

3rd September 2026

Re: Arbor Parent App.

Dear Parents and Carers,

As many of you may be aware, we use Arbor as our management information system (MIS).

We strongly encourage all parents and carers to sign up to the Arbor Parent app as soon as possible to ensure you receive important information without interruption.

In order to sign up to the app, you will need to use the email address that the school hold on record for you (the email address to where you have received this message).

If you have never used Arbor App previously:

The App can be downloaded free of charge from the Google Play Store (Android devices), the Apple App Store (iPhone) or via the QR Code on the flyer which accompanies this letter.

Once the app is downloaded, please:

1. Open the Arbor Parent App
2. Enter the email address registered with us at school
3. Select 'Forgotten Password'
4. A password reset link will then be sent to your nominated email address

If you would like to update your email, then please follow the link below to notify us of the change. (You will be unable to register for the App until we have amended your email).

[Arbor App Launch - Parent / Carer email address – Fill out form](#)

If you are happy for us to continue to use the email address we currently have, there is no need to complete the form.

If you have used the Arbor App before, or currently use the Arbor App at other schools:

You will need to log into arbor via their website first at <https://ormiston-sandwell-community-academy.uk.arbor.education> and follow steps 2 to 4 as above.

Once your password has been changed, you will also need to delete and reinstall the Arbor Parent App in order for the changes to take effect.

Our aim in promoting the download of the Arbor Parent App is to strengthen communication between home and school, ensuring that you have timely, accessible information to support your child's success.

If you experience any issues in downloading the application, or have any queries, please don't hesitate to contact us via email at osca_info@ormistonsandwell.org.uk or via our Reception Team at 0121 552 5501, Option 7.

Kindest Regards

TEAM OSCA