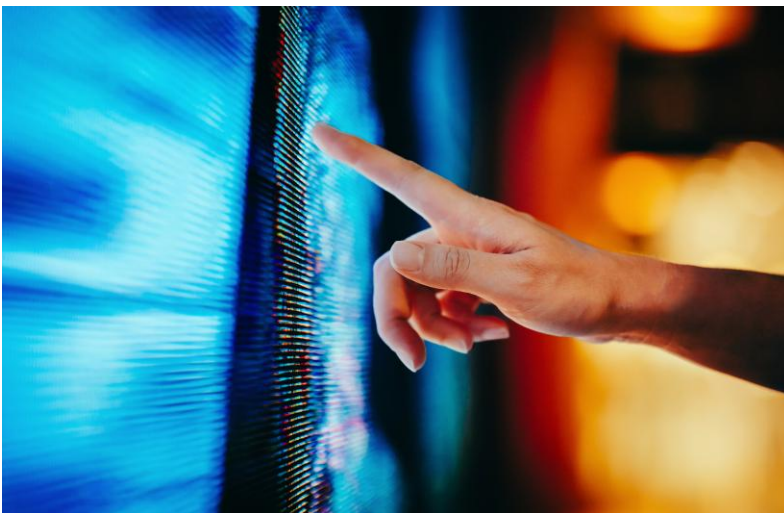




# SCHOOLS' IT NEWSLETTER – JUNE 2026

## In This Issue

- Summer Census
- End of Year Process (EOY) – Important Information for Schools
- DfE Assessments 2026 – Arbor Webinar Notice
- Arbor Tip – Email Communications
- Contact details



### **Staff Action Required: MFA & SSPR Registration.**

*We are continuing to receive a high number of password reset requests from school staff.*

*Registering for MFA & SSPR ensures that staff can reset their own passwords instantly, reducing delays for both schools and IT Support.*

*Full guidance on how to register can be found on our website – [IT services for schools and academies - Suffolk County Council](#)*

*Please ensure that all staff complete this as soon as possible.*





# SUMMER CENSUS

## FAO HEADTEACHERS & ADMIN STAFF

The **21st of May was Census Day**. To this end, the **upload and resolution window will close on 17 June 2026**. This means that the census must be **completed and authorised** by this point.

If there are incorrect elements in the census once the window has closed, you will **not** be able to amend them. The DfE is becoming increasingly aware of some schools uploading their census late and then not responding to notes added by the DfE. This has resulted in the DfE taking a **more rigid approach** in enforcing the policy.

If an LA school leaves the upload until the end of the window, we may **not be able to assist** the school in resolving any issues.

Please ensure you check the reports, not only in your MIS but also on the **DfE COLLECT** site. Some reports compile overnight, meaning you may need to check them the following day. These reports are designed to help schools confirm that the data submitted is accurate.

The query in the return also reminds schools that these reports need to be run to ensure that no data is missed.

Reports	Y	You must run the following reports to check the accuracy of your data. Failure to do so can impact funding allocations. FSM Summary , Pupil Numbers , School Duplicate - Same Person Different UPN , School Duplicate - Same UPN , UIFSM School Level . These reports must be run the day after you last uploaded your return.	Queries
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For example, if your **UIFSM School Level** report indicates **0** for each category, your return suggests that **no pupils took a school meal on census day**.

If you have questions or require reassurance, please log a call:

**Tel:** 01473 265555 **Email:** [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk)



# End of Year (EOY) Process – Important Information for Schools



As we approach the end of the academic year, the **End of Year (EOY) process** is now available and has been enabled since early May. Before beginning your EOY tasks, please review the key points below to ensure a smooth transition into the new academic year.

## Key Considerations Before Starting the EOY Process

- **Year Groups** Confirm which year groups your school will provide next year. *Please note:*
  - Nursery is **not** a DfE-defined year group.
  - Use **N1** (ages 2–3) and **N2** (ages 3–4).
  - Avoid mixed year groups, as these can cause issues within the MIS and census.
- **Registration Forms** While mixed year groups should be avoided, mixed **registration groups** (e.g., N1 and N2 together) are acceptable. When setting up registration forms, consider:
  - Who will be the tutor?
  - Which year groups will feed into each registration group?

This information impacts other areas such as meals, courses, and registers, allowing pupils to be automatically linked where appropriate.

- **Leavers and Applicants** Ensure your lists of leavers and new applicants are accurate and up to date.
- **Custom Groups** Decide which custom groups will be carried forward into the next academic year.
- **Register Taking** Confirm who will take registers and at what times.
- **Meals Setup** Review meal provision and pricing. If using the parent portal:
  - Will parents be able to pay for meals online?
  - Will menus be available for parents to view and select meals?

## QR Codes for Quick Access

All links provided include an associated QR code. If you are reading a printed version of this newsletter, simply scan the code with any camera-enabled device to access the relevant page.

### Academic Year Dates

The upcoming academic year runs from **1 September 2026 to 31 August 2027**. Calendar dates for Arbor can be populated using the link below.



[School term and holiday dates](#)



[UK bank holidays](#)

### Setting Up the Next Academic Year

To begin preparing for the new academic cycle, you must first create the upcoming academic year in Arbor. This step is essential, as no other part of the End of Year (EOY) process can be completed until the academic year has been created.

#### Where to Create the New Academic Year

Navigate to:

*School > School Structure > School Year Setup*

You will see that the academic year must be created **before** any further actions can be taken. This is a consistent theme throughout the EOY workflow: you cannot progress until each stage is marked as **Complete**.

If you need to make changes later, you can return a step to **Incomplete**, update the details, and then mark it as **Complete** again to continue.

## Copying Dates into Arbor

The dates provided in the linked sites can be copied and pasted directly into the academic year setup, helping ensure accuracy and reducing manual entry time.

## Why Completing This Early Is Essential

The entire EOY process must be finalised **before the start of the next academic year**. It is strongly recommended that schools complete this **before the summer holiday break**.

Last year, some schools delayed this process and spent the first month of the new academic year resolving issues caused by incomplete setup. Until the EOY process is fully completed, the school cannot:

- Enrol new students.
- Take registers.
- Book meals
- Set up courses or timetables.
- Manage attendance or meal payments.

In short, the school cannot operate normally until the setup is finished.

Guidance on the setup for the next academic year is in eight parts:



[New School Year Setup guide](#)

When the webinar becomes available, we will post to the schools in an email.

Last year's webinars were:



[New School Year Setup Steps 1-5](#)



[New School Year Setup for Primaries: Steps 6-9](#)



[New School Year Setup for Secondaries: Steps 6-9](#)

### Creating an Intake Season for Applicants

Once your new academic year has been set up and marked as complete, you can create a pathway for applicants to be imported into the system.

Navigate to:

**Students > All Students > Applicants**

From here, click the **Add** button to create a new **intake season**. Choose a name that is easily recognisable to everyone in your school (for example, “2026–27 Intake – Year 7”). This helps prevent duplicate intake seasons being created by other staff members.



[Guidance on Applicants and Admissions](#)

Once this has been created, you can import the ATF file supplied by Suffolk LA by going to:

School > Data > Import > ATF Import



[Guidance on importing an ATF](#)

### Important Note About Managing Applicants

Once a child has been **enrolled** into the school, they can no longer be managed through the **Applicants** area. At that point, the applicant record becomes a full student record.

If you need to make any changes after enrolment, you must open each student’s profile individually and update their information there. The Applicants section will no longer allow edits once the enrolment step has been completed.

Students > All Students > Applicants



[Admissions FAQ's](#)



# DfE Assessments 2026 — Arbor Webinar Notice



A webinar is being provided by **Arbor** to support schools with the **DfE statutory assessments for 2026**. This session will cover the required processes, key updates, and how to manage the assessments within the Arbor MIS.

QR codes are included below, linking directly to the relevant online resources. If this notice is printed, any device with a camera and internet access can scan the codes to open the pages instantly.



[Webinar – DfE Assessments 2026](#)

Also:



[DfE Statutory Assessments FAQ](#)



[DfE Assessment videos](#)

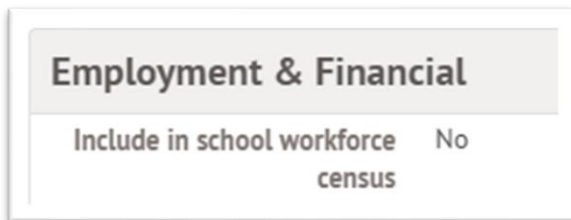
# Arbor Tip – Email Communications



Arbor allows the school to have **only one institutional email address**, defined as the *work email* in **School Details**. If you need parents to reply to a **different mailbox** — for example, a club-specific inbox — you can achieve this by setting up an alternative sender.

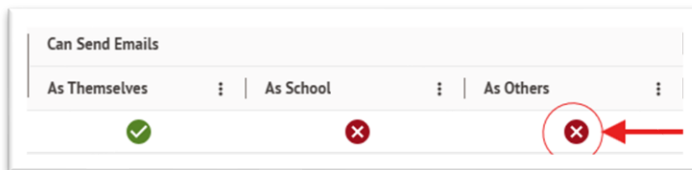
## How to Route Replies to an Alternative Email Address

- **Create a fictitious staff member** Set up a new staff profile using the alternative email



address you want replies to go to. Make sure this staff member is **not eligible** for the workforce census.

- **Grant permissions to send on behalf of this account** Go to: **School >**



**Communications > Setup > Permitted Senders Setup** Find the staff member who will be sending the emails and enable the status that allows them to send **“As Others.”**



- **Add the fictitious staff member as a permitted sender** Assign the fictitious staff member created in Step 1 as the “send on behalf of” option.

Once this is configured, staff can select the fictitious staff member as the sender when composing emails. Any replies will be delivered directly to the alternative mailbox, provided that someone has permission to access and monitor it.

If you need further assistance, please log a call with your support partner.



## **Contacting the IT Service Desk**

To help us support you quickly and efficiently, please use the correct contact routes for different types of enquiries.

### **Sales & New Service Enquiries**

The Schools IT Services mailbox is intended only for sales enquiries and is monitored periodically.

For questions about new services, please email:

[schoolsitservices@suffolk.gov.uk](mailto:schoolsitservices@suffolk.gov.uk)

### **Incidents & Service Requests**

All standard issues, faults, and service requests must be logged via the IT Service Desk.

Using the correct route ensures your request is tracked and resolved without delay.

### **IT Service Desk Contact Options:**

- Phone: 01473 265555
- Email: [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk)

Requests sent to the wrong mailbox may result in delayed responses, so please ensure you use the correct contact method.

### **Office Hours**

Our team is available:

Monday to Friday — 8:30am to 5:00pm

