7 January 2021

Dear parents/carers

In light of the new lockdown and move back to home schooling, we understand that not all pupils, parent or guardians will be comfortable with the way technology works.

As the IT Support Partner of Bushey Heath Primary School, we fully understand how the network and technology works within the school, and thus how this will affect your child when trying to home school.

Therefore, in partnership with Bushey Heath Primary School, we are pleased to be able to support yourself or your child with any IT related issues that may be causing distress or restricting the ability to home school.

The services we can provide include:-

- Confirming and changing any passwords for connection to Google Classroom
- Support on any connectivity issues
- General IT related questions

What we cannot support through the School is any slow internet problems down to your internet provider or 'how to' questions specifically related to any apps used within the school day.

If you are having any issues or concerns, please email BusheyHeathITSupport@itechsupport.net with the following information

- Pupil's name
- Pupil's class
- Nature of problem
- Contact details – telephone and contact name (not the pupil)

We will endeavour to get back to you within 2 hours with a response.

Please note, this service is being funded by Bushey Heath Primary School. Therefore, only matters relating to home schooling can be addressed. Any issues deemed outside of this will highlighted either via email or when discussing this over the phone. If you wish to proceed with the support call and resolving the issue, this will become an agreement between yourself and Itech Support and be charged direct to you at a price agreed between both parties.

Yours faithfully

Itech Support