Important Update - School Communications Moving to Arbor Parent Portal & App from February 2027.

Dear Parents and Carers,

We are writing to inform you of an important change to how we communicate with families.

From **1 February 2027**, the school will no longer be using our current **Teachers2Parents (T2P)** text messaging service. Instead, all school communications will be sent through the **Arbor Parent Portal and Arbor Parent App**, which links directly to our school's Management Information System (MIS).

What does this mean for you?

The Arbor Parent App and Parent Portal will become the school's primary method for sharing:

- Attendance notifications
- School messages and announcements
- Emergency communications

Summer 27

We will be having a phased approach to using the APP and in Summer 27 we will be moving all payments from Parentpay to your Arbor App so that you have one area to access payments, trips, clubs and we will notify you of these changes nearer the time but for the time being the APP will be used for communication purposes only.

What do you need to do?

To ensure you continue to receive all school communications after the changeover, please:

1. Download the **Arbor Parent App** from the Apple App Store or Google Play Store, or access the Parent Portal online.

Scan the QR code to download the Arbor Parent App, and use your email address to log in

GET IT ON Google Play

Download on the App Store

2.
3. Activate your Arbor account using the email address held by the school.
4. Check that your contact details are up to date.

5. Set up and test your access **before 18th December 2026, so the school can support you in your change over. We will make the App Live from Monday, 23rd November so you can begin to start your set up process in readiness.**

Parent Support Guide

Arbor has produced a helpful step-by-step guide explaining how to log in and access the Parent Portal and Parent App:

Parent Guide:
https://support.arbor-education.com/hc/en-us/articles/360020147458-Logging-In-to-the-Parent-Portal-Parent-App

We recommend reviewing this guide before activating your account, **this has video guidance.**

Need Help?

If you have not received an Arbor invitation, are unable to log in, or require assistance setting up your account, please contact the school office. We will be happy to help and can arrange support where needed.

Important Reminder

The **current T2P text messaging service will cease on 31 January 2027**. After this date, communications will be issued through Arbor. Parents and carers who have not activated their Arbor account may miss important school information and updates.

Thank you for your support as we move to a more integrated communication system. We believe Arbor will provide a more efficient and user-friendly way for families to stay informed and engaged with school life.

Yours sincerely,

Emma Searl
Chief Financial Officer