

ST. BEDE'S CATHOLIC JUNIOR SCHOOL
celebrates life and learning

Tuesday 13th October 2026

Dear Parents/Carers

ONBOARDING TO ARBOR

We are almost ready to go live with our new management information system, Arbor.

From Monday 19th October, we will be using Arbor for the following purposes:

- Paying for school meals and trips
- School to home communication
- Updating contact details
- Booking breakfast club
- Booking parents evening appointments
- Viewing behaviour logs

In preparation for this move, we require **all Parents/Carers to take the following action:**

- Settle all outstanding payments for school meals by Thursday 15th October (including meals for Friday 16th October)
- **DO NOT make any payments** to School gateway after Thursday 23:59hrs
- Download the Arbor App and log in. (instructions are overleaf)
- Check that all the information in Arbor is correct and report anything that is incorrect by email to admin.stbedesjunior@haltonlearning.net

The office staff will:

- Send daily reminders to those who have not yet registered for Arbor
- Transfer any debits or credits from School Gateway to your Arbor account
- Answer any queries by email to ensure access is granted

Friday 16th October, will be the last day that we will use School Spider and School Gateway. If you have not logged into Arbor by Monday 19th October, you are at risk of missing important information. By moving to Arbor, we hope to streamline our communication between School and home.

Please contact the school office by email if you have any issues with any of these actions, and we will be happy to help you onboard to Arbor.

Kind regards

Mrs Lynsey Williams
School Business Manager

INSTRUCTIONS

Downloading the Arbor App

The easiest way to access Arbor is through the **Arbor Parent App** on your smartphone or tablet.

1. Open the **App Store** if you have an iPhone or iPad, or **Google Play Store** if you have an Android device.
2. Search for “**Arbor**”.
3. Download and install the **Arbor Parent Portal** app.
4. Open the app once it has been installed.

Logging in to Arbor

When you open the app:

1. Enter the **email address that you have registered with the school**.
2. Enter your Arbor password if you have previously logged in.
3. If this is your first time logging in, or you have forgotten your password, select “**Forgotten password?**” and follow the instructions to reset it.
4. You may be asked to enter your child's date of birth to confirm your identity.
5. Once logged in, you will be able to access the information available to you through the Arbor Parent Portal.

Please make sure you use the **same email address that the school has on record**. If you are unable to log in because your email address is not recognised, please contact the school office so that we can check your details.

[For further guidance, including step-by-step instructions for logging in, please visit the Arbor support page:](#)

