

## Subject: Important Update - Extremist Content Alerts via SafetyNet

Dear [School Name],

As part of our ongoing commitment to improving the HFL Broadband service, we are making an important change to how your school receives alerts related to potentially extremist content.

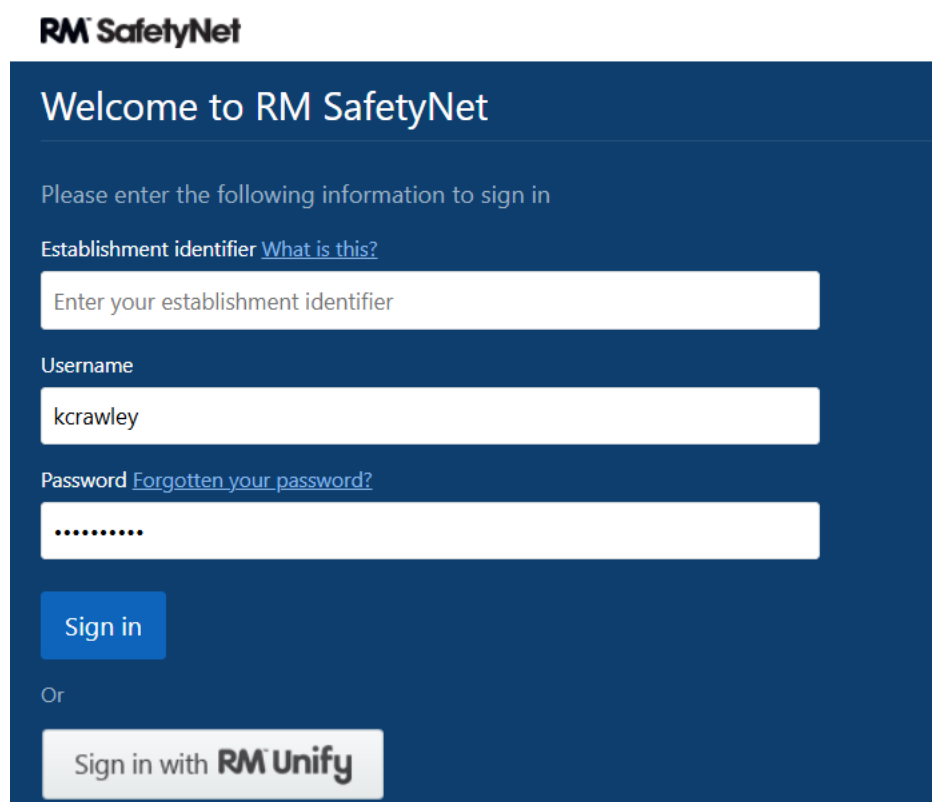
### What's Changing?

Historically, the HFL Broadband Support Team has contacted schools directly when our filtering platform detected attempts to access extremist content. Moving forward, schools will now receive these alerts promptly and directly via the SafetyNet filtering portal. This change is designed to enhance your safeguarding capabilities by ensuring that you are notified even quicker, without waiting for a manual follow-up from our team.

### What You Need to Do by Friday 18th July 2025:

To continue receiving these critical alerts, please follow these steps:

1. Log in to your SafetyNet filtering portal:



The image shows the RM SafetyNet login interface. At the top, it says 'Welcome to RM SafetyNet'. Below this, it prompts the user to 'Please enter the following information to sign in'. There are three input fields: 'Establishment identifier' with a link 'What is this?', 'Username' with the text 'kcrawley', and 'Password' with a link 'Forgotten your password?'. The password field is masked with dots. Below the fields is a blue 'Sign in' button. Underneath the button, it says 'Or' and then a button that says 'Sign in with RM Unify'.

2. Click on the Reporting tab (magnifying glass icon):



3. Navigate to the Alerts tab:



4. Add Alert:

- Under 'Filter Lists to alert on', select only the Extremist List (this is the top option) and choose the relevant SafetyNet recipient that will be receiving these alerts then Create Alert:

×

### New Alert

Alert Types\* ⓘ

Filter List Alerts

Alert name\*

Extremist Alert

Filter lists to alert on\*

1 list(s) selected

Recipients to send the alert to\*

1 admin(s) selected

Trigger\*

1

or more

denied

web request(s)

by anybody

per hour

Per user triggers will only apply to users browsing through the user based filtering service. Unauthenticated requests will not trigger these alerts.

We believe this change will empower schools with faster, more direct access to vital safeguarding information. Thank you for your continued partnership with HFL Broadband.

Kind regards,

HFL Broadband Support Team

Phone: 01438 544466 (option 1 followed by option 2)

Email: [support@hfleducation.org](mailto:support@hfleducation.org)