

3 January 2024

Dear Parent/Carer

We hope you have had an enjoyable Christmas break and wish you a very Happy New Year.

As previously communicated, we have now moved across to our new information system: welcome to Arbor!

This replaces our previous information system, School Gateway, Firefly for homework and EduLink, along with a number of other platforms which will save you time and duplication. All of these are now in one place. How to Report an Absence has also changed as a result.

We understand any change is potentially unsettling so we aim to guide you as clearly as possible. We will all need to exercise patience as we learn how to use the system.

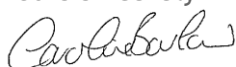
So now that Heathfield is using Arbor there is a Parent Portal and Parent App for you to use. The Parent App can be downloaded from either the Playstore on android phones or the Apple Store on iPhones. An account has already been set up for you.

Action needed by parents:

1. To finish creating your account **you now need to set a password.**
 - a) **Your username is the email address we have sent this email to.**
 - b) For your password: go to <https://login.arbor.sc> and click "Forgot your password?" to finish setting up your account.
 - c) Let us know of any issues (itsupport@heathfieldcc.co.uk) with logging in.
2. We are also using **payments in the Parent Portal**. This is the mechanism to make payments and top up accounts for meals, payment for future trips, equipment, etc by simply logging into the Parent Portal. If you need any help, you can find more information in this [guide](#). Your Cashless Catering balance from School Gateway has been transferred across and will also show in the Parent Portal. **Please check this to make sure your child has sufficient funds** for their lunches this week. Any other payments which were previously outstanding on School Gateway will shortly be transferred over to the Parent Portal.
3. For anything else please check the [FAQs on the College website](#) which explains how you are able to access the things for which you would previously have used EduLink, Firefly or School Gateway: *reporting an absence, topping up lunch money, seeing homework and being informed about praise and behavior incidents*. We will add further guidance as necessary.

If you have any queries, please do not hesitate to email office@heathfieldcc.co.uk.

Yours sincerely



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