15 May 2025

Dear Parent/Guardian

Launch of Arbor Parent Portal and App

Further to Mr Williams' letter of the 29 January 2025, I am pleased to announce that the school is now in a position to launch the Parent Portal and Arbor App with parents and guardians.

Moving forward the school will be using the Parent Portal and Parent App as a tool to communicate with parents and guardians. Parents and guardians will be able to use the Parent Portal App to access information relating to their child/children. Initially this will include access to details around your child's attendance, behaviour and achievements. As we proceed through the academic year, additional areas will be added, including trips, payments and student timetables.

Please note that the existing ParentPay system will cease at the end of the July 2025 summer term. It is therefore important for parents to sign up to the new Parent Portal and app, as this will be the method for paying for trips and school food from September.

Over the next couple of weeks, all primary contacts will receive an email from Arbor. This will contain a link to the Parent Portal and instructions on how to log in. Once you have done this, you can then download the Arbor App and set this up.

It is important that you check your emails carefully, including junk or spam folders, to make sure that you have received the notification. If you do not, please contact the school so we can support you to resolve this issue as quickly as possible.

What is the Parent Portal?
The Parent Portal is a version of Arbor (the school's management information system) which is accessible to parents and guardians, via a laptop or computer.

What is the Parent App?
The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. Once you have accessed the Parent Portal, you can download the App and begin using it straight away.

When you install the app, please enable push notifications to ensure you are made aware of any messages received.

On the app you will be able to:

- See your child's attendance data and easily report any absences
- Be notified of email communications
- Receive in-app messages about your child or important school announcements
- Track and monitor your child's positive and negative logs
- Be informed about detentions or other consequences issued

Please note that some of these services may not be available immediately, but will be added throughout the next couple of school terms.

Unfortunately, the school has been unable to transfer the behaviour logs and positive points from the previous system, Class Charts. In advance of the migration, we have downloaded all data from Class Charts and have records of this on our internal systems. This will help us to accurately track positive points and
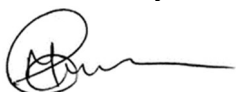make sure that students receive the appropriate rewards and recognition for their efforts.

Please note that only parents who have a guardian profile added to the school Arbor site can use the Parent App. All primary student contacts will be contacted using the email address we have on our records. If you have changed your email recently, we ask that you contact the school as soon as possible so this can be updated.

The links below are intended to provide you with help and support in getting yourself set up on the portal and app, as well as answering any further questions or information about the new service. However, if you require any further assistance please do not hesitate to contact the school, either by telephone, or by email to office@bucklersmeadacademy.com .

Introduction video

An introduction for Parents and Guardians

Yours faithfully

MR M LAWRENCE
Headteacher