

Elston Hall Learning Trust

Address: Stafford Road, Fordhouses, Wolverhampton WV10 6NN

Telephone: 01902 558866

Email: enquiries@ehlt.org.uk

Website: www.elstonhallmat.co.uk

Chief Executive Officer: Mr K Grayson



23rd September 2022

Arbor Parent Portal & Online Payments

Dear Parents and Carers,

Arbor Parent Portal

Thank you for your patience whilst our schools have managed the move to Arbor for our Management Information System. We are now ready to return to online payments through Arbor.

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 is registered with your school. 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 you can either continue to access it online through the internet, or you can download the Arbor App!



ELSTON HALL
Primary School



PALMERS CROSS
Primary School



EDWARD THE ELDER
Primary School



GOLDTHORN PARK
Primary School



PHEASEY PARK FARM
Primary School &
Early Years Centre

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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.

School Meals & Payments

From now on, payments will be able to be made through Arbor for school meals (trips and clubs to follow). At this point we would want to advise you that due to the complexities of moving payment systems, there may be odd discrepancies with school meal balances. If you do not think your balance looks right, please contact the school at the start of term and we will review this.

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.

Add anything else if you want for your school i.e., particular days / times you can offer support

Thank you for your continued support.

Yours sincerely,

Kevin Grayson
Chief Executive

