

24 December 2021

Dear Parent / Carer

Re: An update on Academy IT systems

Following notification on the 13th December 2021 of an attempted phishing attack, we wanted to provide you with an update on the incident. We are pleased to confirm that the attempted attack was contained and want to thank you for your vigilance and support during this period. I am pleased to confirm that the network is now fully functional and 'clean', ready for the new term in January. I would also like to re-iterate that no further action will be needed with regards to your child's iPad.

Phishing emails are becoming increasingly sophisticated. Therefore, we would like to take this opportunity to remind students, parents and carers to be wary of emails which appear to have come from a member of staff at the academy/trust containing attachments and/or links, together with unsolicited emails especially those asking them to provide personal details to access documents and update accounts. West Lakes Academy and West Lakes MAT will never ask students to provide their academy email address and password via email or via a hyperlink.

We would like to remind students, parents and carers to notify the academy immediately if they receive a suspicious email from a staff member asking them to click on a link and provide personal details. These should be reported immediately to networksupport.wla@westlakesmat.org.uk or by calling the academy on 01946 820356. Similarly if you receive an email asking you to log into an online account used by your child or yourself via a link in an email, instead of clicking on the link please contact the academy or the company directly via some other means such as a phone call to check that the request is legitimate.

Our lateral flow testing programme will operate as planned on Tuesday 4th and Wednesday 5th of January in line with the scheduled timings communicated previously, and the academy will then be open to all students on Thursday 6th January 2022 and it will be very much business as usual (subject to any announcements from HM Government).

I would again like to wish you a very Happy Christmas and a prosperous 2022 and look forward to seeing all the students on the first day of term.

Yours faithfully



James Jackson
Principal

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