



FAQ for Parents: New ESF Learning Management System (LMS)

1. What is the new LMS and why is ESF introducing it?

The new Learning Management System (LMS) is a single, secure platform that will replace several of the systems we currently use for school communication, reporting, attendance, and learning updates. Parents told us in recent surveys that things felt fragmented — this change is a direct response to that feedback.

2. How will this benefit me as a parent?

You'll be able to:

- View your child's learning progress, reports, and attendance in one place
 - Receive school communications and updates through a consistent channel
 - Reduce the number of platforms and logins you currently need to manage
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3. Do I need to do anything right now?

No action is required at this moment. We will let you know when and how to access the system, and provide simple instructions and support when the time comes.

4. When will I get access?

The pilot schools in the first cohort (of which you are a parent) are rolling out the system by August 2025. You can expect to hear from your school IT Team on the 1st of August with your login details and a short guide to get started.



5. Will training or help be available?

Yes. We will provide:

- Short video tutorials and quick-start guides
 - Walkthroughs in multiple languages (English, Chinese)
 - Virtual support from school staff if you get stuck
 - Some schools will even offer drop-in help sessions during the rollout
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6. Will this change how I receive messages from the school?

Yes — the new system will become the main way we send newsletters, updates, and reminders.

7. Is my child's information safe on this new platform?

Yes. The system meets strict data protection and privacy standards used across international schools globally. Only authorised staff and parents can access specific student information.

8. What if I prefer not to use the system right away?

We understand this is a time of adjustment for many families. The LMS will become the main platform moving forward, the faster parents such as yourselves adopt, the more productivity benefits for you. Let your school know if you need more assistance.

9. Who can I contact if I have questions or run into issues?

For support, please contact the school at lmssupport@kjs.hk.



10. Will I need to download a new app?

Yes, you will need to download a new app to access the LMS, but we'll guide you through the process step-by-step.
