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Derwyn Williams
Principal

Waterleat Road Centre
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August 2025

Dear Parents/Guardians,

New Communications Platform: Arbor

We are writing to inform you that we have now moved to a new Management Information System called **Arbor**. One of the main benefits is that Arbor is a one stop shop, **we will no longer be using Classcharts, Edulink and in due course ParentPay (current trips will move across to Arbor in September).**

We are now in a position to release log in details and tomorrow you will receive an email with instructions on how to do this (if this does not come through to your inbox, please check your junk/spam folders before contacting us).

To be able to fully benefit from these features, we are requesting that parents/guardians create an account on the Arbor Parent Portal and download the Arbor Parent App for use on mobile devices.

Once you create an account on the Arbor Parent Portal and download the Parent App, you will be able to;

- Receive messages and communicate with the school
- Make payments for trips or activities
- Top-up your child's catering balance **(please note the minimum top up is at least £2.00)**
- View your child's school reports
- View behaviour information
- Plus, many other features

Not all of these features will be available immediately but by creating your account and downloading the App now, you will be ready to use these features straight way once they are released. You can download the App from the 'Apple App Store' or 'Google Play Store' by searching for '**Arbor Parent App**'.

To set up your account, you just need to set a password. You can do this by going to login.arbor.sc, clicking on 'Forgotten Password?' and following the instructions on screen.

When first confirming your child's profile in Arbor always use the browser first, this is especially important if you are already using Arbor for another child or school.

Your username is your email address that we have on registered on the system.

If you have trouble setting up your password or have general questions about the Parent Portal, visit this Help Centre article.

For any other queries, please contact the school office or email us – wrdadmin@paigntonacademy.tsat.uk **Please note: We will deal with any queries on the 1st and 2nd September.**

We also recommend that you enable notifications. If notifications are not enabled, please ensure that you check the app regularly.

From September, all communication from us will be sent via the Arbor App.

Payments for **trips/events** will migrate to the new app in due course and further communication will be sent out in the future once other features are available.

Kind regards

Mr T Willcocks

Assistant Principal