

TONBRIDGE
SCHOOL

CPOMS User Guide

May 2022

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Introduction

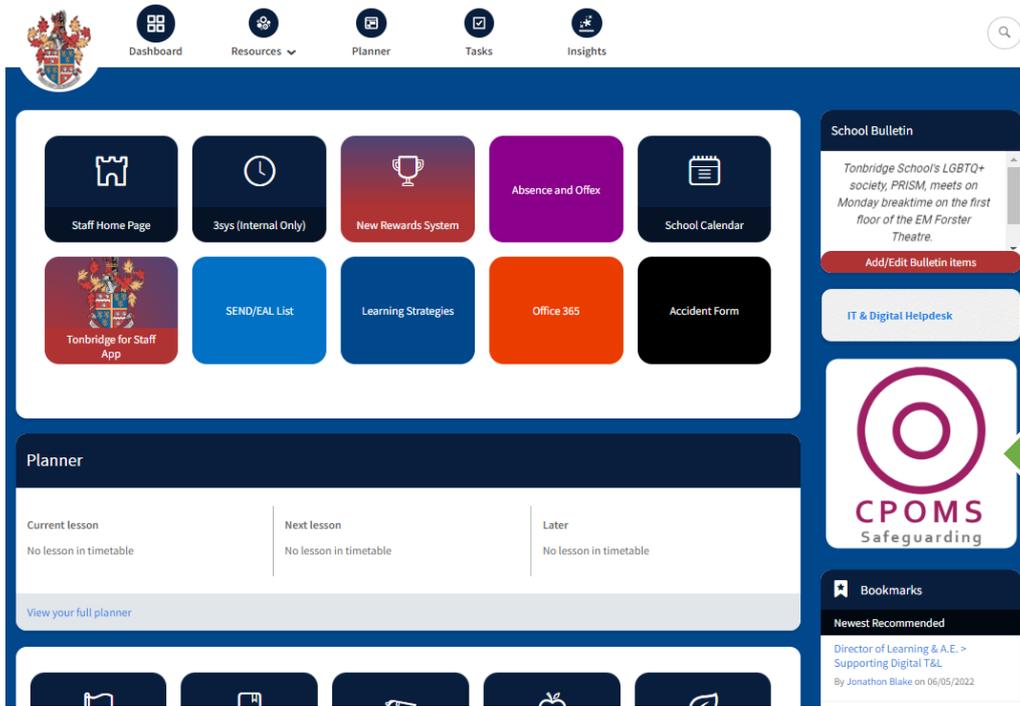
At Tonbridge we use CPOMS to record pastoral, wellbeing, and safeguarding concerns. CPOMS is an easy-to-use online solution enabling us to ensure all records are stored centrally and securely.

Logging in to CPOMS

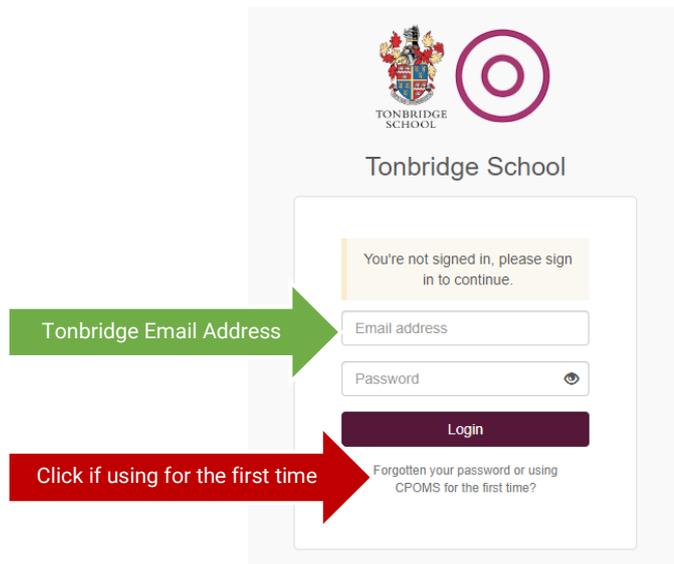
You can access CPOMS directly by visiting <https://tonbridge.cpoms.net/>

Alternatively, you will find a link to CPOMS on Firefly:

1. Go to the Firefly Staff Dashboard <https://tonbridge.fireflycloud.net/staff-dashboard>
2. Scroll down and select CPOMS as shown in the illustration below

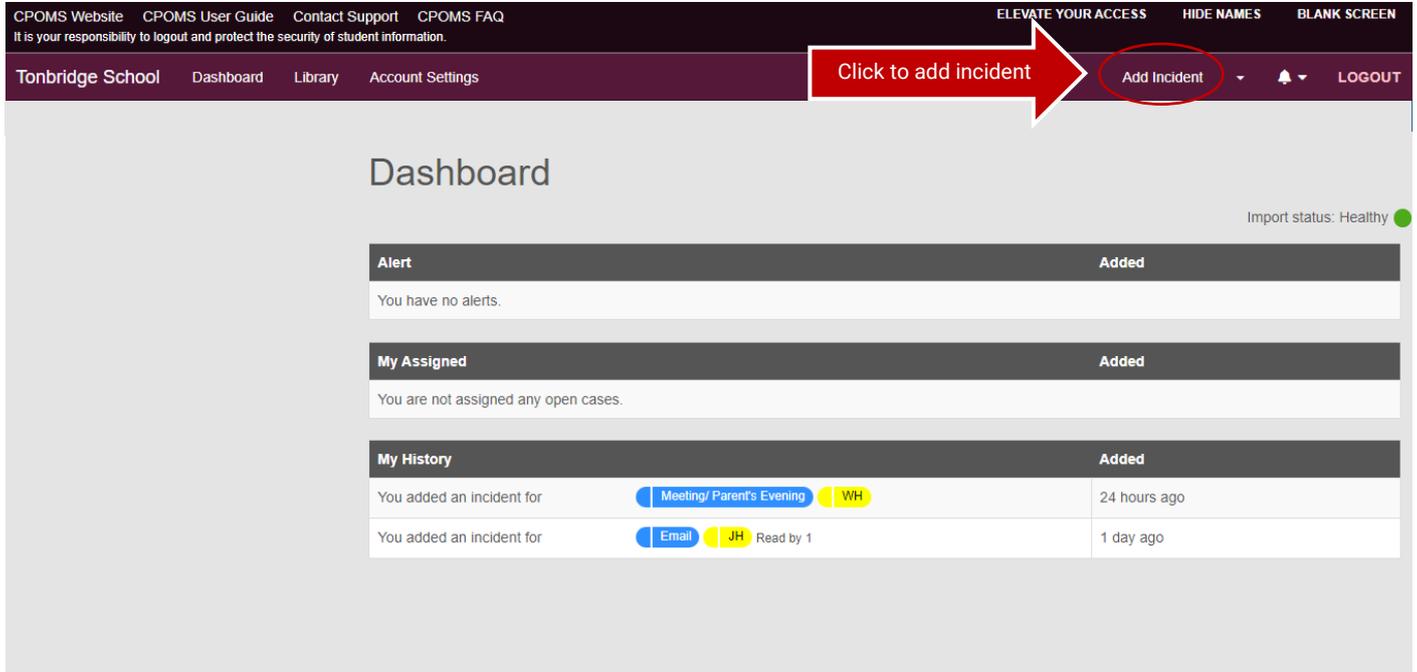


3. Enter **your Tonbridge email address**.
4. If you are logging in for the first time, you will need to set up your password. Please click on **'Forgotten your password or using CPOMS for the first time'** - this will then take you to a page to set your password.



Adding an incident

- Login to CPOMS <https://tonbridge.cpoms.net/> or via Firefly
- Click on the 'Add Incident' link at the top of your screen



CPOMS Website CPOMS User Guide Contact Support CPOMS FAQ ELEVATE YOUR ACCESS HIDE NAMES BLANK SCREEN
It is your responsibility to logout and protect the security of student information.

Tonbridge School Dashboard Library Account Settings **Click to add incident** Add Incident LOGOUT

Dashboard

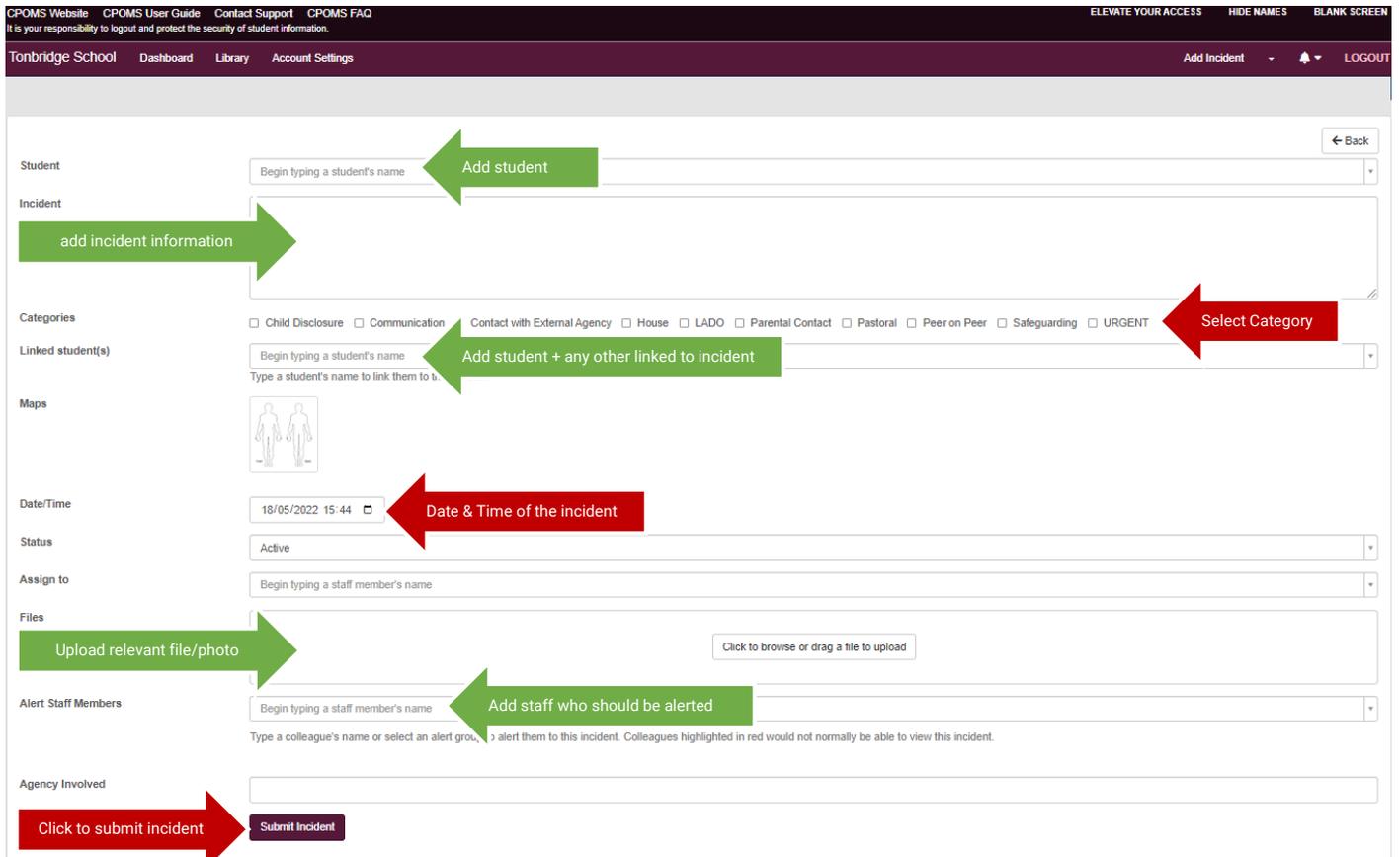
Import status: Healthy ●

Alert	Added
You have no alerts.	

My Assigned	Added
You are not assigned any open cases.	

My History	Added
You added an incident for Meeting/ Parent's Evening WH	24 hours ago
You added an incident for Email JH Read by 1	1 day ago

- This will take you to the incident page where you can proceed to fill in all the required information



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Tonbridge School Dashboard Library Account Settings Add Incident LOGOUT

← Back

Student **Add student**

Incident **add incident information**

Categories Child Disclosure Communication Contact with External Agency House LADO Parental Contact Pastoral Peer on Peer Safeguarding URGENT **Select Category**

Linked student(s) **Add student + any other linked to incident**
Type a student's name to link them to this incident.

Maps 

Date/Time **Date & Time of the incident**

Status

Assign to

Files **Upload relevant file/photo**

Alert Staff Members **Add staff who should be alerted**
Type a colleague's name or select an alert group to alert them to this incident. Colleagues highlighted in red would not normally be able to view this incident.

Agency Involved

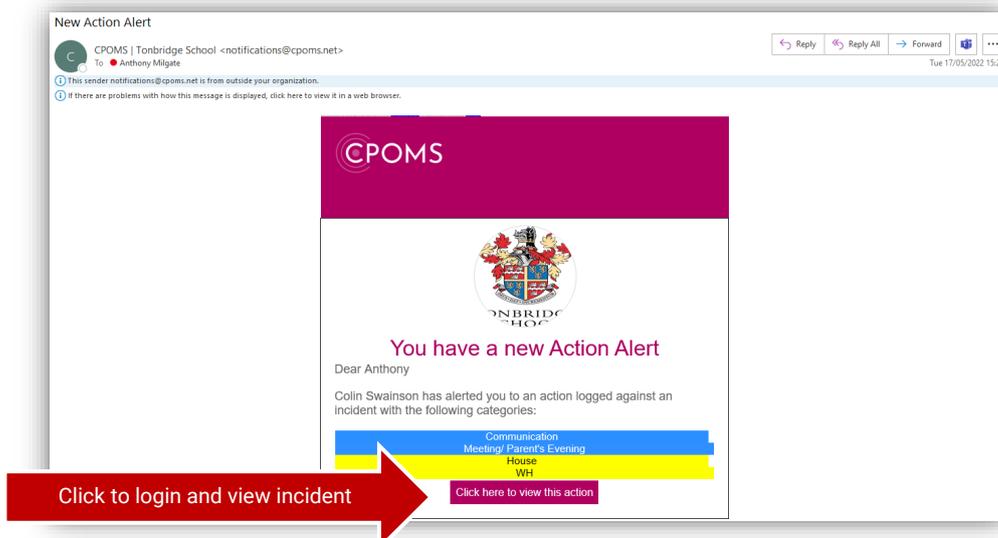
Click to submit incident

- Firstly, **select the child** to whom you want to add the incident - begin typing the name in the student box at the top of the page. **Do not select the first option of (New Student) unless you cannot find the child listed.**
- **Fill in the incident text box** with full details of the incident you are adding - this is a free text box, so you can add as much, or as little, as needed. **Be careful to be accurate and specific.**
When completing, please bear in mind that this information can be used to shared with external agencies, law enforcement and in legal proceedings.
- You can **copy and paste an email** into this box too, which is much easier than adding it as a document.
- After completing the incident details, **select at least one category** to assign it to - *if there is an overlap, you can choose more than one.*
- **Search and add the student again.** You can then **link in other students if more than one is involved** in a particular incident, which will copy the incident to the pupil record of all selected. **If necessary, you can also click to monitor the linked student under the same category, plus share any documents attached to the incident.**
- The 'Body Map' feature allows you to apply numbered markers to a body map image to support your incident text – *it is most likely that the DSL (Designated Safeguarding Lead) will use this.*
- Next, you can select a time and date; The default time and date are when the incident is added to the system. **You should change the time and date to when the incident occurred.**
- Next, you can **choose which members of staff you wish to alert.** CPOMS will filter through all registered staff members when you begin typing a name.
- You can **attach a document to support the incident** (e.g. meeting minutes in a Word document, a letter as a PDF document or a photo). Click to browse and find the relevant document on your pc and add as you would an email attachment, or drag a file from one of your folders to upload.
- Add any agency names to the incident to make others aware of which agencies are involved with this pupil – *it is most likely that the DSL will use this.*
- Select the **'Add Incident'** button to submit when all steps above have been completed. Email alerts will then be sent to all the selected staff members, informing them that they need to log into CPOMS to look at a newly-added incident.

Note: the following instructions are only for staff with access to view incidents

Viewing an incident

- If you are tagged into an incident because the person who has logged it would like you to be informed, **you will receive an email with a link to click** on to view the incident.
- This will take you into CPOMS where you will be able to view the incident on your dashboard.
- You will need to log into CPOMS to view the incident.



- Once logged into the dashboard (front screen), you will see your list of alerts. They will tell you which member of staff alerted you, which student the alert is for, which category the incident falls under and, finally, when the incident alert was created.
- Click on the word **incident** to view the incident details.

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Tonbridge School Dashboard Library Account Settings Add Incident Add Incident LOGOUT

Dashboard

Import status: Healthy

Alert	Added
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My Assigned	Added
You are not assigned any open cases.	
My History	Added
Incident for	Meeting/ Parent's Evening WH 24 hours ago
You added an incident for	Email JH Read by 1 1 day ago

Click to view incident

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It is your responsibility to log out and protect the security of student information.

REMIND ME HIDE NAMES BLANK SCREEN

Tonbridge School Dashboard Reporting Planner Library Admin Account Settings Add Incident LOGOUT

Ted Baker (Year 1)

Overview Incidents Contact Details Document Vault Attendance Student Report Audit Report Monitoring History

Toggle parent categories Show all actions **New incident**

Incidents

Show Alert Options Add Linked Student Show Audit History Options

Anthony Milgate
Tue 17/05/2022 14:55
Meeting/ Parent's Evening WH
Status: Active
Assigned to: Colin Swainson

Another Test Incident

Associated Actions show actions (1)

Click to add action or more info → **Add Action**

- Once you have read and dealt with the incident, you can choose '**Add Action**' below the content. This is a way of adding information relating to the incident or detailing any action you may have taken. For example, it may be you need to add a next step.
- **Once you have read the incident, it will disappear from your dashboard**, so do complete the 'Add Action' box before closing the incident if you need to add any information.

Adding an action

Tonbridge School Dashboard Reporting Planner Library Admin Account Settings Add Incident LOGOUT

Action Taken

Add Action information here →

Add Categories

Add to planner

Agency Involved

Date/Time 18/05/2022 15:10 **Change to the relevant date & time** →

Files

Upload any relevant files/photos → Click to browse or drag a file to upload

Alert Staff Members

Tag staff who need to be aware → Begin typing a staff member's name

These user(s) were alerted to the corresponding incident.

Click to add to incident → **Add Action**

- **Fill in the free text box** with all the information needed about the action taken.
- **Select the date and time** you wish to record if different to the current date and time.
- **Add a file/photo** if needed, using the 'Click to browse or drag a file to upload' button.
- **Alert the relevant staff members** by typing in the individual staff names or you can choose to alert an entire alert group by selecting the appropriate alert group button(s) (beneath the individual alert option).
- Click '**Add Action**' to submit and send any selected alerts to staff. They will then receive an alert email.

Tip: if you need to add a copy of an email, copy, and paste the contents into the box rather than adding it as a document.

Final points

- Please use CPOMS rather than email to alert colleagues about pastoral issues wherever practical.
- **You cannot go wrong!** It can be changed, and details added at a later stage.
- If you have any questions, please contact the DSL.