



THE KING'S SCHOOL

The King's School

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Dear Parents/Carers,

I hope this finds you and your families well. As you will be aware, we are delivering parents/carers evenings through the virtual 'SchoolCloud' system. We held successful events for Year 7 in October and Year 10 in January. However, due to circumstances beyond our control, we and other schools nationally have experienced technical issues with the system recently. This resulted in us losing connectivity for 30 minutes during our Year 11 parents/carers evening last week. Although frustrating, we acted quickly to ensure appointments were completed in that time via a traditional phone call. We have been assured that SchoolCloud are working hard to prevent this from happening in the future.

The technical issues highlighted that a small amount of the phone numbers for parents and carers are not up to date and some phones are set to not accept incoming calls or calls when there is 'No Caller ID'. Could I please urge you to check your contact details in My Child at School (MCAS) if you have a new phone number since our last update in January 2020 and have not yet contacted us to let us know. A 'How To' guide on updating your contact details via MCAS is included in this letter. It will also be helpful for your phone to accept calls as outlined above.

If we do experience technical issues during any parents evening, we will notify you via MCAS, begin phone call appointments and provide regular updates until the system is restored. If this happens, it may be necessary to catch up a very small number of appointments after the event.

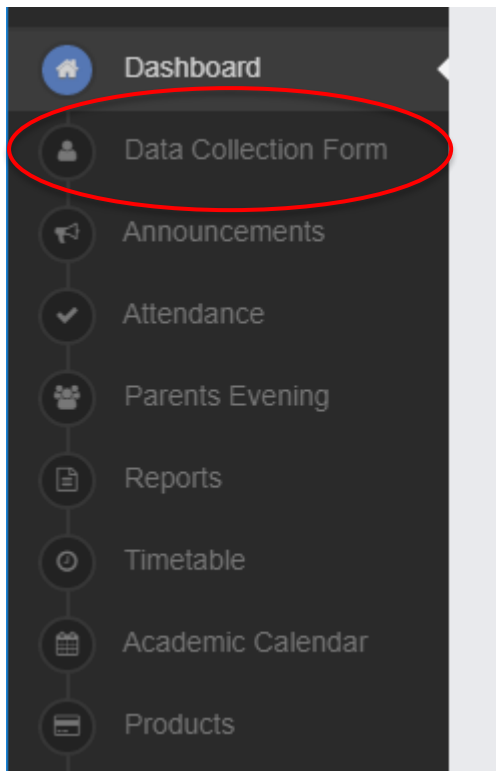
Despite the difficulties with technology, we believe this is still the best way to hold an evening like this in the current climate and appreciate your continued patience and understanding to work with us at this time.

Yours sincerely,

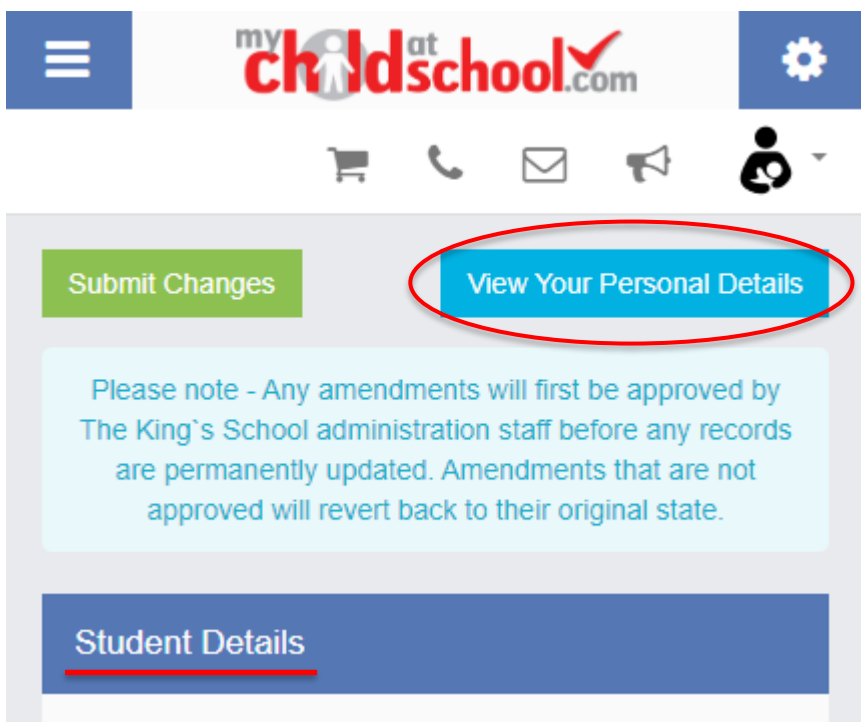
Mr A Holland
Assistant Headteacher

How to Update Contact Details via My Child at School (MCAS)

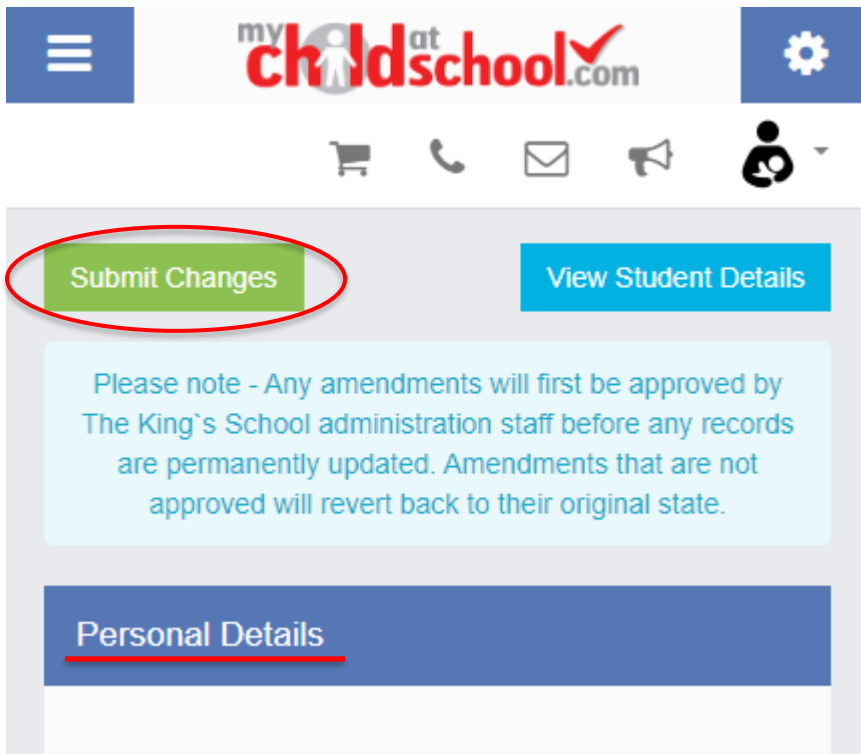
Open the menu in MCAS, select 'Data Collection Form'.



This page will show the student's details, please do not enter your own details here. Select the 'View Your Personal Details' button, which can be found either at the top, or the bottom of this page.



You should then see your own details here, please ensure everything is up-to-date and correct. Any changes can be made by typing in the corresponding boxes, then select 'Submit Changes' once changes are complete.



Please note that these changes will not appear instantly, as they will need to be approved by The King's School administration staff before the permanent change is made.