Ref: 3531   14 November 2024

Dear Parent,

Welcome to Arbor!

We wrote to you last week to inform you that we would be moving to Arbor Parent Portal and Parent App. In time, this will bring all school data and workflows into one system.

We sent a test email on Monday titled 'BPA Arbor Test Message.' This was simply to highlight the change in the address from which you will receive correspondence – it being legitimate. The Parent Portal is now switched on and we have set up an account for you. You should have received in a separate email, your login credentials. To get started:

1. Click here https://login.arbor.sc
2. Your username
3. Your password: Click **Forgot your password?** to set your password and finish setting up.

Once the account has been created, you can then download the Parent App from either the Playstore or the Apple. Using the Parent App will allow for swift and cost-free communication through email and push notifications.   If you need any help with any aspect of the Parent Portal and then App, click here.

From Monday 18 November, Stage 2 of our roll out, Arbor will be used for:
1. All emails, correspondence and where downloaded, in app notifications. Where possible, enable push messaging.
2. A parent reporting an absence (instead of ClassCharts) - How to Report an Absence - Help & Advice
3. Homework that has been set.
4. Viewing a timetable.
5. Viewing positive and negative behaviour incidents (the ClassCharts equivalent of green and red points).
6. Detentions that have been scheduled.
7. Club attendance.

To support parents, we have added a help page on our school website BPA-Parents-Arbor Education Please use this page for troubleshooting in the first instance and if you then continue to have an issue, please contact us at school.

A quirk of Arbor is that it does not, as did ClassCharts, inform parents when their child has a fourth breach of the Behaviour Policy, it simply informs of the final breach. If you receive a 60-minute detention notification for any of the reasons below, there will be three others before it. This will make much more sense when you use the platform. The reasons:

1. Behaviour During Unstructured Time
2. Uniform & Appearance
3. Chewing/Eating
4. No Chromebook (where appropriate)
5. Lack of Equipment
6. Late for Lesson

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In school, we will work with our students in the coming week to get them set up on the Student Portal. This is undergoing work to improve its features. We are also in discussion with Arbor about being a test school for the Student App, shortly to be released. Should this be the case, we will let you know.

ClassCharts will become redundant very quickly and we anticipate switching it off. Of course, before we do, we will contact you. All points will be ported across so that we have an accurate record that everyone can be rightly proud of.

As we navigate this next step, may we thank you for your support – especially those that have helped us trial and test the system!

Yours faithfully,

L. MacLaren

Headteacher

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