

# Thomas Eaton Primary Academy

Part of The Diamond Learning Partnership Trust

Established in the Queen's Jubilee Year 2012

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Head of school: Mrs Nicola Jones BEd NPQH

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Dear Parent/Carer

## **ARBOR**

As you are aware we have a new MIS for our school. It is called Arbor. This replaces SIMS.

Only 60% of all our parents/carers have accessed the new system so far. It is very important that you access this new system as this our way of communicating with you regarding school information etc. If you are already accessing Arbor then please ignore this letter.

There is a useful guide for you to refer to (<https://support.arbor-education.com/hc/en-us/articles/212097029-Using-Parent-Portal-A-Parent-s-Guide>) but please feel free to pop into the school office if you need assistance.

There is lots of functionality on Arbor that we are using now – attendance; behaviour; online payments etc and we will continue to add to this as more functionality becomes available to us (eg trips; assessments; parents evenings).

To login into the Parent Portal for the first time and view your child's dashboard, you will need the email that came from the school to welcome you to Arbor. This email was sent out on 25<sup>th</sup> February. This email confirmed your username (your email on school record) and a link for you to click on that will take you directly to your schools' Arbor site. On your first login only, you will need to enter your child's date of birth to access the dashboard. **If you need this email again please let the school office know ASAP.**

For your first time login you will need to do this **from a computer** (using Chrome as your web browser) not your phone. This is because of various popups where you will need to confirm certain details about you child(ren) (eg DOB). If you have more than one child you will need to click in where you see your first child's name listed and then this will give you a drop down menu to select other children. Once you have successfully confirmed your child's details etc from a computer you will then be able to access the link from your smartphone etc.

As you use Arbor you will find there is comprehensive online help wherever you are on your dashboard.

Unfortunately Arbor doesn't currently have an App but this is something they're looking at.

Thank you,

School Office

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