



ARROW VALE
Ian Mellor, Principal (BSc. FRSA)
Matchborough Way
Redditch
Worcestershire
B98 0GF

12th October, 2023

Dear Parent/Carer,

RE: ARBOR MANAGEMENT INFORMATION SYSTEM

We are excited to announce that we will be moving our MIS (Management Information System) to Arbor on Monday the 6th of November, 2023. This means that the school will no longer be using Edulink for communications from this date and will be replaced by Arbor.

Adopting Arbor will allow us to communicate with you more efficiently and bring all core school data and workflows into one system. We are really looking forward to getting started with Arbor and invite all our parents to familiarise themselves using the link below.

[Getting started – Log into the Parent Portal and the Arbor App](#)

Arbor also offers access to many training resources to help you with logging on/troubleshooting etc.. which are completely free for you to make the most of! These can all be found [here](#).

We will send further communication on the parental app and how to register, on the day of the launch - 6th November, 2023. Please look out for this information (which will be sent via your registered email address). You will be required to register your child when prompted.

We hope you are looking forward to using this new feature as much as we are! **The next page provides some of the benefits of using this new system.**

In the meantime, please continue to use Edulink until launch date (6th November, 2023). If you have any queries, please contact us at it@crst.org.uk

Yours sincerely

Mr N Brennan
Assistant Principal



We're using Arbor's free Parent Portal and Arbor App

We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

