



LYDIARD PARK ACADEMY

30th November 2020

Launch of the new Arbor Parent Portal

Dear Parent/Carer/Guardian,

I am pleased to inform you that we are now ready to launch our new Parent Portal which is an exciting new venture for Lydiard Park Academy.

The Arbor parent portal allows you to view your child's timetable, attendance, reward points and behaviour. You will also be able to view your child's academic reports from the most recent consultation day and when released, future academic reports. I have attached a brief guide from Arbor that provides more information.

To access the Parent Portal:

1) Go to <https://lydiard-park-academy.uk.arbor.sc/> on your web browser; or

2) Download the **Arbor app**

(Android devices: <https://play.google.com/store/apps/details?id=com.arboeducation.parentapp>;

Apple devices: <https://apps.apple.com/gb/app/arbor/id1448707412>)

Setting up your account:

From the website, click on '**First Time Logging In**' and then enter your email address and click 'reset password'. You need to use the **same** email address that is in our system; this will be the email address with which you currently receive school emails. If the system recognises your email address, it will send you a password reset email with link to set up your account.

When using the app, please enter your email address in the app login screen. If the email is recognised by our system, it will ask you to confirm the school and then you can click 'Forgotten my password' to request a new password. The system will then send you a password reset email. Please check your junk mail folders in case any password reset emails end up there.

The first time you log in, you may be asked to confirm your child's date of birth for security purposes. If you have more than one child at the school then as long as the parent email address is the same for all children the accounts should be automatically linked.

If you are having any issues logging on to the Arbor Parent Portal please email your child's pastoral support assistant (PSA) for further assistance or email me CarterM@lydiardparkacademy.org.uk.

Yours sincerely,

Mr. M. Carter

Data Manager, Assessment and Timetable Coordinator



Executive Principal: Mr C Zimmerman
Operational Principal: Mr G Pearson
Vice Principal: Miss S Hesten

Grange Park Way, Grange Park, Swindon, SN5 6HN
Tel: 01793 874224 Fax: 01793 876274
ask@lydiardparkacademy.org.uk