

27th June 2025

Dear Parents/Carers,

New Communications Platform: Arbor

Just before the Easter holiday, we moved to a new Management Information System called Arbor. We are now in a position to release the communications function and will be in touch at a later point to advise when we will also commence use of the payment and trips element.

To be able to fully benefit from these features, we are requesting that parents/carers create an account on the Arbor Parent Portal and download the Arbor Parent App for use on mobile devices. Once you create an account on the Arbor Parent Portal and download the Parent App, you will be able to:

- Receive messages and communications from school
- Make payments for trips or activities
- Top-up your child's catering balance
- View your child's school reports
- View behaviour information
- Plus many other features

Not all of these features will be available immediately but by creating your account and downloading the App now, you will be ready to use these features straight away once they are released.

When first confirming your child's profile in Arbor always use the browser, this is especially important if you are already using Arbor for another child at school.

To set up your account, you just need to set a password. You can do this by going to <https://the-portsmouth-academy.uk.arbor.sc/> clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is your email address that we have on registered on the system.

If you have trouble setting up or require any further questions about the Parent Portal, visit this [Help Centre article](#). For any other queries, please contact the school office or email us.

You can download the App from the 'Apple App Store' or 'Google Play Store' by searching for 'Arbor Parent App'.

We also recommend that you enable notifications. It is important that we ensure that you check the app regularly.

All communication from us will be sent via the Arbor App from 1st September 2025.

Payments will still be via PlusPay for the time being. Payments for trips/events will migrate to the new app and further communication will be sent out in future once other features are available.

Studybugs – report absence securely and help improve children’s health

We are pleased to announce that The Portsmouth Academy is introducing a new, more efficient and secure system for reporting your child’s absence due to illness, called Studybugs.

You will need to download the free Studybugs app, or register on the Studybugs website, and use it to tell us whenever your child is ill and unable to attend school. This system will replace all previous methods.

Get the app or register now Studybugs – Parents (<https://studybugs.com/about/parents>)

Top 3 reasons to use Studybugs

1. It’s integrated with our systems, so we know right away if your child is unaccounted for.
2. It’s quick and easy to register and use and automatically reminds you to keep us posted.
3. You’ll be helping the NHS and other public health organisations improve children’s health. <https://studybugs.com/about/schools>



With the addition of these two new apps we will be discontinuing use of Class Charts and Plus Pay, so downloading Studybugs and Arbor will be crucial to staying in touch with the school.

If you need any assistance setting up Arbor or Studybugs, please email the school office at info@theportsmouthacademy.org.uk

Kind regards,

A handwritten signature in black ink, appearing to read 'Chris Andrews'.

Chris Andrews
Vice Principal