

# Bishop Pursglove Church of England Primary School

*Reach Higher, Love Wider, Think Deeper*



## Arbor

### Arbor Parent Portal & App

At Bishop Pursglove CofE Primary School, we use **Arbor** as our central management information system to help streamline communication and make accessing school services easier for families.

### Why Arbor?

Arbor brings together all core school data and processes into one easy-to-use platform. Through the **Parent Portal** you can stay informed and manage key aspects of your child's school life—all in one place.

### What You Can Do with Arbor

- Once your account is activated, you'll be able to:
- View your child's profile and attendance
- Receive school communications
- Make payments for school dinners and trips
- Book after-school clubs and wraparound care
- Book parents evenings
- Purchase items from the school shop
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### Getting Started

If you haven't activated your account yet, it's quick and simple:

- **Download the Arbor app** on your device
- Use your **email address** (the one registered with the school) as your username
- Click '**Forgot your password?**' to set up your account

### Important Reminder

We are no longer using **TheSchoolapp**, so it's essential that your Arbor account is active to ensure you receive all school communications and can access services like payments and bookings.



Derbyshire Healthy Schools  
Community Award

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If you need help setting up your account or have any questions, please contact the school office.

Instructions for adding a safe sender if emails are going to your junk folder

Please check the junk folder in your email app to check you are receiving all the communication which are being sent out by the school through Arbor. The instructions below will show you how to stop email being moved to your junk folder.

Please add the following to the safe sender list: school address and [no-reply@mail.arbor-education.com](mailto:no-reply@mail.arbor-education.com)

#### How to approve a sender in Outlook

- Open the settings menu in Outlook.
- Go to Email > Junk Email > Senders.
- Press 'add safe sender'.
- Enter the email address of the sender who is being put into the junk folder and click 'ok'.

#### How to approve a sender in Gmail

- Open Gmail and log in to your account.
- Click the gear icon in the upper right corner and select "See all settings."
- Go to the "Filters and Blocked Addresses" tab.
- Click on "Create a new filter."
- In the "From" field, enter the email address you want to add to the safe senders list.
- Click "Create filter" at the bottom of the form.
- Check the box next to "Never send it to Spam."
- Click "Create filter" again to save your settings.