# Schools' IT Newsletter

**Suffolk County Council**

**SEPTEMBER 2022**

## Included in this month's issue:

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*NEW SCHOOL YEAR*

*We would like to take this opportunity to welcome you back to school and hope you all had a good break during the summer.*

*We hope that you have continued to find our newsletter to be useful and informative and would welcome any feedback/suggestions you may have for future issues.*

*Please send any comments to schoolsitservices@suffolk.gov.uk*

# SCHOOL CENSUS AUTUMN 2022

The date for the Summer Census is **Thursday 6th October 2022.**

You will be able to start preparing for the census as soon as your SIMS system has been upgraded to **v 7.206**.

As usual we will be opening our Census Helpline during the week of the Autumn Census and dates and times will be published in the September Newsletter.

Please note this helpline is available to all LA maintained schools, and academies that buy into an SCC SIMS service only. If you are an academy and do not buy into our SIMS services, we cannot help you, you must contact your own SIMS Support Unit for assistance.

Guidance Documentation can be found via the links on your Census screen within SIMS.net. Go to **Routines | Statutory Returns | School Census** and to the right of the Census folder you will see a box headed Census Communications, this has links to the ESS Census Handbooks, DfE Guidance, Errors and Resolutions spreadsheet, and the Newsfeed with up to date information regarding the current Census.

**Further Guidance Documentation**

- **Where Can I Get Help?**
- **How to find Census Guidance on your SIMS Documentation Centre**

Guidance documentation and Census news will be published in the following link to SIMS FAQs

As usual the census line will be operating the week of the census, details below.

Tel – **01473 260666**

Opening times – Mon-Thurs 08:30-17:00, Fri 08:30-12:00

If you need to contact us prior to the helpline opening, please call the IT Service Desk on 01473 265555 or email itservicedesk@suffolk.gov.uk

# AUTUMN CENSUS TRAINING

## ALL LA MAINTAINED SCHOOLS AND ACADEMIES IN THE REMOTE SIMS SERVICE

The autumn census is on Thursday 6th October.  We are offering a free overview via teams for Primary and Secondary schools.

**Primary Schools Autumn Census Update – Tuesday 13th September 2022 09:30-12:00**

**Secondary School Autumn Census Update – Friday 16th September 2022 – 09:30-12:00**

You can book for either session via CPD online by searching for SCIT in the event code.

Once booked you'll receive an invite from the course tutor to enable you to join.

Please note – due to staff changes we are unable to offer an overview of the post-16 learning aims.  However, we would welcome any calls on this subject via itservicedesk@suffolk.gov.uk

If you have any problems booking your place, please contact catherine.hudson@suffolk.gov.uk

# SIMS and FMS 2022 Summer Release

We are pleased to inform you that the Summer 2022 upgrade for SIMS. net and FMS was released on the **11/07/2022** so that it can be installed via SOLUS3.

Please be aware that if your SOLUS3 is set to upgrade automatically, SIMS, FMS and Discover upgraded at 18:00 on the **11/07/2022**.

Please find the SIMS and FMS release notes that include details the new features:

**SIMS and FMS release notes:**

SIMS Primary
**http://sims.eadidom.com/Downloads/Documentation/SIMS_Summer_2022_Primary.pdf**

SIMS Secondary
**http://sims.eadidom.com/Downloads/Documentation/SIMS_Summer_2022_Secondary.pdf**

FMS
**http://sims.eadidom.com/Downloads/Documentation/FMS_Summer_2022.pdf**

This will upgrade SIMS. net to version 7.206 and FMS to 6.206.

Please be aware there are **no** new base lookups in the release.

Guidance on how to upgrade your system can be found:
**http://sims.eadidom.com/Downloads/Documentation/Deploying_an_Update_or_Patch.pdf**

**Enhanced SIMS schools**
We will be contacting any school who buys into Enhanced SIMS to discuss scheduling the release. This will be scheduled in SOLUS3 or a time will be arranged for a member of the SIMS support team to carry out the upgrade via SOLUS3.

**Remote Support Academies**
We will be contacting any academy who buy into Remote Support to discuss scheduling the release. This will be scheduled in SOLUS3 or a time will be arranged for a member of the SIMS support team to carry out the upgrade via SOLUS3.

# Schools Mail Login Changes

The following information is for users of Schools Mail operated by Suffolk County Council.  Not all Schools are impacted, a follow up notice for impacted individual Schools will follow in June 2022.

**What is happening?**

Beginning 1st October 2022 Microsoft are terminating a method of signing into Microsoft's email platform, Exchange Online.  This will impact some people who sign into the Schools Mail service operated by Suffolk IT.  Microsoft's official notice of this is here **Deprecation of Basic authentication in Exchange Online**

**Why is this happening?**

The method of logging in is called Basic Authentication which is now outdated and replaced by a new method called Modern Authentication.

Analysis of the sign in logs to Microsoft's Email platform/Schools Mail indicate some Schools have users signing into Schools Mail using Basic authentication.

**What do I need to do?**

To avoid any interruption to accessing Schools Mail, impacted Schools will need to sign into Schools Mail using modern authentication rather than basic authentication before 1st October 2022.  How this is achieved this will depend on a how email is accessed i.e., which email client application is used.  The table below provides a basic summary of the action impacted Schools will need to take for the different ways email can be accessed.  In June 2022, Suffolk IT will follow up with each individual School and provide details of who is using email clients that require action and what you need to do.

| Client Application | Action |
|---|---|
| Web browser (Edge, Chrome etc) **https://outlook.office365.com** | No action is required. |
| Office/Outlook 2016 | No action required unless otherwise instructed. |
| Office/Outlook 2013 | Outlook 2013 needs to be configured to use Modern Authentication |
| Office/Outlook 2010 | Upgrade Office to minimum Office 2013 or above |
| Outlook all versions or any email client configured to use POP/IMAP | Reconfigure Outlook to use MAPI/HTTP |
| iPhone iOS (Exchange Active Sync) | Use Outlook for iOS instead.  Requires iOS 14.0 or later. |
| Samsung Android (Exchange Active Sync) | Use Outlook for Android instead.  Requires Android 8 or later. |

**Where to go for additional help**

Impacted Schools may need to contact their local IT provider who maintain Schools PC's and devices if assistance is required re-configuring email application or devices.  In some cases, there may be a need to upgrade the software on devices or replace hardware.

Suffolk County Council IT Service can work with your local IT provider to ensure email client applications and devices in your School are moved to the modern authentication method.

# CONTACTING THE IT SERVICE DESK!

Please note that the Schools IT Services mailbox is for sales enquiries only and is 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

# IT SERVICES FOR ACADEMIES – RENEWAL

We have been working very hard with our 3<sup>rd</sup> party partners to ensure that we have obtained the best prices possible for your IT Services for the academy year 2022/2023. Quotes have been sent to all academies that buy into the IT services, and we are now starting to receive the signed quotes back.

We would ask that if you have not already done so, you return your signed quotes to us as soon as possible so that we can update our records.

If you have not received your quote please let us know by sending an email to schoolsitservices@suffolk.gov.uk. It may be that we have incorrect contact details for the school, therefore, please would you ensure that you provide us with the most up to date contact details. It is advisable that this is a generic email address e.g. office@ or admin@. Previously we have been provided with personal email addresses and should that staff member change roles or move on, the information is then lost once their mailbox has been deactivated.

Should you wish to withdraw from any of the services, you will need to do so in writing to schoolsitservices@suffolk.gov.uk. Details of all our services and the notice periods are contained on our website, which you can access using the following link:

**IT services for schools and academies | Suffolk County Council**

It would be helpful if you would outline the details around the reason for your notice and if there are any unresolved issues that have influenced your decision. Your feedback is very important to us, as we continually strive to improve our services.

If you have any queries relating to the services or your quote, please do not hesitate to contact us.