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Dear Parent/Carer,

We have recently moved to a new communication, payment and data management platform called **Arbor**, which will, in due course, replace **Parentmail** for communication between school and parents, school meal bookings, and payments for trips etc. Arbor securely stores all pupil data, including parent/carers contact details.

What do parents / Carers need to do?

The first essential step of this change is that you download the Arbor app. This can be found on the Google Play Store and Apple App Store and should look like this.

Arbor Parent App



Important task for all parents:

Once you have downloaded the app, we need you to carefully check your child's details and your own / family information. Should you notice anything that needs to be updated we would like you to do this yourselves. This will replace the need to update emergency contact details etc in September. To enable us to move forward with the roll out of the new system, we need all parents/carers to have downloaded the app and checked their data by **Friday 5th September 2025**.

What if I'm struggling?

If you would like support with this, we will be offering support sessions open to all parents/carers on **Wednesday 3rd and Thursday 4th September at 3.15pm to 3.45pm in the main hall**. Staff from the office team will be on hand to support the download of the app and to resend login information.

All other information/communication will remain on Parentmail. Please book meals, clubs, trips, tuckshop as normal until informed otherwise.

Thank you for your support with our system update.

Kind Regards

Mrs E Severn

Head of School

