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Arbor Parent Portal and Parent App

28th February 2024

Dear Parent/Carer,

We are excited to announce that when we return to school from the Easter holidays we will be moving from the SchoolGateway app to Arbor to communicate with our parents. Adopting Arbor will allow us to communicate with our families more efficiently and bring all our data into one user friendly system.

The Parent Portal and Parent App will allow parents to register their child for a club or trip, book parents' evening slots, view attendance data, update the contact information that we hold, complete consent forms and manage payments all from one place on your phone or computer.

We are very looking forward to getting started with Arbor and we invite all our parents to familiarise themselves using the following link - [Getting started - Log into the Parent Portal and the Parent App](#)

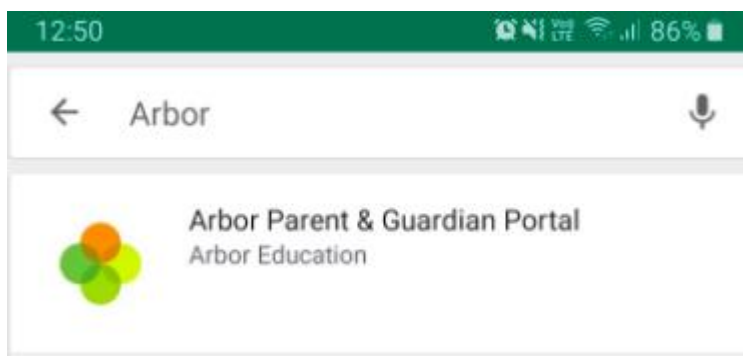
Downloading the Parent App

In preparation for the switchover to Arbor, we kindly ask that you visit either Google Play or the App Store to download the app.

Instructions for Android Users

Go to your Play store and search for 'Arbor'. Click the top option.

Click Install to download the Parent App. Once it has been installed, click Open.





Instructions for IOS Users

Go to your App Store and search 'Arbor'. Click the top option. Click 'Get' to download the Parent App.



Logging In

We plan to go 'live' with the app during the Easter holidays 2024 so that it is ready for parents to use when we return to school after the Easter holidays. Please wait until our school has enabled the Parent Portal before you log in to Arbor for the first time.

Once the Parent Portal and the Parent App is enabled, you will be sent a welcome email to set your password. You will not be able to do this through the app, as the links in our reset password emails only work with a browser.

Please note that School Gateway will not be available after Easter, so it is important that all of our families download the Arbor app in preparation for the switch over.

We will provide more details regarding Arbor after the Easter holidays. But, in the meantime, if you have any questions or queries regarding the move to Arbor, please contact the School Office who will be happy to help.

Kind regards

The Longmeadow Team