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# **AnyComms+:** **School User Guidance**



Version 15

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# 1. Prerequisites

To use AnyComms+, you will require:

- An internet connection
- A web browser
  - Internet Explorer (10 or newer)
  - Edge
  - Mozilla Firefox (latest version)
  - Safari (5 or newer)
  - Google Chrome (latest version)

## 2. Login

To access Cornwall Council's Secure File Transfer site, open a web browser and enter the following web address: <https://securecornwall.co.uk/Login.aspx> (we recommend you bookmark this page or add this link to your favourites in your preferred web browser).

The Login page (*figure 2.1.1*) is where all users come to login and gain access to the site. Users will need to enter their username and password, then click the login button.

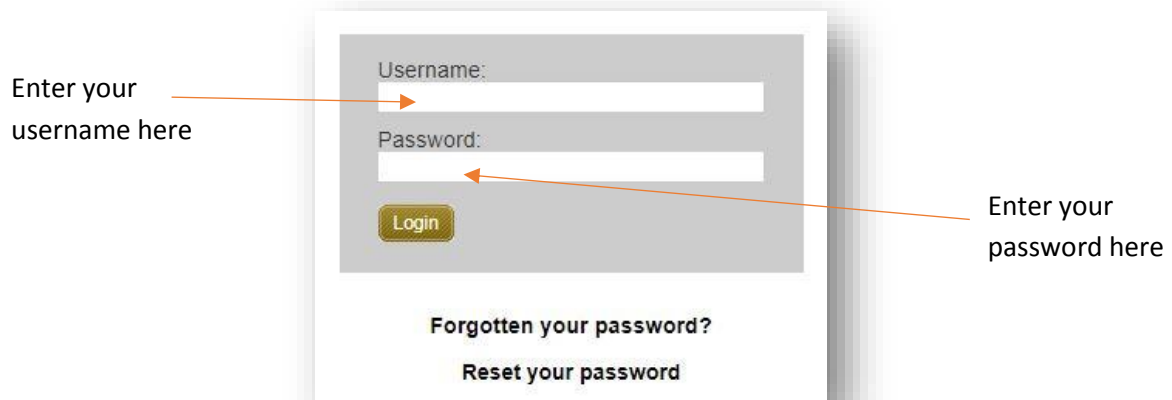


Figure 2.1.1

Upon entering your username and password, memorable credentials will need to be provided. Here you will be asked to enter 2 characters from your memorable word (*shown in figure 2.1.2*).

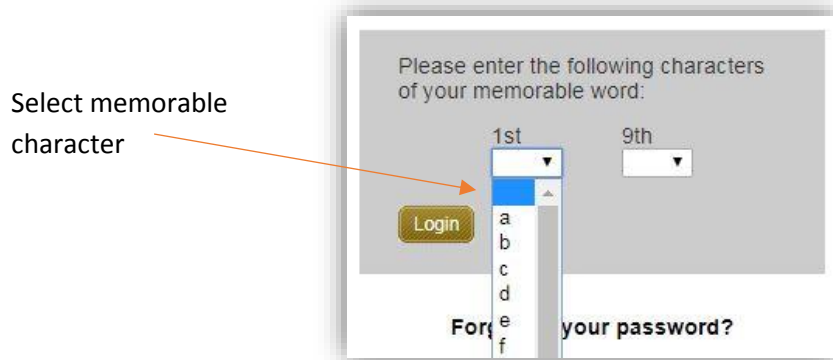


Figure 2.1.2

If a user enters their credentials incorrectly 3 times, the account is locked out. By default, the lockout is set to 15 minutes. After this lockout period expires, the user can attempt to log back in. Alternatively, an 'Admin' user will need to reset the password and memorable credentials for the user (please see section [5. Contact Us](#)). Upon entering the reset credentials the application will force the user to reset their password and memorable word.

Clicking 'Forgotten Password' will redirect the user to the 'Help' page provided on the site.

Users can reset their password by selecting the 'Reset you password?' option, however, only an 'Admin' user has the ability to reset a memorable word (apart from the very first time a user logs in when they will be prompted to change their password and memorable word).

To reset a password, perform the following steps:-

1. Fill in the details (*shown in figure 2.1.3 below*)
2. This will send an email to the registered email address if it is part of the site
3. Inside this the email will be a link to reset the password

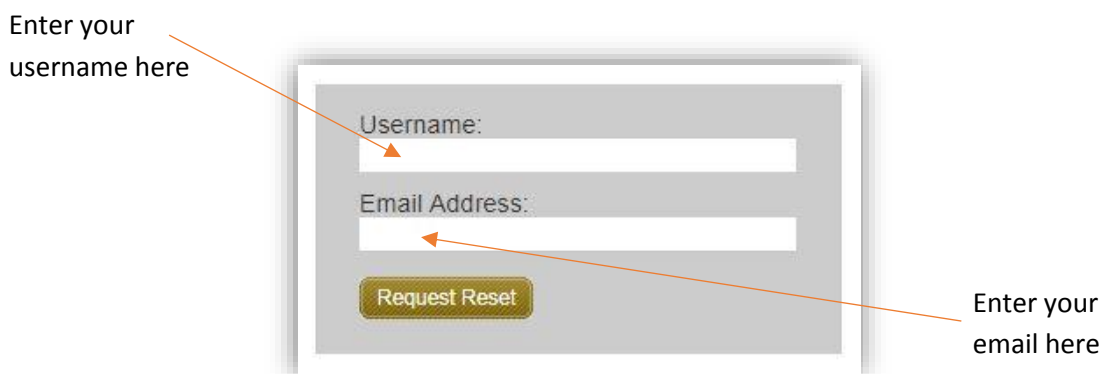


Figure 2.1.3

## 3. General Options

### 3.1.Upload a File to the Local Authority

Uploading a File to the Local Authority allows an 'Organisation' (i.e. a school) user to send one or more files to the Local Authority. This functionality allows an 'Organisation' user to send files to a specific service (e.g. Pupil Transfer File, Free School Meals, etc.).

1. To do this, go to 'Upload a File to the Local Authority'
2. Click 'Browse' to locate and select one or more files you wish to send (*shown in figure 3.1.1*)
3. Click 'Open'
4. Select the 'File Type' for each file
5. Select the 'Service' for each file
6. Add a description, if any additional information is required
7. Click 'Upload All Files' to upload and send the file(s) to the selected service(s)

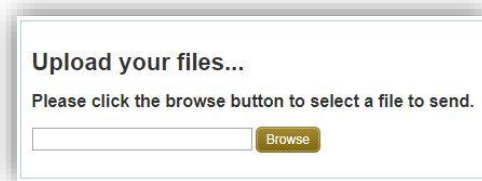


Figure 3.1.1

### 3.2.Upload a File to an Organisation

Uploading a File to an Organisation allows an 'Organisation' (i.e. a school) user to send one or more files to one or more other recipient organisations. This functionality allows an 'Organisation' user to send files to another school within the site (e.g. School 1 > School 2).

1. To do this, go to 'Upload a File to an Organisation'
2. Click 'Browse' to locate and select one or more files you wish to send (*shown in figure 3.1.1 above*)
3. Click 'Open'
4. Select the 'Recipient Organisation' for each file
5. Select the 'Recipient Role' for each file
6. Add a description, if any additional information is required
7. Click 'Upload All Files' to upload and send the file(s) to the selected recipient(s)

### 3.3.Download a File

Download a File is where a user can view and download all the files (new and previous) that have been sent to their organisation and role.

To download the file(s) sent to your organisation and role, perform the following:

1. Go to 'Download a File'
2. On the 'New Files' tab will be all the files awaiting download for your organisation and role that have not yet been downloaded (if you are downloading multiple files, skip to the 'For multiple downloads' step below)
3. To download a file, click 'Download' next to the file you wish to download

**For multiple downloads:**

4. If multiple files need to be downloaded, then tick the checkbox next to each file you need to download
5. Once multiple files have been selected, click 'Download Selected'
6. This will display a list of all files selected to be confirmed for download
7. Click 'Click here to confirm you wish to download these files' to download the selected files

**Please note:**

(1) Downloaded files get saved directly to the user's local 'Downloads' folder. As these files tend to contain sensitive information, it is recommended that school users subsequently manually move downloaded files from their 'Downloads' folder to a secure folder location, e.g. CTF or Pupil Transfer Files should normally get moved to the school's 'S:\SIMS\TRANSFER\CTF\In' folder;

(2) When two or more files are downloaded at the same time, Anycomms+ automatically compresses and downloads the files into a single .zip file. Schools will need to manually unzip (i.e. extract) the .zip file to view individual downloaded files. If the school does not have a tool installed to unzip .zip files, it is recommended that the school downloads one file at a time.


### 3.4.View File Transfer Records

View File Transfer Records is where a user can view an audit trail of all file transfers associated with their organisation and role (Files Uploaded and Files Downloaded). View File Transfer Records contains all the information about all files exchanged (i.e. Date/Time, Uploaded / Downloaded by, Size, Description, etc.).

#### 'Uploaded files' and 'Downloaded files'

The 'Uploaded files' and 'Downloaded files' tabs in View File Transfer Records display a list of all the files and their additional information which have either been uploaded or downloaded by the user's organisation and role.

**Additional Information**

*To find out further information on a specific file, click the  icon. This will display additional information about the file (i.e. Last Downloaded / Uploaded, Size and Description)*

<b>Number of items</b>	To change the number of items displayed in the list, change the value in 'Items per page'
<b>Sort By</b>	To sort the files, select from the 'Sort by' dropdown box (e.g. Date/Time or File Name)
<b>Searching for Files</b>	The 'Uploaded files' or 'Downloaded files' table may not display all of the files on a single page. At the bottom of the table is the 'Page' number. This displays how many pages of results/files there are

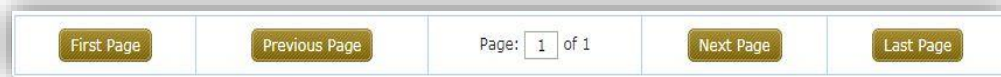


Figure 3.4.1

To browse through the pages, use the buttons at the bottom of the table (shown in figure 3.4.1 above).

## 4. Account Options

### 4.1.School Account Types

All schools have been issued with 4 accounts, which have a separate username and password:

- Headteacher – linked to Headteacher email
- Office – linked to secretary email
- SENCO - linked to secretary email
- Finance- linked to secretary email

Each school has the ability to customise the above 4 accounts to suit their school's requirements. You can:

- Change the email associated to these accounts (please see section [4.3.Editing Account information](#)) or;
- Merge accounts. For example, linking the Office and Finance accounts to only have 1 login. To complete this you will need to contact an 'Admin' user to change these settings (please see section [5. Contact Us](#)).

Please be aware that each account will receive different files depending on content e.g. the SENCO account will only receive SEN information.

## 4.2.Viewing Account Information

'My Account' shows the user all the information about their account (i.e. First Name, Surname, Phone, Email, Send notifications, Send receipts).

To view the account information, perform the following step:

Once logged into the site, click 'My Account' located in the top menu bar in the top right of the screen (*shown in figure 4.1.1*).



Logged in as: **Office User** | Avco Test School 1 | My Account | Log out

Figure 4.1.1

This will display all the account information for the logged in user (*shown in figure 4.1.2*).



My Account	
First Name:	Office
Surname:	User
Phone:	
Email:	test@cornwall.gov.uk
Send notifications:	<input checked="" type="checkbox"/>
Send receipts:	<input checked="" type="checkbox"/>
<input type="button" value="Edit"/> <input type="button" value="Close"/>	

Figure 4.1.2

## 4.3.Editing Account Information

Editing the Account Information allows a user to amend their details (if their details have changed or are incorrect) without the need to contact an 'Admin' user.

To edit the account information, perform the following steps:

1. Repeat the steps described under section [4.2.Viewing Account Information](#)
2. Click the 'Edit' button
3. Edit the details in the textboxes (*shown in figure 4.2.1 below*)
4. Enter your existing password in the 'Password' field
5. Click 'Save' to save the changes



The image shows a web form titled "My Account". It contains the following fields and options:

- First Name: Office
- Surname: User
- Phone: (empty)
- Email: test@cornwall.gov.uk
- Send notifications:
- Send receipts:
- Password: (empty)

At the bottom of the form are two buttons: "Save" and "Close".

Figure 4.2.1

#### 4.4.Changing Password

Once logged into the site a user has the ability to change the password for their account.

**Please note:** Passwords must be at least 8 characters long and contain any 2 of the following: lower case letters, upper case letters, numbers and non-alphanumeric characters. Your last (i.e. most recently used) password cannot be reused. Passwords are set to expire after 365 days.

To change an account password, perform the following steps:

1. Click the 'Change Password' button on the home page
2. Enter the Existing Password, a New Password and confirm the new password
3. Click 'OK'

# 5. Contact Us

## 5.1.Live Chat (Primary method)

[Click Here](#) to chat with an RM Support engineer.

## 5.2.Log a call online

Using our Support Online service you can raise your call with us at any time convenient to you. Our online call logging system is tailored to your establishment so you will need to log in. (If you have not yet registered with RM then please see section [5.3.How do I get an RM username and password?](#)).

1. Click on the LOG A SUPPORT CALL link at [www.rm.com/support](http://www.rm.com/support)
2. Click on the 'Log a Call' link on the right-hand side

## 5.3.How do I get an RM username and password?

Browse to [www.rm.com](http://www.rm.com) and register.

## 5.4.Phone RM Technical Support

- Telephone: 0845 404 0000 (option 5)
- Opening hours: Mon - Fri 08.00 - 18.00
- Please have your customer ID number ready

Please note: To maintain our quality standards we may randomly monitor and record calls to enable us to provide our customers with the highest level of service.

## 5.5.Contract and Invoicing

- For any Contract queries please email: [contractqueries@rm.com](mailto:contractqueries@rm.com)
- Any Billing queries please contact: [creditcontrol@rm.com](mailto:creditcontrol@rm.com)