

Tuesday 5th September 2023

Dear Parents/Carers,

Introducing Arbor – Parental Portal and Parental App

We are delighted to announce that we have moved over to a new management system called Arbor – it helps us to work faster, smarter and more collaboratively as a school.

This system will allow Parents/Carers to access their portal via the Arbor App to see and update your young person's information, get live updates and make bookings for events such as Parents Evening on the go.

It will also allow Parents/Carers to make payments for breakfast club, after school clubs, trips and school dinners. If you had a credit balance on SIMS Pay 360 this has been moved to the new payment system.

Please can you contact the school directly by emailing office@thebeacon.kent.sch.uk or telephone the office directly on 01303 847555 if you have changed your contact details recently.

Moving to the new Arbor Parental App and Portal, will allow parents/carers to communicate with school staff instead of using school contact books – We are excited to get this up and running as soon as possible.

Whilst we appreciate that changes to school systems are not ideal, we know you will join us in welcoming change for the better, as this has previously been suggested via parental feedback. Overtime, the Arbor system will help us meet the needs of the children of The Beacon School and their families to a greater degree and will improve our efficiency and communication. Therefore, we are very grateful for your patience and support as we move between systems. If you do experience any problems or have questions, please do not hesitate to email, phone or come in and see us, so that we can get your question or query resolved promptly.

Queries

Is it secure?

We value your privacy and only process your information in line with our trust Privacy Policy. You can read more about our Data Protection policy on our website. The system gives you control over your data and is more secure than pieces of paper. You have to be invited by the school, through the email we hold, so unauthorised access can't happen.

Troubleshooting

Having difficulty seeing all your children?

If you cannot see all your children, please call the school office for the child you cannot see.

Have you lost your activation email?

Contact the school office and ask them to resend. They will be able to unregister you and re-register you.

I haven't received an activation email?

The school may not hold an up to date email address for you to send the activation link to, therefore we kindly ask that you give the school a ring and ask them to check that your email and mobile are correct – they will then be able to resend the activation email at your request.

From time to time, we will send notifications to remind you to update your child's details, helping us to eliminate paper-based data collection and therefore keep manual errors to a minimum.

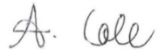
How do I get set up?

Please find attached a leaflet regarding how to log in for the first time (please ensure you log in for the first time using a **web browser** before downloading the app from your app store). If you experience any problems with getting set up or need help with setting up, then please do not hesitate to contact us via email, phone or come in and see us.

Any questions or queries, please do not hesitate to contact us.

Thank you for your continued support.

Yours sincerely,



Alison Cole
Head of School