

15 January 2021

Dear Parents and Carers

### Technical issues with SchoolCloud on Thursday evening

We would like to apologise for the technical problems with SchoolCloud yesterday and the subsequent postponement of Parents' Evening. Our external provider, SchoolCloud, experienced an outage at around 4pm which blocked access to their website and the portal for video calls. Access for parents began to return around half an hour later but teachers were unable to access the system for some time after that.

SchoolCloud have sent us a [full explanation and apology](#) and we have contacted them today to understand the plans they have in place to prevent this from happening again. We know how important it is to meet your child's teachers and apologise on SchoolCloud's behalf for the inconvenience last night.

### Please log in on Monday afternoon to rebook the appointments you missed.

Our second Year 8 Parents' evening will go ahead next as planned on **Thursday 21 January**. Any appointments you had already booked for **Thursday 21 January** will go ahead.

We have added an additional Year 8 Parents' Evening on **Thursday 28 January**. If you missed appointments last night, you will need to use SchoolCloud to rebook these on either **Thursday 21 January** or **Thursday 28 January**. You will be able to do this from Monday afternoon. We have temporarily paused bookings while we re-configure the appointments and will send you another message when booking re-opens.

### Thank you for your support.

We appreciate your continued patience and support at this time. As always, please let us know if you have any questions or concerns.

Yours sincerely



Mr N Jenkins  
Assistant Headteacher