



MEDINA PRIMARY SCHOOL

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Headteacher: Mrs A McGarvey
Deputy Headteacher: Miss R Hammerton

Monday 7th July 2025

Dear Parent/Carer

New – Parent Communication Arbor

We are excited to announce that we have moved our parent communication tool to Arbor – this will allow us to communicate with you more efficiently by using tools such as Free In App Messaging. From Tuesday 8th July 2025 all communication will be sent via Arbor.

How to get started

1. Go to the App or Google Play Store on your phone and search 'Arbor Parent App'
2. Click 'Install' on Android or 'Get' on iPhone then open the App
3. Add your email address – click forgotten password – reset password
4. Go to your email and click on the change your Arbor password link – set-up password
5. Go into Arbor App - enter your email, select the school, then enter your password
6. Accept Arbor Terms of Use and enter your child's birthday to verify your account (this is now set-up on your portal)
7. Go to Arbor App – Log in (using your email address and password just set-up) – choose Medina Primary School
8. The App is now live!

If you are unable to link your child to your account it probably means that we have the wrong email address for you – please either email the correct email address to the [admin@](mailto:admin@medina.portsmouth.sch.uk) email or come into the school office.

If you need any assistance with the Arbor App please click [here](#).

Please click on the link for information regarding Arbor App [Getting started - Log into the Parent Portal and the Parent App](#)

Yours sincerely

Mrs A McGarvey
Headteacher

