



12th March 2026

Dear Parents and Carers,

Re: Bromcom Issues

We would like to make you aware of an issue that occurred following an update made by Bromcom to their Student Portal earlier this week. Unfortunately, this update caused several problems across the platform, meaning that students may have been unable to access some information or may have experienced difficulties viewing and completing homework.

These issues affected all schools using the Bromcom Student Portal and App and is not isolated to Rooks Heath School. Bromcom has now applied a fix to both the web and app versions of the platform, and an update has been pushed out to all devices to ensure the solution takes effect.

Please let your child know that they must update the Bromcom Student App. As this is a forced update, they will be prompted to install it before they can access the app and once updated, they will then need to enter the PIN they created when they first registered.

If your child has forgotten their PIN, please direct them to ICT Support (AG23) before or after school to have it reset. In the meantime, they can use the browser version of the student portal by

1. Searching "Bromcom Student VLE" in any browser, then
2. Selecting *Log in with Microsoft Account*, and
3. Signing in with their school email, password, and then authenticating using either the Microsoft Authenticator app or OTP token.

If your child was unable to complete any homework because of these access issues, please reassure them that they will not be sanctioned. Now that the system is fully functional and available both via the app and browser, we kindly ask that students complete any outstanding homework as soon as they can.

Thank you for your understanding and patience while this issue was resolved.

Kind regards,

Mrs L Hyde

Assistant Headteacher - Digital Lead Tithe Academy Trust

