

**Portsdown Primary and  
Early Years**

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**PORTSDOWN**  
Primary School & Early Years

Headteacher: Mr A Vaghela

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a school Governor



# We're moving to



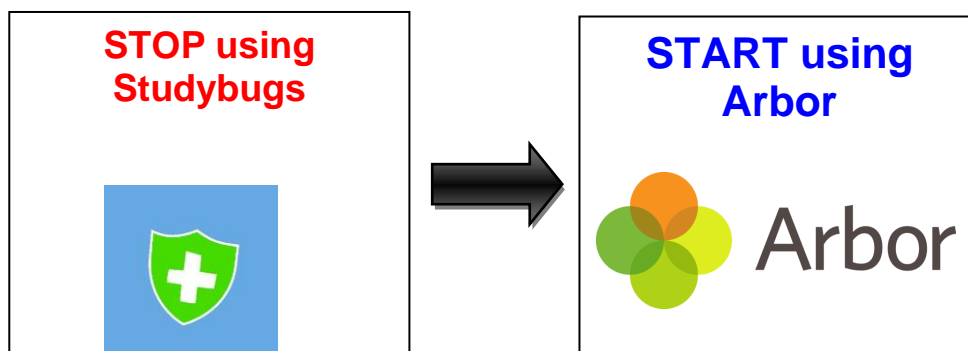
# Arbor

1<sup>st</sup> July 2026

Dear parent/carer

We are excited to announce that we will be moving our parent communication tool to Arbor – this will allow us to communicate with you more efficiently by using tools such as Free In App Messaging.

**From Tuesday 1<sup>st</sup> September 2026**



All communication will be sent via Arbor. You will no longer be able to report your child's absence or send messages via Studybugs from the end of this term.

Without this app you will miss out on important messages and updates from the school regarding your child/children – **please download and register as soon as possible.**

**Please turn over for instructions**

## How to get started

1. Go to the App or Google Play Store on your phone and search 'Arbor Parent App'
2. Click 'Install' on Android or 'Get' on iPhone then open
3. Add your email address – click forgotten password – reset password
4. Go to your email and click on the change your Arbor password link – set-up password
5. Go into Arbor App - enter your email, select the school, then enter your password
6. Accept Arbor Terms of Use and enter your child's birthday to verify your account (this is now set-up on your portal)
7. Go to Arbor App – Log in (using your email address and password just set-up) – choose Portsdown Primary School.
8. The App is now live!

If you are unable to link your child to your account it probably means that we have the wrong email address for you – please contact the school office to update your email address if that is the case.

If you need any assistance with the Arbor App please click [here](#).

Please click on the link for information regarding Arbor App Getting started [Log into the Parent Portal and the Parent App](#)

Yours sincerely

Mr A Vaghela  
Headteacher