



Moorside  
High School

Enriching Lives, Inspiring Ambitions

January 2025

Dear Parent/Carer,

As communicated via the Parent Update, we have recently moved our management information system from SIMS to Arbor. The aim of this move is to improve our systems and our communication to parents/carers in the long term. Following the successful move of our school management information system over Christmas we are excited to launch the new parent portal to all parents. The invites to the new portal will arrive from school via email on Monday 27th January.

When you receive the communication, please follow the instructions within the email to download the app, create your account and sign in to the portal.

COMING SOON

**NEW PARENT PORTAL**

We are launching our new parent portal from Monday 27th January, please ensure you follow the instructions on the invitation email.

Any problems, please email  
MHSinfo@consilium-at.com

Consilium Academies

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The portal will bring many benefits to parents, including:

- The ability to view your child's attendance record
- Report absences to the school attendance team
- Communicate with the school using 2-way messaging
- Update your record with details such as address, contact information, medical notes and more
- View you child's timetable
- Book appointments for parent's evenings
- View your child's academic reports

Plus, much more! Please see the next page for further information.

Thank you for your continued support, if you still have any issues accessing the new app, please do not hesitate to contact [MHSinfo@consilium-at.com](mailto:MHSinfo@consilium-at.com) where your email will be forwarded to the best person to help support you.

Kind Regards

Mrs H.E Ryles-Dean  
Headteacher

Headteacher: Mrs H Ryles-Dean • 57 Deans Road, Swinton, Manchester, M27 0AP • Telephone: 0161 804 4022 • [www.moorsidehigh.co.uk](http://www.moorsidehigh.co.uk)





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## We're using Arbor's free Parent Portal and Parent App

### We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

### How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic  
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

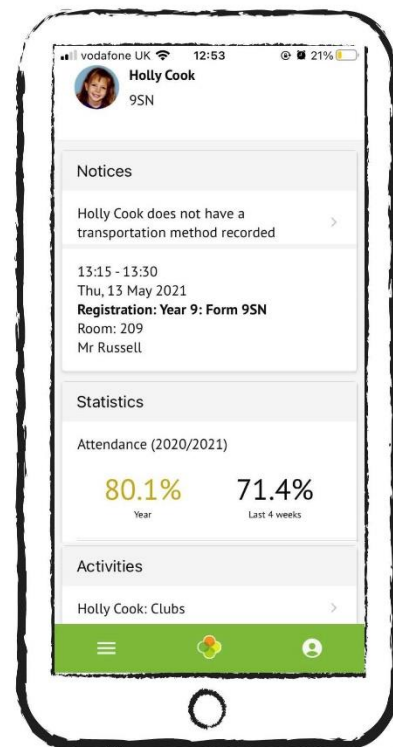
### Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

#### Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.



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