Subject: IT Migration   **7th January 2026**

Dear Parents and Carers,

Over the Christmas holidays, the school's IT systems were migrated to a new tenancy. As a result, there have been some minor issues in reconnecting staff and pupils to apps and platforms following the move.

Pupils should now be able to log into SharePoint and OneDrive as normal. If they are experiencing any difficulties, they should first log out and log back in again using their *existing username and password* – these details have not changed. If this does not resolve the issue, we recommend that pupils delete their browsing data (please see the *How To* guide below).

We are aware that some pupils are currently experiencing issues logging into Dr Frost and Seneca. We are actively working on this and will communicate a solution as soon as one becomes available. In the meantime, please be assured that pupils will not be given detentions for any missed homework where the issue is related to these IT problems.
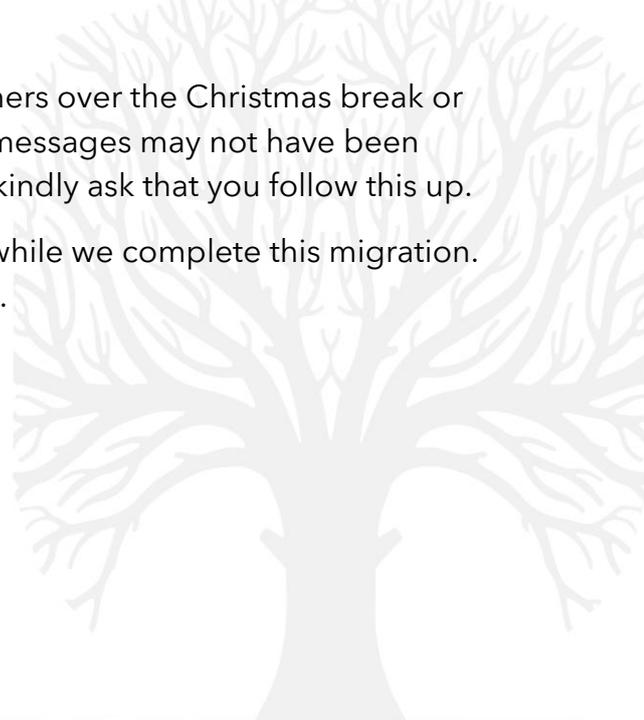
If you have emailed the school or individual teachers over the Christmas break or in the past few days, please be aware that some messages may not have been received. If you have not yet had a response, we kindly ask that you follow this up.

Thank you for your patience and understanding while we complete this migration. Your support and patience is greatly appreciated.

Yours sincerely,

Anna Hughes

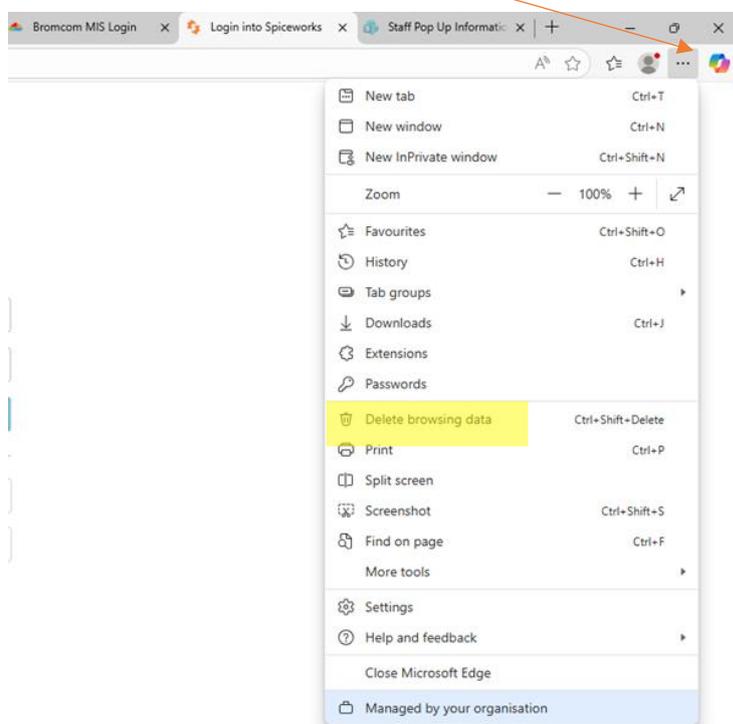A member of INOVA Multi-Academy Trust

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How to delete Browsing Data:

Step 1:

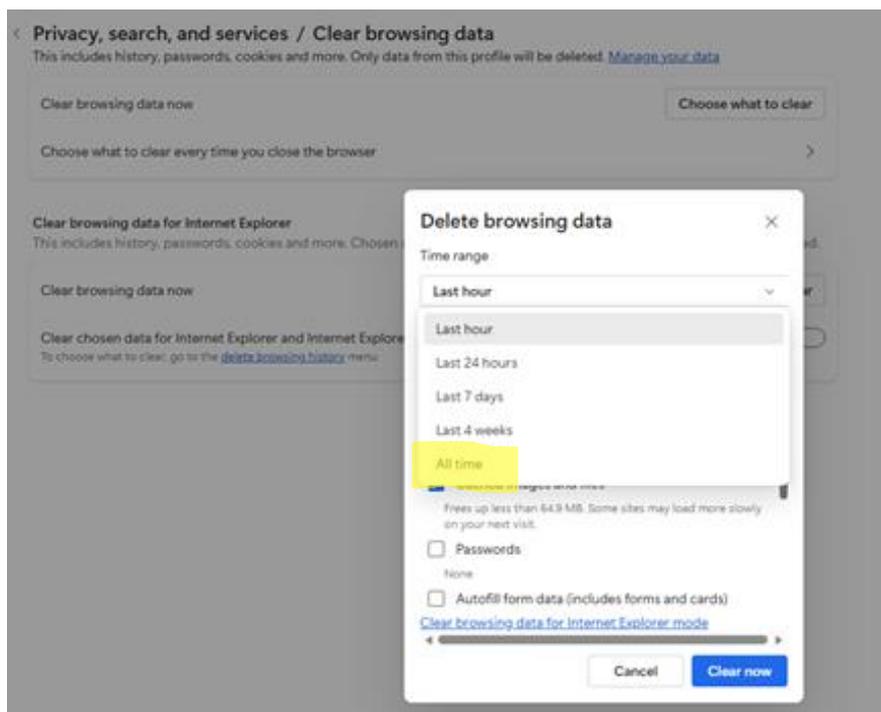Select the three dots in the right hand corner of the computer screen and select 'Delete browsing data'

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Step 2: Where it says 'Time Range', select 'all time' from the drop down list:

Step 3: Select clear now

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