



18<sup>th</sup> December 2024

Our ref. NCO/GBY/Arbor

Dear Parent / Carer,



Over the Christmas holidays we will begin our migration to Arbor.

### What is Arbor?

Arbor is a management information system and will replace SIMS and Synergy as the school's database for recording and reporting student information.



### What does this mean for you?

You will no longer receive communication from school through Synergy, and you will not be able to use Synergy to communicate with us. **Synergy will be turned off from 12:30pm on Friday 20<sup>th</sup> December, please do not use it after this time as any changes will not be transferred into Arbor.**



During the Christmas holidays all parents and carers will receive an email from Arbor, this will include details on how to log in for the first time, and then how to access the parent portal and App.



The email will include information on how to access support from the Arbor Help Centre where you will find frequently asked questions and troubleshooting. However, if you have not received an email from Arbor by Monday 6<sup>th</sup> January or are experiencing login issues please email [arborsupport@westhoughton-high.org](mailto:arborsupport@westhoughton-high.org) Please ensure you check junk and spam folders in anticipation of this.



After logging in for the first time using an internet browser, parents and carers will be able to download the Parent App to monitor attendance, behaviour and rewards, home learning and communications. You will also be able to report an absence. Further information is enclosed on how to do this.

There are currently no plans to move payments for meals, trips etc. to Arbor, all payments to school will continue through Parentpay.



### From Monday 6<sup>th</sup> January

If you need to report an absence on Monday 6<sup>th</sup> January and are experiencing difficulties accessing Arbor please contact the school on 01942 814122 and select 1 for attendance. During the initial transition period please be aware that attendance alerts will be sent **from Arbor via email only.**



School will close on Friday 20<sup>th</sup> December 2024 at 12:30pm and staff will return on Monday 6<sup>th</sup> January 2025. Any communications sent in to [whsoffice@westhoughton-high.org](mailto:whsoffice@westhoughton-high.org) or voicemails left on the school answer machine will be picked up on this date.



Yours sincerely,

Mr N.S. Coe  
Headteacher