THE **BOURNE** ACADEMY

6 February 2023

Dear Parent/Carer,

Arbor Parent Portal / App

In November 2022 we wrote to you about the Academy moving to a new MIS system, Arbor. Our email communications have already moved to Arbor and we are now delighted to announce the launch of the Arbor Parent Portal / App.

You will be able to log into the Arbor Parent Portal using a PC, mobile phone or tablet. If you are downloading the free app on a mobile phone or tablet please search for the 'Arbor Parent Portal' in your app store with the symbol to the right.

Once logged into your Parent Portal you will be able to:
- View and update personal information on your child
- View and update your own details. You will be able to view other contacts names held for your child, but not their personal details
- View your child's attendance at the Academy and their timetable
- View your child's house points and see what they received their points for
- View any detentions that may have been set.

A welcome message from the Academy via Arbor will be sent out to you Wednesday 8th February, welcoming you to the Parent Portal. This email will contain a link to the Arbor site and also provide your user name (your email address) and instructions on logging in. Alternatively, you can follow the steps below now. Please note that you are unable to finish setting up your account and password through the app – you must use the web page version of Arbor at this stage.

1. Follow the link Log in to your School | Arbor
2. Click on the link 'Forgot your Password?'
3. Enter your email address (this must match the one that we hold for you and will be the one you have received this letter through) and click reset password. This will generate a reset password email sent to your email address. Please click on the link in that email and create your password.
4. The first time you log in, you will be asked to read and confirm Arbor's terms and condidtions and enter your child's date of birth as an additional security measure. If you have more than one child at the Academy, please enter your eldest child's date of birth.

Please see the attached information pages about setting up the Arbor Parent Portal / App for further detail.

Please note that parents/carers who share an email address will only be able to set up one Parent Portal account between them. If you require separate access to the Parent Portal, you will need to provide an additional email address. Please contact admin@thebourneacademy.com to update your details.

We hope that you find the Arbor Parent Portal an effective tool for seeing how your child is doing on a daily basis at the Academy. If you have any issues, please do contact the Academy.

Yours sincerely

The Bourne Academy