

26th February 2021

Dear Parents and Carers

Northlew Primary School, alongside all Dartmoor Multi Academy Trust schools, will be changing its Management Information System (MIS) from Capita SIMS to **Arbor**. This is a big change but one that should have a minimal effect on parents and students.



Where will parents see a difference?

The major change for parents of students at Northlew Primary School will be that we no longer ask you to use SIMS Parent to check the information that we hold on your child. We will be replacing SIMS Parent with the [Arbor Parent Portal](#) or the [Arbor App](#) (you can use the same login for both) and this will be your easiest way of telling us about changes to contact details or a change of address. From 1st March 2021 please do not update details in SIMS Parent as these changes will not show in our new system. Please contact the school directly and only if it is urgent that your details are updated in the next 14 days.

Although initially we will not be using all the features of the parent portal/app we do plan to use Arbor to distribute student assessment data and, over time, integrate other areas to allow parents to use their Arbor login to its fullest potential.

What about the School Gateway?

We will continue to use the [School Gateway](#) for payments initially. This will change to Arbor in the future, but we will communicate any change in good time.

There will be a requirement to re-book clubs that were scheduled for after the Easter break but not until the Easter holidays and we will communicate more detail closer to the time.

Where can I find more information?

You can find [parent guides](#) on the Arbor website, but please be aware that we are not using all of the services referenced there. Articles that might be most useful are [Introduction to the Arbor App Usage Guide For Guardians](#), [The Arbor App Usage Guide](#), [Parent Portal quick introduction](#), [Student Profile Overview](#), and [How to add contacts for your child](#).