



East Hoathly CE Primary
School and Nursery
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Executive Headteacher: Mr James Procter
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Wednesday 16th October 2024

Dear Parents/Carers,

We are excited to announce that we have moved our Management Information System to Arbor. This is the system that we use to store and manage data. This new system means we can communicate with you more efficiently and bring all core school data and workflows into one. The main change that will affect you is that it will replace the use of ParentMail. Communication will take the form of in-app notifications and/or email messages.

We invite all our parents to familiarise themselves to the app using the link below:

[Getting started - Log into the Parent Portal and the Parent App](#)

Further support and trouble shooting is available here:

<https://support.arbor-education.com/hc/en-us/sections/201716749-Using-Parent-Portal-and-the-Arbor-App-as-a-parent>

You will shortly receive an email from Arbor with your log in details. If you don't receive one please contact the School Office to ensure we have the correct email address for you on file. Once logged in please ensure that all contact details are correct.

Please note, we will not be using all of the features available within Arbor. We will continue to use ParentPay for trips and meals, with clubs still being booked in the usual way. However, the app will enable you to see and amend certain data and receive email/letters sent from the School Office.

Arbor also offers access to many training resources which are completely free for you to make the most of these they can all be found [here](#).

<https://east-hoathly-cofe-primary-school.uk.arbor.sc>

If you have any queries, please do not hesitate to contact us

Yours sincerely

Mrs Michelle Mackmin
School Secretary

