ST. LUKE'S CHURCH OF ENGLAND PRIMARY SCHOOL

31 March 2025

Dear Parents and Carers,

From tomorrow, Tuesday 1 April 2025, we will be moving to Arbor Comm's to send you information from school, including the school newsletter and general letters. Communications will be sent via email and through the Arbor parent app.

You will shortly receive a welcome email where you will be able to download the free app.

In some cases, we only have an email address for one main contact, therefore if you do not receive a welcome email please would you contact the school office and provide your email address. Please check your junk email folder as sometimes the initial email will go there.

As we make the transition we may experience teathing trouble and we thank you for your patience with this.

More information is attached to this letter.

Yours sincerely,

S Hardaker

Mr S Hardaker
Headteacher

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

vodafone UK   12:53   21%

Holly Cook
9SN

Notices

Holly Cook does not have a transportation method recorded

13:15 - 13:30
Thu, 13 May 2021
Registration: Year 9: Form 9SN
Room: 209
Mr Russell

Statistics

Attendance (2020/2021)

80.1%   71.4%
Year   Last 4 weeks

Activities

Holly Cook: Clubs