

ABBOTSWOOD JUNIOR SCHOOL



'Helping **everyone** achieve their best'

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'It Really Does Matter'

10th November 2022

Issues with Sora logging in

Dear Parents and Carers,

Thank you for your support of the new Sora online reading platform. It has been wonderful to see so many of you logging in and using this to support your child's reading.

Some of you have experienced issues when logging in when Google asks you to verify your child's email address. After speaking to Hampshire School Library Service and the Sora technical support team, the advice is that this is an issue linked to whether other email accounts are synced with the browser at the same time. Unfortunately, it is not an issue that we can resolve from Abbotswood. The advice is to ensure all other emails are signed out of the browser before logging in, open a new browser page and log in to Sora through this.

We hope this helps those of you who have had issues. However, please ask to speak to one of the reading team if you have any further questions.

Thank you for your continued support with reading.

Yours sincerely,

Ms Cat Gonzalez
Curriculum Team

Mr Sam Williams
English Coordinator

Miss Emily Jordan
Reading for Pleasure

Mrs Jess Duell
Leader School Librarian