



# 98% of parents are now on Arbor— Are you one of those who isn't?



**We are becoming a paperless school and plan to send out non-urgent messages via the Arbor app and letters via email.**

92% of parents have now logged onto Arbor which is excellent! If you are one of the parents who hasn't done so yet, then **please** do as soon as possible—we don't want you to miss any important information. *It costs us £25 each time we send a short text to the whole school so we aim to use Arbor's in-app messaging function as much as possible.* If you have any problems, please speak to Mrs Preece / Mrs Ireson in our office.

**If you haven't yet created your Arbor account, please visit <https://login.arbor.sc/>**

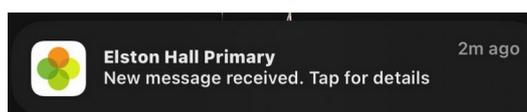
Do not enter an email address, instead just click 'forgot your password'.

Now enter your email address and click 'reset password'. You will need to use the email address that is registered with school. If you haven't got one registered, please contact the school office as you will not be able to use Arbor without one.

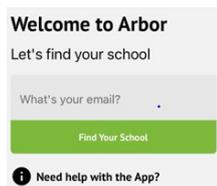
You will then receive an email from Arbor with a link to continue setting up your account.

## Accessing messages through the in-app messaging service

When your account is up and running, and you have downloaded the app, please ensure you have enabled notifications.



**1. Your notification of an in-app message will look like this. Click on it.**



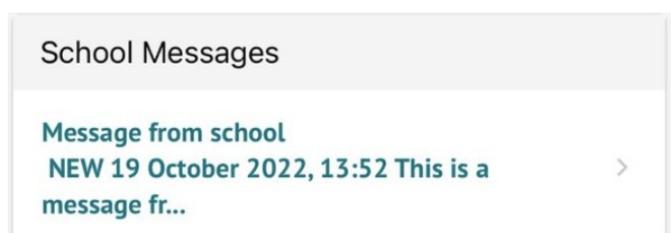
**2. You will be taken to this page within the app. Enter your email address and click 'Find Your School'. Select Elston Hall and type in your password.**



**4. In the bottom right hand corner you will see the icon of a person with the red notification . Click this.**



**5. Your messages will be shown here. Click the red alert icon.**



**6. Open your message. Messages will be saved here for you to refer back to.**

## Accessing letters through the email service

**No-reply@[mail.arbor-education.com](mailto:mail.arbor-education.com) on behalf of Elston Hall Primary**

Emails will be delivered to the email address registered on Arbor with school. They will come from this address—please check in case they go into junk mail.