

25 September 2025

Dear Parents/Carers

Please accept our apologies for some of the issues that have been experienced as we transition to Arbor.

Overleaf we have put together a guide to solving some common issues. We are working hard to ensure that Arbor is a success in the longer term, so that our whole school community can utilise the benefits.

We intend to hold a drop-in session this term where we can support families in using Arbor, as well as encourage further in-person feedback.

Please continue to let us know if there are any areas of the platform that are unclear or could be refined further.

Yours faithfully



Mr G Duenas
Business Manager
The Castle School

ARBOR TROUBLESHOOTING GUIDE

1. STUDENTS UNABLE TO SUBMIT ASSIGNMENTS VIA THE APP

Students do not need to submit their homework via the app. However, they may want to confirm when an assignment is completed, to enable them to remove the homework from their list. To do this, they scroll to the bottom of the assignment, where the message “Swipe to mark as completed” will show. This will work for most homework – we are ensuring going forward that teachers set homework to enable this to happen.

2. PARENTS OR STUDENTS UNABLE TO ACCESS THE ARBOR APP

Please ensure that you are using the correct app. The parent app has a white background; the student app has a green background.

3. FORGOTTEN PASSWORD

You need to click on “Forgot your password” and you will be emailed a password reset. This is the same for both parents and students. Student Arbor accounts are linked to their school email address.

4. PARENTS UNABLE TO VIEW ATTACHMENTS IN THE APP WHEN LOOKING AT ASSIGNMENTS

Unfortunately, parents cannot view attachments in the app on a mobile phone. Students **can** view attachments in the app on their phones. For this reason, we would suggest when looking at homework with your child, that you use their app or log in on a tablet or computer.

5. UNUSUAL YEAR 7 CASHLESS CATERING BALANCES

At the beginning of term, cashless catering accounts were duplicated for year 7 students. This meant that every year 7 student had a second account running in the background, which parents were unable to see. We have now rectified the issue and consolidated these balances into one account, but this has caused some anomalies with the information you can see. The balance for every student should be correct. If it definitely does not look correct, please contact the school so that we can investigate.

6. PARENTS UNABLE TO REPORT STUDENT ABSENCES FOR FUTURE DATES

This is not an error. Parents can only use the app to report absences on that day. Details of absence for future dates should be sent via in-app messaging, or to the school email address.

Please note that the school no longer uses Class Charts and therefore any absences submitted via Class Charts will not be received.