September 2023

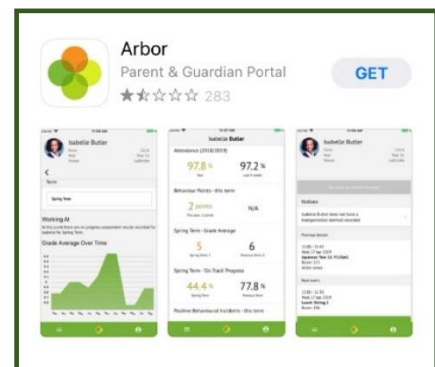## Arbor Parent Portal & Online Payments

Dear Families,

Arbor Parent Portal

Our school uses Arbor for online payments including trips, milk, school meals and before/after school club.

To create your Arbor account please visit https://login.arbor.sc/

- ➢ Do not enter an email address, instead just click 'forgot your password'.
- ➢ Now enter your email address and click 'reset password'. You will need to use the email address that you registered with school on the general information form. If you haven't got one registered, please contact the school office as you will not be able to use Arbor without one.
- ➢ You will then receive an email from Arbor with a link to continue setting up your account. Please note that this email may go into your junk or spam folder. If you do not receive an email, it is because the email you are using isn't on our system – in this event, please contact the school office.
- ➢ Follow the link from the email and follow the steps to create a password – the system will ask you to verify who you are by entering your child's date of birth. If you have more than one child at the school, you can use the date of birth for any one of them.
- ➢ If you do have more than one child, you will then need to verify each one by entering their date of birth.
- ➢ Your account will then be active.

Once your account is active, please download the free Arbor App!

Elston Hall Primary School
Address: Stafford Road, Fordhouses, Wolverhampton WV10 6NN
Telephone: 01902 558866
Email: office@elston.org.uk
Website: www.elstonhall.org.uk / www.elstonhallmat.co.uk
Twitter: @elstonhallsch

Headteacher: Miss E Foster

Once you are logged in you will be able to see your child's information as well as make payments. Please check the information we hold for your child and make any necessary changes. The changes you make in Arbor are subject to approval from the school, and you will receive a notification through Arbor to advise if the change has been accepted or rejected. If we reject the change, we will contact you to discuss this. Moving forward if there are any changes to your child's information, then they can be made through Arbor rather than contacting the school office.

There is extensive help on the Arbor help website to help parents navigate the system by visiting:

https://support.arbor-education.com/hc/en-us/sections/201716749-Using-Parent-Portal-and-the-Arbor-App-as-a-parent

Please do not worry, if you experience any issues getting your account set up or using the system, just contact school and we will be happy to help.

Thank you for your continued support.

Yours sincerely,

Miss E Foster
Headteacher