



The Crescent Primary School

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Headteacher: Mr Mark Wartnaby
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May 2026

Dear Parents/Carers,

Your child's registration details - Arbor

At The Crescent Primary School, your child's data is managed using a system called Arbor. Parents and guardians can access Arbor via the Parent Portal (web page) and the Parent App (available from your device's app store).

The Arbor Parent Portal and Parent App allow you to view and update your child's details, manage school activities (including clubs and Shooting Stars wraparound care), book parents' evenings, manage payments, and monitor attendance.

We have created an Arbor record for your child, who will be starting Year R in September 2026.

If you already have an Arbor account

If you already have an Arbor account, you should already be able to see the record for your child starting with us in September by logging in and clicking the drop down arrow next to your existing child's name.

Please go to the '*Checking and updating your child's registration details*' section below.

If you do not currently have an Arbor account

To complete your account setup:

- Go to [Log in to your School | Arbor](#)
- Click '*Forgot your password?*'
- Enter the email address this message was sent to
- Check your email inbox for the link to reset your password
- Follow the instructions to finish setting up your account

Please note that you must first log in to the Parent Portal via the web page link above before you can log in via the Parent App.

Once you have set up your account, please go to the 'Checking and updating your child's registration details' section below.

Checking and updating your child's registration details

Please log in to Arbor and check your child's details, ensuring that the following sections are accurate and complete:

- Home language
- Ethnicity
- Religion
- Medical conditions (if any)
- Dietary requirements (if any)
- Method of transportation
- Details of all guardians and emergency contacts (please add as many as required)

We would be grateful if you could update your child's record no later than **30th June 2026**.

Please note that any changes you make in the Parent Portal will appear as *pending* until they have been reviewed by the school.

Further guidance on updating your child's record can be found on the help pages:

- [Seeing and updating my child's information on the Parent Portal or Parent App – Arbor Help Centre](#)
 - [Add new guardians and contacts for your child on the Parent Portal and Parent App – Arbor Help Centre](#)
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Additional guardian access to the Parent Portal and Parent App

If you would like another parent/carer to have access to the Parent Portal and Parent App, please add their details to your child's record and then complete the form below. This will allow us to ensure they are given the correct permissions to access your child's record.

[Additional Primary Guardian Request Form – Fill out form](#)

If you have any problems accessing Arbor, or have any other questions regarding your child's details, please contact admissions@crescent.hants.sch.uk

Yours sincerely

Joanne Law
Senior Admin Officer

Reach for the Stars

