



Friday 4 September 2026

Dear Year 7 Parents and Carers,

I am writing to update you regarding a minor technical issue that affected our Year 7 students today.

Along with several other schools, we experienced a system transfer error via a third-party provider, which temporarily prevented us from setting up student accounts on our school systems. As a result, the Chromebook onboarding sessions scheduled for today were unable to go ahead as planned.

The provider has resolved the issue, and all accounts will be in our systems for the start of school on Monday. We will be rescheduling these onboarding sessions during Computing lessons next week.

We sincerely apologise for this delay. We know how excited the students were to start using their new devices today, but please be reassured that everything is now in place and they will be fully set up early next week.

Thank you for your understanding and continued support.

Kind Regards

Claire Gent

Head of Year 7