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## Lync Mobile

You may or may not have heard that Microsoft have added new functionality to their Lync product which we use as part of KLZ. You can now use the Lync instant messaging feature on your smartphones and mobile devices. EIS have now had the upgrades applied to our KLZ Lync servers so that users can start using these mobile apps to stay in touch with each other when you are away from your PC or laptop.

You need to enter your account name and password as you do to login to KLZ normally but add '@klz.org.uk' to the end of your account name. Next, expand the 'More Details' button as highlighted in our screenshot and enter your KLZ account name again. This time it needs to be prefixed with 'KLZ'. All other settings on this expanded screen should be left as default. You can then click on the 'Sign In'



button to get connected. The screenshots are taken from an iPhone but looks the same on the apps available for iPhone, iPad, Android and Nokia Symbian devices.

## Increasing your mailbox

Over the Christmas break we increased the size of your mailboxes at no extra cost to your school. The new size, up from 75Mb to 250Mb, should prevent your mailboxes from filling up too quickly and compromising the performance of your email.

Under this year's pricing review, we're also now offering 'big' mailboxes that can be allocated to key members of staff or general email accounts in need of even larger mailboxes. Primary schools can have up to five mailboxes of 1Gb each, and

secondary schools can have up to twenty 500Mb mailboxes plus five 1Gb mailboxes.

Call 01622 672779 to arrange your upgrade.

### KLZ Disaster Recovery Site

KLZ has always been robust. It's protected from major disasters like complete power failure by its multiple servers, battery backup and generator power.

Our new second data centre has the servers and infrastructure in place to step in and run the whole of KLZ in the event of a catastrophe.

# Meet the KLZ Support Team

Building upon our successful support model for SIMS, we have established a dedicated KLZ Support Team. The KLZ Support Team are here to help you get the best from all the features within KLZ including Email, SharePoint and Instant Messaging.

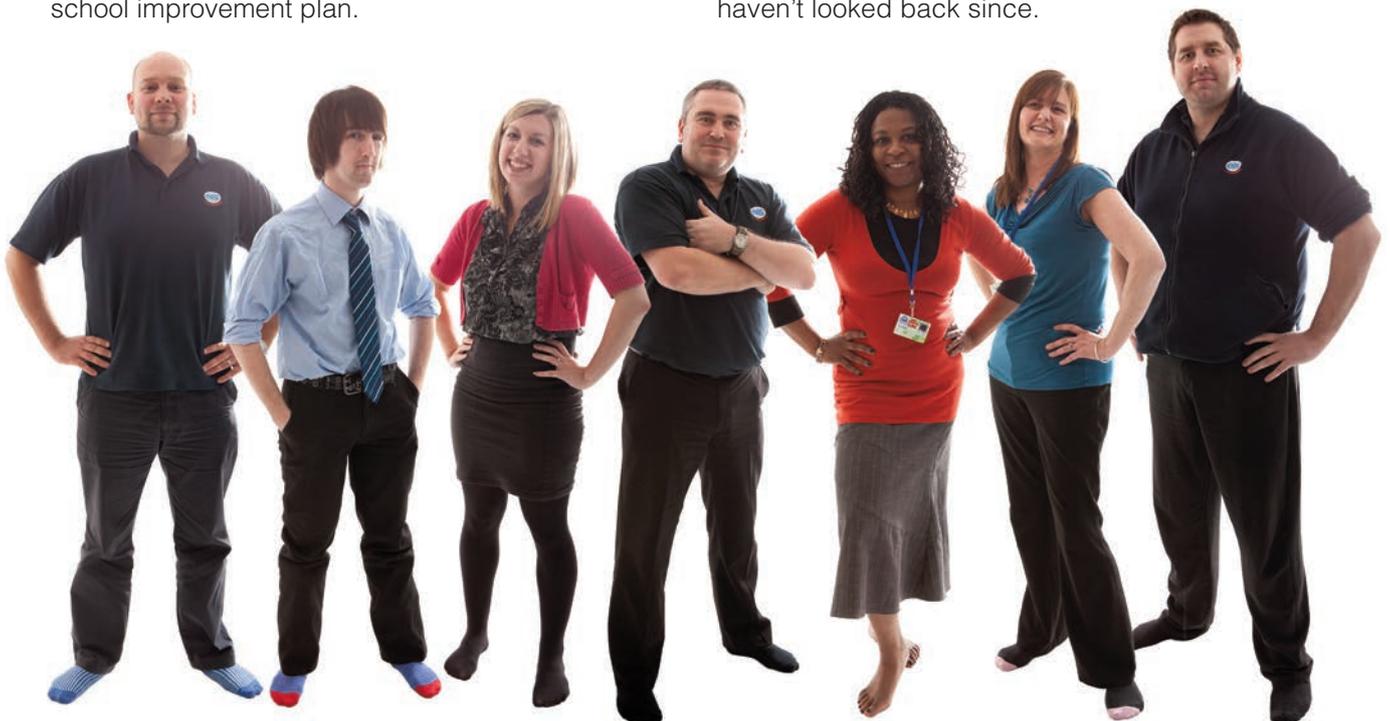
Russell, Alex and Barry are waiting for your call to help you with any queries you have. They are also busy creating a comprehensive library of 'how-to' articles, which are available via the KLZ Support button. This can be accessed from the KLZ homepage at [www.klz.org.uk](http://www.klz.org.uk). So, if you get stuck, please don't hesitate to ring EIS, it's our job to help you. You may also meet Barry as he will be delivering KLZ training sessions.

The KLZ Consultants, Claire and Sam will happily visit your school to help you 'get started' with KLZ SharePoint. They have built up an enormous list of brilliant uses for KLZ SharePoint from the school office to the classroom, and will help you get started with your school site. In no time you can have a school calendar or a governor site for easy sharing of policies, or a class area with a discussion board for book reviews. Claire or Sam will happily attend a staff or governor meeting to introduce KLZ SharePoint to colleagues within your school and help you pull together a plan of action, to run alongside your school improvement plan.

Last but by no means least, we come to Lisa. Lisa is also a KLZ Consultant and Trainer but more recently Lisa has dedicated most of her time to developing the new KLZ Virtual Learning Environment and working in partnership with teachers and suppliers to develop the VLE content and features in time for its launch later this year. Lisa is also working on developing 'Lync and Learn' titles to provide interactive sessions for pupils and teachers (See article Lync and Learn).

This great team of individuals is led by Steve James. Steve has been involved with KLZ since its dawn 4 years ago. Steve is our SharePoint expert and he'll generally come up with a solution to the most tricky problem which has stumped colleagues. Steve is also the conduit when it comes to receiving feedback from schools and his team about ideas for further development and feeding this into the 'techies' within EIS to bring ideas to life.

We really appreciate how busy you all are in schools, so let us take some of the pressure away from you. We are here to support you, all you need to do is pick up the phone or send us an email and we'll help. And if you are just using KLZ for Email, now's the time to book a free KLZ Consultancy visit to learn more about creating a SharePoint site or using Instant Messaging (Lync). We have loads of schools that have contacted us to do just that, and haven't looked back since.



Barry Long

Russell Reilly

Samantha Walton

Steve James

Lisa Goslett

Claire Marshall

Alex Rea

## Focus on Claire Marshall KLZ Consultant



I joined the KLZ Consultant team in November 2011. Before this I worked as an ICT Manager in an outstanding Kent infant school where I had been leading the use of KLZ since its introduction over 4 years ago.

My role as KLZ Consultant mainly focusses on helping schools to develop their use of KLZ. This support can take the form of a phone consultation, support visit on a one-to-one basis or a full staff meeting. In a few short months I have been lucky enough to have visited over 20 schools. Every school is different which is why KLZ is not a one-size-fits-all package but a flexible set of key tools that can be customised and tailored to help each school meet their own individual priorities.

It can sometimes be difficult to know how to move on from just using email and calendars. This is where the consultant team is here to help you with suggestions and practical ideas most suited to your individual setting and needs.

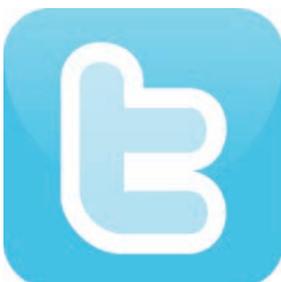
I have recently been working with schools whose KLZ sites have been newly migrated to SharePoint 2010. It was definitely worth battling through the snow and ice to hear the positive reactions and enthusiasm that greeted this new more user-friendly version!

My favourite custom use of SharePoint that I have seen so far is the Policy Management Area which keeps track of all the policy review dates for you. This was tailor made for a particular school but has proved so effective that it is ideal for general adoption. All the schools I have shown it to so far have decided to include it in their own KLZ site.

Helping schools to discover the functions of KLZ that match and enhance the way they are already working is what makes my job so satisfying. I look forward to meeting many more of you very soon.

## KLZ Support

1. Log support calls with EIS Service Desk:  
**01622 672779**
2. Get online KLZ support from:  
**[www.klz.org.uk](http://www.klz.org.uk) 'KLZ Support'**
3. Email **[consultants@klz.org.uk](mailto:consultants@klz.org.uk)** for onsite consultancy
4. Follow us on Twitter **[@klz\\_eis](https://twitter.com/klz_eis)**



## Twitter

If you are a Twitter user then please follow our account **[@klz\\_eis](https://twitter.com/klz_eis)** to get extra snippets of information, news and behind the scenes related chat. This doesn't replace our more formal lines of communication.

# Lync and Learn

We're changing the way we deliver training at EIS with an amazing new tool we mentioned in our Autumn newsletter.

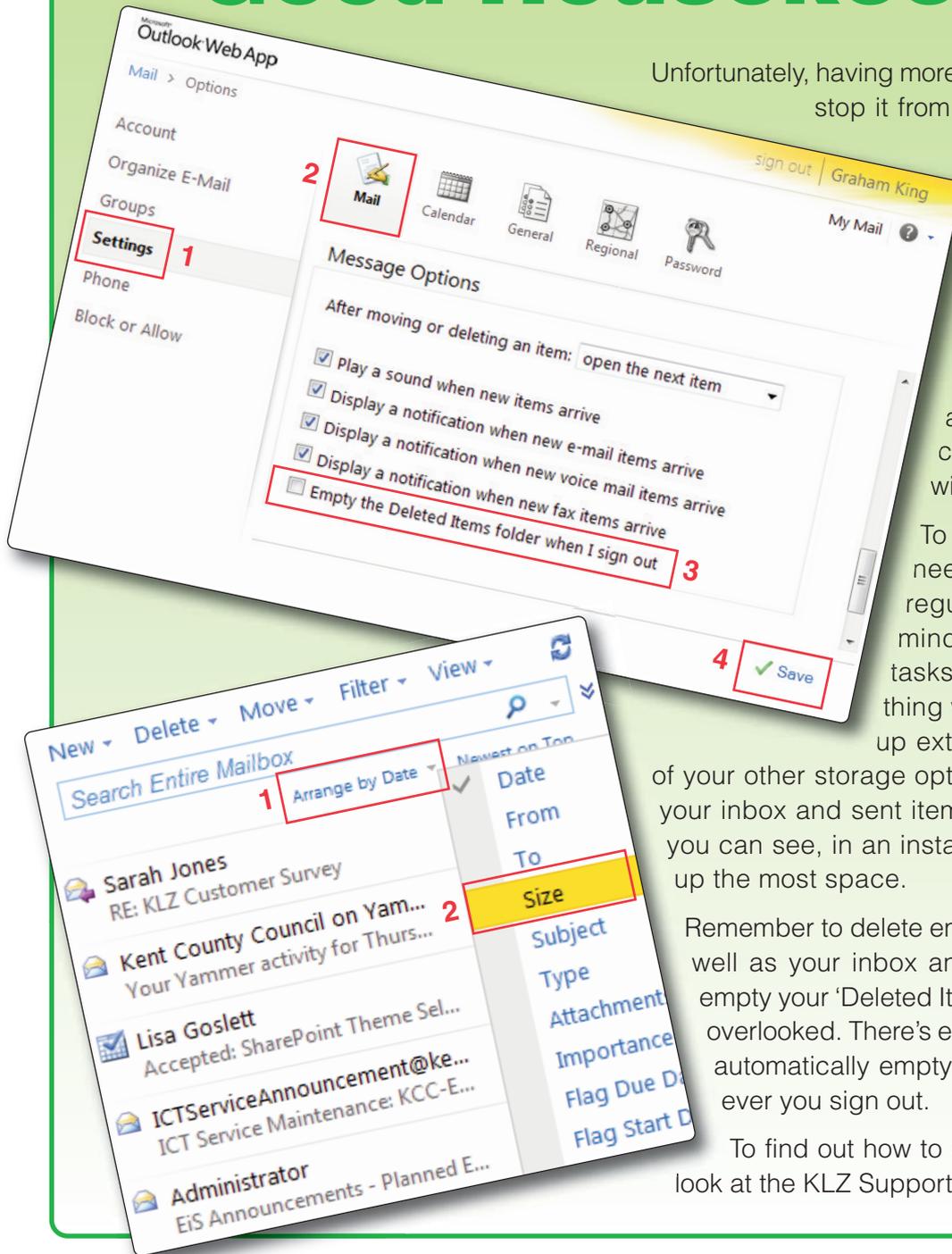
'**Lync and Learn**' – a phrase we've borrowed from Microsoft – allows us to run online training alongside more traditional, classroom based courses. The current Lync and Learn courses won't cost you a thing and are available to anyone with an Internet connected laptop or PC and speakers.

To talk to a presenter via video link you'll also need a microphone and webcam although without these things, you'll be able to interact with the presenter via a 'text chat' function on the screen.

A full programme of Lync and Learn events for this term can be found on the EIS Kent website under 'training'. You can register online and if there are any topics not currently on the schedule that you'd like to see added then please email **[training@eis.kent.gov.uk](mailto:training@eis.kent.gov.uk)** – we'd love to hear from you. All sessions start at 15.45 and last for 30 minutes and we'll email you a link just ahead of your training.



# Good Housekeeping



Unfortunately, having more space in your mailbox won't stop it from filling up with email – it will just take longer! And once you do run out of space, you won't be able to send or receive emails until you delete something. In fact, even before you run out of space, a large mailbox will slow down your searches and other functions, especially if you're accessing it with a mobile device.

To keep on top of things you need to tidy your mailbox regularly, so set a monthly reminder to clear out old emails, tasks and calendar entries. Anything with an attachment will take up extra space so move it to one of your other storage options. A useful tip is to 'sort' your inbox and sent items in order of folder size so you can see, in an instant, which emails are taking up the most space.

Remember to delete emails from your sent items as well as your inbox and make sure you regularly empty your 'Deleted Items' folder as this often gets overlooked. There's even a mailbox option that will automatically empty your deleted folders whenever you sign out.

To find out how to carry out these tasks take a look at the KLZ Support Pages at [www.klz.org.uk](http://www.klz.org.uk).

**Our passion in EIS Kent is to make a real difference in education and ultimately children's lives by providing innovative solutions and outstanding support services.**



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