

Schools' IT Newsletter

OCTOBER 2023

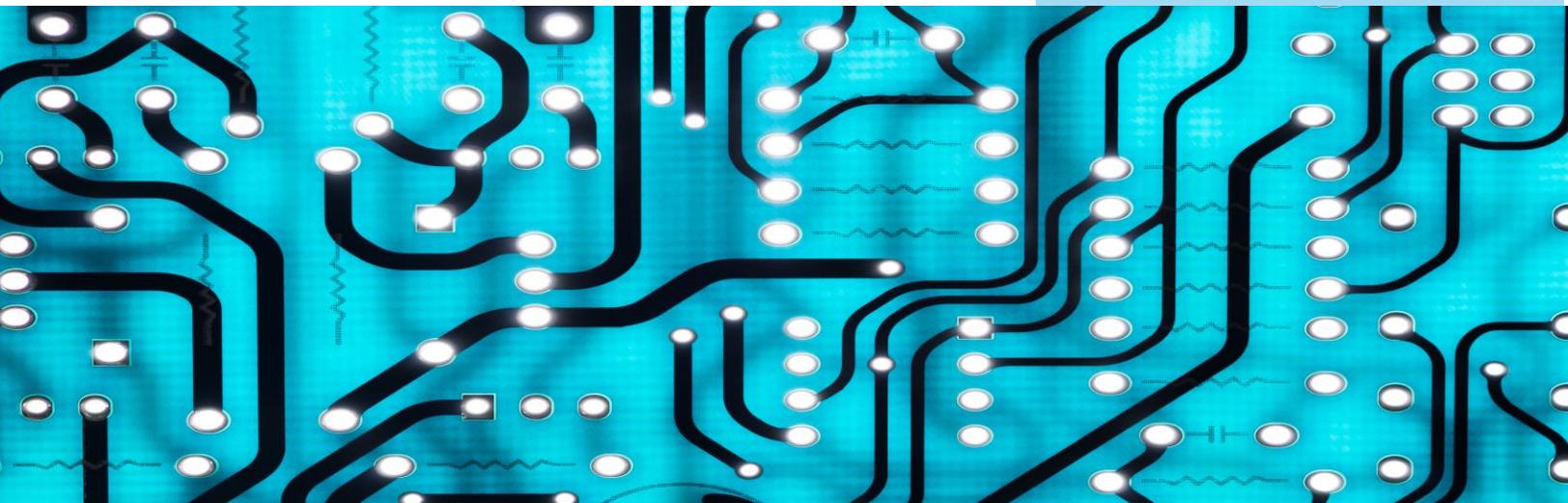
Included in this month's issue:

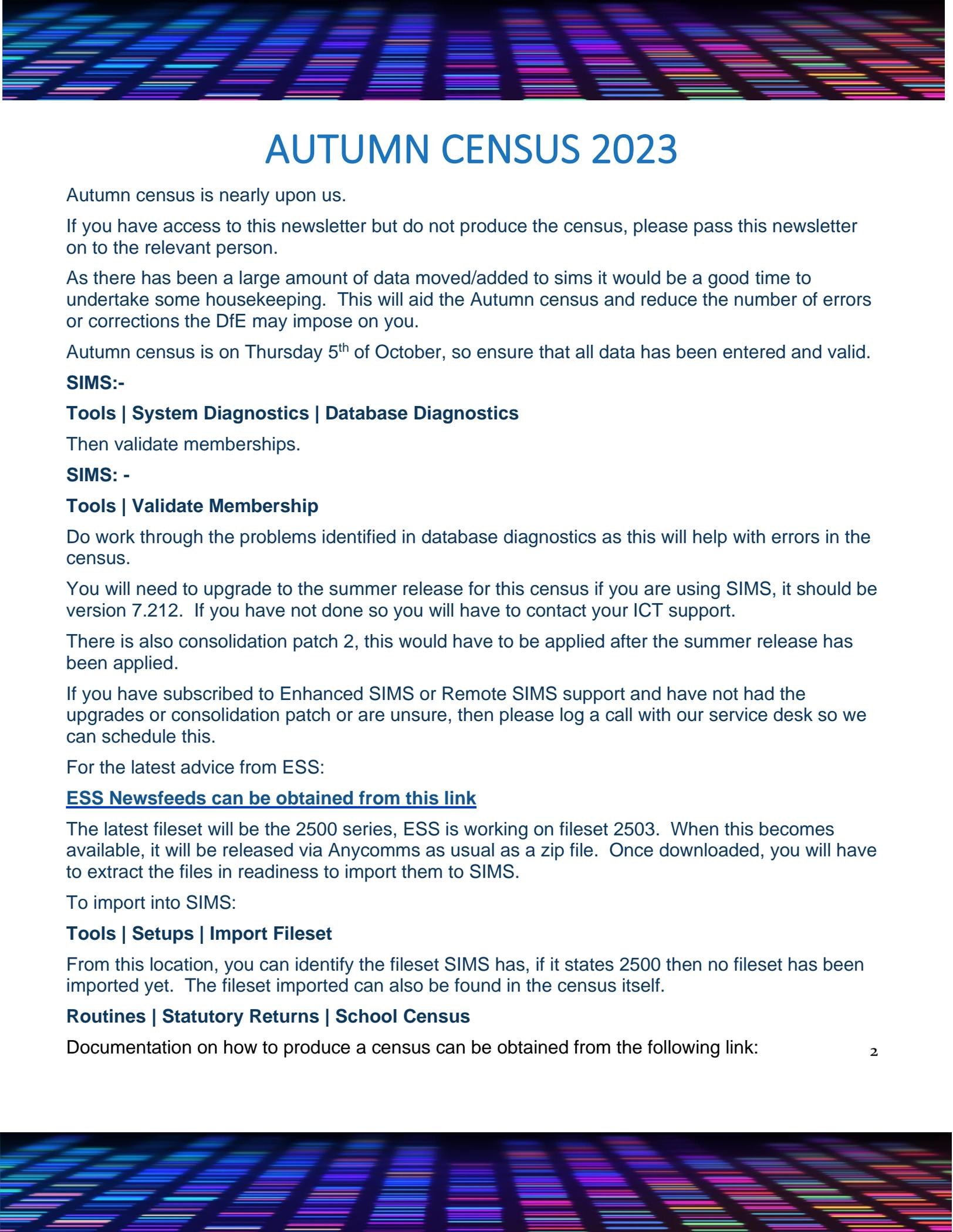
- **Autumn Census 2023**
- **School Workforce Census**
- **Smoothwall Login**
- **Office 365 Mail Service**
- **Contact Details**

Autumn Census 2023

Just a reminder that the census is on Thursday 5th October 2023

Please see the articles below for further information on what needs to be done leading up to that date to ensure that your school is ready.





AUTUMN CENSUS 2023

Autumn census is nearly upon us.

If you have access to this newsletter but do not produce the census, please pass this newsletter on to the relevant person.

As there has been a large amount of data moved/added to sims it would be a good time to undertake some housekeeping. This will aid the Autumn census and reduce the number of errors or corrections the DfE may impose on you.

Autumn census is on Thursday 5th of October, so ensure that all data has been entered and valid.

SIMS:-

Tools | System Diagnostics | Database Diagnostics

Then validate memberships.

SIMS: -

Tools | Validate Membership

Do work through the problems identified in database diagnostics as this will help with errors in the census.

You will need to upgrade to the summer release for this census if you are using SIMS, it should be version 7.212. If you have not done so you will have to contact your ICT support.

There is also consolidation patch 2, this would have to be applied after the summer release has been applied.

If you have subscribed to Enhanced SIMS or Remote SIMS support and have not had the upgrades or consolidation patch or are unsure, then please log a call with our service desk so we can schedule this.

For the latest advice from ESS:

[ESS Newsfeeds can be obtained from this link](#)

The latest fileset will be the 2500 series, ESS is working on fileset 2503. When this becomes available, it will be released via Anycomms as usual as a zip file. Once downloaded, you will have to extract the files in readiness to import them to SIMS.

To import into SIMS:

Tools | Setups | Import Fileset

From this location, you can identify the fileset SIMS has, if it states 2500 then no fileset has been imported yet. The fileset imported can also be found in the census itself.

Routines | Statutory Returns | School Census

Documentation on how to produce a census can be obtained from the following link:

[SIMS 7 Documentation Centre - Handbooks page](#)

The documents that begin “Preparing for the school census...” are a summary. The documents that begin “Producing the school census...” are a full detailed description of how to produce the census.

Please perform a dry run prior to census week and work your way through as many issues as possible, some issues may disappear when the latest version of the fileset is imported.

Just a reminder when it comes to uploading your census on census day, your census should have no errors on it. You may have queries which you can write notes on the DfE collect site but, there must not be any errors or the DfE will reject your return.

The Schools’ Team do run reports to check for anomalies, however, please ensure if a child has left before census day that you enter that leaving date. If two schools claim a child on census day, the DfE will refuse to pay either school for that child. It is in the interests of both schools to resolve this problem, or neither school will get any funding for this child.

Known Issues – Errors in Census

Please note that the DfE has acknowledged that there are issues with validation errors 2759 and 2912. However, they consider it too late to deal with the issues for their school validation and will only be providing fixes for their COLLECT validation. If these are your only errors and the queries are acceptable, upload your authorised census and check the errors have disappeared on the COLLECT website.

Census line will be open from Monday 2nd October until Friday 6th October:

Monday to Thursday: 08:30 to 17:00

Friday 08:30 to 12:00

The census line number is 01473 260666 if you subscribe to this service.

Lunch periods are particularly difficult, it is advised that you avoid the lunchtime period so that you do not encounter long wait times.

Outside of census week and for all other queries or issues, please contact your ICT.

For LA Maintained and Academies within our service please contact:

Tel: 01473 265555

Email: itservicedesk@suffolk.gov.uk



SCHOOL WORKFORCE CENSUS

02/11/2023

Consolidation Patch 2 has been released for sims to correct an issue with staff hours in the workforce census, due 02/11/2023.

If your school has not upgraded to the summer version yet, which is required for the Autumn Census. Please also undertake the consolidation patch, after the summer upgrade has been deployed for sims.

We are still awaiting the release of the fileset 2503 for England and will notify you when this becomes available.

There is a CPD online course for the Workforce Census, (Wednesday 18 October – 09:30 to 12:00). Please contact your CPD leader for placement, if you are new, it is highly recommended to take the course.

If you have any questions about the Workforce Census course, then please do not hesitate to contact Catherine Hudson via email:

Catherine.Hudson@suffolk.gov.uk

If you have any questions or have issues you cannot resolve in the dry run that you suspect will not be resolved once the fileset is imported, please log a call with the helpdesk via email or phone:

Tel: 01473 265555

Email: itservicedesk@suffolk.gov.uk



SMOOTHWALL LOGIN

Considering the updated KCSIE guidelines and OFSTED enforcing these guidelines, it is prudent to ensure that you are aware of your username and password for your Smoothwall login, so that you are able to run Safeguarding reports for your school.

If you do not know what your details are please send an email requesting a password reset to the IT Service Desk at ITServiceDesk@suffolk.gov.uk you will also be given details of your username.

There is detailed information about monitoring and filtering plus a document to download regarding how a school/academy can meet the DfE guidelines, which you will find on our website using the following link under the FAQ section:

<https://www.suffolk.gov.uk/business/it-services-for-schools-and-academies/smoothwall-web-filtering-services>

Should you require further information on the filtering service and what this is blocking for your school, please raise a ticket by contacting our Service Desk via email:

ITServiceDesk@suffolk.gov.uk

Or by telephone on:

01473 265555

If the school does not currently purchase the Broadband service including Smoothwall Filtering and Monitoring through Suffolk County Council and you would like further information, you can find details on the website:

[IT services for schools and academies - Suffolk County Council](#) or send an email to

Schoolsitservices@suffolk.gov.uk



SCHOOLS O365 MAIL SERVICE

FOR SCHOOLS & ACADEMIES THAT SUBSCRIBE TO THIS SERVICE

Over the summer holiday we had experienced some issues with the provision of Office 365 mailboxes. Unfortunately, this issue prevented the notification from being automatically sent containing the initial password links.

The issue has been resolved but it has come to light that users are trying to login to their mailboxes via the 'Suffolk Partner Portal'. Emails cannot be accessed through this portal, therefore please see below for the process once the initial link has been received:

Once the user has retrieved their password using the link, they need to set a password of their own choosing, to do this they need to visit:

<https://myid.suffolk.gov.uk>

They can then use their username and new password to access their emails at:

<https://outlook.office365.com/>

If you need any assistance with a new email set up, please contact the service desk either by email at **ITServiceDesk@suffolk.gov.uk** or by telephone on **01473 26555**.

It is recommended that all users register with Password Manager, so that they can reset their own passwords at any time, should the need arise.

For users who do not have any identifiers such as a payroll number or date of birth you will need to ask either the School Business Manager (or the equivalent) or the Headteacher to complete the request form, which can be found on the website:

[IT services for schools and academies - Suffolk County Council](#)

CONTACTING THE IT SERVICE DESK!

Please note that the Schools IT Services mailbox is for sales enquiries and is only monitored periodically. Therefore, if you have a query with regards to a new service, please send an email to schoolsitservices@suffolk.gov.uk.

All standard incidents and service requests **must** be raised via the IT Service Desk on 01473 265555 or via itservicedesk@suffolk.gov.uk otherwise this will result in any responses being delayed.

Our offices are open from 8.30am to 5pm Monday - Friday

