

Holy Family Catholic Primary, A Catholic Voluntary Academy

Kirton Lane, Stainforth, Doncaster DN7 5BL

Learning together, Playing together, Praying together



4th September 2026

RE: Please sign up to Arbor portal/app

Dear Parents/Carers,

Holy Family Catholic Primary School is introducing a new system which will integrate all communication, payments, meals, clubs etc to one place. This system is called Arbor. To start with, we will be using it to replace Parentmail for sending communication and then will send further updates in the near future. Therefore, it is essential that you sign up to Arbor as soon as possible. Communication through Parentmail will stop after Friday 11th September.

There are two ways you can access Arbor:

- **Arbor Parent Portal:** This is the website version you can access using a web browsers (like Chrome, Edge, Safari) on a computer, laptop, or even your phone's browser.
- **Arbor Parent App:** This is the mobile application you download to your smartphone or tablet from your devices app store.

We will be sending a separate welcome email through with the link and your username today.

The first step is to set up your password and accept the terms of use through the Parent Portal (website) first (you cannot do this through the app).

1. **Find the welcome email:** Look for an email from Arbor in your inbox. If you can't find it, check your junk or spam folder.
2. **Click the Login link:** Inside the email, click on the unique login link provided. This link will take you to a secure page to set up your account.
3. **Set your password:**
 - Enter your chosen password into the Password field.
 - Enter it again into the Confirm Password field.
 - Make sure your password meets the criteria (e.g., length, characters) shown on the screen.
 - Click the Set Password button.
4. **Log in:** You'll then be redirected to the login page. Enter your email address (the one your school has for you) and your newly set password, then click Log In.

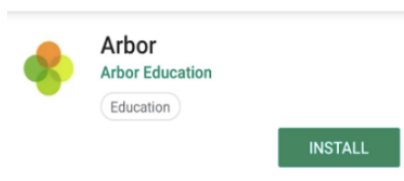
There is a full set of guidance if you click on:

[Logging In to the Parent Portal & Parent App – Arbor Help Centre](#)

If you would like to use the app rather than the portal going forwards, to download the app on your phone:

For Android devices:

- Go to your device's Play Store.
- Search for 'Arbor' and tap the top result: "Arbor Parent & Guardian Portal"



For iOS (Apple) Devices:

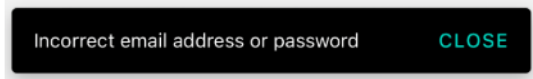
- Go to your device's App Store.
- Search for 'Arbor' and tap the top result



When you open the app for the first time, you'll be prompted to add in your email address and password.

The Remember my password box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.

Make sure both your email address and password are correct, or you'll receive this message.



When your email address and password are correct, Arbor will check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.

- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.



Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.



Any problems, please do not hesitate to contact the school office.

Kind regards,



C Barron
School Business Manager