



Website: www.richardson-dees.eschools.co.uk

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High Street East

Wallsend

Tyne and Wear

NE28 7RT



Headteacher: Mr W Myers BA (Hons) PGCE NPQH
Chair of Governors: Mrs A Nicholson BA (Hons) MA NPQH

Monday 13th July 2026

Our New Arbor Parent App Is Here!

Dear Parents and Carers,

We are delighted to introduce the Arbor Parent App, which will help you stay connected with school and access important information about your child quickly and easily. To ensure you can access your account, please make sure we have your most up-to-date email address on our records. The email address we hold for you will be used to create your Arbor account.

Getting Started: First-Time Login

1. Download the Arbor Parent App from your app store or visit the Arbor Parent Portal.
2. Enter the email address registered with the school.
3. Click "Forgotten Password?" or "Reset Password".
4. Check your email and follow the instructions to create a password.
5. Return to the app and log in using your email address and new password.

What Can You Do in Arbor?

The Arbor Parent App allows you to:

- View attendance information.
- Receive important school communications.
- Send messages to the school.
- Access information about your child all in one place.

How to Send a Message to School

1. Log in to the Arbor Parent App.
2. Select the Messages section.
3. Choose New Message.
4. Select the appropriate school contact or department.
5. Type your message and press Send.

Please turn the page for answers to some Frequently Asked Questions.



Proud to be a
Schools North East
Partner School





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Arbor App: Frequently Asked Questions

I haven't received my password reset email. What should I do?

Please check your junk or spam folder first. If you still cannot find the email, contact the school office to confirm we have the correct email address on record.

Can more than one parent or carer access Arbor?

Yes. Each parent or carer can have their own account, provided the school has their email address recorded.

What if I change my email address?

Please notify the school office as soon as possible so we can update your details and ensure continued access.

Can I update my contact information?

Yes. Once logged in, you can review and update certain information directly through Arbor. Some changes may require approval by the school.

Is Arbor secure?

Yes. Arbor uses secure systems to protect your information and keep your child's data safe.

Who should I contact if I need help?

If you experience any difficulties accessing Arbor, please contact the school office and we will be happy to assist you.

We are excited to offer this new way of communicating with families and hope you find the Arbor Parent App a valuable tool for staying connected with school life.

Thank you for your continued support.

The School Office Team

