



ST JAMES CATHOLIC PRIMARY SCHOOL, HEBBURN

19th December 2024

Dear Parents and Carers,

Arbor Text Messaging Service

As many may already be aware we are gradually moving our services over to Arbor. From January we will no longer be using our current text messaging provider and will be using Arbor text messaging.

If you have not already done so you **MUST** sign up to Arbor in order to still receive text messages from school. Instructions on how to do this are overleaf. We will **send one text message per household** and this will automatically be sent to the 1st emergency contact listed on Arbor. Please make sure that the contact details for your child are correct and that the 1st emergency contact listed for your child is who you wish to receive the message.

If the information is **not correct** you can simply tap on the information you would like to change and then after the information. A request will then come through to the school office and we will review and accept the changes. We will send a test text message from the new service to each household on Friday 20th December at 10am. If you do not receive this please check your child's information on Arbor.

This should be a smooth transition if all of the information we hold on Arbor is correct. However, if you do have any issues or are struggling in any way, please get in touch and we will be happy to help.

Kind regards,

Mrs Francesca Heslop
Headteacher

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