

CTF 17/18 Import Contact Issue – Splash Screens relating to SIMS and Satellite Modules

The information below provides details on what splash screens have been added to SIMS and how, along with information on what is presented within the Admin portal relating to satellite modules. Please reference this [document](#) for background information and guidance.

Splash Screens within SIMS

The deployment of the CTF workstation patch will enable the splash screens within SIMS. All schools who utilise CTF import/export routines must apply this patch. Please note the patch has been applied for all Hosted SIMS customers.

What if my school doesn't use the CTF import/export routines?

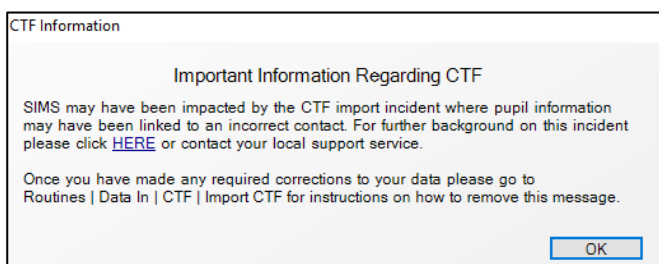
The CTF workstation patch is not essential for schools that do not use CTF import/export routines.

For Hosted customers not using CTF import/export routines, there will be no further action required, however, as the patch has already been applied, go to Routines | Data In | CTF | Import CTF for instructions on how to remove the splash screens.

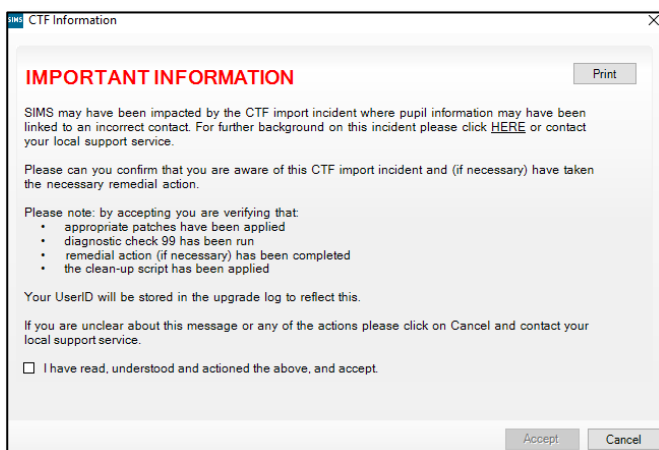
How can I know if we use the CTF import/export routines?

Within SIMS go to Routines | Data In | CTF Import | View Import History Log.

If CTF workstation patch has been deployed, login users with CTF import/export permissions (primarily administration staff) will be presented with the splash screen below.



Users with CTF import/export permissions (primarily administration staff) will receive another message when navigating the menu route for CTF Import/Export Screens (Routines | CTF | Import CTF).



This section is where the splash screen for SIMS can be disabled after confirmation that CTF incident remedial action has been taken, or if your school is not using CTF.

Splash Screens within Admin Portals

Several SIMS satellite modules access and use contact information from SIMS. Therefore, the proactive precautionary step was taken to reduce functionality or limit access for impacted SIMS modules:

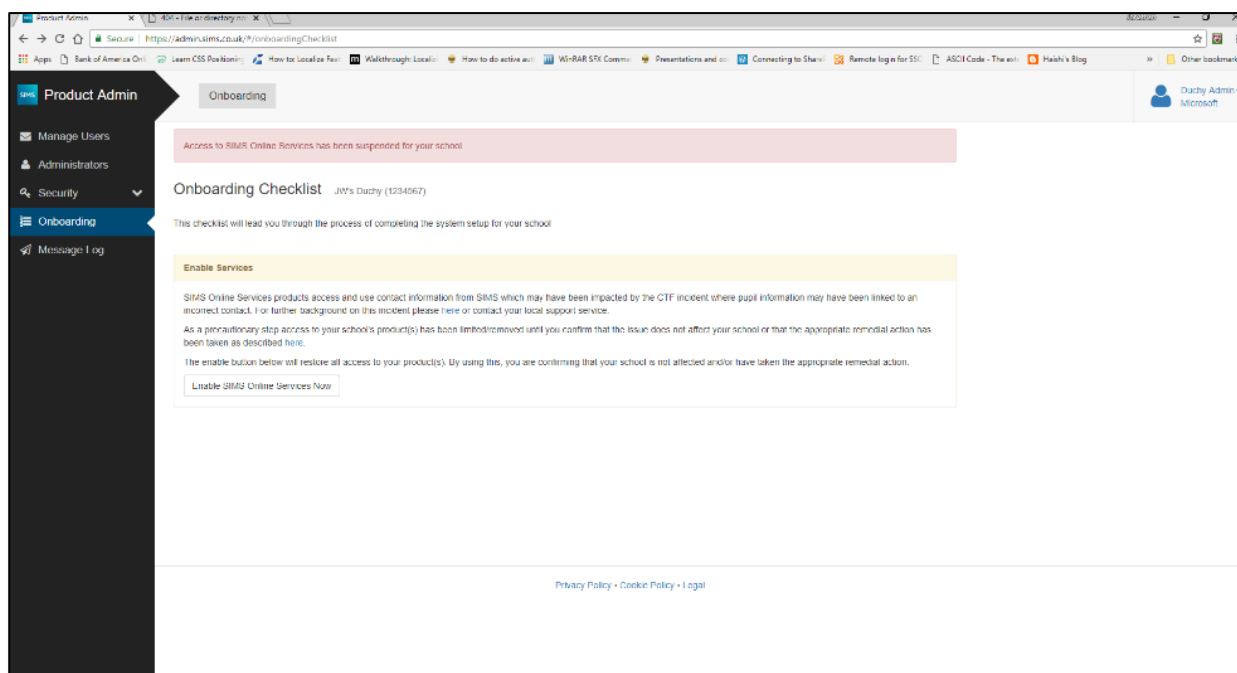
Online Services impacted

- SIMS Parent & Parent Lite
- SIMS Activities
- SIMS Student
- SIMS Options

Also impacted

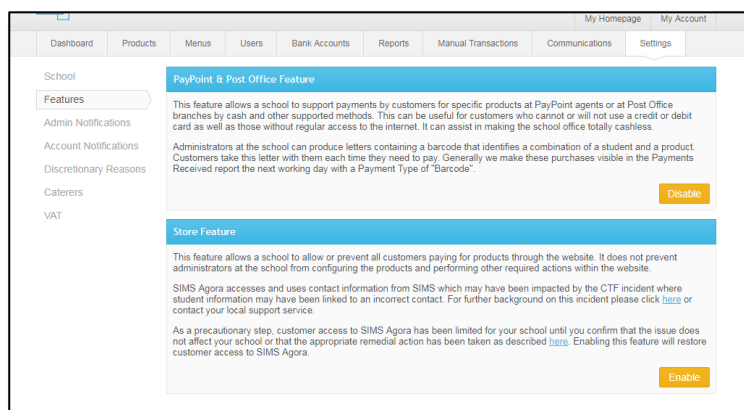
- SIMS Agora

The onboarding screen (below) will be presented in the Admin Portal for Online Services stating that access to SIMS Online Services has been suspended for your school. This statement will automatically occur without needing to take the workstation patch. This is to ensure administration users are aware of the need (if appropriate) of applying the workstation patch and taking remedial action before SIMS modules are reenabled.



Click on the **“Enable SIMS Online Services Now”** button once you are confident that the CTF incident does not impact your school. For example, because your school does not use CTF or you have taken remedial action.

A similar approach has been taken in Agora, where schools will be presented with the screen below.

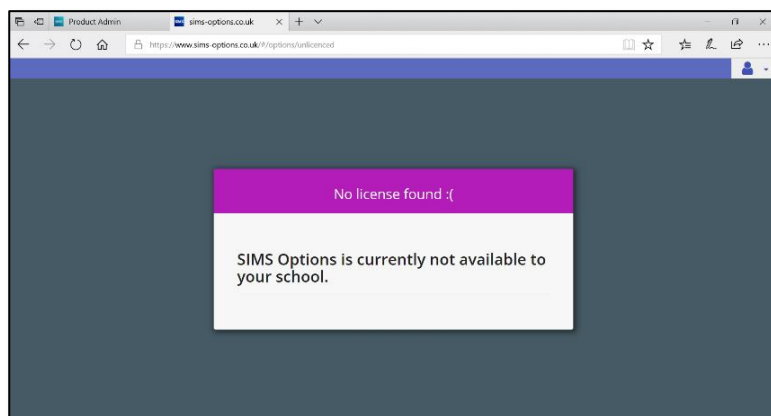


Click on the **“Enable”** button to reactivate Agora functionality. This can be done once you are confident that the CTF incident does not impact your school. For example, because your school does not use CTF or you have taken remedial action.

CTF 17/18 Import Contact Issue – Teacher, Parent and Student SIMS Online Services experience

A ‘service unavailable’ screen will be visible to Teachers, Parents and Students until the SIMS Online Services are re-enabled. Once SIMS Online Services have been re-enabled the message will no longer appear and users will be able to access the service.

The below is representative of the service unavailable screen.



Further Guidance

Please reference this [document](#) for background information and guidance. If you need further information, please contact your Support Provider.