<div align="center">

RICHMOND HILL PRIMARY ACADEMY

</div>

Communications: **(issued February 2022)**

We recognise how important the communication between school and parents/carers is and that is why we regularly keep you informed by sending messages/letters by text and email via our **Arbor** management information system.

We will continue to send **email** communications via Arbor, which has proven to be a very successful method, and would urge parents to check their email accounts on a regular basis for any whole school communications or information from your child's year group. The majority of parents also find a quick and easy way of communicating with school is by sending us an email to office@richmond.doncaster.sch.uk this account is checked regularly throughout the school day. You can also contact your child's class teacher direct by emailing the year group e.g – year6@richmond.doncaster.sch.uk although responses from teaching staff will be at the end of a school day.

However, the cost of sending **text messages** has drastically increased, so we have had to make the decision that from **7th February** we will only send messages by text to parents/carers for urgent or time sensitive communications.

The **Arbor In-App Messaging** is a facility already included in our management information system so the cost is minimal. Some parents already communicate with school via **Arbor In-app Messages** so we would like to take this opportunity to encourage all parents to access it as we will be using this as an alternative to texts from 7th February. This enables quick messages:-

> to be sent from school to parents/carers

> and for parents/carers to reply to messages as well as sending school a new message

You can access **Arbor In-app messages** from the communications section in the **Arbor Parent Portal**. Parents are familiar with the Arbor Parent Portal as this is where you can view your child's pupil profile and also book appointments for Parents' Evenings. You can access the Arbor Parent Portal in two ways:-

- Via the **Arbor App** – this is the mobile version of the Arbor Parent Portal, for use on mobile devices such as smartphones and tablets. You can download the Arbor App for free from either the Play Store for Android phones or the App Store for IOS. It also enables messages to be received as Push Notifications on your mobile device.
- Via the **Arbor website** - www.arbor-education.com to log on to your Arbor Parent Portal communications.

Please find attached some useful information about Arbor In-App Messages. Do not hesitate to contact the main school office – office@richmond.doncaster.sch.uk if you need any help or advice.
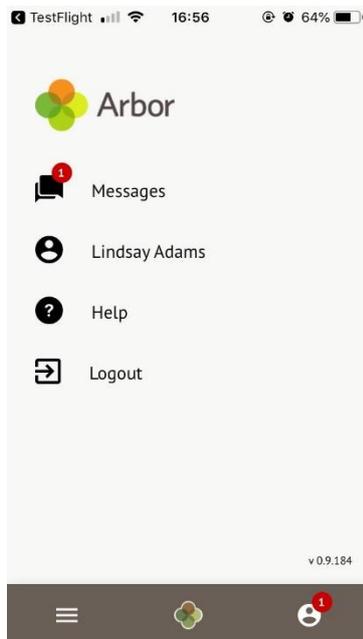
How can I read my in-app messages?

1.Through the Arbor App – for mobile devices

When using the App, you'll receive a Push Notification (if you have enabled this feature).

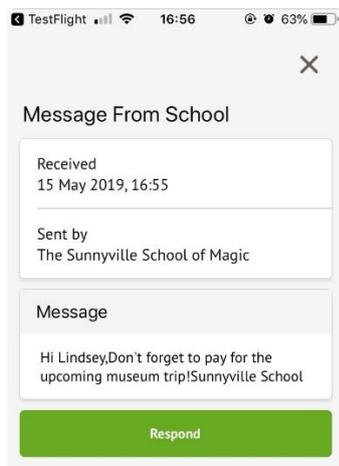Tap the notification and log into the app to be able to view the message.

In the App, you'll see a notification at the bottom right of your screen. Click this notification, then click *Messages* to see your messages.
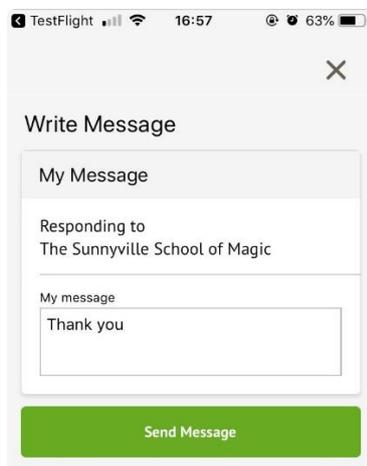

All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text. Click the message to view it.
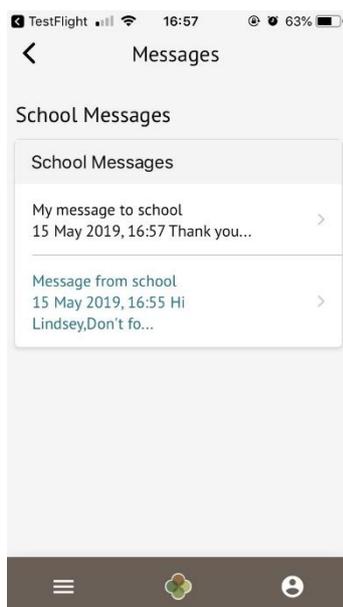
How can I reply to a message?

If your school allows you to reply to messages, you can click a message and click the '**Respond**' button to reply.
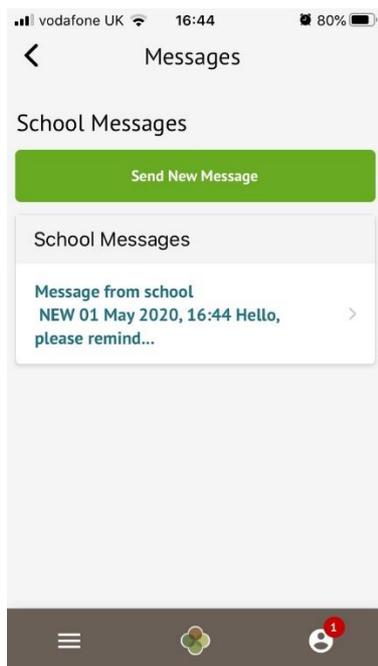
Draft the message, then click send.

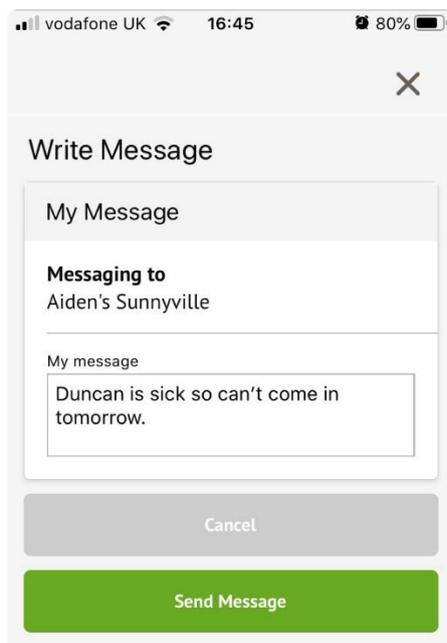The *Messages* page will then show your message.

How can I send a new message?

If your school allows you to reply to or send messages, click the **Send new message** button.

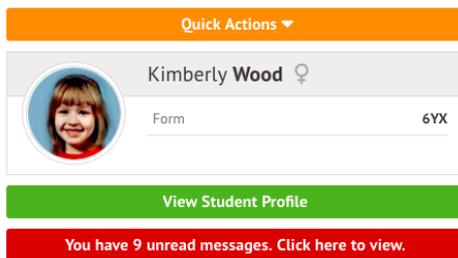Just type in your message then click **Send message**.

How can I read my in-app messages?

You can see if you have any unread messages in the top-right of your Arbor Homepage. Click this button to view all In-app messages received.

You can also get to the list of messages by going to the drop-down menu at the top of your screen and selecting *My Items > School Messages*.

You can see all messages received and all messages you have sent to school (if your school allows you to send replies). All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.
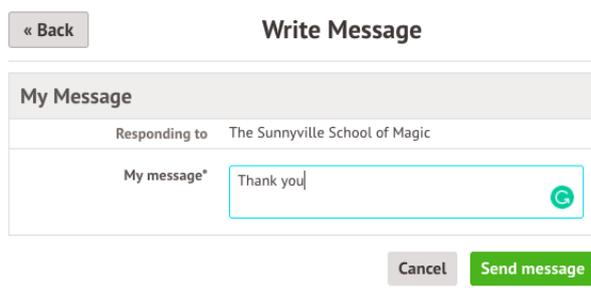
Click the message to view it.

4

How can I reply to a message?

If your school allows you to reply to messages, you can click a message and click the '**Respond**' button to reply.

Draft the message, then click send

The *School Messages* page will then show your message, and a notification will be shown if the message was sent successfully.

✔ Your message was sent successfully.   ❌

How can I send a new message?

If your school allows you to reply to or send messages, click **Send new message** button.

School Messages

		Send new message

School Messages

My message to school	22 April 2020, 10:03 Hey...	▶
My message to school	22 April 2020, 09:59 Xhdhdbe ...	▶
My message to school	22 April 2020, 09:59 Fghhh Ghdhdbd...	▶
My message to school	22 April 2020, 09:58 Hshshdvd ...	▶

Just type in your message then click **Send message**.   5

« Back   **Write Message**

My Message

Messaging to	Sunnyville School of Magic
My message*	Hello

Cancel   **Send message**