

Dear Parent/Guardian

Date: 23rd April

Arbor Parent Portal launches on Friday 23rd April

We are delighted to announce that we will be launching Arbor Parent Portal on Friday 23rd April.

Heron Hall uses Arbor to manage its information database. Arbor Parent Portal is a free and secure network for parents. With Arbor Parent Portal you will be able to access information about your child such as attendance figures, behavior logs, Report Cards and monitor your child's progress throughout the year.

If you have more than one child at Heron Hall, you will be able to access all their information with one login. If you have any questions or problems with Arbor, please contact the school office.

Click on this Arbor icon



to access the Parent Portal once you have read the guidance below.

To login into the Parent Portal for the first time and view your child's dashboard, you can use the email that came from Heron Hall Academy to welcome you to Arbor. This email will confirm your username (your email on our school record) and a link for you to click on that will take you directly to Heron Hall's Arbor site. Then type in your email address and then click 'Forgot your password?'. You will then be asked to type in a new password.

Then (On your first login only), you will need to enter your child's date of birth (e.g. 01/01/2001) to access the dashboard. We also recommend that you log in for the first time on a desktop computer, using Chrome as your web browser.

Also, once you have successfully logged onto Arbor Parent Portal you then will have access to the Arbor App. You can download this App for free onto any mobile device with internet capabilities- including iPhones, iPads and Android devices. Please ensure that you keep your username and password safe as this is private to your account.

You can access the Arbor website for support and guides for using Arbor Parent Portal by clicking the link [here](#) or visit our Heron Hall website by clicking [here](#).

We hope you find this new feature useful but please feel free to contact the school if you have any questions or concerns about this initiative.

Yours sincerely



Mr Arthur Barzey
Headteacher