



Headteacher
Mrs C Lahive

Wirral Education Committee

Riverside Primary School
Brighton Street
Wallasey
Merseyside
CH44 6QW
schooloffice@riverside.wirral.sch.uk



Tel 0151 639 9787
Fax 0151 639 8517

21/08/20

Arbor – New pupil database

Dear Parent / Carer,

We are delighted to let you know that we are changing our main school pupil database. For you as a parent/carer, this will mean that in future you will have one system – the Arbor Parent Portal:

- to look at your child's attendance
- to book parent/carer evening meetings
- to register your child/ren for a club or trip
- to make payments securely
- to update information about your child and your contact details, removing the need for data collection sheets being sent home etc. meaning your data and that of your child is more secure.

In-app messaging – we urge all parents/carers to please enable Push Notifications so that you receive messages as quickly as possible, for example, if your child isn't in school and we haven't heard from you, we can contact you quicker and easier. This helps us to help you safeguard your child/ren most effectively. This is a free way to communicate with school and saves us money too!

To safeguard pupil data in line with GDPR, Arbor only works directly with schools. Therefore, if you have any questions about Arbor, the Arbor App or Parent Portal, please contact school – we will ensure your queries are resolved as quickly as possible. Screenshots may be helpful in some circumstances.

When will this happen?

Our new system will be **live from Tuesday 1st September 2020.**

The transfer of all data has been completed over summer and details of how to register and your **login details will be sent to you by email.** It is therefore **imperative that we have your most up-to-date email address.** If you are unsure what email we have for you, please contact the school office to confirm the address you would like to use for the parent portal. Only primary contacts can have access to the parent portal, this can either be one parent/carer that has access or both parents/carers. If you would like more than 1 parent/carer to have access to the portal, **please ensure you provide us with both email addresses.**

A new exciting feature for Riverside is that through Arbor, you will now be able to make payments for meals/trips/breakfast club/after school club through the parent portal on the Arbor app. We would like to encourage all parents to start doing this as soon as possible, especially given the current situation when minimal contact is of a high priority.

When the time comes, you will also be able to make a booking for **Parents' Evening** so it is important that you register with Arbor as soon as possible.

We are fully committed to supporting all staff and parents/carers with this transition to what we believe to be a better, more effective and informative system. If you have any questions please do not hesitate to contact the school office and we will do all we can to help you.

Introduction to the Arbor App for Parents/Carers: <https://youtu.be/kFCuC1NyH5U>

I will contact you again next week with further information on how to access the parent portal and log in details.

Yours sincerely



Miss T Devon
Office Manager