



HARLESTON SANCROFT  
ACADEMY

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 Diocese of Norwich  
St Benet's  
Multi Academy Trust

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6th September 2022

Dear Parent/Carer,

Now that we are open as The Harleston Sancroft Academy, we wanted to update you on a few changes that we are making with regard to how we will communicate with you and how you can communicate with us.

**Arbor:**

We are implementing a new management information system (MIS) called Arbor to help us manage our school data. Arbor is a simple, smart and cloud-based MIS, which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in an accessible way.

The parent portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards). For further information click on this link: [Getting started - Log into the Parent Portal and the Arbor App](#) (please note that Arbor payments will not be available to use in September).

There are resources to support you with using the Parent Portal and mobile Arbor App. These can all be found [here](#).

You will shortly be sent a welcome email to set your password.

Once you have signed into the portal, you will be able to send the school email messages and notify us if your child is absent. Please can you ensure that you start your message with the students name and year group.

In conjunction with Arbor we will continue to use the following:

**Tapestry:**

Tapestry will be used to communicate the learning journey for Nursery and Reception children.

**Class Dojos:**

Class Dojo will be used to communicate the learning journey for year 1 to 6 children.

## **IRIS Parentmail:**

We will no longer be using IRIS Parentmail/MyED to communicate with you; however, you will still use IRIS Parentmail to make payments to us.

The following will no longer be used by the school:

**My Ed App:** You will now communicate with the school through the Arbor Parent Portal/App.

**Classcharts:** Timetables, attendance, behaviour and homework information will now be viewed in the Arbor Parent Portal/App.

In summary the systems/apps you will now be using are:

### Nursery and Reception

Tapestry – to view your child's Learning Journey

Arbor Parent Portal/App – communicating with School.

IRIS Parentmail – making payments for trips, clubs, and any other payments.

### Years 1 to 6

Class Dojos – to view your child's learning journey

Arbor Parent Portal/App – communicating with school

IRIS Parentmail – making payments for lunches (KS2 only), trips, clubs, music lessons and any other payments.

### Years 7 to 11

Arbor Parent Portal/App – to view attendance, behaviour and homework.

Arbor Parent Portal/App – communicating with school.

IRIS Parentmail – making payments for lunches, trips, clubs, music lessons and any other payments.

## **Iris Parentmail**

Further to our communication at the end of last term, we can confirm that IRIS has now completed the work to transfer all IRIS Parentmail accounts into our new school name. If you have a child at both primary and secondary phases you will now be able to access both records from the one account.

Unfortunately, as a result of this work, those of you who previously just had a primary account will need to re-register. If this applies to you, you will shortly be sent an email invitation to do so. All outstanding balances have been transferred to your new account. We apologise for any inconvenience this causes.

Existing ParentMail accounts will be live again this afternoon to enable you to top up lunch accounts ready for tomorrow. Year 7 students who have joined from Harleston Primary will be able to access their account to add funds however Year 7 students will not be able to access their accounts to make purchases until their fingerprint/PIN has been set up. For new students joining the secondary phase, parents/carers will shortly receive an email inviting you to set up an account.

The office team will be registering fingerprints and issuing PINS early next week, in the meantime please can Year 7 students and any other new students to the secondary phase bring a packed lunch. Children who receive free school meals will receive these from Wednesday 7th September. We apologise for the slight delay to new students accessing their accounts which is due to the requirement to wait until new students are on our student roll (7th September) and all of their data transferring to our new management system.

Finally, please note there are some small changes to the timings of the school day for both phases. Please visit our [website](#) for further information.

While we all adapt to the new systems please do not hesitate to contact us by phone or email if you have any questions:

Primary Phase - [primary@sancroft.stbenets.org](mailto:primary@sancroft.stbenets.org) 01379 853211

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Yours sincerely

Ava Barber  
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