



February 2025

Dear Parent/Guardian,

www.churchtown.org.uk

Headteacher: Mrs. J. Payne

We are excited to announce that we will be moving our Communications to **ARBOR** in February 2025, this will replace our current system, **Parent App Connect**.

Adopting **ARBOR** will allow us to communicate with you more efficiently and bring all core school data and workflows into one system over the next few months.

Initial communications will include:

- School Letter distribution
- In App Messaging to Parents
- Reporting an Absence by a Parent
- Urgent notifications via text message from Churchtown Primary School

We are really looking forward to getting started with **ARBOR** and invite all our parents to familiarise themselves using the link below:

Getting started - Log into the Parent Portal and the Parent App (<https://support.arbor-education.com/hc/en-us/articles/360020147458-Log-into-the-Parent-Portal-and-the-Parent-App>)

Next steps:

- All parents will receive a test email from our new system, **ARBOR** and a supplementary text message from our current system, **Parent App Connect** on Thursday 6th February.
- It may, and is likely to go into your junk email first. Please retrieve it and 'un junk it.' This enables you to then accept emails from Churchtown Primary School via **ARBOR**.
- The email will read from Churchtown Primary School and be headed 'no-reply@mail.arbor-education.com on behalf of Churchtown Primary School.'
- If you do not receive a test email by Monday 10th of February please contact the school office to confirm we have the correct email address on our school system. The test email will then be resent.

We need to allow for a period of time to move systems across and all parents to have their log in details. Therefore, the final date of using the current system of communications, **Parent App Connect** will be Thursday the 27th of February. From Friday 28th of February, **ARBOR** will be used as the school's new communication system.

We hope you are looking forward to using this new feature as much as we are!

If you have any queries please contact office@churchtown.org.uk

- We will send further communication via **Parent App Connect** and how to register on **ARBOR** on Wednesday the 12th of February 2025, please look out for this information and register your child when prompted.

Kind Regards

Mrs J. Payne



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