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4<sup>th</sup> July 2025

Dear Parents & Carers



## Coming soon Arbor Parent Portal and Parent App

We are writing to let you know that we have changed the system that helps us manage school data and communications to Arbor. Arbor will provide us with a more efficient system, one of the main benefits is that you will be able to use the **Arbor Parent App** for communication with school and also to make payments.

The app will become your central hub for school updates, allowing you to receive messages directly, view your child's attendance, and manage school payments for clubs, trips, and dinners conveniently from your smartphone or tablet.

### Who will receive the messages when Parents use Arbor?

The school office will receive your messages and will be able to alert relevant staff.

### When will Parents be able to start using the App?

You will be able to use the App from the beginning of the new academic term August 2025. For the remainder of this term please continue to use the current ways of communicating and paying.

### How will I know how to download the App?

We have included comprehensive guidance with this letter to ensure a smooth transition for everyone. This includes detailed instructions on how to download and set up the Arbor App, access the Parent Portal, and familiarise yourselves with its features.

### When will I receive the welcome email?

During August we will send you a welcome Arbor email. We will also send you a text alert as a reminder.

Yours Faithfully

**Gail Seaton**  
**Headteacher**



# We're using Arbor's free Parent Portal and Parent 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 Parent 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 any internet-enabled computer. In addition to this you can download the Parent 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 Apple 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 14, 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.
7. Please scan the QR code for even more help setting up the app.

