



Vigo Primary School

Opening a World of Learning and Opportunity

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Ref: Arbor Parent Portal/App Introduction

Thursday 17th October 2024

Dear Parents and Carers,

We are excited to announce that further to switching to Arbor; our new MIS system in February this year, **we will be launching the Parent Portal and App for you to start using on Thursday 24th October.**

Using the Parent Portal and App will enable us to communicate with you more efficiently and allow you to view key information about your child and their school day, for example, key contacts, medical and consent information, positive behaviour and reward points, daily timetables including scheduled trips, and after school clubs (run by the school – this excludes 360 degrees/breakfast club). You will also be able to view your child's Forest School, PE and Art days starting from next term. You will be able to send notifications to the school for changes in key information, consent to trips on line and notify us about absences. The portal can be accessed via a pc or laptop and the app can be accessed via your smartphone or tablet.

We will continue to use email as our main communication method however from Monday 4th November we will be switching to the in-app message notifications for:

- **Owlet Assembly invitations** (text messaging will cease). Owlet rewards will be displayed on you child's dashboard at the point of entry; however, you must only attend the assembly that week if you are invited to do so by receipt of a in-app notification on a Thursday
- **Last minute club and event changes**
- **Trip updates** (on the day of a trip)
- **Emergency School closures**
- **Daily absence reminders** (you can use the app to notify us of the reason for your child's absence)

We are really looking forward to getting started with Arbor and invite all our parents to familiarise themselves using the link below.

[Getting started - Log into the Parent Portal and the Parent App](#)

Arbor also offers access to many App training resources which are completely free for you to make the most of! These can all be found [here](#).

We will send further communication on the parental app and how to register on Thursday 24th October, please look out for this information and register your child when prompted. We hope you are looking forward to using this new feature as much as we are!

If you have any queries, please contact the school office at adminoffice@vigo.hants.sch.uk.

Yours faithfully

The School Office Team

