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30th August 2024

Dear Parent/Carer,

Arbor Parent Portal

Following previous communication about the new Arbor Parent Portal, we are ready to implement the next stage and begin the roll out to parents.

Arbor is a data management system used by schools to record attendance, hold pupil profiles and communicate with parents. As a parent, on the Arbor mobile app, you will be able to see and update your child's details, view your child's attendance and receive emails.

We will continue to use Teachers2Parents to send text messages until March 2025. After this date, you will be informed when we move over to Arbor to send text messages.

You will receive an email with instructions on how to set up your Arbor Parent Portal, please check all email inboxes including junk folders. Please also see attached to this letter an information sheet from Arbor.

It is important that the Parent Portal is activated as soon as possible, so that you continue to receive updates from the school.

If you need any support during this transition, please see Mrs Armstrong in the school office who will gladly help you.

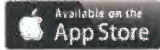
For the time being, we will continue to use Parent Pay to pay for trips, wraparound care and school meals. You will be informed when we move over to Arbor as a payment system.

Thank you for your continued support,

Mrs Ashton
Executive Headteacher



We're using Arbor's free Parent Portal and Parent App



We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

