



17 March 2021

Dear Parents /Carers

We are writing to let you know that we are moving from the Schoolgateway to Arbor. You will receive a welcome message on Monday 22<sup>nd</sup> March which will enable you to log into Arbor. We feel this move will enable us to communicate with parents in the safest and most efficient way.

Our aim is for our parents and carers to feel as much a part of their child’s education as possible.

The Arbor Parent Portal and App gives you access to your child’s attendance, messages and payments and to book parents evening. Through the Parent Portal you can see further details about your child’s attendance and are able to update key information about your child.

Your username for the Arbor portal is your e-mail address as held on our records – that is the one to which we are sending this message. Parents will be able to follow the link in the Portal welcome email on their smart phones and complete the registration process.

The link to the portal is below and we will have a link set up on our school website with guidance sheets.

<https://raglan-primary.uk.arbor.sc/>

Once you have logged in for the first time you can then download the Arbor App for future access on your smartphone. The Arbor App can be downloaded from either Playstore on android phones or the Apple Store on iPhones.

It is very important that, when you click into that for the first time, you then click on “First time logging in?” and follow the instructions from there.

In time, as we use the new Arbor MIS in school there will be more data available on the records, and we will make this available through the portal. At present, you will be able to see attendance statistics for your child and see the dinner money balances. Meal balances held on the schoolgateway have been transferred to Arbor, and you will be able to see the balance when you log in. **Please note that no payments for school dinners can be made through the schoolgateway.**



Raglan Primary School is a member school of Connect Schools Academy Trust: A company limited by guarantee. Registered in England with company number 07824714

You can pay for school meals through accounts, and will be able to pay for educational visits, water bottles etc through the activities section. We will be adding the Breakfast and Afterschool Club into this section very soon and a separate letter will be going out regarding club sessions from 19<sup>th</sup> April.

You will be able to see easily if there is any data missing from our system, and can, for example, update consents or change your telephone number directly through the portal.

Attached to this message is a leaflet giving more details of the app, and also the functionality of the app and the portal.

We will inform parents when the schoolgateway is no longer being used.

If you have any queries or problems accessing the system, or need any help, please e-mail [admin@raglan.bromley.sch.uk](mailto:admin@raglan.bromley.sch.uk) and we will endeavour to respond within 48 hours (working hours).

Yours sincerely



Ms Kath Margetts  
Headteacher