

Subject: Update: SIMON and PAM Service Restoration

Dear colleagues,

Thank you for your continued patience as we work to restore full access to both the SIMON platform and the Parent Access Module (PAM). As promised, we are coming back to you today with a further update on the restoration of the SIMON and PAM services, with a detailed update to be shared late tomorrow afternoon, **6 November 2025**.

While our investigation is still underway, we are in the process of implementing some security measures so we can bring SIMON and PAM back online from **Monday 10 November 2025** via the web only. This is to alleviate pressure on schools and support your ongoing work. We reiterate that the mobile apps will remain offline for now.

Restoration to web access to SIMON and PAM will be carried out in a series of carefully managed steps to protect user data and maintain system integrity. We will share further details on these steps tomorrow afternoon, along with detailed guidance. This guidance will contain the steps that are required for access to be reinstated, including password resets for all users (where this has not already taken place) and enforcement of multi-factor authentication (MFA).

To further support the reinstatement of PAM access, a new communications template is being developed for distribution to parent communities. This will provide clear instructions on how to safely access PAM once it is available again, including password resets for all PAM users.

In the meantime, please be reminded that students and staff can continue to access SIMON on school grounds with multi-factor authentication (MFA) in place for added security. As above, we are asking all users to reset their passwords if they have not already done so. This is an important step in maintaining the security of your accounts.

Thank you once again for your understanding and support as we work towards a safe and timely restoration of services. For ongoing updates, please visit our dedicated webpage: <https://dobcel.catholic.edu.au/simon-service-disruption/>.

If you have any questions, please contact us at enquiries@simonschools.net or (03) 4344 4351.

Kind regards,
SIMON Team