



Arbor FAQs

What is Arbor?

Arbor is Ursuline High's Management Information System (MIS). Parents use Arbor to manage payments to the school for lunches, trips and equipment. In addition, Arbor hosts student records, timetables, reports, behaviour, and detentions.

Who has access to Arbor?

Primary legal guardians have access to Arbor. A student can have more than 1 primary legal guardian.

Do I need to use Arbor?

We do encourage all primary guardians to check their daughter's Arbor account regularly. In addition to all the stored published records this gives a live update on timetables, attendance/punctuality along with rewards and sanctions and reports.

What is the Parent Portal?

The Parent Portal is the version of Arbor accessible to primary parents/guardians on a laptop or computer via web browser.

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 and wish to download it see below for how to do this.

Can Ursuline parents use both the App and Portal, or do we need to choose one or the other?

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

What login details do I use?

All primary guardians 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 email our [Helpdesk](#).

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.

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. This will ensure you receive a notification when you have a new In-app message.

How does the school communicate with parents? Does this happen on Arbor?

The school uses the Arbor back end to send emails to parents/carers, and parents/carers will receive all communications to their email mailbox. The school communicates with all primary guardians. Communications will come from Ursuline High School and/or a staff member. Please ensure you add us to your safe senders list and regularly check your junk/spam folders to ensure communications are not being missed.

I am not receiving communications from the school, what do I do?

In the first instance please check your junk/spam folders. If you are certain that you are not receiving communications from the school and you feel you should be please contact your daughter's Head of Year so we can investigate.

Are there occasions where the school will communicate with the primary parent/carer only?

Yes, there are exceptions: Consent Forms for Trips and Parent Meeting booking invites will be emailed to the lead primary guardian. This is because we need to receive 1 response only.

Will Parents Evenings be managed on Arbor?

No, Parents Evenings will continue to be managed on SchoolCloud. Integrations may be possible in the future.

Will trips & consent forms be managed on Arbor?

No, trips and consent will continue to be managed on Evolve. Integrations may be possible in the future.

Can I log an absence on Arbor?

This is not possible. To log an absence please contact our Attendance Officer on 020 3908 3144. Absences must be reported by 8.45am.



How do I make payments for lunches, trips and equipment on Arbor?

Payments moved to Arbor from ParentPay in February 2026. 'Arbor Payments' is intuitive and that the steps to view and make payments are straight-forward. Please refer to our [Arbor Payments Guide](#) if you need assistance or contact our [Finance Team](#).

How am I notified of a Detention/Negative Behaviour Sanction?

All primary guardians will receive an email notification from Ursuline High School, with the subject 'Detention Issued'. To view the detail, parents will then need to log into their Arbor account (App or portal) and go to the Behaviour Tab.

More Information Needed?

For more resources, please visit our [Parent Portals](#) webpage where there is a suite of Parent Guides and link to Help Pages available.

Alternatively, please contact us at ITHelpdesk@ursulinehigh.merton.sch.uk with any questions relating to Arbor or other Parent Portals.