



Barrowby Church of England Primary School

June 2025

Dear Parents/Carers

Introduction to new parent portal communication system: Arbor

I believe that communicating with parents is vitally important; ensuring our parents receive the correct information about all aspects of school life at the right time.

With this in mind I am pleased to inform you that from **4th July 2025** we will be upgrading our communication system to **Arbor**.

This will be replacing Parentmail over the next few weeks and helps make life for parents much easier and with a single account you can continue to:

- Receive school communications
- Make payments electronically
- Reserve tickets for school events
- Provide permissions for school visits/sporting events
- Book parents' evening appointments
- Report absences
- Book wrap around care - **this will be used from September with, more information to follow.**

For parents, one of the biggest additional benefit is that you can update your child's information, your contact information via your smartphone or other internet connected device.

To begin this process, please can we ask you to download the **free** Arbor Parent app on Android or iOS, in readiness for your welcome email from Arbor.

Registration

Today, you will receive an email from Arbor with a reference of "Welcome to Arbor at Barrowby Church of England Primary". Please check your spam folder and if this has still not been received contact the school office who will support you with this.

When you receive this please just follow the instructions as outlined in the below guidance issued by Arbor:

<https://support.arbor-education.com/hc/en-us/articles/360020147458-Log-into-the-Parent-Portal-and-the-Parent-App#what-is-the-arbor-app--0-1>

Please click on the link from the email and follow the registration process. As above, you will be asked to enter some details, answer a security question to verify who you are and to set a password for your account.

The current ParentMail system will cease to operate on **22nd July 25**. It is vital that all parents register for the new platform before this date so that you do not miss any home-school communications.

If you have any queries with the process please contact the school office for additional support.

Yours sincerely

Mr L Batey
Head teacher



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