PENKRIDGE BANK ROAD
RUGELEY
STAFFORDSHIRE
WS15 2UE

PRINCIPAL: RACHAEL SANDHAM

T +44 (0)1889 802440
E enquiries@hartschool.org.uk
www.hartschool.org.uk

**THE HART
SCHOOL**
*Creative
Education
Trust*

MHI/SLE

19 June 2024

Dear Parents/Carers

Following on from our recent communication regarding our forthcoming Induction Days for Y6, we now need to consider collecting essential data from you about your child in readiness for September.

At the Hart School we use Arbor as our data Management information system for pupils in all years. Please find below a "quick guide" on what Arbor is, and also how to log in to view your child's data, make amendments and provide consent. We ask that you read through this information and please log in by Monday 1st July.

Kind regards

Mrs Hibberd
Transition Lead

### What is Arbor

Arbor MIS is a cloud-based Management Information System (MIS) designed for schools. It's a comprehensive platform that allows schools to manage student data, attendance, and academic records efficiently. For parents, Arbor MIS provides a user-friendly Parent Portal where you can easily track your child's progress, view attendance records, and communicate with teachers. It's a secure and convenient way to stay informed about your child's education and school activities. We will also be using it's Arbor Pay facility for online payments for canteen purchases, trips and other items.

An email invite will be sent in the coming weeks which will go through the process of setting up your account.

If you already have a child at the school, you will be able to continue to use your existing login and switch profiles of your children.

### Data collection

To facilitate a seamless transition for your child, we prioritise the accuracy of all student and parent/guardian records. We kindly request that parents/guardians review their personal details within our Arbor system, rectify any discrepancies.

This information has been provided by the central files from Primary Schools which have been securely transferred to us by the local Department for Education.

We also ask when you log in if you can review and provide authorisation for biometric scanning (to support cashless transactions in the canteen), photographic permissions, and other related matters.

## What Next

Please review the information provided below. You have the ability to update or add new information via the Arbor App or Web Portal.

To update existing information:

1. Select the field you wish to change.
2. A pop-up window will appear; modify the information as needed.
3. Click 'Edit' to confirm the changes.

To add new information:
Click the 'Add' button located in each section to input additional details.

**Student Detail**
- Name
- Sex
- DOB

**Student Contact details**
- Home address

**Additional family, guardians &contacts**
- Relationship to student
- Home Address
- Contact Number
- Email Address

**Meal Preferences & Dietary Requirements**
**Medical Conditions (including allergies)**

Please note any additions are not automatically applied the pupils Arbor profile. They are flagged to the school's Data Team who then review the requested changes. A member of the team may then be in contact with you to request physical evidence be provided where necessary.

**Consents**
- Photography – Consent for photographic images to be used.
- Biometrics – Our cafeteria system employs biometric authentication, utilizing students' fingerprints, to facilitate food purchases at the checkout counters. Consent is needed for this to be taken, if not granted pupils will be given a pin code to provide but where possible we encourage the Biometric method.

## Logging in for the first time

Getting started for the first time is really easy. Please follow the steps below:
To login into the Parent Portal for the first time, you need to read the email that came from The Hart School to welcome you to Arbor.

The email will contain a link for you to click on that will take you directly to The Hart School Arbor site.

Click the "**First time logging in**" option in the bottom left corner.
Enter your email address.
Click "**Set Password**"

Remember, you need to set up your Arbor parent account in a normal browser so that you can enter your child's date of birth when the pop-up window appears.

Once you have set your password, you need to agree to the terms and conditions to proceed to your dashboard.

Should you have any issues, please first repeat the steps above starting at step 1.

If you continue to have difficulties logging in, then please contact school, and we will help you to resolve your issue.

## Arbor App
Once your account has been set up you will be able to use the Arbor App. This can be downloaded through either **Google Play Store** on android devices or **Apple App Store** on iPhones.

## Useful Links
How to get started
Parent Portal quick start

## Further Support
If you are experiencing problems logging into Arbor or have additional questions, please email Arbor@hartschool.org.uk