



Dear Parents and Carers,

Re: Arbor Parent Phone App – Launching September 2026

We are delighted to announce that we will officially be launching the **Arbor App** for parents and carers this coming September.

This user-friendly App will make it much easier for the school and families to stay connected. From September, you will be able to take advantage of key features, including:

- **Access to your child's information**, such as timetables, the school calendar, attendance figures, and academic progress.
- **A Communication Hub**, where you will receive up-to-date information from the school and can report your child's absence.
- **Online booking** for activities such as trips and parents' evenings.
- **Managing details without paper forms**, including the ability to update your personal information directly within the App.

We have already created an account for you using the personal email you provided to CoDA (the one we sent this to you on).

Before you can use the App to access your account you need to **"activate"** the account by logging in via a **web browser**, e.g. Chrome, Edge, Safari, etc, to set your password.

Go to <https://login.arbor.sc> and click **"Forgot your password?"** on the secure page and follow the on-screen instructions to set your password.

Crucial Note for First-Time Users: You must set up your password and accept the terms of use through the Parent Portal (website) first. You cannot do this through the app.

You'll then be redirected to the login page where you enter your email address (the one we have for you) and your newly set password, then click Log In, at which point you will be able to select the City of Derby Academy.

We will continue developing additional features so you can access all your information in one place — including making payments, purchasing uniform or equipment, signing consent forms for trips and much more.

To set up the App, it is essential that we have your correct contact details. A good way to check is to consider whether you are currently receiving regular **text messages, emails, and letters via the post**. If you are not receiving all three, this may indicate that your information is out of date.

To ensure you can log in to the App, please make sure you have provided us with your up-to-date information. We are also taking this as an opportunity to collect any further information that make help us to support you, as a valued parent/carer:



- Home address
- Valid email address
- Mobile phone number
- Correct priority contact list
- Medical information including doctor's details and current medication
- Meal preferences including allergy or intolerance information
- Pupil Premium status update
- Young carer information
- Information about whether your child was previously looked after by the local author (PLAC), is looked after by the local authority (LAC) or is part of a kinship home arrangement (for example, living with a relative)

During this half term, you will only see basic details within the Arbor app/portal. However, there will be more features enabled from September.

Further help and information is available at:

<https://support.arbor-education.com/hc/en-us/articles/360020147458-Logging-In-to-the-Parent-Portal-Parent-App>

We hope you are looking forward to using this new feature as much as we are!

Thank you for your support as we continue to improve how we work together for your child's success.

Yours Sincerely,

Claire Backhouse

Headteacher