



24 March 2020

Dear Parent/Carer

Thank you for your on-going support and understanding. I can offer a few updates this morning.

Unfortunately, despite Firefly's best efforts they are experiencing difficulties again this morning. They are working as fast as possible to rectify the issues but at the moment you will not be able to get into Firefly. It is coming back slowly this morning. Students will not be penalised for not being able to access work but they must stay in communication with their teachers.

We have sent staff extra guidance on using Google Classrooms as a back-up so please advise your son/daughter to look out for communication from their teachers as this may be used as an option. We do understand this is a new system to understand which was why we wanted to use Firefly as a known system, however these circumstances are requiring all of us to adapt as we can and Google Classrooms should be reasonably straightforward to access.

You can monitor the status of Firefly on the following page: <https://fireflylearning.status.io/>.

Students have been asked, if they have any IT issues, to use itsupport@heathfieldcc.co.uk rather than emailing a member of network services directly, this will get a quicker response.

I have also asked students to remember to be polite and patient as some of them have slipped into using email like text - this is a great opportunity for them to learn business practices of email etiquette. If you could reinforce that message it would be appreciated.

In the meantime - I have reminded students that there are plenty of things they could do whilst the worlds' technicians work their magic; read, exercise and help around the house - which is our today's **#LearnFromHome** theme. We have suggested they offer to do something to help, then let us know what they have done by emailing homelearning@heathfieldcc.co.uk so that we can promote their compassion!

Thank you again and hopefully we will all settle into our new routines soon.

Best wishes

MS BARLOW
Headteacher

