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Introducing the Arbor Parent App

Dear Parents/Carers,

I am pleased to share with you the news that we have introduced Arbor in school as our management information system (MIS). This has replaced Bromcom and My Child At School (MCAS). MCAS will cease to be available by the end of April.

We are delighted that alongside Arbor comes a very comprehensive Parent App. We will be using this app to share and request information with you on many areas of school life such as checking and updating your contact details, booking an afterschool club, giving permission for trips, sharing communications, your child's reports and more! We will be developing the app as time goes on so, please look out for updates! For those of you with older students at high schools, the app may already be known to you.

If you have children in both the infant and the junior schools, you will need to remember to regularly check them both. At the moment, there isn't the facility to create one log on or toggle between the two within the app – these are in development with Arbor themselves and we will update you with any news there as soon as we have more. Therefore, to ensure nobody misses out on vital communications, we will continue to use email as our first point of communication from school, however we may direct you to the app from time to time with a call to action.

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 you have this
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 welcome emails will be coming out this week and after school clubs will be shared and ready for booking via the app next week, so please ensure you are logged in to the app as soon as possible.

[Troubleshooting login issues - why can't I log in to my school's Parent Portal or Parent App? – Arbor Help Centre \(arbor-education.com\)](http://arbor-education.com)

For more information please contact the school office.

Thank you.

Mrs Hall

