THE WELLS ACADEMY

INTEGRITY • RESILIENCE • AMBITION

2nd November 2026

Dear Families

## Arbor Parent App Launch

We are pleased to announce that we are launching the Arbor Parent App for all families. The Arbor Parent App will become our main method of communication with families, replacing most text messages currently sent by the academy. Through the app, we will be able to share important updates, information and messages directly with you in one convenient place. The app will also allow you to view your child's up-to-date attendance information so you can keep track of their attendance throughout the academic year. Over time, we plan to expand our use of the Arbor Parent App to provide even more features for families, including booking parents' evening appointments, updating contact details and making payments for trips.

### What do families need to do?

**Please set up and download the app as soon as possible.** Every family that downloads and activates the app by **Sunday 8th November** will be entered into a prize draw for the chance to win **Amazon vouchers**! We have several vouchers to give away!

### Step 1: Set up your account

1. On a web browser navigate to **https://login.arbor.sc** (you cannot do this in the app)
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'
4. Follow the instructions in the email that will be sent to you to create a password.

### Step 2: Download and login to the app

1. Once you have made the account, download the app from your device's app store by searching for 'Arbor'.
2. Enter the email address that we use as your primary contact, select the school, then enter your password.
3. Accept the Terms & Conditions and enter your child's birthday for verification.

If you require any support, please contact our admin team via phone on **0115 748 3390** or email admin@thewellsacademy.org.

Yours sincerely

**Mr G Coles**
Principal