

20th March, 2025 - Vol 49

Welcome

Welcome to our latest newsletter. It will contain important updates and useful information about your ICT provision.

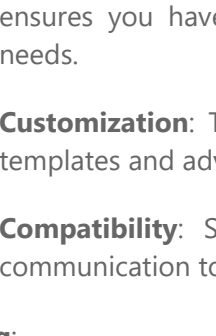


In this issue we include the following:

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|--------------------------|--------------------------------------|-----------------------------------|--------------------------------------|---------------------------------|
| Communicate In Print 4 | VOIP Reminder | SIMS Connected - Downloads folder | ICTDS Website Update - New Catalogue | Cloud Applications Support Site |
| Technical Hints and Tips | Focus on Feedback - You Said, We Did | Stats | And finally | |

Communicate In Print 4

ICTDS can help with deployment



We are thrilled to announce that we now offer the deployment of **Communicate In Print 4** (InPrint 4), the leading software for creating visual communication resources. Designed to support individuals who have difficulties with written language, InPrint 4 makes communication accessible and inclusive.

Why InPrint 4?

- **User-Friendly Interface:** With a straightforward and intuitive design, creating communication boards, symbol-supported documents, and visual timetables is easier than ever.
- **Extensive Symbol Library:** Access to a vast library of high-quality, Widgit symbols ensures you have the resources needed to support all types of communication needs.
- **Customization:** Tailor materials to meet specific requirements with customizable templates and advanced editing tools.
- **Compatibility:** Seamlessly integrate with existing Widgit products and other communication tools.

Pricing:

- **Under 10 Machines:** One-time charge of **£77**
- **Over 10 Machines:** One-time charge of **£150**

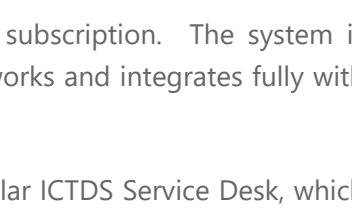
Don't miss out on this opportunity to enhance communication and support inclusivity in your school. Contact us today at ictdsservicesdesk@warwickshire.gov.uk to learn more and schedule your InPrint 4 deployment.

~ Sam Leach, Team Manager Infrastructure Services

VOIP Reminder

Are you ready? Have you prepared?

Landline phone calls have traditionally been delivered over a network known as the public switched telephone network (PSTN). This network is old and becoming harder and more expensive to maintain, so it needs to be replaced.



BT made an announcement regarding the extension for the PSTN switch off from December 2025 to January 2027. Please be aware, there is still some uncertainty if this relates to all lines and therefore if your school hasn't switched to a VOIP system yet, we advise you aim to be migrated by December 2025.

Are you ready? Have you prepared?

We want to make sure that all our schools are prepared and have a plan for moving to the VOIP telephony. **To avoid any last minute rushes please contact ICTDS as soon as possible to discuss your options.**

Why choose ICTDS for VOIP?

- We offer a VOIP service which is part of your WES subscription. The system is bespoke and tested on our WCC broadband and networks and integrates fully with other systems which you subscribe to.
- You also have the benefit of support through the familiar ICTDS Service Desk, which is a one-stop shop for all of your systems.
- Our engineers have visibility throughout the network, so any VOIP issues are easier and more efficient to resolve with an end to end troubleshooting approach.

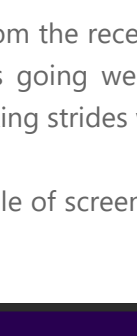
Please contact us for any advice, support or to arrange a free VOIP survey and quote so that we can ensure that you won't be left behind.

Please contact us at ictdsservicesdesk@warwickshire.gov.uk

~ Andy Coward, Team Manager Network & Comms

SIMS Connected

Housekeeping tips for your Downloads folder



Downloads
File folder

Following on from our article on [SIMS Connected - How to transfer files to/from SIMS Connected? How to save files to my local machine?](#) (in our last Newsletter Edition 48), we thought it would be a good time to mention housekeeping of the Downloads folder on your local machine.

We have created a quick guide on the MIDAS Documentation site containing advice and step by step guidance on how to manage the files in your Downloads folder.

[Sims Connected - Clearing your Local Downloads Folder.docx](#)

Why is this important?

This is important from a data security of view. Network drives often have built-in security features like encryption, access control lists (ACLs), and auditing, which can help protect sensitive data from unauthorized access or modification. Local Downloads folders, while they can be secured with user accounts and password protection, generally lack these advanced security features.

We hope you find this useful.

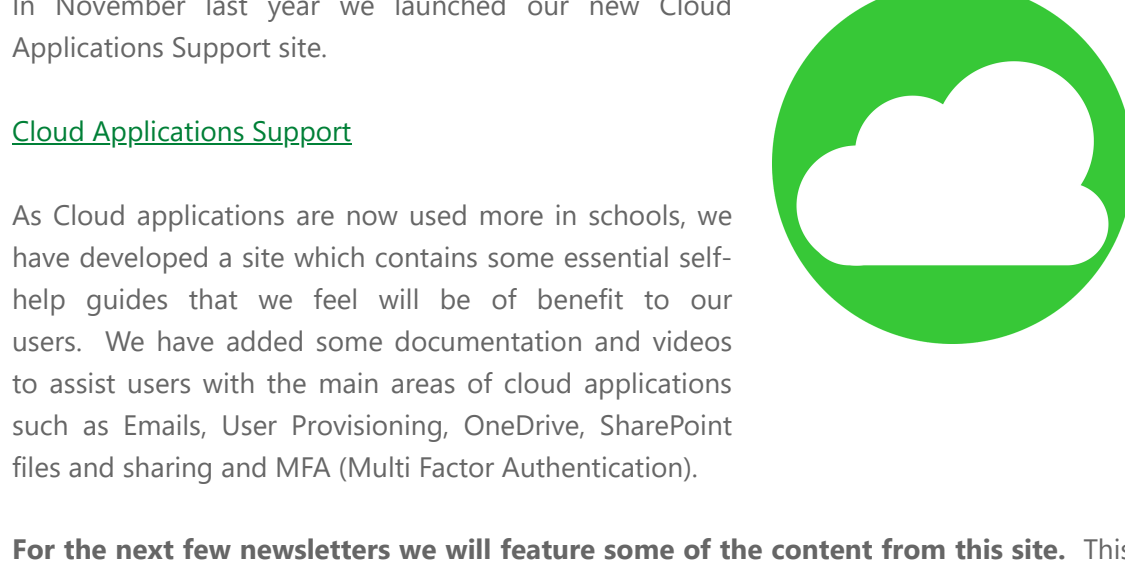
~ Lisa Robinson, MIS Support Officer

ICTDS Website Update

Introducing the new ICTDS catalogue

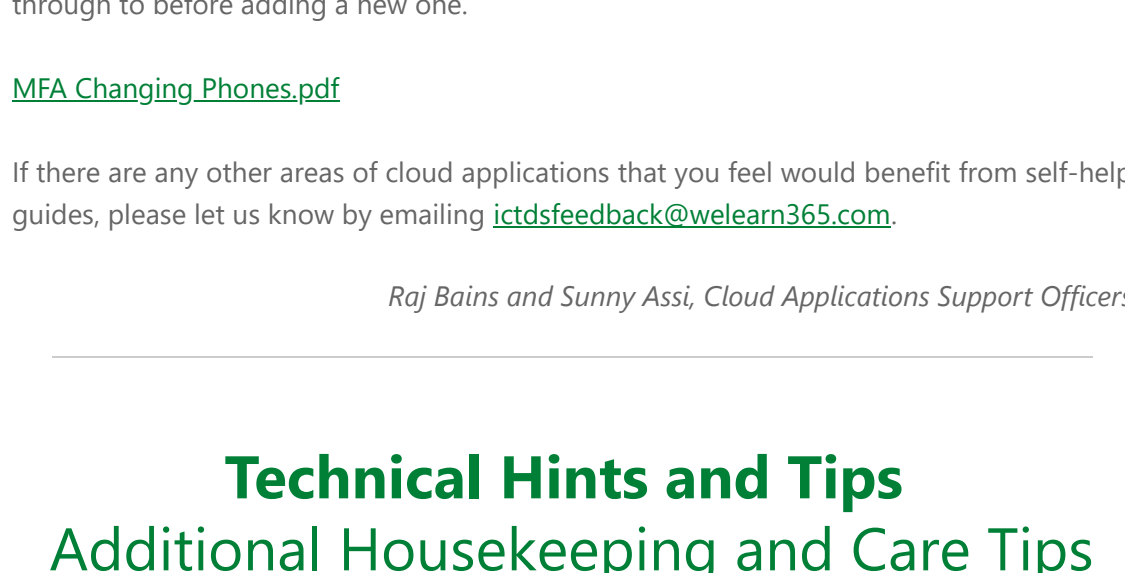
Following on from the recent newsletter article about our website, we're pleased to report that progress is going well. We anticipate launching the new site soon. Additionally, we've been making strides with the ICTDS catalogue.

Here are a couple of screen shots of the new catalogue which will be available on the new website.



We are very proud that we work with some of the most recognised brands in the sector, from Microsoft to Apple, InPrint and Purple Mash.

The catalogue also shows more pictures of some of the kit too.



We're aiming to launch the new site and catalogue soon. As soon as we have an update, we'll let you know.

Pez Demetriou, Team Manager Service Delivery

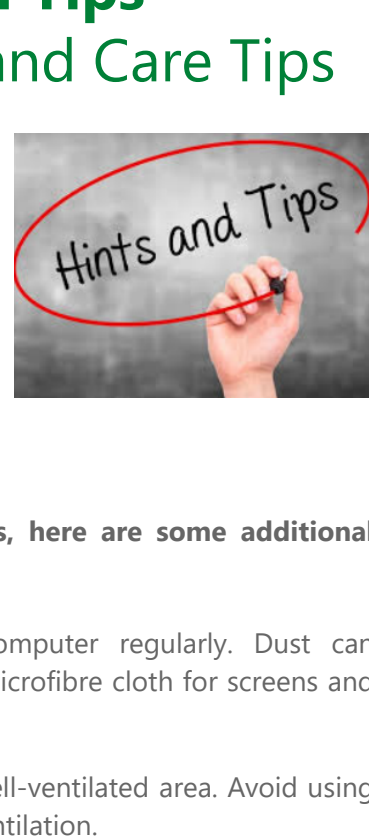
Cloud Applications Support Site

Featured Content

In November last year we launched our new Cloud Applications Support site.

[Cloud Applications Support](#)

As Cloud applications are now used more in schools, we have developed a site which contains some essential self-help guides that we feel will be of benefit to our users. We have added some documentation and videos to assist users with the main areas of cloud applications such as Emails, User Provisioning, OneDrive, SharePoint files and sharing and MFA (Multi Factor Authentication).



For the next few newsletters we will feature some of the content from this site. This week we are featuring MFA (Multi Factor Authentication). We frequently receive requests where a user has a new mobile phone and needs to set up their MFA on it. We have a really useful guide that takes you through this process step by step.

Please note that it's important to set up the new phone before you wipe any data from the old phone. This is because you need the old phone to send the authenticator request through to before adding a new one.

[MFA Changing Phones.pdf](#)

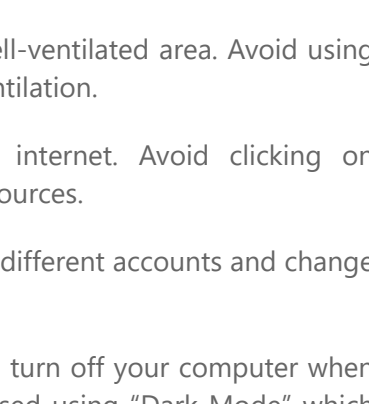
If there are any other areas of cloud applications that you feel would benefit from self-help guides, please let us know by emailing ictdsfeedback@welearn365.com

Raj Bains and Sunny Assi, Cloud Applications Support Officers

Technical Hints and Tips

Additional Housekeeping and Care Tips

Welcome to another Technical Handy Hints and Tips. We are hoping that we can share some of our hints and tips to make your devices and network run more smoothly and save time with shortcuts.



We are always open to receiving hints and tips of your own, so please feel free to get them over to us by [sending them via this link](#).

Following on from our recent basic housekeeping tips, here are some additional basic tips to help keep your PC running Smoothly.

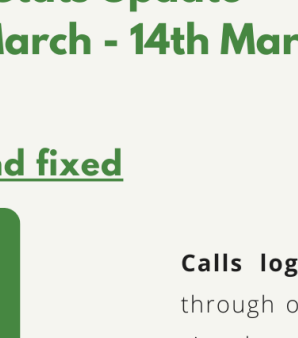
1. **Clean Your Computer*:** Physically clean your computer regularly. Dust can accumulate and cause overheating. Use a soft, **dry** microfibre cloth for screens and compressed air for keyboards.
2. **Avoid Overheating:** Ensure your computer is in a well-ventilated area. Avoid using it on soft surfaces like beds or sofas that can block ventilation.
3. **Safe Browsing:** Be cautious when browsing the internet. Avoid clicking on suspicious links or downloading files from untrusted sources.
4. **Strong Passwords:** Use strong, unique passwords for different accounts and change them regularly.
5. **Power Management:** Use power-saving settings and turn off your computer when it's not in use to extend its lifespan. We also discussed using "Dark Mode" which has shown to help increase device battery life.
6. **Handle with Care:** Be gentle with your computer. Avoid dropping it or exposing it to extreme temperatures.

*** Please note: do not use soap and water** (I have had a user who decided that they wanted to help by using "Vim", a cloth and warm water to clean their desktop PC. Said person then wondered why it wouldn't power on).

~ Pez Demetriou, Team Manager Service Delivery

Focus on Feedback

You Said, We Did



We have recently received some feedback that it is taking us longer to deal with requests that are raised through the Service Desk. We have taken this feedback very seriously and have taken steps to address this by revisiting our processes for dealing with requests, and reminding our staff of their responsibility to contribute positively to every school's experience of using our services.

We can see this is having an impact as we have received some positive feedback on our prompt responses.

We will continue to monitor this as it is really important to us that we consistently deliver the best possible service to our schools.

“ A very prompt response to our query. Rachel was friendly and helpful “

“ Prompt service and good knowledge of the problem. Thank you. “

For schools subscribing to our Digital Safeguarding signature, you may (or may not) have noticed that there is a feedback form link in the email signature of reports you receive. If you're able to spend a few minutes providing feedback it would be really valuable.

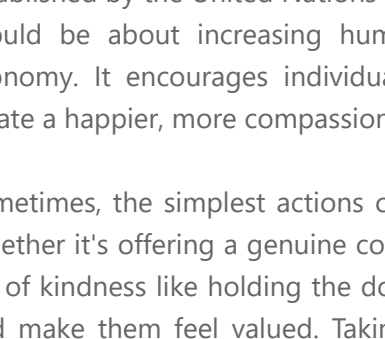
~ Caroline Murphy, Business Relationship Co-ordinator

Stats Update

3rd March - 14th March

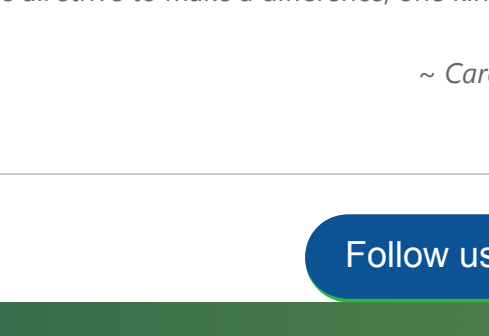
1st to 14th March

Total calls logged and fixed



Calls logged - every call logged through our Service Desk, whether via phone or email, between the given dates.
Calls fixed - every call fixed between the given dates, regardless of when they were originally logged.

Service Desk call fix time



Digital Safeguarding: Reported Incidents

	Primary	Secondary
Grade 3	33	160
Grade 5	5	11

Grade 3 - includes things such as swearing, bullying, inappropriate web searches, self esteem issues.
Grade 5 - are the most serious incidents and are always reported by phone. These include threats to life and illegal activity.

And finally International Day of Happiness

“ Happiness is not something ready-made. It comes from your own actions “
Dalai Lama

The International Day of Happiness, celebrated on March 20th, is a global initiative that recognizes the importance of happiness and well-being as universal goals and aspirations in the lives of people around the world.

Established by the United Nations in 2012, this day aims to promote the idea that progress should be about increasing human happiness and well-being, not just growing the economy. It encourages individuals, communities, and governments to take action to create a happier, more compassionate world.

Sometimes, the simplest actions can have the most profound impact on someone's day. Whether it's offering a genuine compliment, lending a listening ear, or performing a small act of kindness like holding the door open, these gestures can brighten someone's mood and make them feel valued. Taking a moment to do one thing to make someone else happy not only spreads positivity but also fosters a sense of connection and community. Let's all strive to make a difference, one kind act at a time!

~ Caroline Murphy, Business Relationship Co-ordinator

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YOUR FEEDBACK

We're really keen to hear about how you think we can improve our service. What could we do better? What do we not offer that you would like to see? If you have any comments or suggestions, please email

ictdsfeedback@welearn365.com

To unsubscribe from our newsletter, click [here](#).