

The logo consists of the word "SIMS" in white, bold, uppercase letters, centered within a white square border. This square is positioned on a blue background that is part of a larger graphic header.

## Dear InTouch customers

IMPORTANT REMINDER: Your InTouch email address is changing.

As per our email sent on 14th June, copy below, your InTouch email address is changing. Please review the key information included below.

### Important Information about your InTouch email address - action required

Your school will have recently been sent an email from our CEO, Andy Bennett about changes to ESS. In February, ESS SIMS was acquired by new independent owners – we are no longer part of Capita. If you missed the email you can find the information that was included in it on our website (<https://www.ess-sims.co.uk/resources/blog/ess-sims-update>).

Due to this change in ownership we are required to remove the word Capita and any Capita branding from our materials, software, email addresses.

As an InTouch user your school's InTouch email address will be changing.

**Your new email address will be <dfe number>@sims-communications.co.uk.** *Note: if you have previously had a change of dfe number but elected not to change email address the same numbers will continue to be used at the start of the email address as you have currently.*

Your new email address is now in place and emails sent to it will be received by your InTouch system. In the first week of July your new email address will be in place to send emails too. Your old email address will continue to work until the end of July. So even if some of your contacts have not updated to the new email address you won't miss anything.

## What do you need to do?

- Update your records with your new email address.
- Edit any email forwarders that you may have set up and update your schools contact details on documentation.
- You may also wish to ask your school contacts to update their safe senders list.

## What are the key dates?

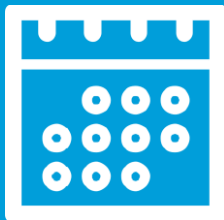
- Your new email address will start working now, any emails sent to it will appear in your InTouch system.
- **5th July:** from 5pm your school will be migrated to the new email address for all outbound emails and the new email address will appear as the sender.
- **End of July:** your current InTouch email address will continue to work until this date for incoming emails.

To help with this change we have included a useful set of [frequently asked questions](#). If you have any queries, in the first instance, please contact your usual support provider.

Kind regards,

The SIMS Team

[Read FAQs](#)



Your SIMS InTouch email address is changing...

**5th July:** your school will be migrated to the new email address for outbound emails and the new email address will appear as the sender.

**End of July:** your current InTouch email address will continue to work until this date for incoming emails.

What do you need to do?  
Please review the [FAQs](#) for further details.

