



FORMBY HIGH SCHOOL

Determined to Achieve

AWO/LFO

6 May 2025



Dear Parents and Carers

Arbor Parent Communications System

We are now ready to get all parents set up in our new Arbor communication system. Arbor will help us to streamline communications with you using one system and will replace ParentMail and (eventually) Class Charts, once we have successfully 'onboarded' all parents. Arbor will be your go to source for school letters, emails, in-app messages and emergency SMS messages. It will also be where you will find information about your child's timetable, behaviour, academic progress and attendance (including how you report absence).

Parents will have two ways to access Arbor – via the online Parent Portal or by using the Parent App (which is the preferred method). Parents will have the same login and account details for either method.

Arbor Parent App (preferred method)

The Parent App is the **mobile version** of our Parent Portal, for use on **mobile devices** such as **smartphones and tablets**. Parents can download the Parent App for free from either the Play Store for Android phones or the App Store for IOS.

Arbor Parent Portal

The Parent Portal is our version of Arbor accessible to parents / carers on a **laptop or computer** via your **internet browser**.

The most effective way for you to see and receive communications from the school is by using the Arbor Parent App and enable 'push notifications' via your device settings.

- ➔ You will shortly be receiving a 'Welcome to Arbor' email from the system (to the same address you are receiving this email), providing you with a link and information to help you register and set up your account. *(Note: as this is the first communication you receive from Arbor, there is a possibility your email filter will send this straight to a junk or spam folder – so please be sure to check them.)*

This link expires after 96 hours, so please act BEFORE midday on Saturday 10 May.

WHAT DO I NEED TO DO NEXT?

To avoid missing important communications from Formby High School, we ask that all parents take the following action:

1. Watch out in your email inbox for your 'Welcome to Arbor' email from the system (don't forget to check your junk/spam folder just in case).
2. Follow the link in the email to set up your account with a secure password of your choosing. **Remember the email link is only valid for 96 hours, so please set up your account before midday on Saturday 10 May.** The first time you access the Parent Portal, you will also be required agree to the Terms & Conditions before proceeding. You may also be asked to provide the date of birth of one of your children to validate your account.
3. **IMPORANT:** download the Parent App from your App Store (iOS) or the Play Store (Android) and use the same log-in information to log into the Parent App on your phone or tablet. Ideally, you

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should enable push notifications in your settings to receive on screen alerts when the school has sent a communication to you via the system.

If you experience problems with logging in, please first check this information for quick solutions to common questions or issues which may arise: [Troubleshooting login issues - why can't I login to my school's Parent Portal or Parent App? – Arbor Help Centre](#)

If you cannot find the solution you need in this help page or have not received your welcome email, please contact the school office as soon as possible.

Below you will find a helpful summary of where parents can access what information from the school. This information is also available on the [Arbor FAQs page](#) of the school website which we will continue to update as our systems changes progress.

Thank you for your anticipated support with prompt registration and we look forward to enjoying improved and enhanced communications through Arbor.

Yours sincerely

Mr A Wood
Headteacher

FHS COMMUNICATIONS SYSTEMS – FAQs

Attendance

For the time being, you should continue to record your child's absence using Class Charts. With effect from Monday 12 May, absence reporting will switch to Arbor and you will receive further information on how to do this shortly.

Behaviour

Reporting on your child's behaviour will be via Arbor, not Class Charts. We will continue to develop this area to ensure parents receive timely information about their child's behaviour in school, both positive and negative.

Timetable

Your child's timetable will be available to view and download on the Arbor Parent App.

Homework

Please continue to use **Class Charts** until further notice for your child's homework. We will let you know when this has been switched to Arbor.

Payments

Payments for trips/activities/events and supplies continue to be made using **Parent Pay** for the time being.