

18 September 2026

Dear families,

## **Re: Arbor App Launch**

Following our recent communication about our move from Class Charts to Arbor, we are delighted to let you know that the Arbor Parent App is available for all families to access.

We are excited to begin using Arbor and have created accounts for all parents and carers to access both the Parent Portal and Parent App. Arbor will provide a convenient way to stay informed about your child's education and school life.

Through the Arbor App, you will be able to:

- Stay connected wherever you are – access important information about your child directly from your phone.
- View key information in one place – including attendance, behaviour, progress, upcoming homework and school reports.
- Receive school communications instantly – via app notifications whenever a new message is sent.

## **Activating Your Account**

To find out more about Arbor, including how to download and install the app, please click this [link](#).

You will receive an email invitation to Arbor and to complete the setup of your account, you will need to create a password and select Tiverton High School as your school.

Please note that if you have children attending other schools that also use Arbor, you may see multiple schools listed. In this case, simply choose Tiverton High School.

Your username is the email address to which this letter has been sent.

We have run a test in preparation for launching the app and as a part of this testing process we have identified some technical issues that may affect the app's performance outlined below:

### **Hotmail Email Addresses**

If you have a Hotmail.com and/or a Hotmail.co.uk email account emails and letters sent through Arbor may take up to 48 hours to arrive. Please be assured that this issue is not specific to Tiverton High School, and Arbor are working to resolve it as quickly as possible. To ensure you continue to receive important information, please also check our website and Facebook page, where all key communications sent home will be shared.

**Updating Your Contact Information**

If we do not have the correct email address and mobile number you will not receive updates, therefore, please complete the following form to help us ensure that we hold the most up-to-date contact information for your family: [Data Collection Form - Tiverton High School 2026 – Fill out form](#)

**Arbor Payments**

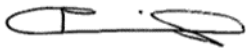
We are continuing to work closely with our partners to resolve an issue affecting Arbor Payments. Unfortunately, online payments are not yet available. In the meantime, cash can be brought to the Accounts Office and added directly to your child's account. An emergency overdraft facility has been applied to all student accounts. No child has been refused food in the Refectory as a result of these payment issues.

We appreciate your patience and understanding as we complete this transition.

If you have any questions or require any support with setting up Arbor, please contact us at [admin@tiverton.bep.ac.uk](mailto:admin@tiverton.bep.ac.uk), and a member of our team will be happy to help.

Thank you for your continued support.

Kind regards



Miss N Lewis  
Headteacher