



Thomas Mills
High School & Sixth Form

Headteacher: P J Hurst BA MA MBA NPQH

Thomas Mills High School & Sixth Form
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Monday 21 October 2024

Dear Parents and Carers,

Arbor Communication Update - Arbor App launch

As part of our efforts to improve engagement between school and home, and to help simplify communication and information sharing, you will already be aware that we have switched our core school system to Arbor. As a result, School Gateway will be discontinued. This switchover will mean that from Monday 4th November 2024 we will be asking you to use the Arbor App to manage many of the ways you interact with Thomas Mills, it will offer many more options than you have had up to now.

The Arbor communication platform has been designed specifically to improve the way that parents and school staff communicate. We - you and us - will be able to send and receive information regarding your child via the Arbor App and portal. This will include:

- real-time attendance data
- reporting an absence
- academic progress reports
- timetables
- communication with the school
- payments for meals, clubs, trips and items from the school shop

Ahead of the 4th November start date we would like you to access the parent portal by visiting this link.

<https://thomas-mills-high-school-sixth-form.uk.arbor.sc/?/guardians/home-ui/dashboard>

You can also do this from Google's play store or apple's app store:

- **Apple:** <https://apps.apple.com/gb/app/arbor-parent-app/id1448707412>
- **Android:** <https://play.google.com/store/apps/details?id=com.arboreducation.parentapp>

When you visit the parent portal or use the app for the first time, use the email address you have registered with the school and click on **forgotten password**. You'll then be guided on how to 'reset' your password so you can access the app.

If you have any problems accessing the Parent Portal? - visit the [troubleshooting guide](#).

Important Note:

Your personal email address must be registered with the school. If you attempt to register with an email address that is not recognised by the school, you will not be able to register your account. If

you need to update your contact details, please contact the school office on 01728 723403 or email us using inmail@thomasmills.suffolk.sch.uk .

Not all of the features that may appear in Arbor have been enabled. The school will notify parents of any additional features as and when they are enabled.

From Monday 4th November 2024 all payments requested will direct you to the Arbor system: any balances for trips, meals etc. that currently sit on School Gateway, will get transferred to your Arbor account - please bear with us while we carry out that work.

If you have any questions or issues, please do not hesitate to contact the school.

We are looking forward to bringing Arbor online and further updating our systems and services.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mugliston', is written on a light-colored rectangular background.

Mr Mark Mugliston
Business Manager