



Re: PS/PB 13/01/2023

Dear Parents/Carers,

Important Update Re: Arbor Parent Portal / App



Just to make you aware that at the end of this month, we are losing our current texting system and will be using Arbor to send email messages instead.

We will also be using Arbor for our next Parents Evening in March so parents will need to access and use Arbor to be able to book a Parents Evening appointment.

Currently 52% of parents have accessed the system so please ensure you sign up as soon as possible if you have not done so already.

PLEASE NOTE: It is very important that if you share caring responsibilities for a pupil, but you are not together, that both parents/ carers access the Arbor portal and app to ensure that you both continue to receive vital information about your little ones going forward. We are unable to add these details for you so if you do not access the app and portal you will miss out on important information.

Please see the letter sent out previously with details of how to sign up to the app or access the site online.

We are delighted to be able to announce the launch of the Arbor Parent App to improve the efficiency and effectiveness of our engagement and communication with parents. You will be able to sign up using either your phone, tablet or PC. There are many benefits to you as a parent or carer to signing up to the app, or accessing the site online.

For example, Arbor Parent App will help you to:

- Check and update personal information on contacts for you and your child
- Get on-line access to view attendance data

We are now asking that all parents now use Arbor to complete their consents as listed below, along with all medical details.

Administer First Aid

Data Exchange

Emergency First Aid

Internet Access

Local Trips on Foot

Local Trips with Transport

Medical Form

Photograph Agreement

Photograph Student

Unauthorised Absence

Year 5 and 6 Walking Home consent

National Support School
designated by



National College for
Teaching & Leadership





We will no longer be sending out hard copy Consent and Medical forms. As you are able to continually update these details online, it should ensure that the information we have on your child is the most current and up to date.

Accessing the Arbor Parent Portal/App couldn't be easier. Follow this link to setup your account: <https://login.arbor.sc/>

Step 1 – You must enter your email address to log in. Please note that this must match the email address that we hold on Arbor for you at the school and will be the one you received this letter through.

Step 2 – Next, you will need to set your password. You do this by clicking on “forgotten your password?”. This will generate a password reset email, sent to your registered email account.

Step 3 – Finally, the first time you log in, you will be asked to read and confirm Arbor's terms and conditions. As a security measure you will be prompted to confirm your child's date of birth.

(If you have more than 1 child at the school, please confirm the date of birth of your eldest child. Once you are logged in, you will be able to switch between children)

Foundation children

Currently only the contact listed as Priority 1 has been input to Arbor on your child's record. Please ensure any further contacts are also added with as many details as possible.

Arbor is currently a work in progress so we are hoping to enable you to access more information in the near future.

We hope that you find the Arbor Parent Portal / App useful and an effective means of seeing how well your child is doing on a daily basis. If you have any issues then please do not hesitate to email us at admin@bransgore.hants.sch.uk

The Arbor help centre has fantastic guides on using the App and the Portal. The help centre can be found here. <https://support.arbor-education.com/hc/en-us/categories/360003289557-Parent-Portal-and-Arbor-App-as-a-parent>

Yours Faithfully,

Mr Paul Brown
Headteacher