

G-Cloud15

My School Portal

Service Definition

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1 Service Overview

Access Education offers a complete Parental Engagement solution – transform your school's parent and guardian communication and save staff time. We work with leading schools across the UK and internationally to simplify how they connect with families. If your school is using multiple systems for parent communication, online bookings and payments, and parents evening booking, Access My School Portal brings them all together into one place – with a single login. You keep the systems you already trust, but deliver them through one seamless, branded experience.

Parents and guardians can access everything through a mobile app, receiving real-time push notifications and secure access to key information, and academic insights including reports and attendance updates – keeping them informed, engaged, and connected to their child's learning journey.

Our solution saves time, reduces admin, and gives families a clearer, more connected view of school life.

Guardian Mobile app

Parents and guardians can access everything through a mobile app, receiving real-time push notifications and secure access to key information - keeping them informed and engaged on the go.

SMS, E-mail and Messaging

A decluttered and focussed inbox featuring all school communications. There is no spam, and parents don't have to decipher crumpled paper letters. Secure notifications within our portal keeps communications smooth and parents know they have access to all the information they need whenever they need it.

We also offer integrated SMS capacity to support text communication to parents and staff, ensuring any immediate comms are received promptly and efficiently.

Online Bookings and Payments

Any school activity, from performances to clubs, additional tutoring to trips, can be booked and paid for using the portal. A basket feature allows parents to book multiple items at once, while integration with trusted and secure payment providers offers peace of mind.

Interactive Forms for Absence and More

Create interactive, customisable mobile compatible forms to streamline any area of your school admin. Use this feature to build absence and leave request forms that can be submitted from anywhere, making the process quick and simple, With the option to add supporting documentation or comments around the reasons for absence if required.

MIS Data Integration

My School Portal integrates with all the leading Management Information Systems (MIS) either as a direct integration or through Wonde. This ensures parents, guardians or students can access all the information they need, and it offers superior back-end efficiency for schools.

Student and academic data currently stored on your MIS is synchronised and included within our single sign-on portal. Your MIS information can be viewed alongside all other school and student data and it's customisable too - a permission-based process means that parents or guardians are only seeing what's relevant to them.

Microsoft Teams and Google Assignment Integration

To support our one portal vision, My School Portal integrates with Teams and Google Assignments, offering an overview with a single dashboard.

As the digital transformation moves schools towards a full Microsoft 365 or Google Classroom setting, this integration helps future-proof your digital strategy.

Parent's Evenings

Key educational calendar dates like parents' evenings have been remodelled in recent years. Parents and schools add more value and save time with a blended approach. Run virtual appointments using Microsoft Teams, Google Meet and Zoom, while parents can quickly and easily book appointments in real-time for in-person sessions. And with academic and assignment information all conveniently stored in the same portal, preparation for parent evening discussions are easier and more simplified for parents and teachers alike.

Third Party Integrations

My School Portal integrates with numerous leading applications and third-party software, including SchoolCloud, SOCS, Furlong and Maestro, making it available within our single sign-on dashboard for parents, students and schools to use.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

Full details of our My School Portal FlightPath implementations can be found [here](#).

3 Additional Service Options

On top of the services included within our FlightPath packages, the table below highlights the additional value-added services that our consulting teams can provide. Please take some time to review these.

Ad hoc Consultancy	Our team of education specialists can provide ad hoc training for any features within the portal that you want to use.
Student Access	Allow Students to gain access to the system and have their own view of the portal.
Custom Domain	This will allow you to change the domain name that your portal is under.
Public Calendar	You can have a public facing version of the calendar that sits within the portal.
Task Packages	We supply task packages which allow you synchronise certain data points with your MIS and the portal more frequently than the default of 24 Hours.
Form Building	We can help create some custom forms in the portal for you.

FlexPoints

Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve.

Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer, you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Customer Success Plans](#)

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes

beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Outage and Maintenance Management

Outage Reporting - Customers can subscribe to email alerts giving updates on scheduled maintenance and outages. We also provide all our customers with a live dashboard so you can also review uptime statistics.

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

7 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data / 7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing

We undertake a restore test automatically on a weekly basis.

DR Testing

We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server

SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server

In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server

In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

Complete Primary Datacentre Outage

In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

8 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

9 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

10 Development Life Cycle

My School Portal's development lifecycle ensures a systematic, step-by-step approach to developing quality, valuable software that exceeds customer expectations from gathering initial requirements through to release and ongoing maintenance.

Release content is determined by our roadmap which sets out what is committed for delivery in the next release, what we intend to deliver in the release after, as well as other items being considered for future. Customers can vote on items being considered for future and we derive our roadmap from this insight combined with broader market requirements and other strategic priorities.

We validate our understanding of requirements with customers at every stage and work hard to ensure the user experience is optimised. We operate an agile development process which presents early and frequent opportunity for feedback and refinement. Throughout development we conduct rigorous multi-level testing to ensure quality and ahead of any release we create comprehensive documentation and training materials.

Current MSP Projects:

Integrate with our inhouse payment solution

Goal:

- Achieve seamless integration with existing booking systems
- Enhance payment processing efficiency and reduce dependency on third-party providers
- Improve refund handling and payment reconciliation processes for schools

11 Technical Requirements

My School Portal is a SaaS service that runs on a computer, tablet, or smartphone device with a browser and Internet connectivity.

12 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.