

BAR LANE
OLD BASFORD
NOTTINGHAM
NG6 0HT

PRINCIPAL: GEMMA JOHNSON
EXECUTIVE PRINCIPAL: CHRIS KEEN

T +44 (0)115 913 1338
E enquiries@ellisguilfordschool.org.uk
www.ellisguilfordschool.org.uk

15th December 2024



Dear Parents and Carers

Important Change to School Communications: No more texts from 6 January

From Monday 6 January 2025, ***all school communications are moving to the Arbor App***, due to the increasing costs of texts.

By this Friday 20th December, please ensure you have:

- Downloaded the Arbor App
- Can log into your Arbor App account
- Have turned on notifications to allow alerts including detention and attendance notices (Find out how to enable 'push' notifications (alerts) on the following page).

Need help with Arbor?

If you require support with the Arbor Parent App, please call the school reception or use the email at the bottom of this letter. Or pop into our **Arbor 'Drop-in' Support Sessions**, taking place on:

- **Monday 16 December, 2pm to 3pm**
- **Tuesday 17 December, 2pm to 3pm**

How to get started with Arbor

1. Download the Arbor Parent App on your phone or tablet.
If you are using a web browser, navigate to login.arbor.sc
2. Click on 'Forgot your password?' just below the Login button.
3. Enter the email address that we use as your primary contact, and then press 'Reset Password'
If we do not hold an email address for you, please contact us at the email address below.
4. Once registered, log in to the Arbor Parent App and turn on notifications when prompted to do so, to enable alerts for all your school messages including detention notices and attendance notices.



To find out more about the use of Arbor Parent at Ellis Guilford School, please visit:
ellisguilfordschool.org.uk/parents/arbor-parent-portal-and-app

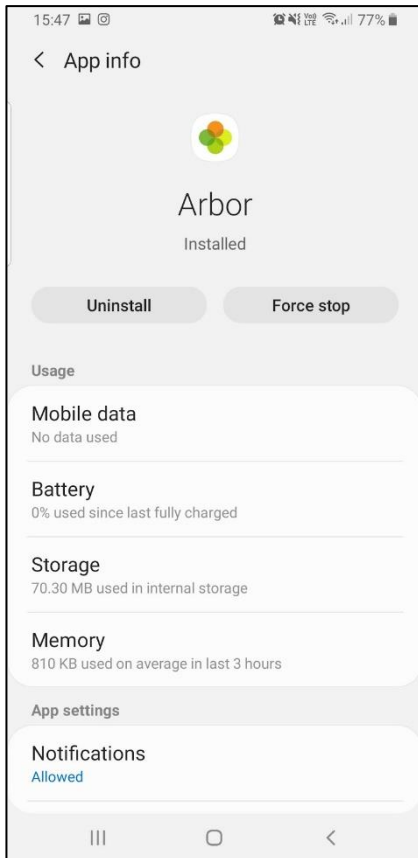


If you are not able to attend our drop-in sessions and require support, please contact the school office:
enquiries@ellisguilfordschool.org.uk.

Yours Sincerely

Gemma Johnson
Principal

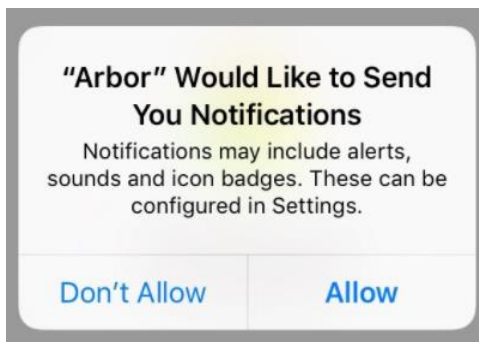
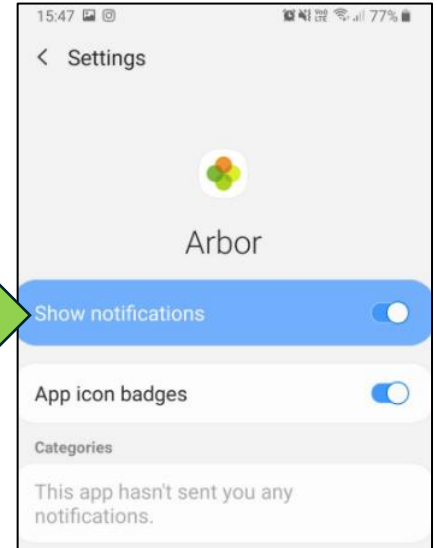
Enabling 'Push' Notifications in the Arbor Parent App



Android Devices (e.g. Samsung):

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**.

Tap the slider to turn Push Notifications on and manage your settings.



iOS Devices (e.g. Apple iPhone):

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.

If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.

Tap the slider to turn push notifications on and manage your settings. We recommend setting you banner style to Permanent, so it doesn't disappear.

