![Suffolk County Council logo]

# Schools' IT Newsletter

FEBRUARY 2025

Included in this month's issue:

- **Changes to our School's Email Service**
- **School Cyber Security Update**
- **Arbor Migration**
- **Arbor Webinars**
- **Arbor FAQs**
- **Pulling Reports from FMS**
- **Domains & Ports to Whitelist for Arbor**
- **Contact details**

O365 Mail Service:

Please be reminded that requests for new mailboxes must be sent from a named mailbox. We cannot accept requests from generic/shared mailboxes. This will result in delays in your request being actioned as we will not be able to carry out the necessary security checks.
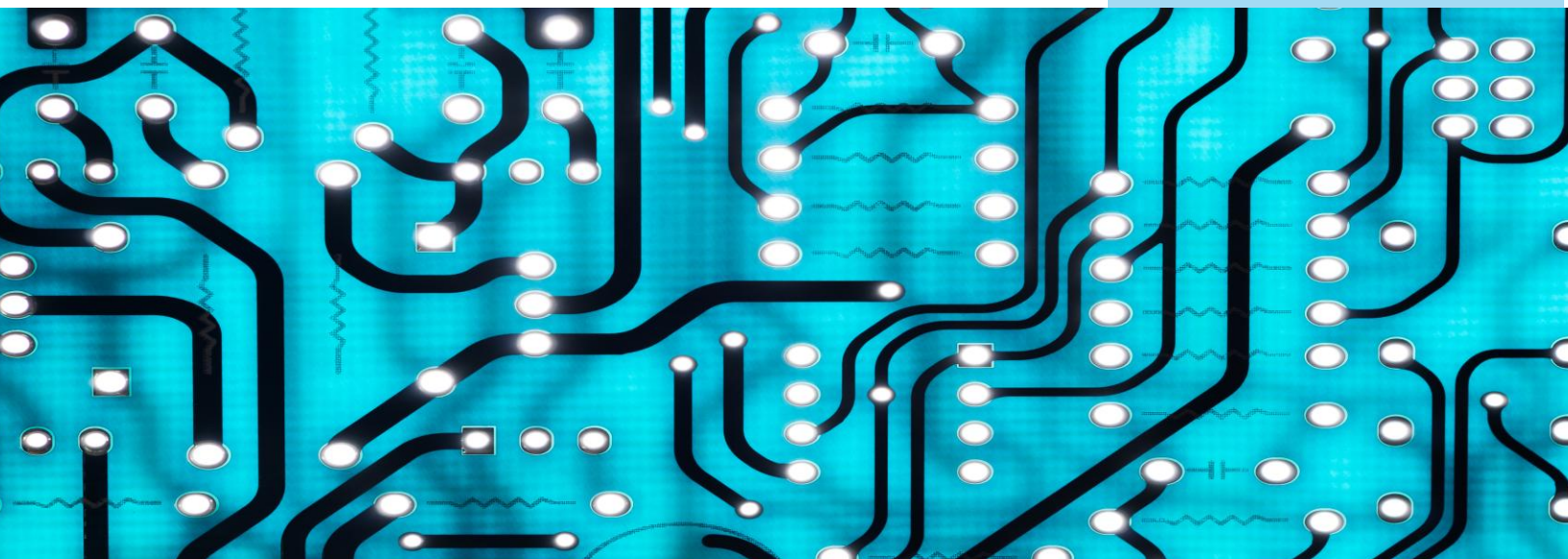
CHANGES TO OUR SCHOOLS' EMAIL SERVICE

What is changing?

Over the coming months, we will be making changes to our Schools Email Service with the introduction of Multifactor Authentication (MFA) on all Email accounts managed by Suffolk County Council. Additionally, there will be a new system for you to use to reset your password for your Email account.

What is MFA?

Multifactor Authentication (MFA) is a security system that requires more than one method of authentication to verify the user's identity. This layered approach enhances security by ensuring that even if one authentication factor is compromised, the chances of unauthorised access are significantly reduced.

Therefore, to login to your email, you will need to enter a password and the second level of authentication that we will be applying to Schools Email addresses will be using the Microsoft Authenticator phone app.

How will this impact Email users?

Each time you log in to your email account, after you have entered your password, you will be prompted to check your Microsoft Authenticator app and will be shown a number, which you will need to enter on the device that you are accessing your email account on.

What will be the system to reset my password?

As part of these changes, we will also be introducing MFA on our Self-Service Password Reset platform. When you set up your MFA for the Email Service, you will also need to use the Self-Service Password Reset platform. If you ever need to reset your password, you will need to use the Microsoft Authenticator phone app as part of the process.

How can I find out more information?

Please look out for articles in this Newsletter over the coming months and for emails in your mailboxes.

What is the cost of these changes?

As part of these changes, there will be a small increase in the cost for each Email Account. From [2] 1 April 2025, the cost will be £20 per mailbox per year. This slight cost increase is to cover the additional licensing costs for the MFA infrastructure.

SCHOOL CYBER SECURITY UPDATE

Vulnerabilities

APSB25-02 : Security update available for Adobe Photoshop

Learn more: https://t-info.mail.adobe.com/r/?id=tb51d3c08,fe95479f,c025f6f8

Priority Rating:

Adobe categorizes these updates as priority 3.

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APSB25-03 : Security update available for Adobe Substance 3D Stager

Learn more: https://t-info.mail.adobe.com/r/?id=tb51d3c08,fe95479f,c025f6fa

Priority Rating:

Adobe categorizes these updates as priority 3.

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APSB25-04 : Security update available for Adobe Illustrator on iPad

Learn more: https://t-info.mail.adobe.com/r/?id=tb51d3c08,fe95479f,c025f6fc

Priority Rating:

Adobe categorizes these updates as priority 3.

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APSB25-05 : Security update available for Adobe Animate

Learn more: https://t-info.mail.adobe.com/r/?id=tb51d3c08,fe95479f,c025f6fe

Priority Rating:

Adobe categorizes these updates as priority 3.

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APSB25-06 : Security update available for Adobe Substance 3D Designer

Learn more: https://t-info.mail.adobe.com/r/?id=tb51d3c08,fe95479f,c025f700

Priority Rating:

Adobe categorizes these updates as priority 3.

Threats landscape

[3 Actively Exploited Zero-Day Flaws Patched in Microsoft's Latest Security Update](#)

Microsoft kicked off 2025 with a new set of patches for a total of 161 security vulnerabilities across its software portfolio, including three zero-days that have been actively exploited in attacks.

Of the 161 flaws, 11 are rated Critical and 149 are rated Important in severity. One other flaw, a non-Microsoft CVE related to a Windows Secure Boot bypass (CVE-2024-7344, CVSS score: 6.7), has not been assigned any severity. According to the Zero Day Initiative, the update marks the largest number of CVEs addressed in a single month since at least 2017.

The fixes are in addition to seven vulnerabilities the Windows maker addressed in its Chromium-based Edge browser since the release of December 2024 Patch Tuesday updates.

Prominent among the patches released by Microsoft is a trio of flaws in Windows Hyper-V NT Kernel Integration VSP (CVE-2025-21333, CVE-2025-21334, and CVE-2025-21335, CVSS scores: 7.8) that the company said has come under active exploitation in the wild.

Security Tip of the month

Keep your devices physically secure. Don't leave your device unattended in public places.

ARBOR MIGRATION

Arbor migration is around the corner.

What to expect, instructions will come out for the migration prior to each migration wave. Each wave will set out what steps each school must perform to migrate.

1. Read email instructions, if you need to forward these instructions to your local ICT support, please do so but do read the instructions also for you need to do.

    You will have steps to do and cannot pass them all over to your ICT. Failure to perform these steps will result in causing problems for the school.
    a. Use the portal for the importer to acquire the instructions as per the email.
    b. Electronically sign the agreement as per the instructions in the email.
    c. Install the software as per the email instructions.
    d. Setup a login account in sims as per the email instructions.

2. Follow the training material, the school will have to make time for this otherwise, mistakes will be made in Arbor when it goes live.

The migration process has been improved since wave 1. It is slower and iterative and will work through the migration over a period. So, the exporter will require prolonged access to sims and the internet out of hours to perform correctly.

What to do when Arbor has gone live, check the fidelity of the migration.

- Check school details: Sims = Focus>School>School details, Arbor = School>School details. If differences are noticed, edit until it is correct.
- Check Pay scales: Sims = Tools>Staff>Pay related, Arbor = School>All Staff>HR Admin>Pay scales. Each pay scale should have values for each grade and who is linked to that pay scale. Other mechanism is in place should this be a problem.
- Check Staff: Sims = Focus>Person>Staff, Arbor = School>All Staff>Browse Staff. Check to ensure that you have the correct people in place. The school should be aware of who requires contracts and what pay scale and spinal point they are on.
- Check Pastoral Structure, this will present differently in Arbor. Arbor = Students>Enrolment>Pastoral >Year Group. Each year group should be associated to an academic year, this can only be linked to a single academic year.
- Check Pastoral Structure/Registration: Arbor = Students>Enrolment>Pastoral>Registration Forms. This is where attendance is recorded and can be associated to multiple year groups for mixed registration. Mix groups could be KS1 ie year1 and year 2.
- Check Pastoral Structure/Classes: Arbor = Students>Enrolment>Academic>Courses>Overview. These are classes that help in promotion at the end of the academic year, these are associated to only 1 year group. So, a registration could have 2 classes in it. For instance, class for year 1 and a class for year 2. But the members of both classes are in a registration as it is a mixed registration.

- From here it will be easier to pursue the data quality route. School>Data>Data Quality>Dashboard. Work through the items listed.

If there is a larger amount to add then it may be prudent to use the entity importer. School>Data>Import>Entity Import. There are 26 areas identified, and they must be worked from 1 through to 26. Obviously if stages 1 to 8 are proven to be fine then you can skip to 9. However, pay scales needs to be setup before spinal points, spinal points need to be setup before contracts, etc.

The reports definition files for sims, (.RptDef), have been created for the entity importer in Arbor. They will be available on demand as this can lead to more problems than solution if undertaken when it does not have to be. It has the potential of overwriting data where a single instance can occur, like a name or duplicates for multiple instances, like staff absence.

Instructions for the importer will be attached to this email, but the report definitions will be on demand should be they be required.

This process will be time consuming and necessary to ensure that data has been carried over correctly.

However, some data will be left off, for instance attendance over 3 year old. The school does need to retain this for another 3 years and as an electronic form. However, it does not need to be retained in a MIS unless it is going to be process. This process of importing attendance can be labour intensive so, is the school actually going to require 3 year old data for processing?

If the school does require this information, then there is an entity imported for this. Otherwise, the school can run a report with this information on and store it electronically on their server.

Secondary:

Report > Lesson Monitor > Whole Group Student Report > Full Registration Report

Primary:

Report > Attendance > Whole Group Pupil Report > Official Register Report

A small school could run an entire year group for the entire year. Otherwise, if the school is larger, then run a registration group for a year. This would have to be repeated for the missing years.

Legislative code for student data and attendance:

https://www.legislation.gov.uk/uksi/2024/208/made

Attached is the relevant sections of the legislation.

You will notice that the legislation does not mention that the attendance needs to be recorded in an MIS. You will notice that the provision for retaining attendance data is 6 years after the academic year it was recorded in.

6

ARBOR – UPCOMING WEBINARS
Fao Exams Officers, Attendance Officers & Admissions Officers

Arbor are hosting a range of webinars throughout February and early March.

Upcoming webinars

- **Exams in Arbor** - 4th February at 11am

- **Attendance in Arbor** - 11th February at 2pm

- **Offers Day for Primaries and Nurseries** - 6th March at 2pm

You can see how to sign up here: How to join our free webinars

Past webinar recordings are available on the Resource Library within Arbor HQ.

You can sign-in via Sign in | Arbor HQ, if you don't have an account please sign-up to access the videos.

ARBOR FAQs

Which Arbor product will we be using?

Our schools will all be moving to the Arbor Perform package, details of what is included can be found below.

Core	Comms	Perform
Everything you need to replace your legacy MIS	Engage with parents and your wider community	Join up people, processes and policies across your school
Book a demo	**Book a demo**	**Book a demo**
Our best-of-breed basics:	**Everything in Core, plus:**	**Everything in Core and Comms, plus:**
✓ Attendance	✓ Parent Portal	✓ Payments Plus
✓ Behaviour	✓ Arbor Parent App	✓ Staff Performance
✓ Progress Tracking	✓ Payments for clubs, meals and trips	✓ My Classroom
✓ Census and Statutory Reporting	✓ Meal Management	✓ Intervention Tracking
✓ Student and Staff Profiles	✓ Parents Evening Booking	✓ Formative Assessments
✓ Emails	✓ Student Portal	
✓ Clubs and Trips Management	✓ Custom Report Cards	
✓ Staff Cover Management	✓ Custom Behaviour Workflows	
✓ Custom Report Writer		
✓ Student Report Cards		
✓ Send SMS		

What training will I receive?

As part of the on-boarding process schools will receive access to the Arbor Foundation Training, more information can be found at [When should I complete my onboarding training - Primary Onboarding – Arbor Help Centre](#)

If you will be using school meals, clubs and trips, the details on the help centre is quite useful and may give you enough information before moving to Arbor, see

[Payments, School Shop, Meals, Clubs and Trips – Arbor Help Centre,](#)

[Setting up Meals – Arbor Help Centre](#)

[Setting up Payments – Arbor Help Centre](#)

[Getting started with the Parent Portal and App – Arbor Help Centre](#)

However, there is additional training that schools can purchase directly from Arbor if required, details can be found at [Arbor Foundations: Meals Setup and Management – Arbor Help Centre](#)

How long will I have access to the Arbor Training Hub?

Users will have access to the training hub for 12 months from the account being created. If this is not your experience, please report this to the Schools IT Support team so we can liaise with the provider.

How do I access the Arbor Help Centre?

The Arbor Help Centre can be accessed via the following link:

[Arbor Help Centre](#)

If you are having trouble locating the information you require, please do not struggle, just log a call via the IT Service Desk as normal, and one of the Schools IT Team will support you through your query.

Who do I contact for support?

Please log MIS queries in the normal way via the ITServiceDesk@suffolk.gov.uk or call 01473 265555.

For Finance queries please contact Schools Choice via 0300 1231420 option 1.

To share feedback please email Andrew.brown2@suffolk.gov.uk or lizzie.winter@suffolk.gov.uk

What are the benefits of moving to Arbor?

Below are just some of the benefits of moving to Arbor.

- *Cloud-based product, enabling users to login from anywhere.*
- *Remove the need to maintain and run a dedicated on-premises server to host the MIS*
- *Staff, in roles such as School Business Manager, can save up to 1.5 hours per week. Less time spent on busy admin across school gives staff more time to focus on student outcomes.*
- *Arbor's recent "Return On Investment" report highlights that schools can typically consolidate two third-party systems because of moving to Arbor. Saving money on third-party licencing and support costs.*

What are the costs for SMS messaging?

If you wish to buy SMS bundles, this can be done directly via Arbor, by contacting customersales@arbor-education.com

Please see link below to the article which gives you an indication of the cost for SMS bundles under the FAQ's.

9

How to top up SMS credits to send texts – Arbor Help Centre

Are there any reports we should pull from SIMS to ensure that the correct data has migrated across to Arbor?

We would recommend pulling the following reports from SIMS so you can easily check your data post migration.

- *Reports > School Report*
- *Reports > Staff > Contract Information*
- *Reports > Student List > General Student List*

You can also refer to past detailed reports produced from census returns, these can be found within the folder on your machine that your census return is saved in. If you require any assistance locating these reports, please contact the support team.

What do I do if there is an issue with the data migration?

Please contact the support team at Suffolk County Council by calling 01473 265555 or emailing itservicedesk@suffolk.gov.uk

If we are unable to fix these for you, we will work directly with the supplier to get these resolved.

Am I able to use SIMS post migration?

Once migrated to Arbor, your SIMS system can be used as a read-only tool until 31st March 2025. Please do not make any updates on the SIMS, as these will not be reflected on your new Arbor system.

If you have any questions or queries throughout this project, please do not hesitate to contact the support team via the IT Service Desk on 01473 265555 or itservicedesk@suffolk.gov.uk

Where can I find details on upcoming webinars?

The upcoming webinars are posted on Upcoming Webinars – Arbor Help Centre

Information on how to sign-up to the webinars can be found at How to join our free webinars – Arbor Help Centre
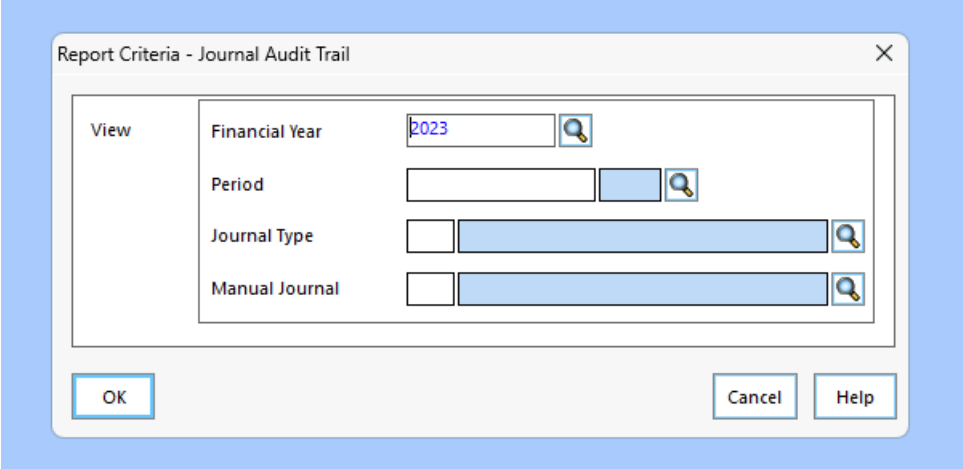
PULLING REPORTS FROM FMS
FAO BUSINESS MANAGERS & FINANCE STAFF

Before the contract to FMS expires on the 31st March 2025, you will need to pull off reports from the system to ensure you have at least 6 years' worth of accounts plus the current financial year.

We are recommending schools pull off the Journal Audit Trail report and save a copy at the school. These reports will need to be saved in a location that is accessible to the relevant members of staff within the school.

To run the reports, go to Reports > General Ledger > Audit > Journal Audit Trail.

Select the appropriate Financial Year, leave all other criteria blank, and click on OK.

Once the report has run, export to CSV , and save to the relevant area within your network.

If you have any issues running the reports or require support, please do not hesitate to contact us.

Domains and Ports to Whitelist for Arbor

FAO School IT Administrators, School IT Support

To ensure the best experience using Arbor, the following domains need to be whitelisted:

1. *.arbor.sc - This domain is necessary to access all areas of Arbor.
2. https://arbor-hq.circle.so/ - This domain is used for accessing Arbor HQ.
3. https://circle.so/ - This domain is related to Arbor HQ and its community platform.
4. https://100ms.live - This domain is used for webinars hosted on Arbor HQ.

Additionally, for the best experience, ensure that the following ports and protocols are allowed:

- Ports 80, 443 (TCP): For API, WebSocket, TURN/TLS.
- Ports 80, 443, 3478 (TCP): For API, WebSocket, TURN/TLS.
- Ports 443, 3478, 41000-65535 (UDP): For TURN/UDP, ICE, Media traffic.

Please also whitelist @arbor-education.com for emails.

For LGfL, please see our information on this integration here.

CONTACTING THE IT SERVICE DESK!

Please note that the Schools IT Services mailbox is for sales enquiries and is only monitored periodically. Therefore, if you have a query with regards to a new service, please send an email to schoolsitservices@suffolk.gov.uk.

All standard incidents and service requests **must** be raised via the IT Service Desk on 01473 265555 or via itservicedesk@suffolk.gov.uk otherwise this will result in any responses being delayed.

Our offices are open from 8.30am to 5pm Monday - Friday