



Prince Albert PRIMARY SCHOOL



11th January 2024

Dear Parents/Carers,

Re: Parental Communications from School

Following the successful move to a new management information system, Arbor, we are pleased to share with parents that the Arbor system will allow the school to email and send in-app messages to parents.

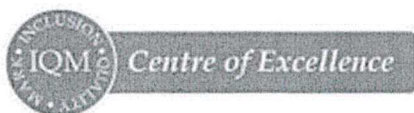
On 1st February we will move away from sending text messages as a communication tool and adopt the Arbor Parent App. At this stage the Arbor Parent App will be used initially for communication between school and parents, other features of the App will become available at a later date, and we will update parents of this in due course.

Downloading the Arbor Parent App is easy and a helpful guide is attached for parents to use. You will receive a welcome email which will include your login details, please wait for this before you try to log in.

If you have any questions, or require assistance in setting up the Arbor Parent App, please contact the school office on 0121 3270594

Kind regards

Mrs S Patel
Head Of School



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**UNITED WE ARE
WORLD CLASS**



We're using Arbor's free Parent Portal and Arbor App



We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

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
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 Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

