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Headteacher: Dr. J Bartlett – NPQH, PGCE, D.Phil, M.Chem **Specialisms:** Mathematics

19th January 2021

Dear Parent/Carer

I thank you all for your support while we have encountered some difficulties with Microsoft Teams today. As you are aware, we suspended live lessons this morning and all work has been uploaded to class charts for students to access.

We are in the process of re-setting students' passwords. Usernames will remain unchanged.

We will be emailing you the new password, and should we not have your email address we will be contacting you direct by telephone. Please ensure that the password is kept safe and secure and not shared with anyone else. **Students will not be able to change this password and must enter it exactly as it appears into their login for Microsoft Teams or Office 365.**

Please accept my apologies for any inconvenience this has caused. Students are doing a wonderful job accessing their learning live and we are extremely grateful to you for supporting this process.

Should you not receive your new password by 16:00 on Wednesday 20th January, please inform by email to: ShenleyParentITSupport@E-ACT.org.uk. All lessons to this point will be accessible via class charts. **Live lessons will resume on Thursday 21st January at 8.30am.**

Yours sincerely,

Dr J Bartlett
Headteacher

