

20th January 2021

Dear parents,

We are aware of some issues when you try to log into Teams. Some of you will get a message saying that a code has just be sent to the child's username and asking you to input the code. This is because the wrong username or password has been entered and Microsoft has blocked the account. Our IT technicians are working at unblocking those accounts. Please try later this morning to log in, but be very careful ensuring you enter the correct username and password. The password starts with a * symbol. If you are unsure of anything or need support please contact the school so we can help you successfully log in. Thank you.

Regards,

Mark Whyman