

26th June 2023

Dear Parents and Carers,

Arbor Parent Portal and App

We are excited to introduce you to the Arbor Parent Portal and App, which we believe will greatly enhance our school's communication with you. We have taken your feedback into consideration and have been working hard to improve our communication with parents and carers, and we believe that this app will be a major step forward in achieving that goal. The app is also vital for moving to a CASHLESS school, which will come into effect at the beginning of the new school year. Please be aware the price of school meals will be increased to £2.45 per meal.

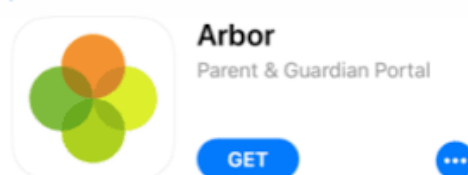
Year 2 children moving into year 3 will now have to pay for their school meals, if they wish to have one. Unless they are entitled to free school meals.

The Arbor Parent App is a simple and user-friendly mobile application that allows you to stay up-to-date with your child's school life. Over time we will be enabling additional features to inform you further on what's happening at school and how your child is getting on.

We are also able to communicate with you directly using in-app messaging. This may be about upcoming events, parents' evening and updates on your child's progress. We encourage you to activate push notifications so that you receive these in real time. We have trialled the Arbor Parent App without PTA and have had positive feedback and are pleased to extend the app to the whole school community.

Downloading the application

The application is available to download from the Android Play store and the iOS App store. Search for "Arbor Parent and Guardian Portal". The icon looks like this:





Logging on for the first time

You will receive an e-mail by the end of this week welcoming you to the Parent Portal. The e-mail will contain your username and you will be asked to follow a link to the Parent Portal, where you are able to set your own password. Once you have set up your password, you will be able to log in to the app directly. As a security precaution, you will then be asked to enter the date of birth of one of your child/children that attend the school.

Troubleshooting

If you are having difficulties in logging in to the app, or you have any other issues or questions, please cut and paste the following web address www.support.arbor-education.com for further information and guidance. You can also e-mail office@micklefieldceprimary.co.uk for further assistance or feedback.

Thank you for your time in downloading the app and logging into this new portal. We hope that you find it useful in supporting your child throughout their time at Micklefield C of E Primary Academy. In the meantime, may I take this opportunity to thank you for your continued support and wish you all a lovely summer break.

If you would like to apply for free school meals, please see the accompanying letter.

Yours sincerely,

Mrs Emma Cook

