



St. John the Evangelist Catholic Academy

"Lord be thy word my rule."

Principal: Mrs H. Rigby BSc(Hons), PGCE, NPQH
Gloucester Road, Kidsgrove, Stoke-on-Trent ST7 1EL
Telephone: 01782 367267
Email: office@stjohnskidsgrove.org.uk



20th June 2025

Dear Parents/Carers,

Arbor MIS Update

You may recall that last year we switched MIS supplier from SIMS to Arbor. As part of the Arbor system we will now be using the Parent Portal, which can be logged into on a desktop pc, as well as a Parent App for mobile devices. Each parent (primary guardian) for whom we hold a valid email address will have received a welcome email today (please check your spam folder if you haven't). Please see the attached leaflet for information on how to log in.

Once your account is activated you will be able to log into either the Parent Portal or Parent App to view your child's profile and provide us with updates to this, view attendance, request consents from you online, rather than using paper forms, and also send in app messages as a form of communication. When you download the Parent App, please make sure that you enable push notifications.

If you have any issues or questions, please do not hesitate to contact the school office.

Kind regards

Mrs S Walklet
Academy Manager



We're using Arbor's free Parent Portal and Parent App



We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

