



Coventry City Council



ACCREDITED  
SUPPORT

# Bromcom User Group

## Thursday 13<sup>th</sup> November 2025

[coventry.gov.uk](http://coventry.gov.uk)

# Data Protection Disclaimer

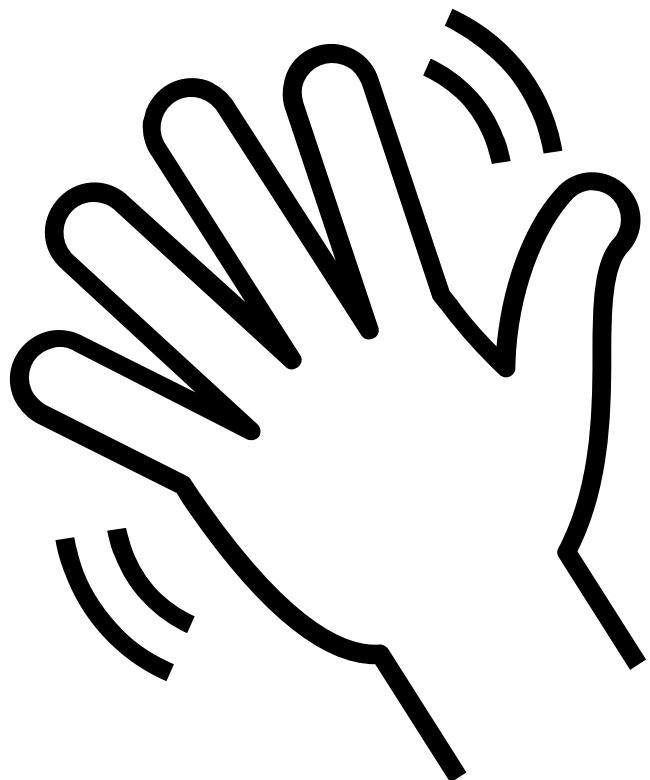
Screenshots used in this presentation and access to bromcom has been performed from a test system.

People depicted do not exist.

Screen shots are used for illustration purposes only.



# Mission Statement



“The aim of these user groups is to give schools a forum to discuss their use of MIS products within schools, to get feedback, to share good practice, to network and to learn about new features and functionality coming up.”



# Agenda

- Customer Feedback
- Contract renewals
- MIS What's New
- Linking Parents for Communication
- Reporting on Club / Trip payments
- Reporting Home to Parents
- Finance What's New
- Finance Housekeeping
- Sharing of good practice



# Customer Feedback



## Digital Services for Schools & Academies Customer Feedback Survey

Making our service meet your needs – your insight is invaluable

Survey closes on 21 November—don't miss the chance to have your say!



## Customer Satisfaction feedback

You'll find the link on the automated email you receive

Please take a moment to fill these in and let us know how we did - thank you.

# Bromcom Contract Renewals



Digital Services coordinating renewal quotes with Everything ICT



Procurement process – direct award



Individual quotes and terms



Please reach out to Ollie if you have any concerns or questions

[ollie.burnett@coventry.gov.uk](mailto:ollie.burnett@coventry.gov.uk)

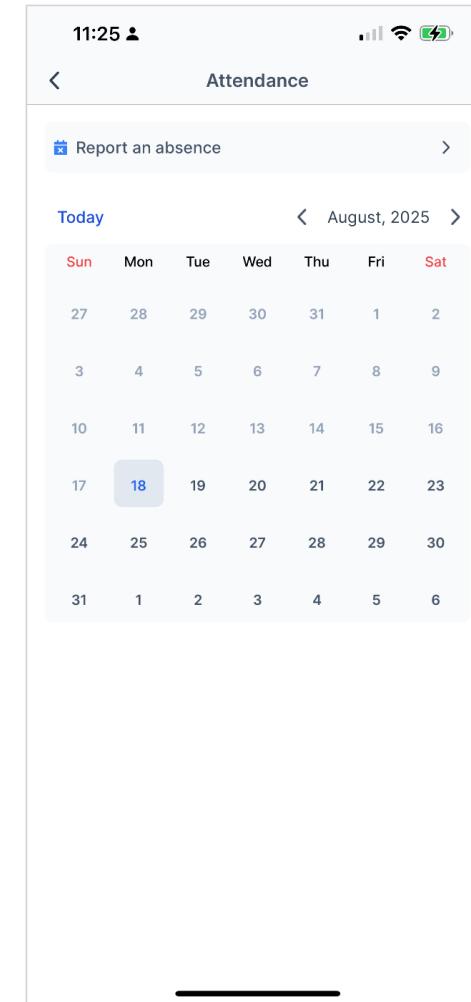
# **MIS What's New**

A brief look at some new MIS features that have been introduced recently.



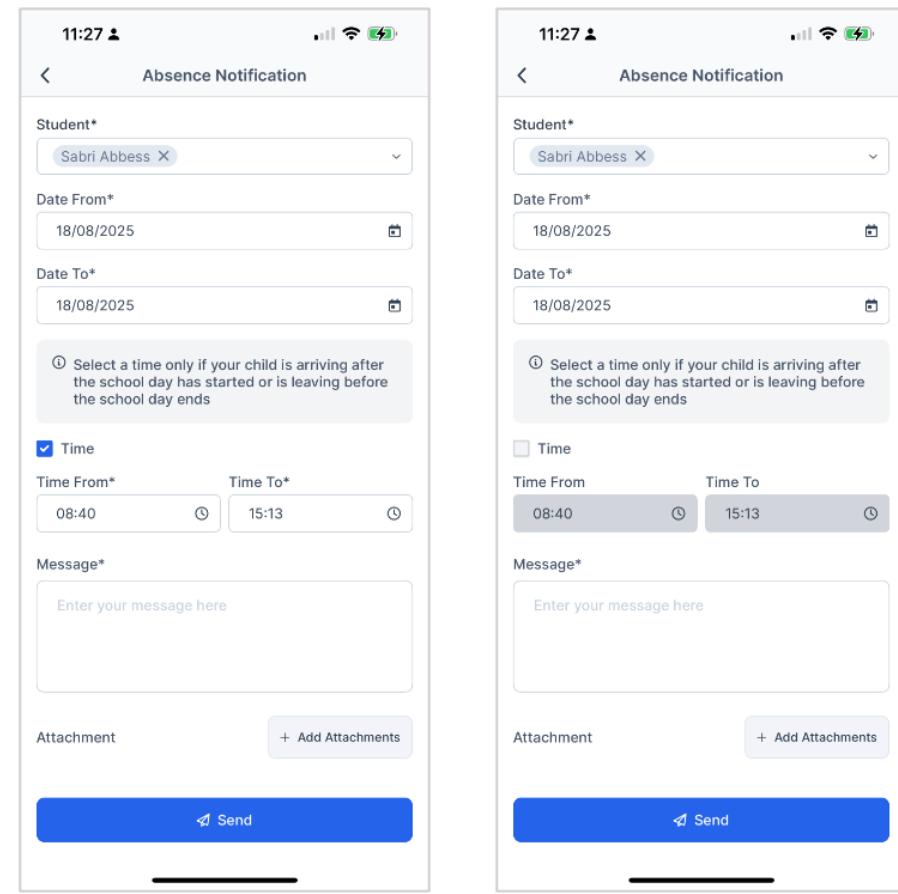
# MCAS – Absence Notification (1)

- Parents can now report a student's absence directly in the Parent App
- '**Allow Parents to Notify of Absence via MCAS?**' checkbox needs to be enabled in **Config > MCAS > Attendance**
- **Report an absence** button will then appear on the **Attendance** screen in the **Parent App**.
- [MCAS - Parent App: Parents can notify the school of child's absence](#)



# MCAS – Absence Notification (2)

- Clicking on the **Report an absence** button - parents can enter details of the absence and send the notification to the school.
- **Time** checkbox:
  - **Checked**: Time pickers remain unlocked, mandatory, and **enabled**.
  - **Unchecked**: Time pickers become locked and **disabled**.

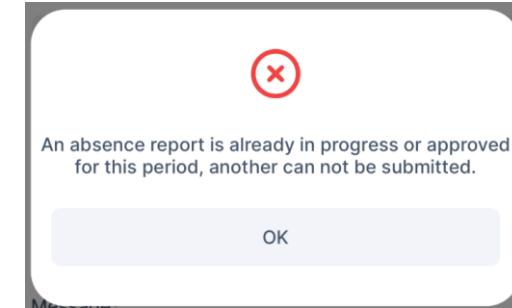
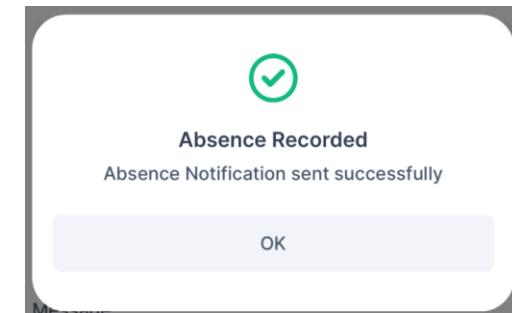
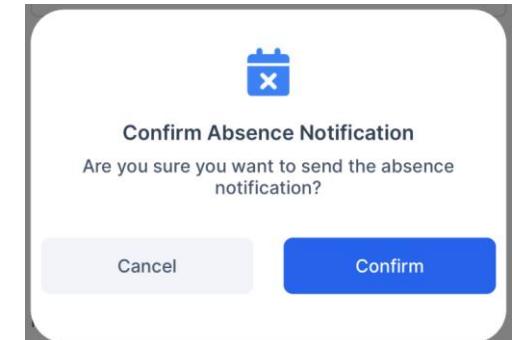


The image displays two side-by-side screenshots of a mobile application interface for reporting an absence. Both screenshots are titled 'Absence Notification' and show the following fields:

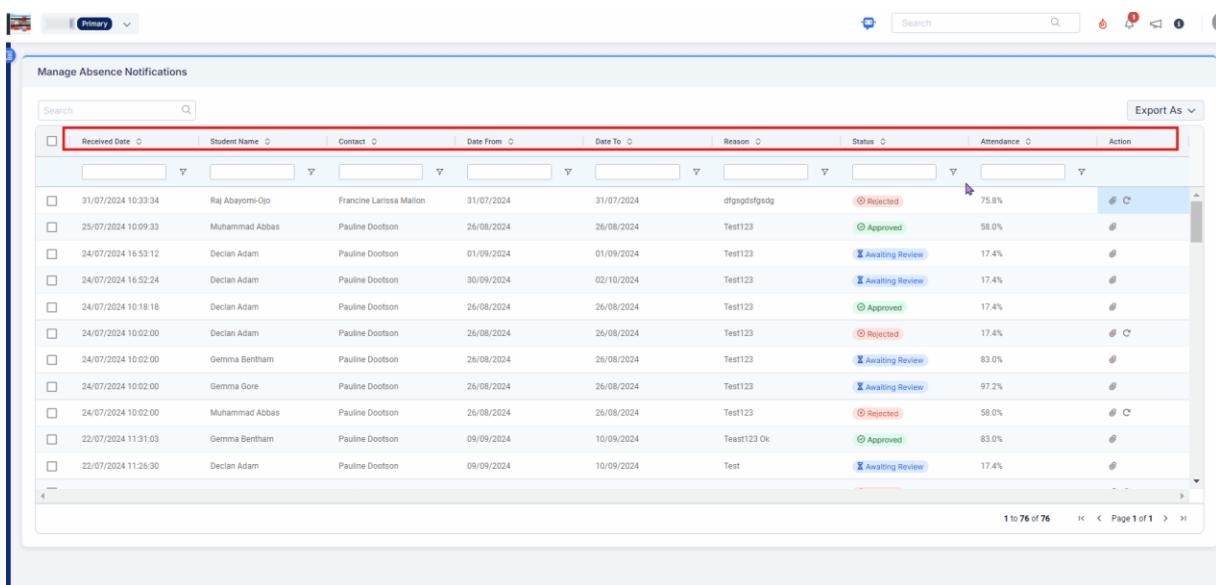
- Student\***: A dropdown menu showing 'Sabri Abbess'.
- Date From\***: A date picker showing '18/08/2025'.
- Date To\***: A date picker showing '18/08/2025'.
- Time**: A section with a checked checkbox. The left screenshot shows the 'Time From' and 'Time To' pickers are active and show '08:40' and '15:13' respectively. The right screenshot shows the same section but with the time pickers disabled and grayed out.
- Message\***: A text input field with the placeholder 'Enter your message here'.
- Attachment**: A button with '+ Add Attachments'.
- Send**: A large blue button at the bottom.

# MCAS – Absence Notification (3)

- After selecting Send, a confirmation popup will appear
- After selecting Confirm, a success message will appear
- If an absence notification has already been confirmed for this period, another can not be submitted.



# How to manage Absence Notifications (1)



Received Date	Student Name	Contact	Date From	Date To	Reason	Status	Attendance	Action
31/07/2024 10:33:34	Raj Abayomi-Ojo	Francine Larissa Mallon	31/07/2024	31/07/2024	dfgsdfgsdfg	Rejected	75.8%	 
25/07/2024 10:09:33	Muhammad Abbas	Pauline Dootson	26/08/2024	26/08/2024	Test123	Approved	58.0%	 
24/07/2024 16:53:12	Declan Adam	Pauline Dootson	01/09/2024	01/09/2024	Test123	Awaiting Review	17.4%	 
24/07/2024 16:52:24	Declan Adam	Pauline Dootson	30/09/2024	02/10/2024	Test123	Awaiting Review	17.4%	 
24/07/2024 10:18:18	Declan Adam	Pauline Dootson	26/08/2024	26/08/2024	Test123	Approved	17.4%	 
24/07/2024 10:02:00	Declan Adam	Pauline Dootson	26/08/2024	26/08/2024	Test123	Rejected	17.4%	 
24/07/2024 10:02:00	Gemma Bertham	Pauline Dootson	26/08/2024	26/08/2024	Test123	Awaiting Review	83.0%	 
24/07/2024 10:02:00	Gemma Gore	Pauline Dootson	26/08/2024	26/08/2024	Test123	Awaiting Review	97.2%	 
24/07/2024 10:02:00	Muhammad Abbas	Pauline Dootson	26/08/2024	26/08/2024	Test123	Rejected	58.0%	 
22/07/2024 11:31:03	Gemma Bertham	Pauline Dootson	09/09/2024	10/09/2024	Test123 Ok	Approved	83.0%	 
22/07/2024 11:26:30	Declan Adam	Pauline Dootson	09/09/2024	10/09/2024	Test	Awaiting Review	17.4%	 

- Back in the school MIS, once a parent has sent an **Absence Notification** via MCAS it will be visible in the new **Administration** page called **Absence Notifications**
- **Modules > MyChildAtSchool > Administration > Absence Notifications**
- **Demo**

# How to manage Absence Notifications (2)

- **Accepting an Absence Notification:**

- Clicking **Accept** prompts the user to assign an authorised **Attendance Code** from the dropdown and **Confirm**.
- A **Confirmation** popup will ask "Are you sure wish to accept the Absence Notification?". Clicking **Proceed** updates the **Status** to **Approved**.
- The authorised **Attendance Code** will be assigned to the student in the **Modules > Attendance > Manage Attendance** screen.
- Parents will then receive a message in **MCAS > Inbox** notifying them of the approval.

# How to manage Absence Notifications (3)

- **Rejecting an Absence Notification**

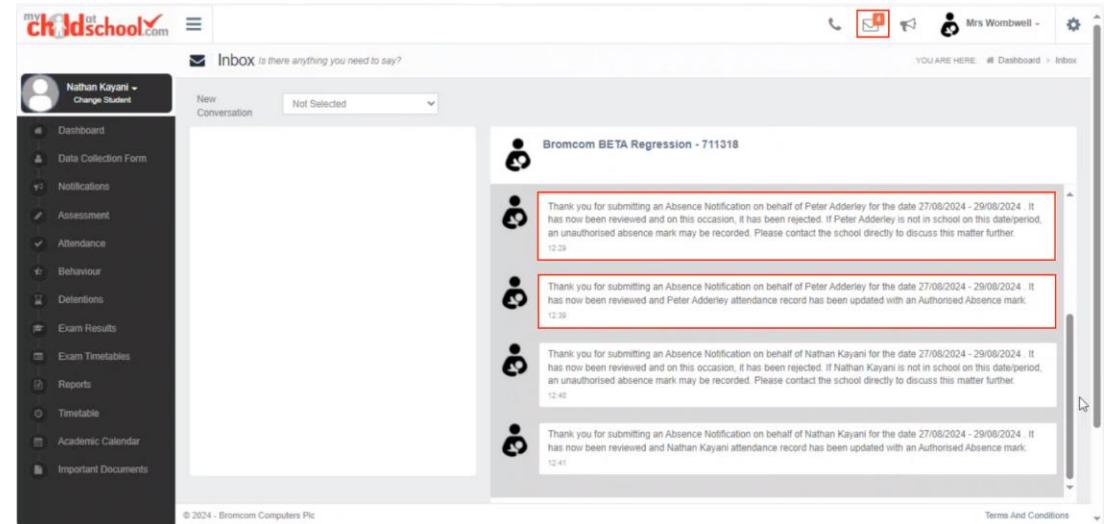
- After clicking **Reject**, a **Confirmation** popup will ask "Are you sure you wish to reject this Absence Notification?". Clicking **Proceed** updates the **Status to Rejected**.
- Parents will receive a message in **MCAS > Inbox** notifying them of the rejection.

- **Resubmitting an Absence Notification**

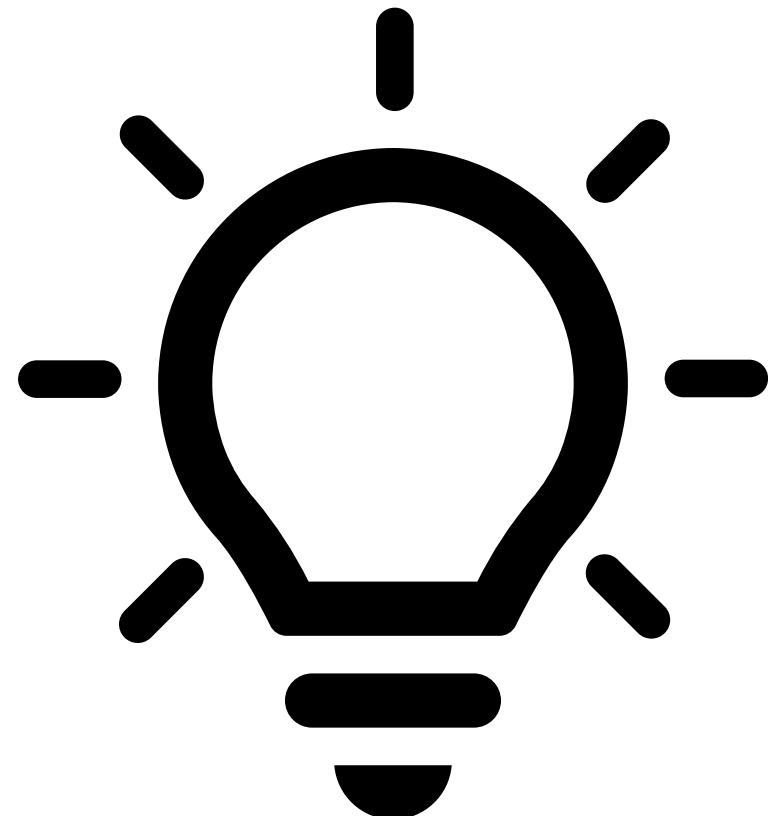
- **Rejected** Absence Notifications will display the **Resubmit** icon in the **Actions** column.
- Clicking on the **Resubmit** icon creates a copy of the **Absence Notification** in the table, with the same data, in **Awaiting Review** status. This will enable users to review an appeal made by the parent without the need for the parent to send a new Absence Notification.

# Review the outcome of an Absence Notification

- MyChildAtSchool > Inbox
- Parents will receive a message regarding Approved and Rejected Absence Notifications in the MCAS Inbox.

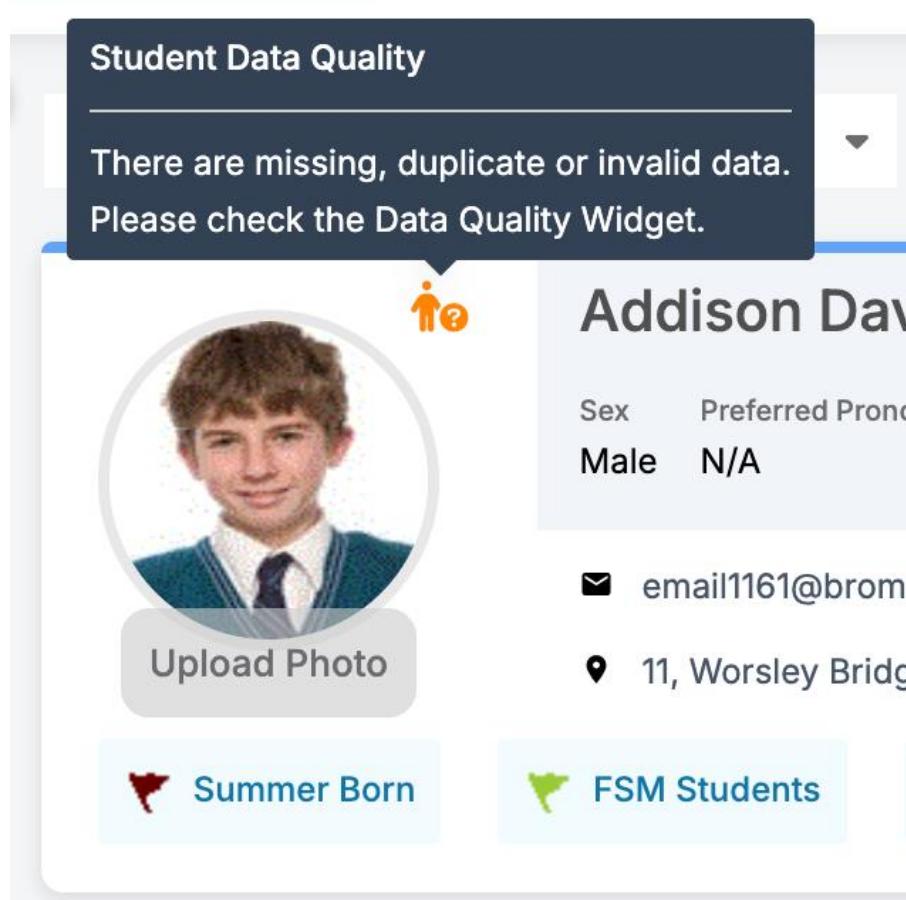


# Vote for an Idea



- Limitation - the reason for absence does not currently write back to the comments
- Future consideration
- [Updates to MCAS absence notifications | Bromcom Ideas Portal](#)
- [Only show an error on the data quality | Bromcom Ideas Portal](#)

# Student Data Quality Dashboard



The screenshot shows a student profile for Addison Davis. The profile includes a circular photo of a young man, a gender icon (male), and a 'Data Quality' icon (a person with a question mark) which has a tooltip. The tooltip text is: 'There are missing, duplicate or invalid data. Please check the Data Quality Widget.' Below the photo is a 'Upload Photo' button. The student's name is Addison Davis. Below the name, the sex is listed as Male and the preferred pronoun is N/A. The email address is email1161@brom... and the address is 11, Worsley Bridg. At the bottom of the profile, there are two buttons: 'Summer Born' with a red icon and 'FSM Students' with a green icon.

- The **Student Data Quality** icon has been updated
- A tooltip is now shown when hovering over the icon, explaining that it indicates there are missing, duplicate or invalid data.
- Demo

# Successful Parent Communication (1)

- Essential to have up to date contacts that are linked correctly
- **Adding a Contact** - **ALWAYS CHECK** that the contact doesn't already exist on your database, e.g. if you are adding a Mother to a students record if that parent is already on the database as for example an Aunt to another student, then you would select **Click to Add Existing Contact**
- **IMPORTANT:** If using **Link to an Existing Contact**, you **MUST NOT** link a **Staff Profile** to a **Student Record** as a **Contact**. This can cause problems with **Communication** and when using **MCAS**
- Housekeeping contacts: [How to find and remove duplicate Contact Records from Others – Bromcom – Documentation Centre](#)
- Demo

# Successful Parent Communication (2)

## Linked Students

Add / Edit Contacts

Personal Details      Linked Students      Phone & Email      Address      User Defined Fields

Student Name\*      Relationship\*

Harry Addison      Mother

Correspondence       Student Reports       Transfer Address  
 Parental Responsibility       Parental Ballot       Court Order

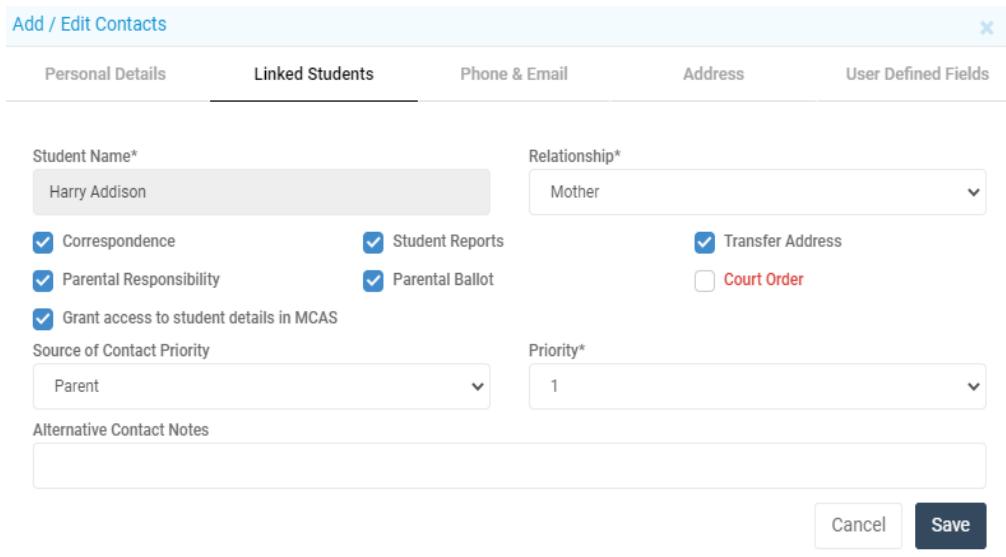
Grant access to student details in MCAS

Source of Contact Priority      Priority\*

Parent      1

Alternative Contact Notes

Cancel      Save



- For each student in the **Linked Students** tab you need to identify the following:
  - **Contact's Relationship to this Student** – select from dropdown list
  - **Parental Responsibility** – this is key when sending **Communications** through Bromcom to **Contacts**
  - **Grant access to student details in MCAS** – this will give access to **Student** information on the **Parent Portal**
  - **Parental Ballot, Student Reports and Correspondence** – these allow **Contact** lists to be filtered on these items when using Quick Reports
  - **Transfer Address** – will **Transfer the Contact Address** with the **Student**
  - **Court Order Restricted Access** – select if there is a **Court Order** in place to **Restrict Access**
  - **Source of Contact Priority** – select from dropdown list
  - **Contact Priority** – this is the **Contact's Priority** to the **Student**
  - **Alternative Contact Notes** – is **Free Text**

# Successful Parent Communication (3)

## Message Type:

- SMS
- Email - Plain Text
- Email – HTML

## Recipient

- Contact
- Student
- Staff (Emails only)

## Templates

- If a **Message Template** has been created in advance, select the relevant template from the dropdown list. A preview of the template will appear in the **Message Box**

## Message

- Type the **Message** you wish to send

## Dynamic Fields

- Select the relevant fields to personalise the **Message** such as **Student Fullname** or **Student Tutor Group**

## Upload CSV

- Provides temporary **Dynamic Fields**

# Successful parent communication (4)

Send push notification for mobile app users

Notify by Mobile      Notification Priority 1

Notify by Landline      Notification Priority 1

Consolidate multiple messages

Send Parental Responsibility contacts only

Only include mobiles marked to receive text messages

Copy sent/received messages to student communication log

Translate the content to the recipient's preferred language i

Communication messages will be sent to contacts priorities indicated below:

All Priorities

1  2  3  4  5  6  7  8  9  10

**Contact Priority** can also be viewed in the **Linked Students** panel of the **Contacts Information**.

Contact Details - Ms Celia Adrena

Personal Details      **Linked Students**      Phone & Email      Address      User Defined Fields

Student Name\*      Relationship\*  
Rachel Addison      Foster Mother

Correspondence       Student Reports       Transfer Address  
 Parental Responsibility       Parental Ballot       Court Order Restricted Access

Grant access to student details in MCAS  
 Parent

Source of Contact Priority  
 Parent      Priority\*

Alternative Contact Notes

When sending an **SMS Message**, you need to ensure that the **Contact** has a **Mobile number** on their **Contact Information** and that **Use this mobile for text messages** is ticked.

This is done by editing the **Contact Information** from the **Student's record** and editing the **Phone Number**.

Contact Details - Ms Celia Adrena

Personal Details      Linked Students      **Phone & Email**      Address      User Defined Fields

Location/Type\*      Telephone No.\*      Times available\*      Priority\*

Mobile      07983237688      Any day      1

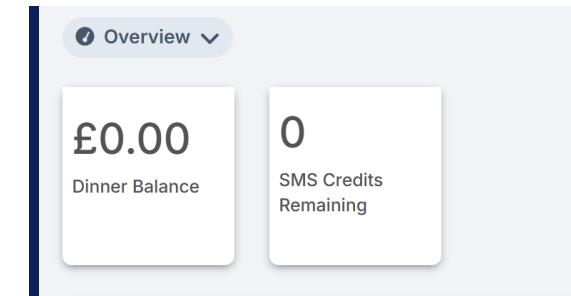
Use this mobile for text messages

Notes

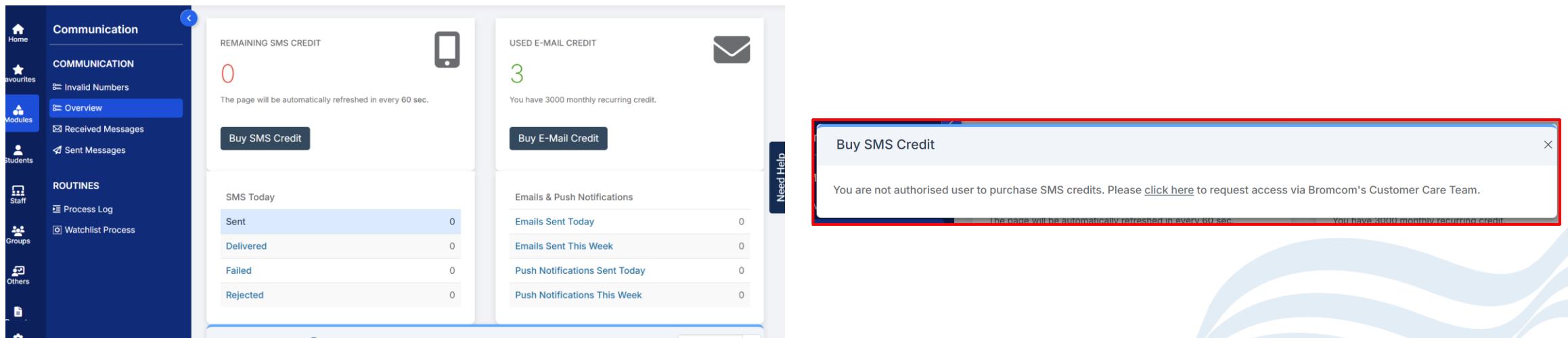
**The Priority shown in this area is the Priority of the Phone Number, not the Contact.**

# Successful parent communication (5)

- Check credits remaining **Home>Overview**



- Purchase credits **Modules>Communication>Overview**



# Reporting on Clubs / Trip payments

- If you want to check the status of payments for a club or trip you have created in Bromcom you can do this using Quick Report in Bromcom.
- You can use this to review who and who has not paid in a class, a year group, a specific group you have set up (Report Group) or you might want to see which pupil premium (PP) versus non-PP children have paid.
- [Link to Trip or Club Payment Status Report guide](#)
- Demo



Microsoft Edge  
PDF Document

# Reports Home to Parents

Using Bromcom to send reports home to parents could save the school time and improve consistency

## Two options

1

Bromcom can be used to **distribute** reports to parents which you have created in another product

2

Bromcom can be used to **create** reports home to parents which you can then **distribute** to parents



# Which one should you choose?

	<b>1. Pre created reports</b>	<b>2. Collect Data and Generate in Bromcom</b>
Advantages	<ul style="list-style-type: none"><li>• Can get started quickly – using a process you already know.</li></ul>	<ul style="list-style-type: none"><li>• Takes advantage of the data already in Bromcom.</li><li>• All reports look the same, can be generated at the same time.</li><li>• Staff can work on them from home.</li><li>• Once generated reports are available in Bromcom as part of the student's permanent record.</li></ul>
Disadvantages	<ul style="list-style-type: none"><li>• Requires creation – usually manually in Word/Excel or another system.</li><li>• Hard to use data which already exists in Bromcom.</li><li>• May be discrepancies between the reports.</li><li>• Reports need to be stored in a specific way – incorrect storage can lead to the wrong document being sent to the wrong parent.</li></ul>	<ul style="list-style-type: none"><li>• Needs to be setup, may be time consuming to setup.</li><li>• Changes to the setup can be time consuming.</li></ul>

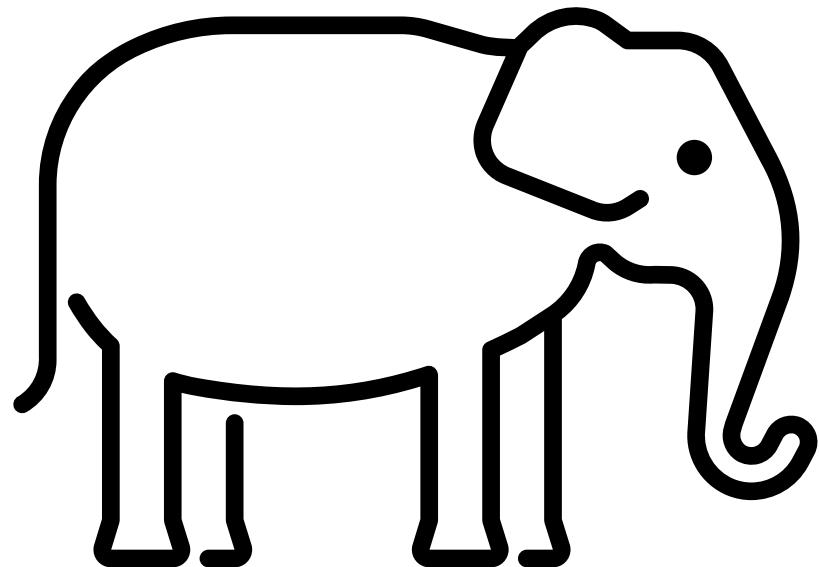
# Its not just end of year reports



- You can also use the method for distributing reports to share other documents with parents
- For example:
  - letters home to parents
  - Attendance letters, certificates and reports
  - Behaviour reports



# Don't forget



- Reports will be available in MCAS to **all contacts** who have access to a particular pupil
- Keep this in mind when sharing documents or reports
- Any reports you share (particularly if you use these functions for sharing letters) may be seen by estranged parents

# Next Steps



For more information view our webinar here:  
<https://www.schoolsict.digital/bromcom/#reportingtoparents>



Option 2 requires more planning and set up, please contact us if you would like to arrange support with this:  
[lucy.smedmore@coventry.gov.uk](mailto:lucy.smedmore@coventry.gov.uk)

# Staff Meals (1)

- Staff can **order** their lunches on Bromcom if your school uses Menus
- Staff can **pay** for their lunches on Bromcom regardless of if you use Menus or not
- This is all done from the **Home page**> **Overview** rather than the registers

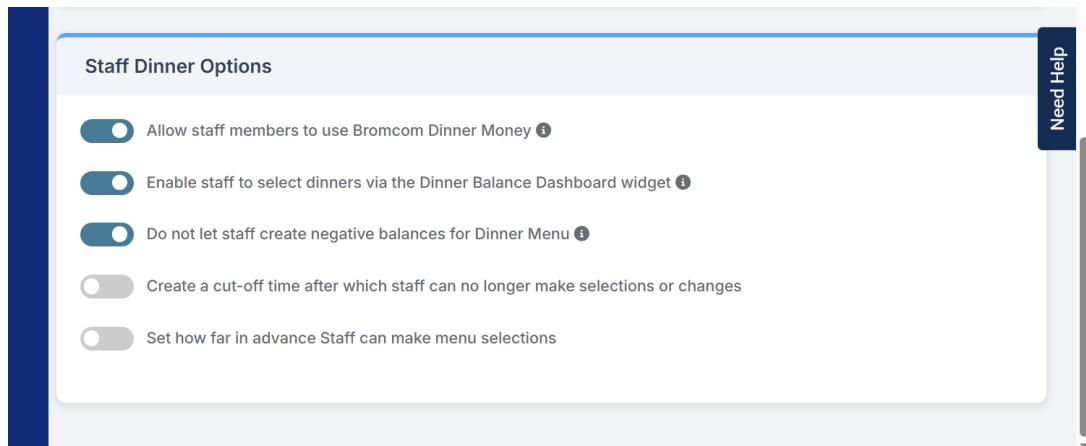
The image shows a screenshot of the Bromcom Primary School website. On the left, the 'Overview' page is displayed, featuring a 'Dinner Balance' of £8.75 (with a red box highlighting the 'Edit' icon), 0 homework due today, and a 'Home' button. On the right, the 'Menu Options' page is shown for the week commencing 03/11/2025. The menu table includes the following data:

Monday 03/11/2025	Tuesday 04/11/2025	Wednesday 05/11/2025	Thursday 06/11/2025	Friday 07/11/2025	Saturday 08/11/2025	Sunday 09/11/2025
	Opt 1: Beef Lasagne or Veggie Lasagne or Jacket Potato with Filling Set Items: Desert: Shortbread with Apple Slices	Opt 1: Roast Chicken or Vegetarian Mince and Onion Pie or Jacket Potato with Filling Set Items: Desert: Iced Chocolate Sponge	Opt 1: Beef Chilli Con Carne or Vegetable Enchilada or Jacket Potato with Filling Set Items: Desert: Apple Crumble served with Custard	Opt 1: Fish Fingers or Cheese & Tomato Pizza or Jacket Potato with Filling Set Items: Desert: Famous Fruity Friday		
	Set Items: Ham Sandwich	Set Items: Tuna Mayo Sandwich	Set Items: Egg Sandwich	Set Items: Cheese Sandwich		

At the bottom, there are date selection fields (From: 07/10/2025, To: 07/11/2025), a 'Current Balance: £8.75' indicator, and a 'Pay' button. Below the main menu table are two sections: 'Dinner Charges' and 'Dinner Payments', each with 'Grid actions' and 'Copy, Excel, CSV, PDF, Print' buttons.

# Staff Meals (2)

You need to enable the Dinner Balance Widget on the home page  
Config>Dinner>Configurations



If you are not using menus then the school office would need to add the meal on through the staff list

**Staff > Actions > Dinner Register –**  
this part of the system works the same for staff as pupils.



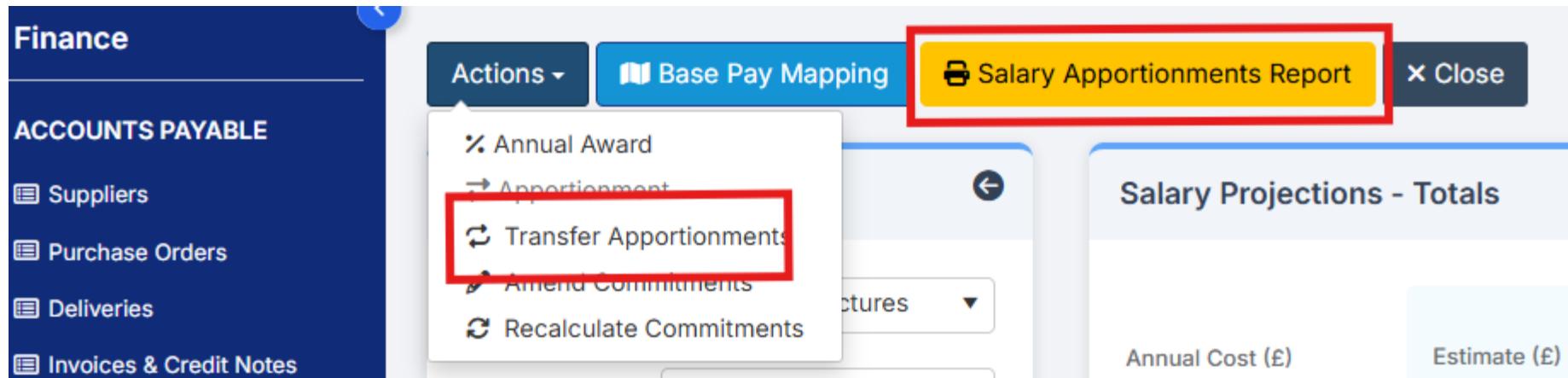
# Finance What's New

A brief look at some new finance features that have been introduced recently.



# Salary apportionment (1)

- Salary apportionment can now be transferred across financial years rather than having to remember who you had this set up for. Enhancement arising from working group sessions and feedback.
- New options in the Salary Projections screen:



# Salary apportionment (2)

- New Action: Transfer Apportionments in the Actions dropdown



- New Built-in Report: Salary Apportionments Report to provide visibility of apportionment allocations across financial years.
- Click on the link for more information [Finance - Salary Apportionment Enhancements](#)

# Outstanding Purchase Order Report (1)

A new report has been introduced to help track and manage purchase orders that remain open.

The report can be run in **Summary** or **Detailed** mode, with full flexibility over filters and output

**Reports > Finance > Outstanding Purchase Orders Report**

Outstanding Purchase Orders Report

Up To Financial Year

Date Range from  to

Supplier

-- All --

3D FilaPrint Ltd, SC000320  
A Austin Locke, SC000098  
A Butler, SC000376  
A Emery, SC000244  
A Kansara, SC000039  
A Moali, SC000069  
A Paiva, SC000026  
A Watling, SC000027  
A1, A1  
AA Catering Disposables, SC000068  
Abby test NC1, 78787878  
Abby Test NC2 with LA, 32332323

Report Style  Summary  Detailed

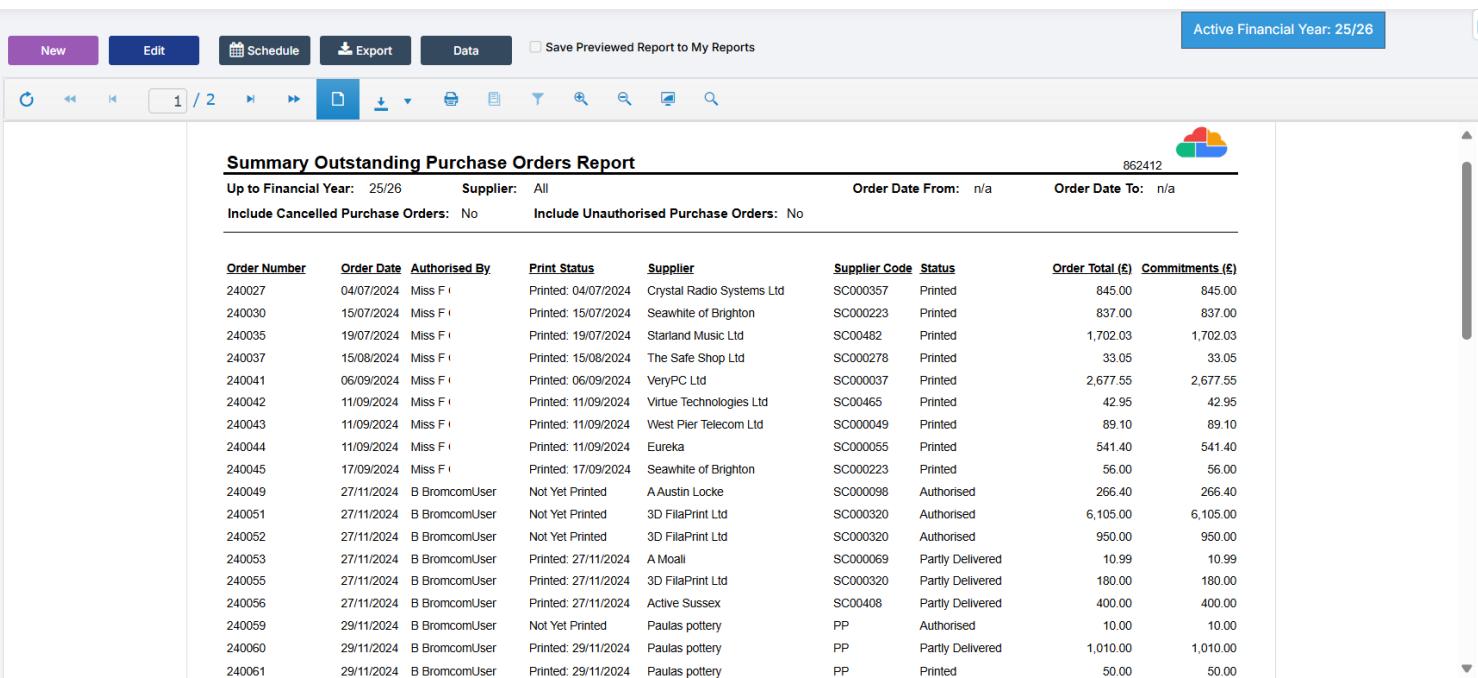
Order Option  Order Number  Order Date

Include Cancelled Purchase Orders

Include Unauthorised Purchase Orders

# Outstanding Purchase Order Report (2)

- Run at **summary level** to view orders by supplier with totals for order value and outstanding commitments.



Active Financial Year: 25/26

New Edit Schedule Export Data  Save Previewed Report to My Reports

Summary Outstanding Purchase Orders Report 862412

Up to Financial Year: 25/26 Supplier: All Order Date From: n/a Order Date To: n/a

Include Cancelled Purchase Orders: No Include Unauthorised Purchase Orders: No

Order Number	Order Date	Authorised By	Print Status	Supplier	Supplier Code	Status	Order Total (£)	Commitments (£)
240027	04/07/2024	Miss F (	Printed: 04/07/2024	Crystal Radio Systems Ltd	SC000357	Printed	845.00	845.00
240030	15/07/2024	Miss F (	Printed: 15/07/2024	Seawhite of Brighton	SC000223	Printed	837.00	837.00
240035	19/07/2024	Miss F (	Printed: 19/07/2024	Starland Music Ltd	SC00482	Printed	1,702.03	1,702.03
240037	15/08/2024	Miss F (	Printed: 15/08/2024	The Safe Shop Ltd	SC000278	Printed	33.05	33.05
240041	06/09/2024	Miss F (	Printed: 06/09/2024	VeryPC Ltd	SC000037	Printed	2,677.55	2,677.55
240042	11/09/2024	Miss F (	Printed: 11/09/2024	Virtue Technologies Ltd	SC00465	Printed	42.95	42.95
240043	11/09/2024	Miss F (	Printed: 11/09/2024	West Pier Telecom Ltd	SC000049	Printed	89.10	89.10
240044	11/09/2024	Miss F (	Printed: 11/09/2024	Eureka	SC000055	Printed	541.40	541.40
240045	17/09/2024	Miss F (	Printed: 17/09/2024	Seawhite of Brighton	SC000223	Printed	56.00	56.00
240049	27/11/2024	B BromcomUser	Not Yet Printed	A Austin Locke	SC000098	Authorised	266.40	266.40
240051	27/11/2024	B BromcomUser	Not Yet Printed	3D FilaPrint Ltd	SC000320	Authorised	6,105.00	6,105.00
240052	27/11/2024	B BromcomUser	Not Yet Printed	3D FilaPrint Ltd	SC000320	Authorised	950.00	950.00
240053	27/11/2024	B BromcomUser	Printed: 27/11/2024	A Moall	SC000069	Partly Delivered	10.99	10.99
240055	27/11/2024	B BromcomUser	Printed: 27/11/2024	3D FilaPrint Ltd	SC000320	Partly Delivered	180.00	180.00
240056	27/11/2024	B BromcomUser	Printed: 27/11/2024	Active Sussex	SC00408	Partly Delivered	400.00	400.00
240059	29/11/2024	B BromcomUser	Not Yet Printed	Paulas pottery	PP	Authorised	10.00	10.00
240060	29/11/2024	B BromcomUser	Printed: 29/11/2024	Paulas pottery	PP	Partly Delivered	1,010.00	1,010.00
240061	29/11/2024	B BromcomUser	Printed: 29/11/2024	Paulas pottery	PP	Printed	50.00	50.00

# Outstanding Purchase Order Report (3)

- Run at **detailed level** to drill into individual order lines
  - Grouped by cost centre and supplier
  - Showing original quantities, outstanding quantities, and commitment values

Detailed Outstanding Purchase Orders Report							862412		
Up to Financial Year: 25/26		Cost Centre: All		Order Date From: n/a		Order Date To: n/a			
Include Cancelled Purchase Orders: No		Include Unauthorised Purchase Orders: No							
<b>Cost Centre:</b> 01ACCFUN - Accumulating Fund									
Supplier	Order Number	Order Date	Item Description	Original Item Qty	Item Qty. O/S	Commitments (€)	Total Commitments (€)		
Eureka	240071	04/02/2025	567	4	4	132.00	132.00		
				CC Total (€):			132.00		
<b>Cost Centre:</b> 01OFFEX - Office Expenditure									
Supplier	Order Number	Order Date	Item Description	Original Item Qty	Item Qty. O/S	Commitments (€)	Total Commitments (€)		
The Safe Shop Ltd	240037	15/08/2024	Please supply as per quote ref. Q57513AK - master keys x 5	1	1	33.05	33.05		
Eureka	240044	11/09/2024	Koolpak Compact Instant Ice Packs	20	20	419.00	541.40		
			Adhesive Wound Dressing 15cm x 8cm	4	4	47.60			
			Cohesive bandages - 75mm x 4.5m	2	2	74.80			
				CC Total (€):			574.45		
<b>Cost Centre:</b> 01PHONES - Telephones									
Supplier	Order Number	Order Date	Item Description	Original Item Qty	Item Qty. O/S	Commitments (€)	Total Commitments (€)		
Crystal Radio Systems Ltd	240027	04/07/2024	Vital Digital Radio	5	5	845.00	845.00		

# Finance Housekeeping



# General Tips

- **Online Payment Mapping** – this needs to be updated each financial year
- Please **don't “deliver all”** unless that is what you intend to do. Only delivery what you have received. This can cause issues later
- **Take care when using the invoice all button** – it can cause issues if you want to clear the commitment later on
- **Run your salary download as soon as you receive it**
- **Reconcile your bank statements frequently** – please don't leave them to the last minute

# Month End Checks



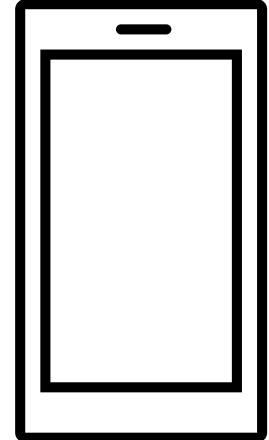
Guide available!

- **System Checks** - Run and respond to the errors
- **Journal Browser** - check for errors and report these.
- **Accounts Receivable** – check invoice receipts have been matched to invoices.
- **Creditor Control Accounts** – ensure this matches aged creditor and outstanding invoices/credit notes.
- **Debtor Control Accounts** – Ensure your debtor control matches your aged debtor report and outstanding invoices /credits.
- **VAT Reports and VAT Control** – run, submit and check the VAT control ledger.
- **Bank Reconciliation** – do this monthly.
- **Chart of Accounts** – Check that COA matches the Cost Centre Enquiry
- **Trial Balance** – Check your trial balance is £0.00
- **Online Payment Mapping** – Complete any outstanding ones.

# Reminders



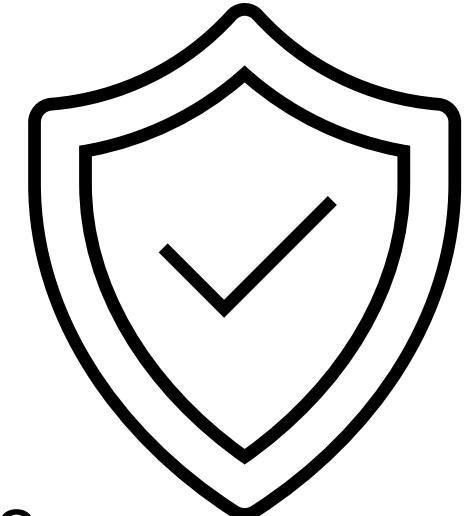
# Are you using MFA?



- Please talk to us if you are not using MFA
- Recent high-profile attacks on retailers underscore the requirement to keep your systems safe
- Data Protection Implications and GDPR issues
- [Cyber Security for Schools - NCSC.GOV.UK](#)



# Access Rights Audit



- Undertake an access rights audit
- **Modules > Setup > System Users**
- Have you had staff that have left? Or changed jobs?
- Have their accounts been disabled?
- Have new staff been added? Are they using MFA?
- Do you know everyone who has access to your system?

# Sharing Good Practice

Over to you, share your good practice or hints and tips with each other.

You can ask questions of each other or share things you have found useful.

Please feel free to come off mute or post in the chat.



# Coming Soon

**Spring Census Webinar** – 8<sup>th</sup> January 2026

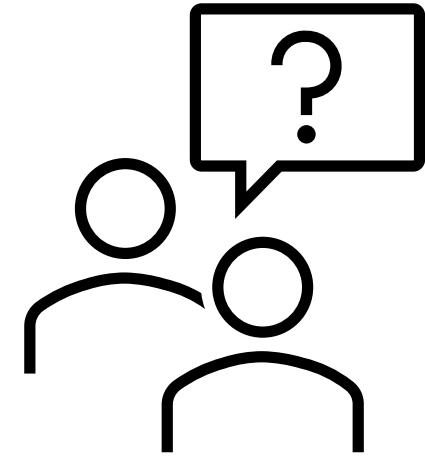
**Coffee Morning** – Spring Term

We are planning an in-person coffee morning in the Spring Term, look out for more information coming soon.

**Financial Year End Briefing** – Spring Term

**User Group** – Spring Term





# Your Questions



# Help and Support

## Digital Services

- For issues relating to Software faults, bugs, 'how do I?' queries, anything that needs to be escalated to Bromcom
- Email
  - [schoolsict@coventry.gov.uk](mailto:schoolsict@coventry.gov.uk)
- Phone
  - [024 7678 6620](tel:02476786620)

## Online

- Our Bromcom Video library is available at [www.schoolsict.digital/bromcom](http://www.schoolsict.digital/bromcom)
- Guidance documents at [ICT – Coventry City Council](http://ICT-Coventry City Council)





Coventry City Council



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SUPPORT

Thank you  
for your time

[coventry.gov.uk](http://coventry.gov.uk)