

30 October 2020

Dear Parents/Carers

### **Arbor Management Information System**

I hope you have had a restful half term break. During the holidays we have been busy implementing Arbor at Thames View Primary School. Arbor is a management information and payment system that will replace Parent Pay and many other systems within the school, helping to make things more efficient and give parents and staff access to information all in one place.

We have completed the setup of the system and will be sending parents/carers emails this week with details of how to access their account. Arbor can be accessed by using a normal web browser or by downloading the Arbor App from your relevant Apps store.

From Monday 9 November Arbor will be used for all meal payments and trip payments. Parent Pay will no longer be used, and any funds uploaded in error will be refunded. Any balances that are on your Parent Pay account will be transferred to Arbor on Friday 6 November. To allow balances to be transferred smoothly please do not add funds to your Parent Pay account from Thursday 5 November.

### **Signing Up for Arbor**

1. Parents/carers will receive an email from Arbor
2. Click the link **using a desktop PC or laptop. Please do not use a smart phone or tablet for the initial activation.**
3. You will be prompted to input your child's date of birth to access their full profile
4. Download the App from the relevant app store

When logging into the app please select allow notifications. The school will send In App notifications and emails as the main form of communication. Using In App notifications for the school is free and the Arbor App will alert you that there is a message to read.

The Arbor platform will be developed throughout the year, In the first instance it will be used for payments, for parents/carers to view information about their child and for parents/carers to update their contact details if they chance. Later in the year parents' evenings (subject to Covid) can be booked via the system.

I would like to encourage all parents/carers to access the system as soon as possible and let the school office know if you are having any issues. For the first time login it is vital that this is completed via a desktop PC or laptop. If you do not have access to the device, please speak to your school office who will be able to assist.

Kind regards

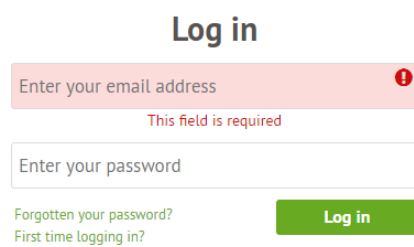


Owen McColgan  
**Chief Executive**

## ARBOR Parent Portal - Set Up Instructions

Details of how to access Arbor will be sent to parents/carers who have an email address on file with the school. You can also complete the steps below before the email is received.

If you do not receive an email within a few days, please provide your email address to the school office.

Stage	Task
1 Set Up	<p>On a PC, home computer or laptop - <b>NOT A MOBILE DEVICE</b> - use the following link for Arbor's log in: <a href="https://thames-view-primary.uk.arbor.sc/">https://thames-view-primary.uk.arbor.sc/</a> then select the "First Time Logging in?" link, this will take you through the initial steps of logging in and then follow the set-up instructions.</p> <div style="text-align: center;">  </div> <p>Remember! You need to set up your Arbor Parent Account in a normal browser (ideally Chrome) so that you can enter your child's date of birth when the pop-up window appears.</p>
2 Save	Ensure you securely remember your password.
3 Save	Save the log-in page for Arbor to your favourites so you can access it easily. Visiting Arbor from a desktop pc/laptop will give you more functionality than the App. Parents/carers can use both.
4 Load	Download the Arbor Parent Portal App to your mobile phone from either Apple App Store or Google Play Store.
5 Test	Use your log in information to access the Arbor Parent App. Confirm your child's date of birth if asked.
6 Solve	By following the steps above, you should be able to log in and easily access your child's information either through the portal or app. Should you have any issues, please first repeat the steps above, starting at Stage 1. If you continue to have difficulties logging in, then please contact the School Office.

Troubleshooting	<a href="https://support.arbor-education.com/hc/en-us/articles/212097029-The-Arbor-Parent-Portal-quick-introduction">https://support.arbor-education.com/hc/en-us/articles/212097029-The-Arbor-Parent-Portal-quick-introduction</a>
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