**Dear Parents/Carers,**

We are excited to announce that we will be moving our **MIS to Arbor**, with the **Parent App going live from today, Tuesday 4th March**. This new system will allow us to communicate with you more efficiently and bring all core functions together including Communication, Attendance and Payments

We encourage all parents to familiarise themselves with the **Arbor Parent Portal and App** using the link below:

A quick guide on how to download the app is also attached to this letter and a short video can be found here https://youtu.be/kFCuC1NyH5U

**Check & Update Your Details**

Once you have received a message to confirm the App has launched, please ensure you log in. You will be asked to select school **(You may see their old primary school show, please ignore this and ensure you select Heath Lane Academy)** We ask all parents to check the details we hold for them on their Arbor account and update them if necessary. You can update your information directly within the app, and the school will receive a notification to approve the changes—there is no need to contact the school directly.

**Arbor Attendance**

Starting **Monday, 10th March,** please use the Arbor app to report your child's absence. A Parent Guide with instructions is attached to this letter.

**Arbor Payments**

From **Friday 7th March**, we will begin using **Arbor for all payments**, including **school dinner money and trips**.

To ensure a smooth transition, we kindly ask that you keep your Weduc meal payments to a minimum this week or ensure that your child only has enough until Friday. You will need to withdraw any remaining balances from Weduc after Friday as the balance will unfortunately not transfer. A guide on how to withdraw is attached to this letter.

School trip balances will automatically transfer to Arbor—you do not need to take any action.

Trips and shop items will start to appear from **Monday 10th March**

If you have any questions, please do not hesitate to contact us enquiries@heathlaneacademy.org.uk

Kind Regards,

Gemma Whetton

Business Manager

# We're using Arbor's free Parent Portal and Parent App

**We've chosen Arbor to help us manage our school.**

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

## How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before

2. Click the link in your welcome email to set up your password

3. Go to the App or Google Play Store on your phone and search 'Arbor'

4. Click 'Install' on Android or 'Get' on iPhone then open the App

5. Enter your email, select the school, then enter your password

6. Accept the Terms & Conditions and enter your child's birthday

> **The Sunnyville School of Magic**
> W10 5BN, London, GBR
>
> Enter your password
>
> **Log in**
>
> **Forgotten password?**

## Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

**Some tips to try:**

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.

2. **Reset your password** from the login page, or ask us to do this.

3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.

4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.

5. **Enter the birthday** of one of your children to log in.

6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

> **Holly Cook**
> 9SN
>
> **Notices**
>
> Holly Cook does not have a transportation method recorded
>
> 13:15 - 13:30
> Thu, 13 May 2021
> **Registration: Year 9: Form 9SN**
> Room: 209
> Mr Russell
>
> **Statistics**
>
> Attendance (2020/2021)
>
> **80.1%**     **71.4%**
> Year     Last 4 weeks
>
> **Activities**
>
> Holly Cook: Clubs
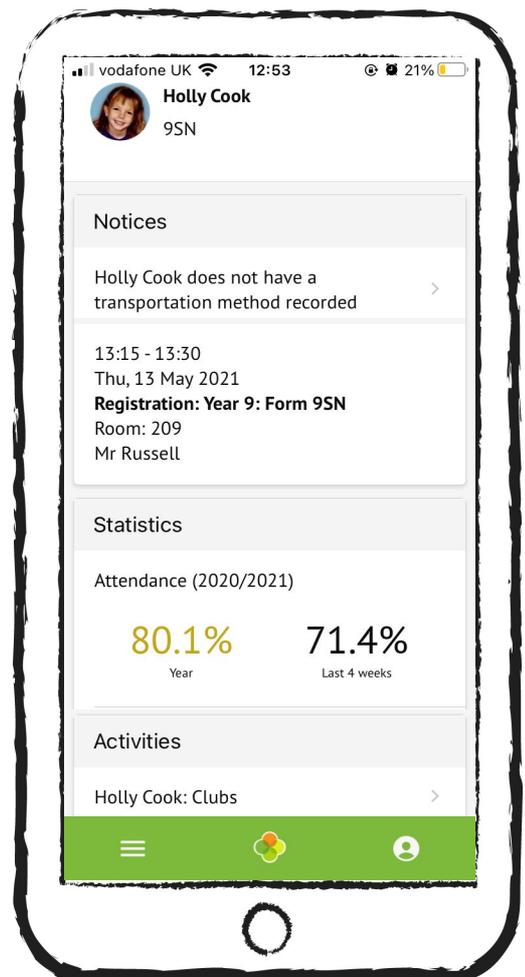
# Parent Guide: How to withdraw Weduc catering balance
## – From Friday 7ᵗʰ March **after 6pm**

### Catering purse

School catering system last connected 2 days ago

**Catering**

BALANCE
£0.59
PENDING
−£0.59 ⓘ

TOP UP

£ 0.00

Add to basket

🛒 Top Up Now

📋 View transactions

⏱ Manage auto top up

⏱ Request a balance withdrawal for this purse

Amount on account

Once you have withdrawn, it will show here in red as pending

Click here to withdraw

### Purse Balance Details:

Current balance on this purse: £0.59

Available to withdraw: £0.59

£ 0.59

Withdraw All     Clear

We are not always able to automatically refund to your payment card, in which case we may need to process your refund as a bank transfer. Please provide the following details to enable us to process your refund.

Account Holder Name

Account Number

Sort Code

Withdraw £0.59

Enter details to receive the funds back.

## Parent Guide: Managing Payments in the Arbor Parent App

We are pleased to provide you with a guide on how to manage your child's accounts and view payments using the Arbor Parent App. For any queries regarding your Arbor app or payments, please contact Enquiries@heathlaneacademy.org.uk

### Accessing Account Balances

Open the Arbor Parent App on your device.
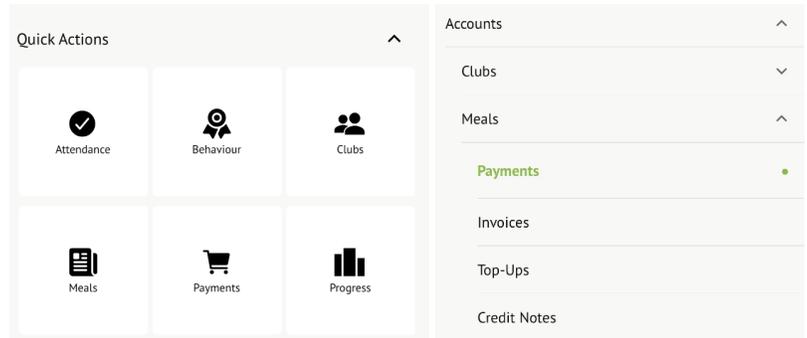
**View Overall Balances:** On the homepage, tap on the balance displayed. This will show any outstanding amounts for trips, clubs, or top-up accounts like Meals or Trips. A £0 balance indicates that all accounts are either balanced or have positive balances.
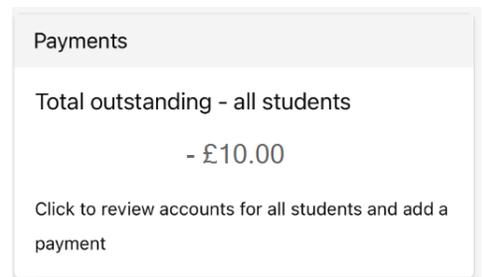
### Topping Up an Account

Select the Desired Account: From the Payments section, choose the account you wish to top up

Tap the green 'Top Up' button.
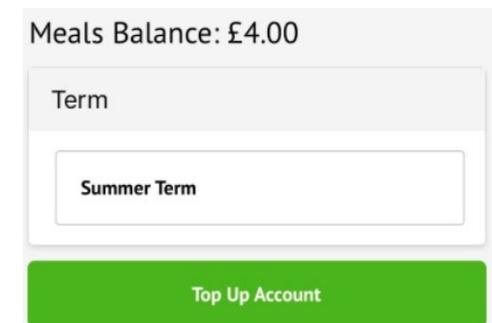
**Enter Payment Details:** Input the amount you wish to add (minimum payment amount is £2). Enter your card details. Follow any additional authentication steps required by your bank to complete the transaction.
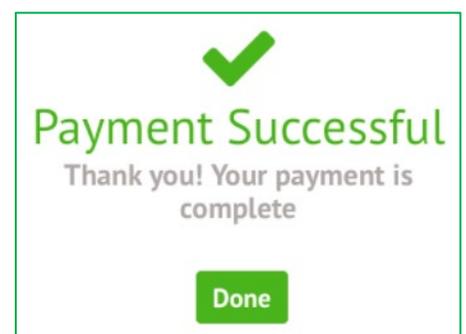
## Parent Guide: How to Log A Pupils Absence on Arbor

### Open Arbor

- Log in to the **Arbor Parent Portal** on a web browser or open the **Arbor App** on your phone.

### Navigate to Attendance

- Click or tap on **Quick Actions**, then select **Attendance**.
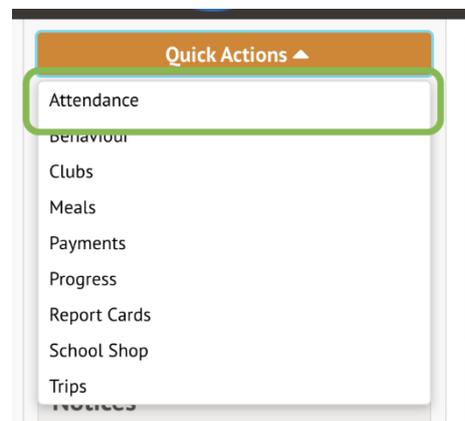
### Log the Absence

- Tap the **Log Absence** button.
- Enter the **absence date and time**.
- Select a **reason** for the absence.
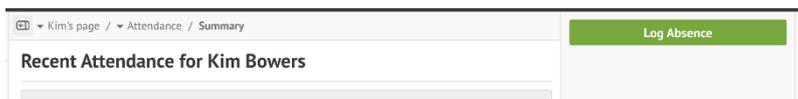
### Submit the Request

- Click **Log Absence** to send the request to the school.

### Important Notes

- **You can only log same-day absences** through Arbor.
- **To change or delete a request**, go to the absence entry and select **Cancel Change Request**.
- **For future or extended absences, contact the school directly.**

If you need help, visit **Arbor Support** or contact **Holly.Huckle@heathlaneacademy.org.uk**