Friday 27th June 2025

Dear Parents/Carers,

Arbor MIS Update

Following on from our letter last week requesting your updated email address, as part of the Arbor system we are now setting up a Communication package, where you as parents can have access to the Parent Portal. This can be logged into on a desktop pc, as well as a Parent App for mobile devices. Each parent (primary guardian) for whom we hold a valid email address will receive a welcome email. Please see the attached leaflet for information on how to log in.

Once your account is activated you will be able to log into either the Parent Portal or Parent App to:
- View your child`s profile and provide us any updates to this and view your child's attendance.
- After School Clubs and Parents Evening will be booked through your Parent Portal.
- Dinner payments
- Trip payments
- Wrap Around Care (Owls Nest)
- Toast and Milk

Please note that the payment system will not be set up until W/C 7th July. We will no longer be using School Cloud or Scopay in September, everything will be booked and paid for through Arbor.

The Arbor Parent Portal and Parent App will provide us with the opportunity to request certain school wide consents from you online, rather than using paper forms and also send in app messages as a form of communication.
When you download the Parent App, please make sure that you enable push notifications.

It is now **important** that you make sure we have the correct email address for yourself. This is the only way you will have access to the Parent Portal on Arbor.

I will be available at each end of year assembly if you would like any assistance.

There will be another letter coming out next week informing you of payments.

If you have any issues or questions in the meantime, please do not hesitate to contact me in the school office.

Yours sincerely
Mrs Howard
Academy Office Manager

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 Google Chrome (computer or laptop) and 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 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 SE, 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.

> **Holly Cook**
> 9SN
>
> **Notices**
>
> Holly Cook does not have a transportation method recorded
>
> 13:15 - 13:30
> Thu, 13 May 2021
> **Registration: Year 9: Form 9SN**
> Room: 209
> Mr Russell
>
> **Statistics**
>
> Attendance (2020/2021)
>
> **80.1%** Year   **71.4%** Last 4 weeks
>
> **Activities**
>
> Holly Cook: Clubs