



# Thriftwood

School and College

website: [www.thriftwoodschool.com](http://www.thriftwoodschool.com)

12<sup>th</sup> September 2024

Dear Parents & Carers,

As you are no doubt already aware, we use Arbor to manage our student data and payments, as do our parents and carers via the **Arbor Parent Portal**.

It is imperative that student information is kept up to date. We would ask you to please view, check and update the student profile section of Arbor regularly but especially at the start of a new academic year. This includes deleting data that is no longer relevant or accurate, adding missing information or updating current details. We would encourage you to do this anytime there is a change.

Could we please ask you to pay particular attention to medical, dietary and allergy requirements as well as contact details. You will notice that you do not have access to details for additional family members/friends who have been provided as secondary contacts in case we are unable to reach you in an emergency. We will rely on you to email us to initially to confirm names and contact numbers, then again if there should be any changes going forward.

If your child attends school, please email [admin@thriftwoodschool.com](mailto:admin@thriftwoodschool.com) (years 3-9 inclusive)  
If your child attends college, please email [admin@thriftwoodcollege.com](mailto:admin@thriftwoodcollege.com) (years 10-13 inclusive)

From 1<sup>st</sup> October 2024 onwards, we will presume that the information in Arbor is correct and prepare our emergency file.

If you do not already have an account set up, you can get started by clicking on the link below:

<https://thriftwood.uk.arbor.sc/>

Click on 'First time logging in?' (**You will need to use a computer or tablet to initially sign up, from then on you will be able to use your smartphone, computer or tablet.**)

Enter your email address in the box and click the green 'Reset Password' button.

Follow the on-screen instructions to set up a password - please ensure you can remember this password as Thriftwood staff will not have access to it.

After the initial setup, you can access the Parent Portal via a computer, tablet or smartphone - Arbor has an app available for you to download to your phone or tablet to enable even easier access - please visit the App Store or Google Play Store to download the app.

If you do wish to use the app, please download it onto your device and open the app. Enter your email address and select 'Thriftwood' as your school. Enter the password you will have previously set up and select 'Log in'. You will then be prompted to accept the Terms & Conditions and enter your child's date of birth.

Should you require assistance with getting started on the Arbor Parent Portal, please do not hesitate to contact us.

With best wishes

Administrative Team

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