# FAQ arising from the Arbor Parent Support Evenings

September 2024

This short FAQ list has been produced from the two Parents Support Evenings held on 16th and 18th September 2024.

**Emails from the school keep going into my spam. What can I do?**

The academy is working towards solving this issue. In the meantime, in many browsers it is possible to highlight the email and select ‘not spam’ to bring this and other messages back into your mailbox.

**I am struggling to log in. Can you help me?**

In most cases, log in problems have been caused by us having incorrect details on our systems. Contacting the school through [office@montaye.org](mailto:office@montaye.org) will put you in contact with the right person! Ensuring that contact details are kept up to date in Arbor will help avoid problems in the future.

**My child has lost their email password. Can you help?**

At present, the only way to reset an email password is by the student visiting the IT support team in their office during the school day.

**My child’s homework says ‘not yet submitted’ despite my child handing it in**

The old system, Go 4 Schools, gave the responsibility of ticking off whether homework was complete to the student. There are obvious drawbacks to this – some student might be tempted to tick off substandard, incomplete or even unattempted homework.

Arbor requires the staff member to tick off if the work has been received. At the moment, we are training staff on how to do this and we expect to have this running smoothly by half term.

**I can’t find where to upload my child's homework or it won’t accept it**

Arbor has got a facility to allow electronic hand in of homeworks. However, in most cases, we don’t expect this to be used. As a normal secondary school, homeworks which are not set in one of our specific homework sites (e.g. Sparx, Seneca or Forms) will be handed in on paper in lesson. Arbor functions as the ‘homework diary’.

**Is there a student app?**

The short answer here is no. There has been much in the media over the past few years regarding mobile phone use and young people. Our students cannot use their mobiles in school. Students therefore access Arbor through the ‘student portal’, a website which is optimised for mobile use if they use this device. Students can create a link to the website from their home screens which will work as app if they wish.

**Why can my child not see all of the details which I can in Arbor?**

Parent accounts and student accounts are slightly different and each has been optimised for the intended user. For example, parent accounts are not able to upload homework (this has to come from the student). Parent accounts are able to access further information breakdowns on areas such as attendance. **It is important that parents do not share their log in credentials with students** as we intend to extend the functions in Arbor over time and some will not be appropriate for students.