



Executive Headteacher: Mrs L. Gould  
Head of School: Mr R. Leigh

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17 December 2018

Dear Parent/Carers,

RE:  Arbor

We are excited to announce the arrival of Arbor - a new parent portal where you will be able to access personal data that we hold on your child including information such as contact numbers we hold for you and your child's attendance data. Arbor is being launched to parents/carers during the day on Thursday, 3 and Friday 4 January 2019. The new Parent Portal through Arbor has been provided by REAch2 across the academy trust after careful consideration and a full tendering process.

#### **What will Arbor's parent portal do?**

By using the Arbor parent portal you will be able to:

- ✓ Track your child's attendance
- ✓ Maintain up-to-date details for yourself and your child
- ✓ Book parent/carer consultation evening appointments
- ✓ Pay for trips and breakfast club/after school activity club bookings

#### **What will happen to ParentMail?**

Our agreement with ParentMail comes to an end on or around 24<sup>th</sup> December 2018 as the services they provide will now be provided by Arbor. After this time, you will no longer receive any communications from us via ParentMail. The ParentMail app will also probably stop working and it may deny you access to letters and information currently stored on there. **Wherever possible we recommend that the information stored in the app be accessed before the agreement comes to an end.**

#### **January 2019 breakfast club and after school activity club bookings**

To allow for possible system issues in early January we would recommend you book breakfast club and/or after school activity club places for the 3<sup>rd</sup> to 11<sup>th</sup> January 2019 before 12 noon on 21<sup>st</sup> December 2018 when the bookings system will close within ParentMail. **Any bookings made after this time may be charged by ParentMail but we will be unable to access the information provided so please make sure you have booked and paid online in good time.**



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### **Emails from the school**

Emails will be sent to you from the Arbor system. In a change to ParentMail, email messages will arrive directly in your email inbox of the address you have registered with the school.

### **How will the school communicate with us if there is an issue regarding the return to school in January 2019?**

The school's website at [www.theglobeprimary.co.uk](http://www.theglobeprimary.co.uk) remains unaffected and information will be posted on there. In addition, we will keep in close contact with the Vice Chair of Governors who runs the Governors' Globe Primary Facebook page and mirror communications on that page as necessary. In the unlikely event that the school is closed for any reason (e.g. significant snowfall) we will also inform the local radio stations as detailed in our snow and bad weather policy.

### **Signing up to Arbor**

If you have provided the office with an email address and are a main parent/carer, you will be sent an invitation email on the 3<sup>rd</sup> or 4<sup>th</sup> January 2019 to your email inbox asking you to join Arbor. Please follow the instructions in the email to join the Parent Portal.

If you have not provided the office with an email address, or do not receive an email on the 3<sup>rd</sup> or 4<sup>th</sup> January 2019, please speak to a member of the School Office team in the week beginning Monday 7<sup>th</sup> January 2019 for further advice.

### **Where can I get more information?**

Parents and carers can get more information in the Arbor Help Centre for details and visuals that you may find useful. You can find these at: <https://bit.ly/2BrKt4T>

Please understand that the new system will take a little time to bed in and we hope you will bear with us during this period of transition.

If you have any other queries please contact the School Office in the first instance.

Yours sincerely,

Ricky Leigh  
Head of School