



## Highfields How To Guide

01629 581888

info@highfields.derbyshire.sch.uk

### Highfields Frequently Asked Questions: How do I?

**Report an urgent concern about the safety/welfare of a young person out of hours:**

Call Starting Point on 01629 533190

**Report an urgent situation regarding the site out of hours:**

Call Riber Security on 0845 548 7124

**Contact your child's year team:**

[Year7team@highfields.derbyshire.sch.uk](mailto:Year7team@highfields.derbyshire.sch.uk)

[Year8team@highfields.derbyshire.sch.uk](mailto:Year8team@highfields.derbyshire.sch.uk)

[Year9team@highfields.derbyshire.sch.uk](mailto:Year9team@highfields.derbyshire.sch.uk)

[Year10team@highfields.derbyshire.sch.uk](mailto:Year10team@highfields.derbyshire.sch.uk)

[Year11team@highfields.derbyshire.sch.uk](mailto:Year11team@highfields.derbyshire.sch.uk)

[sixthformyearteam@highfields.derbyshire.sch.uk](mailto:sixthformyearteam@highfields.derbyshire.sch.uk)

**Enable safe senders from Highfields School on email:**

If emails from Highfields are going into your junk/spam inbox - see instructions in appendix

**Download Arbor parent portal:**

Scan the QR code to download the Arbor Parent App, and use your email address to log in



Further guidance can be found here [Log into the Parent Portal and the Parent App – Arbor Help Centre](#)

**Know which timetable week we are on:**

Use Arbor Parent Portal see instructions here: [The Calendar and timetable on the Parent Portal and Parent App – Arbor Help Centre](#)

**Report a student absence:**

**Pre-planned (in the future) absence:**

For a pre-planned absence email the year team(s) on the email addresses below.

**On the day (student ill or family emergency etc.):**

Use Arbor Parent Portal – instructions here: [Logging absences on the Parent Portal and Arbor App – Arbor Help Centre](#)

Note – Any evidence will need to be emailed to the year team.

**Raise any technical issues with Arbor**

Email [Arborsupport@highfields.derbyshire.sch.uk](mailto:Arborsupport@highfields.derbyshire.sch.uk)

**Medical appointments:**

We recommend that where possible appointments are sought outside school hours. Please email the relevant year team(s) with a copy of appointment details if during the school day.

**Request that school administer medication:**

Complete this form [Medication-consent-form-1.docx](#) and bring it to reception along with the medication.

**Access/Print student timetables:**

Use Arbor Parent Portal see instructions here: [The Calendar and timetable on the Parent Portal and Parent App – Arbor Help Centre](#)

**Request a term time holiday in exceptional circumstances:**

Complete the form available on our website [Application-for-leave-of-absence.pdf](#) and return it to the student's year team at least 2 weeks in advance. *Please note that following the Department for Education (DFE) changes to 'Working together to improve school attendance', 2024, we are highly unlikely to approve any holiday absences as per DFE guidance.*

**Access Satchel One for Homework:**

[Satchel One Instructions](#)

[Logging in as a parent | Satchel Help Center](#)

**Request to be excused from PE due to injury/medical etc:**

Email [PEinfo@highfields.derbyshire.sch.uk](mailto:PEinfo@highfields.derbyshire.sch.uk)

**Ensure that students have the correct uniform:**

Please see full details about uniform requirements and how to purchase it on our website [Uniform - Highfields School](#)

**Log into Maths Watch:**

The website link is:

[MathsWatch](#)

The student's login details follow similar to their school login (the '25' is for the year that they started so 25 is for Y7, it would begin '24' for Y8 etc...):

Username: 25xxxxyyy@highfieldsls (*don't forget the 'ls' on the end!!*)

(*where 'xxxx' are the first 4 letters of your surname, and 'yyy' are the first 3 letters of your forename*).

Password: Highfield5!

Students are able to click on the 'video' links at the top any time and search for specific. Once they have watched the videos, there is an icon at the top which says 'Interactive Questions' which allows them to then answer questions about what they just saw on the videos, which are self-marking for instant feedback.

The 'My Progress' tab at the top allows them to track which topics they have worked on in their own time so they can identify what they have covered and what they might need to cover again.

**Join clubs:**

See the club details on our website [Extra-curricular Clubs and Activities - Highfields School](#)  
These are also advertised to students in school. Students can just turn up at clubs of their choice.

**Apply for free school meals:**

Go to the page on DCC website [Free school meals - Derbyshire County Council](#)

**Top up dinner money accounts:**

Log into [ParentPay](#) and select 'Pay for meals'

**See School meal information:**

Follow the link to DCC's information [Secondary food central - Derbyshire Catering Service](#)

**See what your child has purchased to eat in school:**

Log into [ParentPay](#) and click the 3 lines in top left corner, select Payer Dashboard, Transaction History, Balance History.

**View bus timetables for Highfields School:**

[Bus-Timetables-Sept-2025.pdf](#)

**Hire our facilities as a club/organisation:**

Use the School Hire website [Facility hire in the UK - SchoolHire](#)

**Make a complaint to Highfields:**

Complete the form at the end of the policy [Complaints Policy](#) and send to [HeadsPA@highfields.derbyshire.sch.uk](mailto:HeadsPA@highfields.derbyshire.sch.uk)

Pay particular attention to what you seek as a resolution.

## **Appendix: Enabling emails from Highfields School**

Some communication sent through Arbor may be mistaken for Junk. To ensure you don't miss anything, please check the junk folder in your email app for any Arbor communications. The instructions below will help you to stop those emails being moved to your junk folder automatically by marking the sender as trusted.

If you are still struggling to fix the issue, then please contact [arborsupport@highfields.derbyshire.sch.uk](mailto:arborsupport@highfields.derbyshire.sch.uk)

How to approve a sender in Outlook or Hotmail

1. Open the settings menu in Outlook.
2. Go to Email > Junk Email > Senders.
3. Press "add safe sender".
4. Enter the email address of the sender who is being put into the junk folder and click "ok".

How to approve a sender in Gmail

1. In Gmail, click the gear icon in the upper right corner and select "See all settings."
2. Go to the "Filters and Blocked Addresses" tab.
3. Click on "Create a new filter."
4. In the "From" field, enter the email address you want to add to the safe senders list.
5. Click "Create filter" at the bottom of the form.
6. Check the box next to "Never send it to Spam."
7. Click "Create filter" again to save your settings.

How to approve a sender in Sky

1. Open the "Spam" folder. If you don't see the "Spam" folder, click "More" below the "Sent" folder.
2. Select the email.
3. Click "Not spam" to move the message into your inbox, and future messages from this sender will be delivered to the inbox.