

14 October 2025

Dear Parents and Carers,

As you are aware, we recently launched the *Arbor Student App* to support students in independently managing their calendar, attendance, rewards, and home learning. We are grateful for your continued support in encouraging students to engage with this valuable tool.

Since the launch, some students have experienced challenges logging into the app. We now understand that these issues are part of a wider national picture, as this is a relatively new feature on the Arbor platform. We would like to thank you for your patience and perseverance as these technical difficulties have been resolved.

We're pleased to inform you that the platform has now been reset for all students, and access issues should no longer occur. To ensure all students can log in successfully, please find a reminder below of the steps that need to be followed:

How to Access the Arbor Student App

Step 1: Initial Login via Web Browser

- Students must first log in using a web browser (on a laptop or desktop) to activate their account.
- They should use their school email address and password (e.g. 3sleigh@stdunstans.mnsp.org.uk).

Step 2: Download the Arbor Student App

- The app is available from the Apple App Store or Google Play Store. Search for "**Arbor Student**".

Step 3: Logging into the App

- Once downloaded, students should log in using the same school email and password they used for the web login.
- They can then enable the "Remember Me" feature to use fingerprint or face recognition for quicker future access.

Important Notes:

- It is essential that students follow all of the above steps to ensure full functionality of the app.
- While we are able to support students with login details and reminders, further technical support is best sought via the **Arbor Help Centre**, as the platform is not owned or managed directly by St Dunstan's School.
- Please note that the Arbor Student App is intended **for use outside of school only**. While on site, students should access Arbor via a school computer if needed.

Thank you again for your support as we continue to encourage student independence and responsibility through the use of this platform.