



## DEANWOOD PRIMARY SCHOOL

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Head of School: Mrs J Wright  
Assistant Headteacher: Mr O Slack

20<sup>th</sup> October 2020

Dear Parents/Carers

### Arbor Management Information System

We wanted to let you know about an exciting development that is happening over half term. At the beginning of Term 2, all academies within The Howard Academy Trust will be moving to a new system called Arbor.

We have chosen Arbor for several reasons. Given the increasing amount of data held in schools and more stringent data regulations, we have chosen a cloud-based system which is more secure than other platforms. Furthermore, we are conscious that we are using several different systems to communicate with you and other systems to collect payments.

Arbor provides a one-stop shop for parents through their desktop portal or mobile app. We are sure that you will find this a more streamlined approach and easier to manage.

Arbor will give parents/carers an opportunity to access live information about their child via a Parent Portal/App. This platform will be used to send you communications from the school, including school reports, and will allow parents to update their contact details for meals/trips/clubs' payments.

As a parent, you will be able to access key details about your child's life at the school. This includes your child's attendance, personal profile information, parent contact details, medical information, permissions you have given, trips, clubs, house points and behaviour incidents.

You will be able to book appointments at parents' evenings and notify us of amendments to your child's details such as home address or emergency contact number. As part of our safeguarding procedure, we will receive a notification if you make such a change which we must accept before a change is finally made to your child's profile in school.

During Term 2, Arbor will replace Parent Pay. As a school, we want parents/carers to have one system to use instead of various systems to make the process easier for you.

### In App Messages!

One of the great benefits of parents using the Parent App is that you will receive messages directly within the app itself. These will operate similar to a text message but they will be free for us to use and it will help you access any previous messages you have received from the school.

Whilst we do not want to become a school that bombards parents with messages, the in-app messages will be great to keep you informed about your child's education; we will also be able to contact you easily if a club is cancelled at short notice or if we have to close the school.

### Registration Process

At the start of Term 2, all parents/carers will receive an activation email from Arbor containing details of how to register.

**It is vital that you use a normal PC or home computer when first setting up your account. This is because a pop-up window appears asking you to type in your child's date of birth. If you try to log in using a mobile device like an iPhone or an iPad, the pop-up window does not appear correctly.**

### What about the Arbor Parent App?

The great news is that you can download the Arbor Parent App today! Simply go to your iPhone App Store or your Google Play Store and type in 'Arbor', then simply download the free app. It is important to note that you will not be able to log into the Arbor app until you have completed the initial log in process on a standard computer.

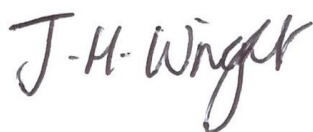
We would like to encourage all parents/carers to make full use of the Parent App and to turn on notifications. This will ensure that your mobile phone will present you with an alert when you receive a message from the school.

The first stage of the process is for the school to migrate our data from our current provider. This is scheduled to take place during the half term holiday. Once this is complete, we will be working quickly to get the Parent Portal up and running during the first week of term.

Parents will be notified of a date in Term 2 when we will stop using Parent Pay. All balances held in Parent Pay will be transferred to your new Arbor account.

We will send you further details including parents 'How to Guides' and log in details when we are back to school after half term. Many thanks for your ongoing support.

Kind regards



Jane Wright  
Head of School