



Wesley Methodist Primary School

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Dear parent/carer

12th July 2024

As you will be aware we currently use Teachers2Parents to communicate with you by text and email. From the 1st September will no longer be using Teachers2Parents but will be using the parent portal through Arbor, Arbor is the software we use to manage all student and parent personal information and attendance. Later this week you will receive a welcome email from Arbor informing you that an account has been set up for you and will give instructions on how to finish setting your account up by choosing a password.

Once you have set up your account you will also be able to download the Arbor Parent App, the Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. Parents can download the Parent App for **free** from either the Play store for Android phones or the App Store for IOS.

We recommend that you download the app as this will mean you will get notifications when we send you an in app message, **we will no longer be sending text messages**. Emails we send to you will go into your inbox as they presently do. If you do not download the app you will need to log into the parent portal through your browser regularly to check for messages.

As well as receiving messages parents/carers will also be able to access other information about their child such as:-

Pupil personal information, name, address, date of birth, ethnicity – address will only be visible to the parent the child lives with

Parent/carer contact details – you will only be able to see and amend **your own** details and not those of other contacts on your child's record.

Pupil attendance data

Primary Carers will also be able to add/amend consents which you currently review annually when we send out pupil data sheets.

We will also be using the portal for club and trip permission slips, we will send more information regarding how to do this in September.

In additional we will continue to use class Dojo's for teacher communications.

If you do not receive the welcome email by the end of this week please contact the office on Monday so we can check we have the correct email address for you. A copy of this email will be added to our website in the letters section.

Many thanks in anticipation of your cooperation with the above.

