



Orchard Community Primary School

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Dear Parents/Carers,

We wanted to let you know about a recent incident where one of our school pupil accounts flagged a possible password security issue. This was linked to activity on a device **outside of the school and its managed systems**, and we want to reassure you that it was **not caused by any problem within the school network or our security measures**.

Nothing serious happened, but it has reminded us how important it is for children to use their school accounts safely when they're at home or on any device that isn't managed by the school. With this in mind, we'd appreciate your support in keeping an eye on how your child uses their devices, especially when logging into school apps or websites. Simple things, like supervising device use and keeping passwords private, make a big difference.

Please be assured that the children are very safe when using technology in school. All of our devices and accounts are protected by strong filtering, monitoring and antivirus systems, and these are checked regularly to make sure everything stays secure. The recent issue did not come from within school, and our systems continue to work exactly as they should.

Thank you for your continued support in helping us keep children safe online, both in school and at home. If you have any questions or would like advice about managing devices or accounts, we're always happy to help.

Kind regards

Mrs. H. Caldwell

Mr. M. Battle (IT Network Manager)

