

Teachers2Parents

End of Year Guide 2022

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Dear Customer

As another academic year draws to a close and you begin to look forward to a well-earned summer holiday, at Teachers2Parents we begin planning for your return in Autumn.

The summer is often a time for maintenance and change to equipment and systems in schools, which often disrupts using our service. Also, after being away from school for so long, you may need extra guidance with getting Teachers2Parents up and running again. So, we have compiled this guide to help ease you back into the start of the new school year.

The support team will be here to help if you still need us, but we will undoubtedly see large volumes of calls during the Autumn Term. Therefore, we highly recommend that you read this guide now to beat the rush back to school.

If you have questions about anything mentioned in the guide, or require our assistance, please get in touch and we will be more than happy to help!

Kind Regards,

The Teachers2Parents Support Team

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1. Changes over the summer?

Are you aware of any upcoming changes to your MIS, school server, or office computers? These could potentially affect your integration with Teachers2Parents, preventing your academic rollover happening in September. If you are aware of any such forthcoming changes, we strongly recommend you read this section to avoid disruption at the start of the new academic year.

Changing your Management Information System (MIS)?

If you are changing your Management Information System, you will need to update your integration with Teachers2Parents.

If you are moving from SIMS, and use our Simslink to update your contacts, we would need to move your sync over to our partner, Wonde. This usually takes a few days to complete, and during September this process could take far longer. A request to share data through Wonde can be submitted ahead of changing your MIS, so the groundwork is complete by the time you switch.

If you are currently using Wonde to update your contacts in Teachers2Parents and are due to change your management system over the summer, you will need to inform Wonde of this change so they can begin migrating your data sync to the new MIS.

Changing or moving your SIMS Server?

If you have a SIMS server onsite at school and are aware of any plans to move or update it, this could stop your contacts updating if you use our Simslink to synchronise your data.

Once the work has been completed on the server, we recommend testing the Simslink. and if it is not able complete an update, contact support as early as possible to ensure a quick response.

Updating Windows or getting new computers?

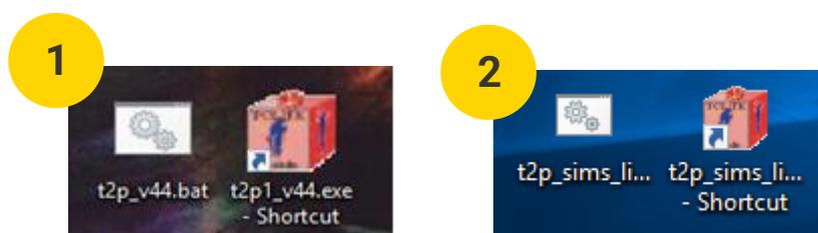
If you use our Simslink to synchronise contacts from SIMS and are having computers in the school office replaced or the Windows operating system updated, this will remove your Simslink and stop your updates.

Section 2.1 of this guide tells you how to identify which version to install and how to install it. Again, we recommend this is done before the start of the academic year so you can beat the September rush if you need our assistance.

2. Updating Contacts from SIMS

If you are using Sims as your management system, it is likely that you use one of our Simslink applications to update your day-to-day changes. When you return after summer, simply run this regular update, which will take care of your academic rollover: removing leavers, adding starters, and updating Year and Form groups (if you instead use Wonde to import from SIMS, please see **Section 3**).

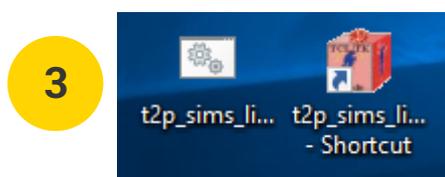
Look on your Desktop and see if you can find either of these SimsLink icons – if you cannot see any of these, check whether a colleague has one on their computer:



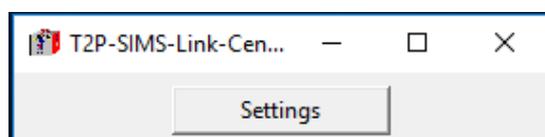
If you have one of the **SIMS Link v44** desktop icons (Image 1), you can run updates on-demand by double clicking on it. It will run minimised in the taskbar at the bottom of your screen, then ask you to 'Click to complete the update' on a web page. After clicking this, it will confirm your data has imported.

If you have one of the **Central Link v12** desktop icons (Image 2), you can update as follows:

1. In **SIMS: Reports > Run Reports**
2. Open **Focus > Student** and double click the '**A_T2P_Central_v11**' report
3. A '**Report has been created**' message will appear, click **OK**
4. Go to your Desktop and double-click the **t2p_sims_link-2.12.0** icon (Image 3)



5. When a web page appears asking you to '**Click to Complete...**' click the button and close the browser when you get the message announcing it has finished
6. Close the Teachers2Parents '**Settings**' box at the bottom right of your screen (Image 4).



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2.1 Simslink update is not completing

When you run your simslink update, if a webpage does not open with a prompt to **Click here to complete your update**, it could be because the Internet Explorer browser has been disabled or removed from your computer. Amend the following setting in the Edge browser to re-enable this stage of the update.

1. In Edge's menu, click settings
2. Click **Default browser** on the left
3. Change **Let Internet Explorer open sites in Microsoft Edge** to **Never**
4. Close Edge and rerun the **Simslink**

2.2 Installing the Simslink

If you do not have the SIMS Link currently set up, then you need to check how your SIMS is set up:

1. Log out of **SIMS**.
2. Go to the **Start** menu on your computer by clicking the **Windows** logo
3. In your list of programs, look for a folder called **SIMS Applications**
4. Click on the folder then click on **SIMS.net**
5. In the login window, type in your usual **SIMS** username and password

If this logs you into SIMS with your up-to-date student records, follow these instructions to [install the SIMS Link v44](#). If it does not, follow these instructions to [install the Central Link v12](#).

2.2 Managing your SIMS data

Teachers2Parents imports mobile numbers and email addresses from the Contacts in SIMS **Section 5: Family and Home**. Follow these instructions to [check the criteria for contact details in SIMS](#).

3. Updating Contacts from other MIS with Wonde

[Wonde](#) is compatible with most management systems including the following:

1. SIMS
2. Arbor
3. Bromcom
4. ScholarPack
5. Pupil Asset
6. Integris
7. Progresso
8. Facility CMIS

If you use any of these, you should already be set up with our Wonde Link to update Teachers2Parents.

3.1. Updating with Wonde

Follow these instructions to [update from your MIS using Wonde](#).

3.2. Setting up Wonde

If you are not using Wonde yet, please contact us NOW to start the process of setting that up with you.

Like ourselves and other school service provider, Wonde will receive a significant increase in calls from September and the process of setting up the integration could take longer than expected. **To avoid disruption with importing your data, we strongly advise getting this ready now, before the summer break.**

4. Managing Contacts Manually

4.1. Managing New Contacts

If you update Teachers2Parents manually, follow these instructions to [add, update or remove contacts](#).

4.2. Managing Staff Contacts

Staff contacts do not currently import from your MIS, so they must be added, edited, and removed manually. Follow these instructions to [add new staff members](#), or use the instructions above to update/delete existing ones.

4.3. Managing Separated / Second Parents

In situations where families do not live together, follow these instructions to [add separated parents](#) so that you can text or email them as well.

4.4. Updating whole Year Groups/Forms for End of Year

You only need to do this if you do NOT import from a management system, such as SIMS, or import contacts using a CSV file. This option is only necessary if you MANUALLY edit your contacts in Teachers2Parents.

To move all the students in your students up into their next year group and form (and remove the year group leaving the school), follow [these instructions](#).

5. Importing your own CSV

If you do not use our SIMS or Wonde integration, or do not have an MIS at all, you can still import your contacts using a spreadsheet in .CSV (comma delimited) file format.

[Read the following instructions for importing a CSV.](#)

6. Contact us

We hope you find this guide helpful with managing and updating the Teachers2Parents system at the start of your new Academic Year. If you still need any assistance, please get in touch and we will be more than happy to help!

When September arrives, we will work to resolve your support enquiries as fast and effectively as possible but please be patient with us.

Also, our [support website](#) provides a comprehensive list of articles that help you with everything else you may need help on with Teachers2Parents.

Telephone: 0207 237 8456

<https://eduspot.co.uk/support>

