

Dear Parents and carers,

After a successful initial transition to a new Management Information System called Arbor, in January of this year, we are now moving to a second phase which will include the introduction of the Arbor Parent Portal and Arbor App.

This will mean that we can keep you informed about your child's life at school in a much more accessible way.

The Parent Portal works on Google Chrome (a free web browser for use on PCs and Macs) and you can download the Arbor App from the App Store on an Apple iPhone (as long as the phone has iOS 10.0 and upwards), or the Google Play Store on your Android phone (as long as the phone is on Android 5.0 or higher).

You will shortly receive another email which will have instructions on how to set up Parent Portal and the Arbor App. Your login will be your email address to which we send school notifications, and you will be instructed to create a password. I have attached a poster that has further information on this from Arbor.

Once you have logged in, you can check the following things at any convenient time:

- An up-to-date attendance figure for the year
- Number of merits this term and year
- Positive behaviour incidents this term and year
- Any upcoming or overdue assignments set by teachers
- School notices
- Your child's timetable (once finalised for the academic year)
- Your child's school profile, addresses and contact details
- Progress reports
- Number of strikes received

We will also be able to send in-app messages via the Arbor App and to your home page in the Parent Portal.

There are a number of other features which we will be rolling out further down the line, but we hope that this will provide a quick and accessible way to stay in touch with your child's progress and learning at the Langton.

With so many new logins to the system, it is likely that there will be some issues. If, after checking the troubleshooting documents below you still have an issue, we have set up a dedicated email address for you to contact us about Arbor issues. That address is arborparentportal@thelangton.kent.sch.uk. Please allow 5 working days for a response in our initial set up phase. Any non-Arbor related issues can be dealt with in the usual way, by calling the school or emailing the main office.

Some useful links to help with any troubleshooting when using the Arbor App or Parent Portal can be found below:

A quick introduction for parents

<https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents>

Why can't I log onto the parent portal app?

<https://support.arbor-education.com/hc/en-us/articles/115002810985-Troubleshooting-login-issues-why-can-t-i-log-in-to-my-school-s-Parent-Portal-or-Arbor-App->

FAQ's

<https://support.arbor-education.com/hc/en-us/articles/360002647538-Parent-Portal-and-Arbor-App-FAQ>

Parent Portal and the Arbor App as a Parent

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

In addition to the Parent Portal, students will have similar access to their own information, timetable, assignments and so on through the Student Portal. We will send out an invitation email to your child when they return to school. The Student Portal will replace the Langton Homework Diary for most students. Again, the idea is to have a quick and accessible reminder of tasks and notices. However, we also recognise that some students prefer a physical copy, and so there will still be the option of a Langton Homework Diary for anyone that requests one. All Y7 students will also receive a homework diary, together with the expectation that they use it!

Please note that if you are a parent of a student joining the Sixth Form from another school that, until we input all parental contact information as provided by you on the admission form onto Arbor you may not receive a login. Please rest assured that this will happen in time and we appreciate your patience with this.

Hopefully this makes sense, and I hope you find the portal and the app a useful tool for keeping in touch with your child's learning and their Langton life.

Yours sincerely,
Stefan Peto
Assistant Headteacher