



28th November 2024

Dear Parent/Carer,

We are delighted that over 80% of parents and carers are regularly using Arbor or the Arbor Parent Portal App to stay informed about your child's education. Thank you for your engagement! We kindly ask all parents/carers to complete a data check to ensure all the details we hold for you and your child are correct. When you log into Arbor, you'll see a notification at the top of the page prompting you to review and update your details. Please take a moment to ensure the information we hold is accurate.



What is the Arbor Parent Portal / App

The Arbor portal allows you to access a whole host of information on your mobile device through your app store or via your web browser [Log in to your School | Arbor](#). You will be able to view attendance data, house points, your child's timetable, notifications regarding school communications and you can update personal information on your child's profile.

Downloading the Arbor App & enabling push notifications

Download the app via your phone's App Store and ensure you turn on your push notifications to stay up to date.

Android users – ensure you have turned on push notifications by going to Settings > Apps > Arbor > Notifications iOS users will be prompted to receive push notifications when you download the app, ensure you select allow.

You must enable push notifications to receive a notification when you have a new in-app message. If you do not enable this, you will not be alerted to a new message and may miss important information.

Logging into the Arbor Parent Portal / App for the first time

You must use the web page version of Arbor at this stage.

1. Follow the link Log in to [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 conditions 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

Principal: Mr Mark Avoth

The Bourne Academy, Hadow Road, Bournemouth, BH10 5HS

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THE BOURNE ACADEMY

Please contact us if you encounter any issues. We will be sending requests like this at least once a year. It is your responsibility to ensure that the data we hold remains accurate and up to date. Thank you for taking the time to update your information and for using Arbor to stay connected with the Academy.

Kind regards

The Bourne Academy

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