

## Arbor Communications

As you are all aware our method of communication with parents is through email and messages via Arbor. This is a great system to use to ensure that information is provided in a safe and easy way to all. It does appear that you have all logged into this at some point already so thank you.

However, it is important that you check your emails and either download the Parent App or log in through the Parent Portal on a regular basis to ensure that you don't miss any important information regarding your child.

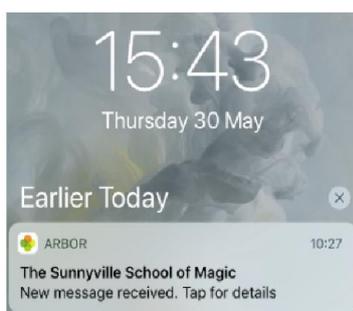
To help with this below are some details on how Arbor communication is sent to you and what you will see:

### **Messages via Parent Portal or Parent App**

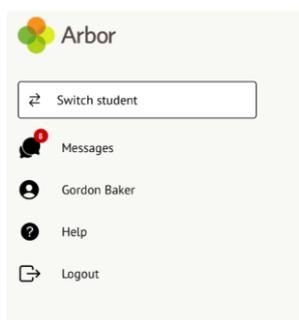
**This will be used to send messages that are for general things such as assemblies, reminders, dates for your diary**

### **Arbor Parent App**

Here you can receive in app messages. If you download the app, you can enable notifications. This will allow a pop-up message to say that you have a new message to read.



Once you log in to the app you will see if you have any unread messages.



If you haven't already downloaded the app and would like to do so, please scan the QR code and use your email to log in.



## Parent Portal

If you do not wish to download the app, you will need to log in to the portal via

**login.arbor.sc**

Your home screen will look like this and tell you if you have unread messages.

The screenshot shows the Parent Portal interface. On the left is a sidebar with a 'Quick Actions' menu, a student profile picture, 'Form Chats', a 'View Student Profile' button, a message notification 'You have 2 unread messages. Click here to view.', and 'Notices' with two consent-related items. The main content area on the right includes 'Statistics' with an 'Attendance (2025/2026)' section showing 100% attendance, 'Guardian Consultations' with 'No guardian consultations', and 'School Shop' with 'Oliver Salt: School Shop Products'.

Current lesson	Next lesson
12:45 - 15:30 Thu, 16 Oct 2025 Chatsworth Miss Eastburn and Miss Hudson	08:45 - 11:45 Fri, 17 Oct 2025 Chatsworth Miss Eastburn and Miss Hudson

From both the app or portal you can view your child's profile, where you can update any information such as phone numbers, addresses, emergency contact details, consents. You can also view their attendance.

There is also a section that gives you notices of anything that needs actioning.

**View Student Profile**

You have 2 unread messages. Click here to view.

### Notices

You have not consented to Off-site school trips/activities - participation for [REDACTED] - click to correct

You have not consented to Off-site school trips/activities - receive first aid or urgent medical treatment [REDACTED] - click to correct

An email is sent to you to prompt that you have a message, so it is important to read your email regularly and log into the portal regularly.

New message from Arbor Example School has been received **External**

**Arbor Example School** [examplearbor@arbor-mail.com](mailto:examplearbor@arbor-mail.com) via [sendgrid.net](https://sendgrid.net)  
to me

Dear Teagan,

You received a new message from Arbor Example School. Please log in to Parent Portal to be able to read this message:

<https://login.arbor.sc/>

You can also download the Arbor App to get messages instantly.

Best regards,  
Arbor Example School

## Emails

**These will be used to send time sensitive information such as first aid that has been given or head bump information, so it is important to check each day.**

**It will also be used to send out letters for trips, clubs, newsletters etc. These will be an attachment to the email which you will have to click on to open.**

Email example:

[no-reply@mail.arbor-education.com](mailto:no-reply@mail.arbor-education.com) on behalf of Bakewell Methodist Academy <[info@bma.epworthtrust.org.uk](mailto:info@bma.epworthtrust.org.uk)>

To: Helen Jenkins

can't verify that this email came from the sender so it might not be safe to respond to it. [Learn more](#)

Panto Trip 25.pdf  
172 KB

Please find attached a letter with regards our upcoming trip

**Helen Jenkins**  
**Bursar/Business Manager**

Bakewell Methodist Academy  
Stoney Close  
Bakewell  
Derbyshire  
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