



Heatherside Junior use a MIS (Management Information System) called **Arbor** to:-



- Store confidential information about pupils*
- Send communications to parents/carers
- Arrange bookings for parents' evenings
- Obtain consent for trips, events, photographs
- Record attendance
- Record outcomes from statutory tests (Phonics/ SATs etc)

School communications sent to parents/carers

Emails from school, via Arbor, will initially come from no-reply@mail.arbor-education.com on behalf of Heatherside Junior <adminoffice@heatherside-jun.hants.sch.uk>

(kindly note these messages will not appear in the Arbor app - they will only show in your email inbox)

Text messages from school, via Arbor, will appear as being sent from a randomly generated number (not the school's number). This number is specific to the recipient and does not change, therefore you may want to save it as Arbor HJS should you receive a SMS from school.

A weekly update is sent **every Thursday**, but emails may be sent at other times (e.g. trips/events) therefore it is important to check your emails regularly. If we need to obtain permission or gather feedback/information, a Microsoft office **form** link will be sent via an Arbor email.

Some suggestions so you don't miss any important communication!

- **Add** the above email address to safe sender list (so it doesn't go into junk!)
- **Enable** notifications on emails from the above email address
- **Check** that legal guardian email addresses are correct in Arbor (see below)

Updating your child's details e.g. address and booking Parents' Evening appointments on Arbor

Login to the Arbor Parent Portal either on your desktop

<https://heatherside-junior-school.uk.arbor.sc/> or download the Arbor App.

- **Arbor Parent Portal can be used to** update your child's emergency contact details, address and add medical information/consent* for photos etc. This is also where you will book appointments for parents' evenings.
- **Change of address** - please note, the school office will need proof of your new address (i.e. utility bill) before it can be authorised in Arbor.

What if I need help?

Helpful guides for the Parent Portal can be found [in the Arbor Help Centre](#) or contact the Junior School Office on 01252 617928 or email adminoffice@heatherside-jun.hants.sch.uk