

Dear Parent/Carer,

As part of our commitment to improving communication with families, we are moving from the **Teacher2Parent** app to a new system called **Arbor**. Arbor will become our main platform for sharing important information, updates, and correspondence going forward.

### What is Arbor?

Arbor is a secure Parent Portal and mobile app that allows you to:

- Receive messages and notifications from school instantly
- View your child's attendance, consents, and key information
- Update your contact details easily
- Access important documents and announcements in one place

### Welcome to Arbor!

Ashlands C of E Primary School has already set up an account for you. To finish creating your account, you just need to set a password.

- **Your username:** The email address this message was sent to
- **Step 1:** Click the link below to create your password and complete your account setup:  
<https://ashlands-church-of-england-primary-school.uk.arbor.sc/?/home-ui/index>

**Important:** Please use a laptop or computer with Google Chrome for the initial setup.

If you don't have access to a laptop or computer, the school will have a small number available at drop-off and pick-up times over the upcoming days (**Wednesday 26<sup>th</sup> November- Wednesday 3<sup>rd</sup> December**). You are welcome to come in and set up your account on site with support if needed.

### Next Steps

After your first login, download the **Arbor App** from:

- **Google Play Store** (for Android phones)
- **Apple App Store** (for iPhones)

To ensure you don't miss urgent updates, please **enable push notifications** in the app. All future correspondence will be sent through Arbor, so activating notifications is essential.

When you open the app, you will see some consent forms that you'll be prompted to update. Details about these consents can be found in the transition email.

**Need help?**

If you have any queries or need assistance, please contact the school office:

 **01460 73437**

 **office@ashlandsprimary.school**

Thank you for supporting us in making communication faster and more efficient for everyone.

**Kind regards,**

The Office Team

Ashlands C of E Primary School