

Barrowcliff School

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6th May 2026

Dear Parents and Carers,

We are pleased to let you know that we are launching the **Arbor Parent Portal**, a simple and secure App that helps you stay up to date with your child's school life. The app brings important information together in one easy place and helps us communicate clearly with families.

What will the Parent App be used for?

- **Accessing important information about your child in one place:** Check your child's details, update emergency contact information, medical information, view attendance and behaviour information, update dietary requirements and much more.
- **Getting updates from school via push notifications:** Get notified when school sends out a new message via the App.
- **Managing tasks on the go:** Make payments, consent to trips, or book parents evening appointments.

How and where to download the app



To access the Arbor Parent App, please follow these simple steps:

1. You will receive an **activation email or text message** from Arbor.
 2. **Click the link** in the message to set up your account.
 3. **Download the Arbor Parent App** from the Apple App Store or Google Play Store.
- Once activated, one login will show information for all children linked to your account.

IMPORTANT!

The App will replace text messaging, our previous app, and most paper-based communications. In the coming weeks, we will also be moving our payments system from Parentpay to Arbor.

We strongly recommend you download the App as soon as you receive the activation email/message to ensure you continue to receive up to date information.



Frequently Asked Questions

Will we still be using ClassDojo?

Yes. We will continue to use ClassDojo for class messages, rewards and points. Nothing is changing with ClassDojo at this time.

What's happening with ParentPay?

ParentPay will be phased out over the coming weeks, but not immediately. ParentPay will remain available during this transition. **Please continue to make payments using Parentpay until further notice.**

I haven't received my activation email or text – what should I do?

Please check your junk or spam folder, ensure the school has your correct email address, or contact the school office for help.

I have more than one child at the school – do I need more than one account?

No. One Arbor account will show information for all children linked to Barrowcliff School.

I've installed the App but aren't receiving messages from the school.

Open the Arbor app and:

1. Go to **Settings**
2. Tap **Notifications**
3. Make sure notifications are **turned ON**

Also check your phone's system settings:

- **iPhone:** Settings → Notifications → Arbor → Allow Notifications
- **Android:** Settings → Apps → Arbor → Notifications → Turn ON

Thank you for your continued support. We encourage all parents and carers to **download and activate the Arbor Parent App as soon as you receive the activation message** to stay informed. If you don't receive an email or text from Arbor in the next few days, please check your junk/spam email, and contact us for support if you can't find it.

If you need any help or support, please contact the school office.

Kind regards,

Mr M Rogers
Headteacher

