HEATHERMOUNT SCHOOL

Arbor Guide for Parents

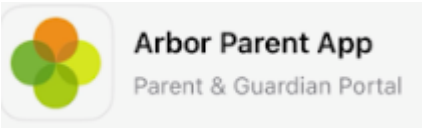
Welcome to Heathermount! Your child's information has been added to Arbor, Heathermount's Management Information System. We recommend that both parents/carers download the Arbor parent app so you're able to:

- Inform us if your child is unwell (page 3)
- View and consent to school trips (page 5)
- Pay for school lunches (page 6)
- Ensure the information about your child and yourself is correct in Arbor (page 7)
- How to inform Heathermount about your child's allergies (page 8)
- View your child's timetable (page 9)
- Ensure your permissions are complete and accurate (page 10)
- View attendance information (page 10)
- Book parents' evening slots (page 11)

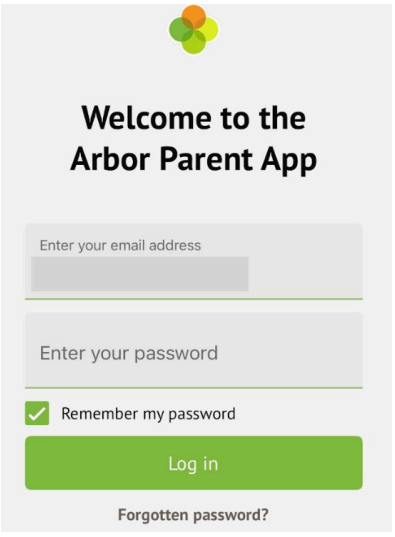
Getting Started:

- Download the Arbor Parent App

Search and download the Arbor Parent App from the App Store on your phone. This is what the logo looks like:

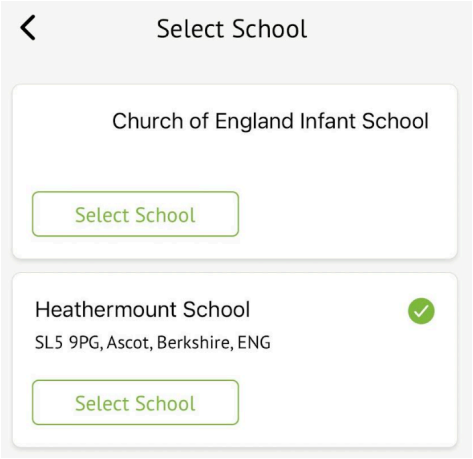


- Enter the email address you wrote on your child's admissions paperwork.
- Click on "forgotten password" and set up a password to access the app going forward.

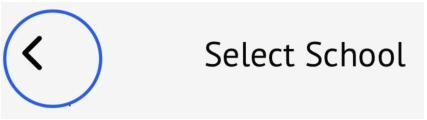


Troubleshooting

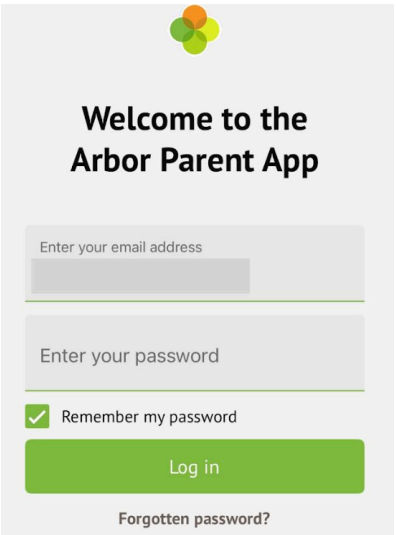
- If you are using the same email address for multiple schools which also use Arbor, you need to select Heathermount on the “Select School” screen.



If you included a different email address on the admissions paperwork than you’re using for another school’s Arbor account (perhaps your child’s former school used Arbor or you have another child whose school uses Arbor), please click on the arrow to the left of “select school”.



This will take you back to the login screen and allow you to enter the email address you used on Heathermount’s admissions paperwork. You can then click on “forgotten password” to set up your Heathermount Arbor App password. Each time you wish to move between schools, you will need to come back to this screen and enter the appropriate email address.



Inform us if your child is unwell

Please note you can only log absences in Arbor when your child is unwell and only for that day. Please ensure you log an absence through Arbor for each day your child is unwell.

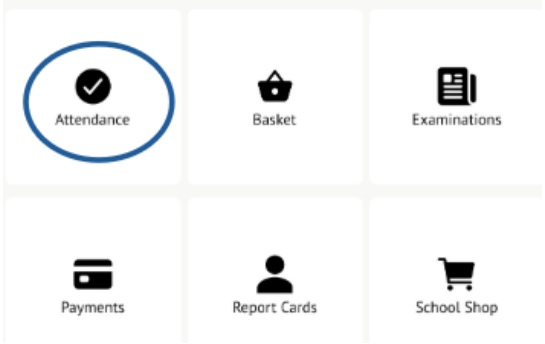
Medical/Dental Appointments: Please advise the school by email (admin@heathermount.co.uk) if your child has any future medical/dental appointments.

Other Absence Requests: An absence request form (downloadable from the website) must be completed and submitted to admin@heathermount.co.uk for any other absences.

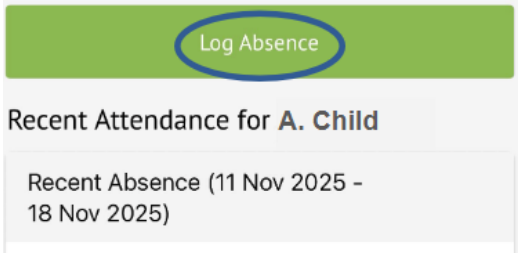
To log your child's absence due to illness go to the main dashboard and click on the 3 horizontal lines in the bottom left corner.



Select "Attendance"



Click on the "Log Absence" button at the top of the screen:



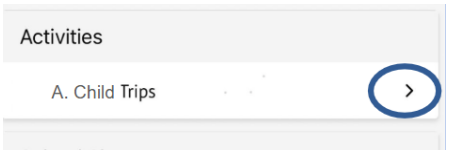
Once you have completed all the required information, click on “log absence” at the bottom of the screen.



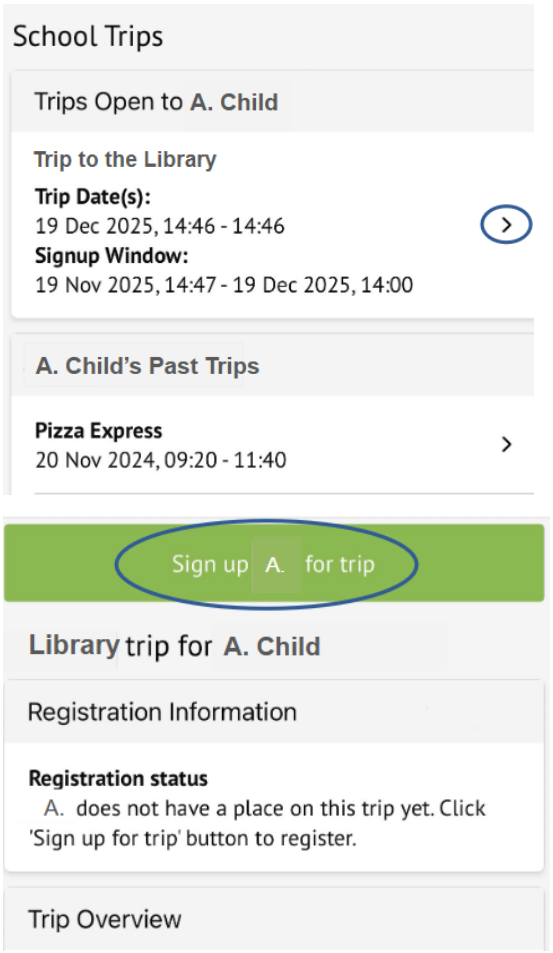
View and consent to school trips

From the main dashboard you can click to view any of your child's active trips and give consent for them to attend.

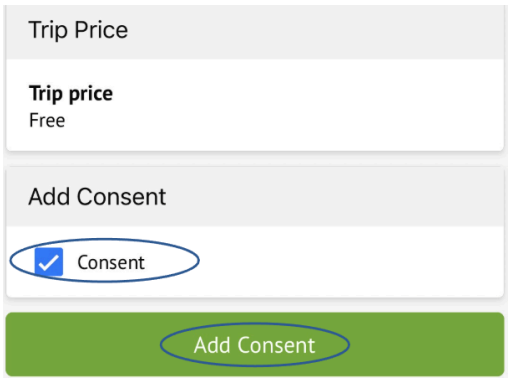
To view any active trips, click on the arrow to the right of your child's trips:



Click on the arrow to the right of your child's trip to view more information and consent to the trip:



Click the consent box and then click on the “add consent” button.



You are also able to see a list of all past trips your child has attended. In the trips section.

Pay for school lunches

From the main dashboard, you can see the balance for school meals and any other payments.



When you click into meals, you can top up the balance for your child’s school meals using your credit card

When you click into “other” you can view and pay for any other activities, eg residential trips.

Ensure the information about your child & yourself is correct in Arbor

Please review all of the information visible on your child's profile. From the main dashboard, click on the 3 horizontal lines in the bottom left corner and then click on "profile"



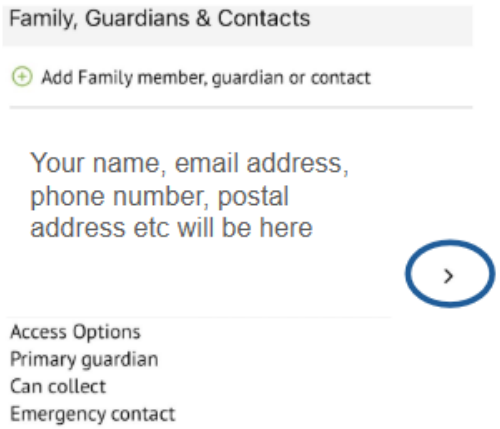


If you spot any mistakes or there is additional information you would like to include, please either:

- Add/correct the data through the Arbor app.
- When it's not possible to correct/add the information through the Arbor app, please send an email to admin@heathermount.co.uk.

We do not need to know student contact details or your National Insurance Number.

Due to GDPR, each parent/carer can only view their own personal information in the Arbor app. This is why it's important for all parents and carers to have access to the app as no-one else can check this information. Please ensure your "identity" information is correct. This can be accessed by clicking on the arrow on the right of your personal information in the Family, Guardian and Contacts section.



Please check and ensure you are set up as your child's Legal and/or Primary Guardian. For guidance, a Legal Guardian is legally responsible for the child (either a natural parent or

court-appointed guardian) and a Primary Guardian has daily parental responsibilities for the child and receives communications from school. Parents can either be just a Primary or Legal Guardian or they can be both at the same time.

Please ensure all medical and dietary information is correct.

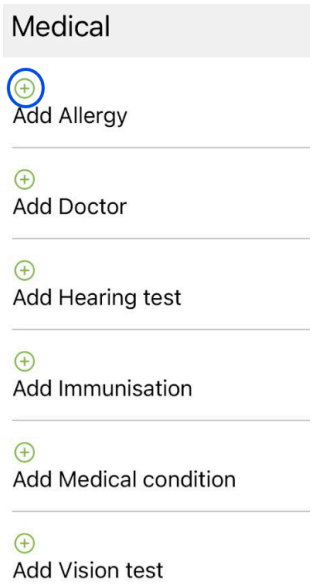
How to inform Heathermount about your child's allergies

From the main dashboard, click on the 3 horizontal lines in the bottom left corner and then click on "profile"

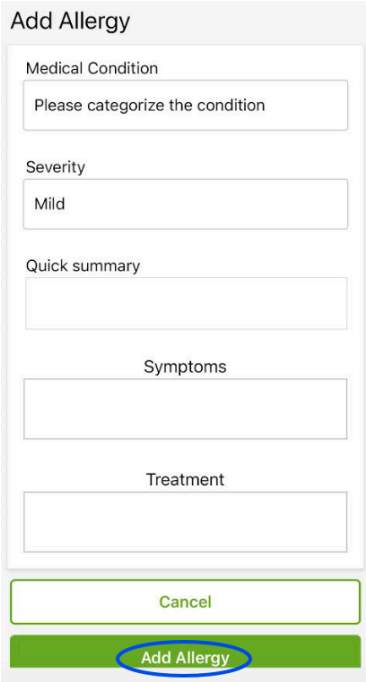




Scroll down until you reach the Medical section
Click on the + button to add an allergy

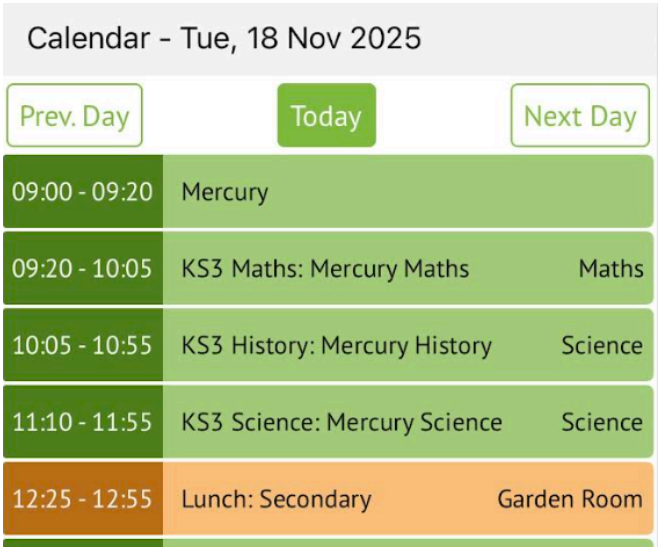


Complete the allergy information and submit by clicking on the "add allergy" button at the bottom



View your child's timetable

This information is visible on the main dashboard of your child's Arbor account

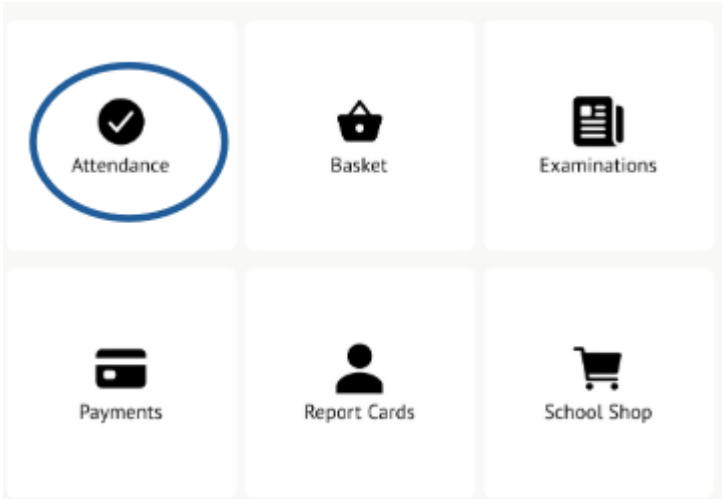


View attendance information

From the main dashboard, click on the 3 horizontal lines in the bottom left corner



Select “Attendance”

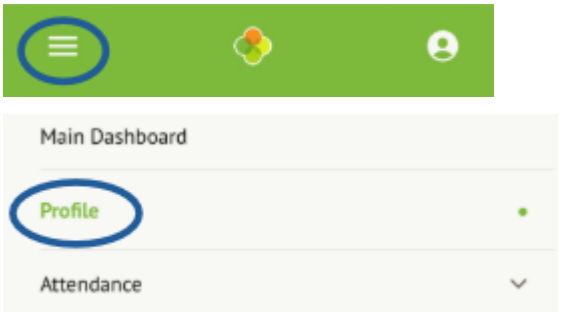


You will then be able to view the recent attendance information for your child.

Ensure your consents are complete and accurate

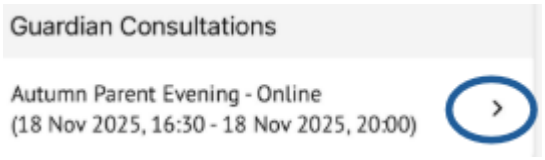
Please review all of the consents visible on your child’s profile. An example of a consent is your permission for Heathermount staff to give your child paracetamol.

From the main dashboard, click on the 3 horizontal lines in the bottom left corner and then click on “profile”



Book parents' evening slots

Whenever there's a parents' evening, you'll be able to book slots with the relevant teachers through the Arbor App. From the main dashboard, click on any current parent evenings



This will take you to the screen where you can choose your preferred slot to speak to your choice of teachers. You will also be able to download the list of meetings you have created.

