

Hello

This message only affects schools who have been with us for some time.

Schools newly joining and homeschools can ignore it.

If you have been with us for some time, you will have got used to our old password manager. It served us well, but the news is full of stories of online misdeeds, and we want to try to insulate ourselves, and you, from that as much as possible. The old system can't do that.

The new one uses a much more secure login system (called hash tag passwords), but it does mean that all schools will have to adapt to the new system.

We have written to the account holder to tell them how students and families can log in to the new system. But here it is in case that message never got through...

1. Your 'staff' logins will remain the same. You just have to login once again.
2. 'Student' logins with simple password names can no longer be supported for security reasons. We now only use one login, so the students will need to be given the staff login. You will need to roll that out across all student machines and tell families at home, perhaps via a secure part of your website.
3. Remember, your passwords are shared, so DO NOT try to reset anything yourself. Ask us. Only the registered account holder can do that anyway, and we strongly advise against it. If you change the secure password, we have no way of knowing what it has been changed to. We have to reset it from scratch.
4. If something doesn't work...  
Moving from the old login system to the new one means that, in a few cases, the new system may have reset the password with a default school postcode (NO gaps). So try that, with no gaps. If it works, that is your new password to use through the school.

If it doesn't work contact [customersupport@curriculumvisions.com](mailto:customersupport@curriculumvisions.com) with your FULL school details including what you have entered as login and password. ONLY the account holder (the member of staff whose school email we hold as opening the account) or head teacher may write to us for security reasons.

If there were no bad guys out there we would not have to do this. But, as recent news events have shown...