



31 March 2023

Dear Parents /Carers

We use a management information system called Arbor to communicate with parents and also to hold the information that you have provided about your child on our system. Our aim is for our parents and carers to feel as much a part of their child's education as possible and this will support us in this aim. Please ensure you have read the Trust Privacy Notice for Parents information which explains the information that we hold and the reasons for this, this is available on our website.

The Arbor Parent Portal and the App give you access to your child's attendance, messages and payments and to book parents' evening. Through the Parent Portal you can see further details about your child's attendance and are able to update key information about your child.

Your username for the Arbor portal is your e-mail address as held on our records. Please use the following link: <https://raglan-primary.uk.arbor.sc/>

Once you have logged into the parent portal for the first time via a laptop or computer, the next stage is to download the Arbor App for future access on your smartphone. The Arbor App can be downloaded from either Playstore on android phones or the Apple Store on iPhones. The Arbor App enables us to send you text messages without a payment charge.

It is very important that, when you click into that for the first time, you then click on "First time logging in?" and follow the instructions from there.

Once your child has started school you will be able to see attendance statistics for your child and see the dinner money balances (from Year 3 when the Universal Free school meals no longer apply). Once we have received your new reception paperwork, we will be able to upload this onto the section in Arbor where we hold your information. We will then send you a welcome link email before the end of this school year.

You will be able to see easily if there is any data missing from our system, and can, for example, update consents or change your telephone number directly through the portal.

Yours sincerely

Mr M De Freitas  
Head Teacher



Raglan Primary School  
is a member school of  
Connect Schools  
Academy Trust:  
A company limited  
by guarantee.  
Registered in  
England with company  
number 07824714