



17th June 2026



Arbor

Dear Parents and Carers,

We hope you are enjoying using the Arbor App and finding it a convenient way to stay up to date with school life.

To ensure you never miss an important update, announcement, or urgent message from us, we highly recommend checking a few quick settings on your smartphone and email.

Here are a few things to check so you are receiving all notifications and emails:

- **Enable Push Notifications:** Go to your phone's main **Settings** > **Notifications** > find **Arbor** > and ensure **Allow Notifications** is switched on. This allows messages to pop up instantly on your screen.
- **Check In-App Settings:** Open the Arbor App itself, navigate to your profile/settings menu, and ensure that notifications for messages, notices, and updates are enabled.
- **Keep the App Updated:** Please visit the Apple App Store or Google Play Store regularly to ensure you are running the latest version of the Arbor App. Keeping the app updated prevents glitches and ensures smooth delivery of messages.
- **Check Your Spam/Junk Email Folders:** Because Arbor sends emails directly, some email providers may accidentally filter them out. Please check your **Spam** or **Junk** inbox. If you find a school email there, mark it as **"Not Spam"** or **"Safe Sender"** so future emails will go straight in to your primary inbox.

Need help? If you have followed these steps and are still experiencing issues with notifications, please don't hesitate to reach out to the school office.

Thank you for your continued support in staying connected with our school community!

Yours sincerely

Mrs R Ayres
Headteacher

Headteacher: Mrs R Ayres

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