



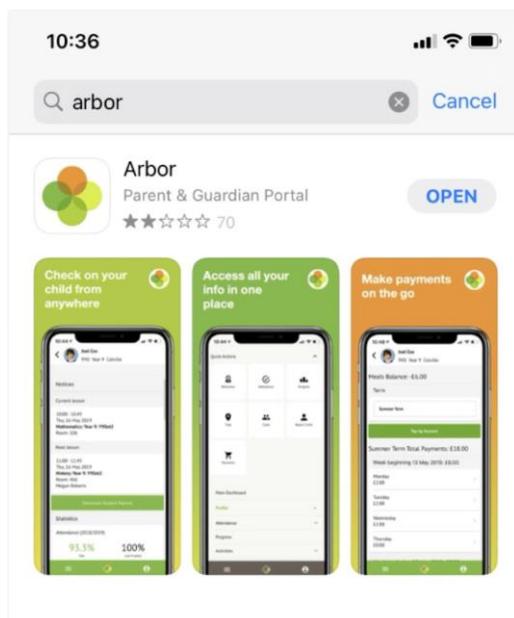
Dear Parents,

You should all have received your welcome emails from Arbor to enable you to activate your accounts. Thank you for the very positive response that has been received to date.

If you have not yet activated your account and logged in to it please do so as soon as possible. From next week we will no longer be using ParentPay for communications. If you have not received a welcome email please contact the school office.

Arbor Parent App:

Please also download the app from the App Store, just pop Arbor in the search bar and it should appear for you:



Action Required: Download the Arbor app, enable push notifications & log in for the first time, if you have not already done so.



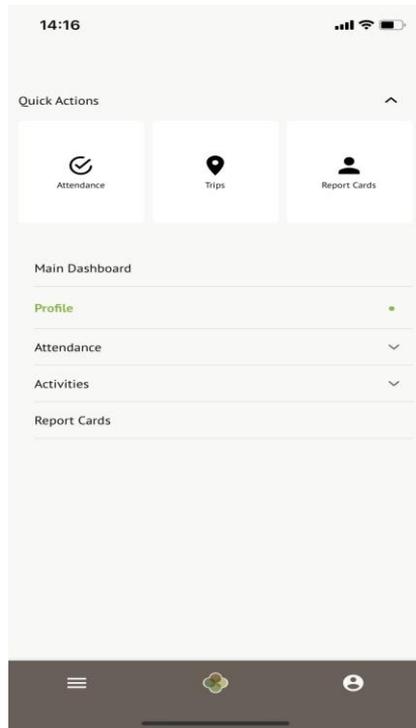
National Support School
designated by
 National College for
Teaching & Leadership

Registered Office: Preston Hedge's Primary School
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Registration number 08282041 England & Wales

When you log in for the first time please use this as an opportunity to confirm that all of your child/rens details are up to date and correct including emergency contact numbers. Please also complete the consents section regarding the use of photographs. This information can be found in the Profile section of the app via the main menu:



Downloading the app will allow you to receive in app messages and push notifications alerting you instantly when the school has sent you a message. The messages will also be stored on the app so you can easily refer back to them if necessary.

Further guidance relating to enabling push notifications is below:

<https://support.arbor-education.com/hc/en-us/articles/360002598038-Parents-not-receiving-push-notifications>

We will also still contact you via email where necessary e.g Principal's Newsletter. As this is a new system please periodically check your spam/junk folders as they may be diverted there initially. Please also add the following email address to your approved contacts if necessary: no-reply@mail.arbor-education.com

If you have any issues or queries regarding any of the above please do not hesitate to contact the office.

Once again, thank you for your support in transitioning to this new system.

Kind Regards

Claire Clayson
Senior Office Manager