



19<sup>th</sup> January 2026

**Arbor - LIVE TODAY**

Dear Parent/Carer,

You will be able to access messages on Arbor from TODAY. You should have received an email from Arbor giving you your log in detail.

The initial email from Arbor with your log-in details may go into your spam or junk folders. So please check this folder if you have not received your log in details.

To make sure our emails consistently reach your primary inbox, here are some simple steps you can follow to add our school's email address to your safe senders list or contacts.

1. Open your spam or junk folder
2. Find any emails from us and mark them as "not spam" or "not junk"
3. Add our school's email address to your contacts or safe sender list.

It is important that you receive all our updates, as we share essential information about your child's education and school events. Please rest assured that emails from the school are safe and vital for your involvement in our school community.

As of the 1st February Parent Hub will no longer be used to communicate to parents. We will be replacing all its functions with Arbor which can be accessed either through the mobile or tablet app or through the portal on your laptop or computer. Our school office staff have undergone training on this new Arbor platform and will be more than happy to help you with it.

If you haven't already, please download Arbor by clicking on the link below:

[Getting Started with Arbor](#)

[Poster -Download the App QR code](#)

If you need any help please do not hesitate to contact the school office.

To find out more about what Arbor is click on the link below:

[About Arbor](#)

Kind regards,

**Jo Sawyer**  
**Headteacher**  
**[j.sawyer@ebor.academy](mailto:j.sawyer@ebor.academy)**

