

All belong, all achieve.

Monday 24th June 2024

Launch of Arbor -New Communication Portal for Heber Families

Dear Parents and Carers,

You may have noticed recently that communications from the school are now coming to you via **Arbor**, our new Management Information System for recording pupil data and talking to families. Using Arbor allows us to communicate with you more efficiently, and will enable you to access a wider range of information about your child's school life, via the Arbor Parent Portal and the downloadable Parent App.

The Parent Portal and Parent App will let you see your child's registration data and their attendance. You will be able to register your child for trips and clubs, book parents evening appointments and make payments; all from one portal on your phone or computer. If you have downloaded the App and allowed notifications, we will also be able to send in-app messages directly to your phone.

How do I log in to the new system?

We invite all our parents and carers to take a look at the system, using this link;
[Getting started - Log into the Parent Portal and the Parent App](#)

To set up a login for your account on the new system, you just need to set a password. Your username is the email address we've sent this email to. Go to <https://login.arbor.sc> and click 'Forgot your password?' to finish setting up your account. The Arbor Parent App can be downloaded from either the Playstore on android phones or the Apple Store on iPhones.

Pupil Data

Once you have logged in, you will be able to see all the basic pupil data for your child(ren), such as guardian contact details, consents and attendance data, by clicking 'View Student Profile'.

If you see any data which you think is incorrect, there is the option to request that we change this, by clicking on the grey arrows next to the data; this sends a request to the school to update the data. You can also still email us in the normal way about a change of details.

Please note that while our parents and carers are finding their way around the system, there are likely to be a number of requests for changes to data. We would ask you to send these to us in writing via email or via the Arbor portal itself, so they can be dealt with by the office team systematically.



HEBER

PRIMARY SCHOOL

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Payments

The option to make payments via Arbor will be activated in September, when we will cease using ParentPay, so please continue to use ParentPay until then. The only exception to this is for Autumn Term Enrichment Clubs, some of which will be bookable via Arbor later on this term. Please look out for further information about this in the coming weeks.

Thank you for your support with this change, which we hope will have a positive impact on your experience of communicating with the school.

Best regards,

Victoria Walters
School Business Manager

