welearn365.com

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