

Amending Details on Arbor

If your family are moving to a new home, remember to use the **Move House** option. Add your new address details and **tick all family members** who are moving to the new address. Finally click the green **Move House** option.

When updating phone numbers or email addresses: Click on the number or email then **Edit** and **overwrite** the number/email and click Save Changes.

*(It is important that you **do not** use the **add a new** address, telephone or email, if you are replacing current details, as the previous details will be kept on the system and there is no way for school to decipher which are the correct up to date details.)*

As a primary guardian, you can see and amend your child's contact details. *(You will only see the students postal address if you live at the same address as your child and are therefore a Primary Guardian).* **Please note:** the telephone number(s)/email in the Student contact details section should be the child's own phone/email not the parent/guardian.

You can edit or delete any of your contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete. Please be aware that if you amend your default email address, you will have to log in using the new email address.

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

To add a new contact click **Add Information**. Select **Add Guardian/Contact** from the drop-down list. You can also click **+Add** in the **Family, Guardians & Contacts** section. When you are happy with the new information click **Add Guardian/Contact**. **To mark someone as a Primary Guardian please contact the school directly once you have added their information.** **FYI: Only parents/guardians who live with the student can be Primary Guardians.** If another primary guardian's details need to be updated they will need to log in and make any changes themselves, alternatively you can contact school to make changes for you.

School must accept record changes, and the new guardian will show as **Pending**. Until the details are accepted, you can click into the guardian and remove them using the orange button if you have added any details incorrectly, then add them again. Once the changes have been accepted by the school, you won't be able to see the other guardian's details, and you will need to contact school to request further changes to their details if needed.

The **Student Details** section contains the student's personal information. Any information with the ► symbol to the right of it can be amended. Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**. If you click on an item that is waiting for confirmation by school for the changes to take effect, you can see the information, or cancel the change request.

If you would prefer school made changes for you, please write all change/addition details down clearly and put in a sealed envelope with YOUR NAME, CHILD'S NAME, FORM, and AMENDMENTS, clearly written on the front.

You can drop this off at reception or your child can put it in the box in student services