July 2025

Dear Parent/Carer

As you will be aware we have changed from SIMS to Arbor over the past two terms. We are now pleased to inform you the final roll out of features will happen over the summer holidays with **all school payments being moved from Scopay into Arbor to start in September.** This is not just for students' meals, wraparound care and the school shop but will also include any clubs or trips your child might be involved in so you can see those details too! The primary students' meals will still need to be ordered and paid for on Kampla, any queries please contact: primary@impactfood.co.uk. We invite you to download **the App** now if you haven't already done so, to keep up to date with all the latest communication from Bridgwater College Academy.

What can you see on the Arbor Parent Portal and Parent App?
As a parent, you will be able to access key details about your child's life at Bridgwater College Academy. This includes your child's timetable, attendance, personal profile information, parent contact details, medical information, achievement and behaviour incidents. You will be able to notify us of amendments to your child's details such as home address or emergency contact number. As part of our safeguarding procedure, we receive notification if you make such a change which we must accept, before a change is finally made to your child's profile in school.

In App Messages!
One of the great benefits of parents using the Parent App is that you will receive messages directly within the app itself. These will operate just like you receive a text message, but they will be free for all of us to use and it will help you access any previous messages you have received from the Academy. Whilst we don't want to become a school that bombards parents with messages, the in-app messages will be a great way to keep you informed about your child's life at Bridgwater College Academy; we will also be able to contact you easily if a club is cancelled at short notice or if we have to close the Academy.

How do I access Arbor Parent Portal and Arbor Parent App?
Full instructions about how to get started with Arbor can be found in the link below. Most importantly, it is preferable to use a normal PC or home computer when you first set up and log in to your account. This is because a pop-up window appears asking you to type in your child's birth date and, if you try to log in on a mobile device like an iPhone or an iPad, the pop-up window may not appear correctly.

A Quick Introduction for Guardians/Parents

New items you may need help with, please see the links below:

Top up accounts and viewing payments in the Parent Portal – Arbor Help Centre

Signing my child up for a Trip on the Parent Portal or the Parent App – Arbor Help Centre

Signing my child up for a Club on the Parent Portal or Parent App – Arbor Help Centre

Please note that trips and clubs will be added periodically when completely organised and some may not be accessible until the start date becomes ***live***, they will show as forthcoming trips or clubs and then appear in the accounts section at a later date.

What about the Arbor Parent App?
The great news is that you can download the Arbor Parent App today! Simply go to your iPhone App Store or your Google Play Store and type in ‘Arbor’, then simply download the free app. It is important to note that you will not be able to log in to the Arbor app until you have completed the initial log in process, preferably on a standard computer.

Please Turn on Notifications!
We would like to encourage all parents to make full use of the Parent App and to turn on notifications. This will ensure that your mobile phone will present you with an alert when you receive a message from BCA.

Yours faithfully

Jonathan Black
Executive Headteacher