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## **Arbor FAQs**

### **What is Arbor?**

Arbor is Ursuline High's Management Information System (MIS), where student records, timetables, reports, behaviour, and detentions are logged.

### **Who has access to Arbor?**

Primary guardians have access to Arbor.

### **What is a legal guardian?**

A Legal Guardian is legally responsible for the child (either the natural parents or a court-appointed guardian). Even if there is a court order against that guardian, they may remain a legal guardian but would not necessarily need/want/be allowed to receive communication about that child. Parents would also remain legal guardians if the children are in care voluntarily.

### **What is a primary guardian?**

A Primary Guardian has daily parental responsibilities for the child, they receive updates on the academic affairs of the child and communications from the school. A guardian can be a Legal guardian without being a Primary Guardian, but they would not be a Primary Guardian without also being a Legal Guardian. There can be more than 1 primary guardian per student.

### **Do I need to use Arbor?**

We encourage all primary guardians to check your Arbor account regularly. In addition to all the stored published records it gives a live update on attendance, punctuality, rewards, and sanctions.

### **What is the Parent Portal?**

The Parent Portal is version of Arbor accessible to primary parents/guardians on a laptop or computer via web browser. [LINK](#)

### **What is the Parent App?**

The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If you don't already have the app, see below for download instructions.

### **Can Ursuline parents use both the app and portal, or do we need to choose one or the other?**

Primary parents can use both the web portal and the app. The same login details work for both. We recommend parents download and use the app as you can then enable notifications.

### **What login details do I use?**

All primary parents were sent a login for Arbor in March 2023. The same login details work for the app and portal. If you cannot access Arbor, please follow the [guidelines](#) for forgotten passwords.

### **How do I get started with the Parent App?**

Android: Go to your Play store and search for 'Arbor'. Click the top option.

Ios: Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Parent App. Use the login details provided to you in February 2023.

### **Enabling push notifications for the app**

Enabling notifications for app users is strongly advised so you don't miss important information from the school. If you chose not to enable notifications, we advise you check in daily to keep up to date with messages from the school.

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**Android:** You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**.

**ios:** When you download the Parent App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications.

#### **Will Parents Evenings be managed on Arbor?**

Information relating to parent teacher meetings will be sent by email. However, the bookings system (and hosting for online meetings) will be via SchoolCloud. Integrations may be possible in the future; this is something we will be looking at.

#### **Will trips & consent forms be managed on Arbor?**

Trips will continue to be managed on Evolve and all parent communication will be sent via email. Integrations may be possible in the future; this is something we will be looking at.

#### **How do I log an absence?**

To log an absence please contact our Attendance Officer, Bernadette Young on 020 3908 3144, or email [bernadette.young](mailto:bernadette.young). Absences must be reported by 8.45am on the day.

#### **How does the school communicate with all parents?**

As of April 22nd, 2024, all school communications will go out from the School via Arbor and parents will receive emails in their email mailboxes.

#### **Who does the school communicate with?**

The School communicates with all primary guardians. Students can have more than 1 primary guardian. There are exceptions with trip consent forms: these are emailed to 1 primary guardian only as we need to avoid more than 1 person completing a consent form.

#### **I am a primary guardian, but I am not receiving emails from the school.**

If you are not receiving communications from the school and you should be please [contact us](#).

#### **How do I email the school?**

To send an email to the school please email the [staff member](#) directly.

#### **Will parents need to continue to use Weduc?**

Parents will not need to use Weduc as of April 22nd. However, Weduc access will remain open until 31 December 2024 for those parents that wish to view historical emails. If you have not been a Weduc user then there will be no changes, you will continue receiving emails to your email mailbox.

For more resources please visit [Parent Portal and App - Getting started and logging in – Arbor Help Centre \(arbor-education.com\)](#)

**We are here to help** – contact us at [ITHelpdesk@ursulinehigh.merton.sch.uk](mailto:ITHelpdesk@ursulinehigh.merton.sch.uk) with any questions you may have.