



17th October 2024

Arbor Parent App

Dear Families

We are pleased to inform you that as of September, we have successfully transitioned to a new Management Information System [MIS] called Arbor. This system offers a streamlined and user-friendly experience, enabling you to access various services and stay connected with the school through the Arbor Parent App.

Following the transition, we have some features to tell you about.

Arbor Pay

From the 4th November we will be turning on the Arbor Pay option in the app, allowing you to top up your child's account to pay for school meals or visits.

From the 25th October, please do not top up your Parent Pay Account, wait for the Arbor Pay option to become available in the Arbor Parent App in November. Any balances held on Parent Pay will be transferred to your child's Arbor Pay account as soon as possible. Some aspects may not be available with immediate effect, for example visits, these will be updated in the coming days and weeks.

Personal information

Parents can now update personal details about their child or themselves using the Arbor Parent App. We would encourage you to check the information we hold in the App and action any changes you feel are necessary.

Consent

Parents will be asked to manage their consent for support or activities their child may be involved in at school using the Arbor Parent App. We ask parents to answer the request for consent as soon as possible to ensure we fulfil your wishes.

Communication

Moving forward St Thomas More will communicate with parents using Arbor's in-app messaging tool, via email and the website.

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It is important therefore, that you download the App as soon as possible by following these steps:

- Go to login.arbor.sc and click on the 'Forgot your password?' link.
- Enter the email address registered with the school and click 'Reset Password'.
- An email with a reset link will be sent to you.
- Open the email, click the link, and create a new password. You will then be logged into the Arbor Web Portal.
- Once your account is set up, please install the Arbor Parent App on your mobile device [available for both Apple and Android].
- Sign in using your email address as your username and the password you just created.
- For security, you will need to enter your child's date of birth during the first login.
- Be sure to enable notifications to receive important updates and alerts.

If you encounter any issues, please visit Arbor's Troubleshooting Login Issues page for guidance on resolving common problems. You can also reach out to STM-Arbor@stm.bwcet.com for assistance with any login queries, and we will do our best to help.

Thank you for your continued support.

Yours sincerely

Caroline Denley
Operations Manager