

June 2026

Dear Parent/Carer

Arbor Parent Portal and App

Guisoley School uses the Arbor Parent Portal and Parent App to keep parents/carers informed about their child's time at school.

You will soon receive login information for the Arbor Parent Portal, and we would ask that you look out for these emails and take the appropriate action to set up your Arbor account.

How do I access the Parent Portal and App?

Whether you have previously used the Arbor portal or app for another school, you will need to set up your Guiseley School Arbor account to begin using the Parent Portal or App for our school. Over the next week, you will receive an email from school with instructions on how to do this.

For existing users, please note that when you navigate through the process you may receive automated emails from your other school(s) as well as Guiseley School at the point that you request to change your password. Please ensure that you pick the email that relates to Guiseley School only.

There are other ways for you to initiate access to the Portal that are explained within the attached Arbor Parent Leaflet, and further instructions are available on the [Arbor help centre](#).

What access will I have?

The Parent Portal and Parent App will enable you to see information relating to many aspects of your child's education and the information we hold for them at Guiseley School. This includes:

- Attendance
- Timetable
- Positive behaviour information (including achievement points)
- Detentions
- Personal information
- Medical information
- Consents
- School reports
- Exam information
- Trip information and signups
- Extra-curricular club information (where registers are taken via Arbor)
- Payments for school meals and other school events via Arbor Pay

What do I need to do?

Once you have logged in to the Parent Portal or App, please can we ask you to check the information for your child and change this if required. Please also check and update your contact details if required so that we have the correct information should we need to get in touch.

You should also ensure your child's consent details are correct. This ensures that we manage your child's data in compliance with our statutory duties, including data protection law (GDPR).

Any changes or updates that you make to the information will require approval by the school and will therefore not be visible until this process has been completed. We will endeavour to action changes within 72 hours, although this may be longer depending upon the volume of notifications received whilst parents/carers gain access for the first time. Some requests may need to be referred to the relevant Pastoral Team which may also result in a delay.

A full guide on how to update your child's personal information and consents is available in [this Arbor Help Centre article](#).

What if I need further assistance?

If you need to contact us about the Parent Portal and Parent App, please contact info@guiseleyschool.org.uk. For login issues or questions about the personal data held in Arbor, please address your query to the ICT and Data Services team; for any queries about attendance or behaviour, please address this to the relevant Pastoral Team as usual.

Yours sincerely



Andrew Mathieson
Director of ICT and Data Services