



18th September 2024

Dear Parent/Carer

Arbor – How to make payments using the Parent Portal/App

As you will be aware, we have moved our online payment system across to Arbor which replaces SchoolComms. Thank you for your support whilst we carried out the account transfers.

The migration of account balances and payment items has been completed and we are ready to go live.

Logging in to Arbor Parent Portal for the first time.

You will receive a Welcome email from Arbor today - it looks like this one below

Hi Pamela,

Welcome to Arbor! Arbor is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to [login.arbor.sc](#), clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: gwyn.mabo@arbor-education.com

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact Arbor.

All the best,
Arbor

Click on the link on your email from Arbor and **click forgot your password** add in your email address that the school use to communicate with you then **click RESET PASSWORD**

You'll then receive another email - **click the link in this email to set your password.**

Create Password

Click to accept terms and conditions

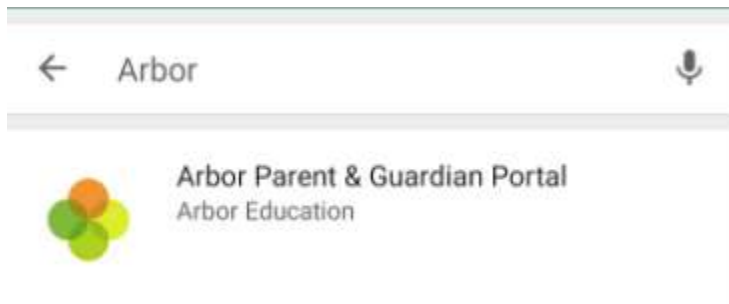
As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you **click verify**, you will now be logged in!

You can then close your browser and switch to using the app.

Accessing Arbor Parent Portal

Download the Parent App - remember you need to set up a password before you can download the app

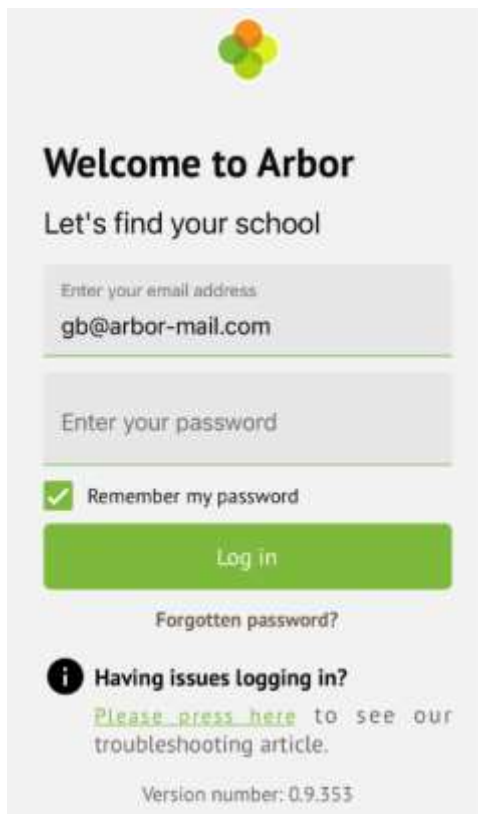
Android go to your store and search for Arbor



Click install to download the Parent App. Once it has installed click Open

IOS

Go to your App Store and search "Arbor" click download Parent App



If you are unable to log in, please contact the school and we can check/update your email address for you.

If you have any questions, please do not hesitate to contact the school.

Yours sincerely

L Bell

Mrs L Bell
School Business Manager