School closures

Our school closures system allows you to notify us of emergency school closures and publish this information directly to www.derbyshire.gov.uk.

Through the secure email system it will take just a few minutes to get information about your closure onto the website where parents, staff and others can find it.

These instructions provide a step-by-step to using the email system to send us your closure information.

1. Sending a closure notification
2. Sending a test message
3. Registering/Removing email addresses

Problems or questions

If you have any problems using our system to notify us of an emergency school closure or you have any questions or suggestions, please contact econtent@derbyshire.gov.uk.

1. Sending a closure notification

To send us notification that your school is closed, follow the steps below. Please remember, you should only send one email, from one of your authorised email addresses, so the notification isn't duplicated on our website.

There are just five steps to sending us your notification:

a. Compose a new email

Compose or open a new email message using your normal email client (Outlook, Gmail etc.)

b. Add the email recipient

Enter the following email address as the recipient of your email.

send-UKDCC.UKDCC_3076@request.govdelivery.com

c. Add the email subject

Enter the name of your school as the subject of your email.

Please do not include anything else apart from the name of your school in the email subject.

d. Add any additional information

In the body of the email you should include any additional information that you want to tell people about. For example this may be that you are open for certain year groups or will review the situation at a given time.

Please do not include links to other websites or email addresses and keep the brief, preferably no longer than 30 words.

e. Ending your message (IMPORTANT!)

This step is very important to make sure that any additional information that you have added will be sent and displayed correctly on the www.derbyshire.gov.uk website.

Please read the instructions below carefully.

At the end of your message, please include the words **END OF MESSAGE**.

Please make sure that you do this using **capital letters!**
Then also remove any email signatures or footers from the message before you send it.

f. Send your email

Send your email in the usual way using your email client.

g. Confirm your notification

You will receive a confirmation request email from GovDelivery. This is sent for security reasons to verify that the notification was a genuine one, and was made by you.

If you don't receive this confirmation request within a few minutes, check your spam folders to make sure the email hasn't been delivered there. Also, double check that you sent the email from one of the authorised email addresses for your school. The system will not accept any requests from unauthorised email addresses.
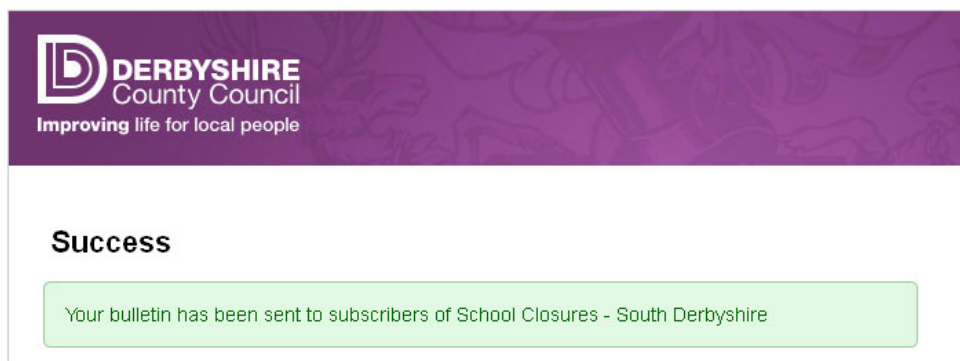
This email will look similar to the one below.
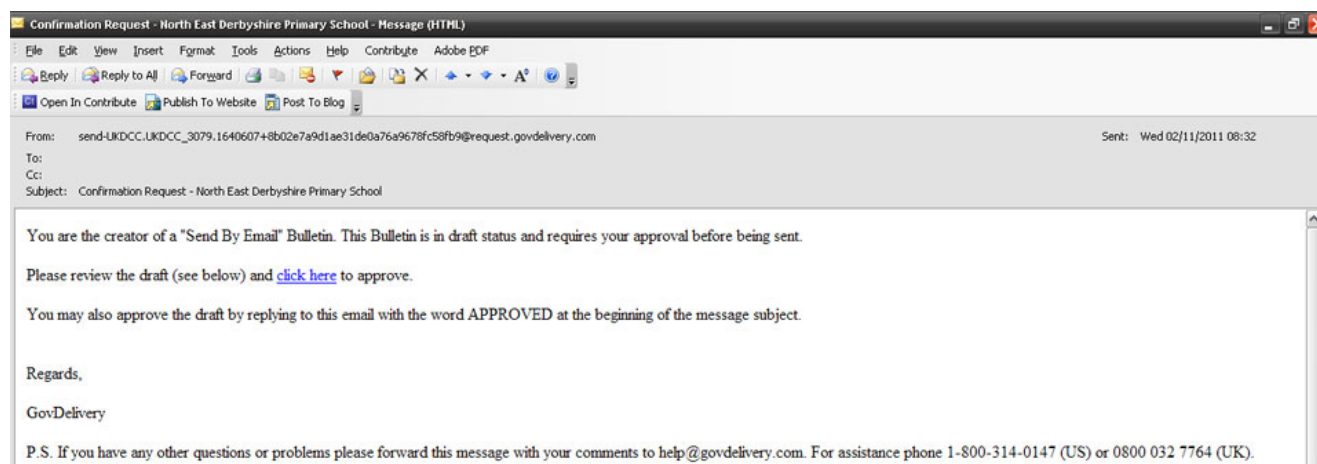
Click the link within the email to confirm your notification.

h. Confirmation

You will then be taken to a confirmation page to show that your notification was successful. This confirmation message will look similar to the one below.

What happens next?

Once we have received your confirmation the information will publish immediately to the school closures information for your district at
www.derbyshire.gov.uk/education/schools_colleges/school_closures/derbyshiredales/

A few moments later it will publish to the all schools closure list which you can find at
www.derbyshire.gov.uk/schoolclosures.

The information will then be sent out to anyone who has signed up to get email alerts when this page is updated. At busy times where many schools are closed, such as during bad weather, we will send one email out to subscribers at least once an hour to summarise closures.

We will also publish this information through our social media channels and Mobile Derbyshire, a version of our website optimised for use on smart phones.

Additionally, we'll be encouraging the media such as local radio stations to use the RSS feed behind this web page to publish the information directly to their own websites rather than maintain a separate list.

You can choose whether you publish closure information through your own channels such as the schools own website, social media profiles or text messaging service.

Sending updated information

You can send as many updates as you need to throughout the time the school is closed. Just follow the steps above if you need to post an update to our website about changes to your situation.

You need to notify us for each day that the school is closed – just as you would if you were giving the information to a radio station to broadcast.

We will check the lists of school closures regularly and remove entries that are no longer relevant.

2. System Testing

To test the system, following the instructions, please send a message with the name of you school in the subject and "System Test – END OF MESSAGE" in the body.
Your test messages will be displayed on the website for a short time before being removed.

3. Setting up an authorised email addresses

Sending a notification to tell us that your school is closed can only be done from authorised email addresses.

We have already set up the headteacher@yourschoolname.sch.uk address for your school and you can use this to contact us, through the steps given below, of any closure.

You can also set up additional authorised email addresses, for example for other members of staff who have the responsibility to close the school or your preferred email address.

To set up additional authorised email addresses for your school please email us from the headteacher@yourschoolname.sch.uk email address to econtent@derbyshire.gov.uk and tell us:

- the full name of your school
- your DFE number
- the extra email address of email addresses you would like to register.

Removing addresses

You can let us know an email address is no longer authorised to notify us of closures, for example if a member of staff leaves, by emailing econtent@derbyshire.gov.uk with the name of the school, DFE number and the email address to be removed. We will then no longer accept school closure information from this email address.