

Dear Parent/ Carer,

Our new system Arbor is replacing ParentPay from the 3rd September 2020.

Creating your new Arbor account

We are replacing ParentPay with a new system called Arbor from the start of term in September 2020.

You will no longer be able to use ParentPay and so must set up an Arbor account.

Arbor is a simple, safe and secure system that allows you to make payments for trips, clubs and school meals. It also enables you to receive and respond to messages from the school and to update information we hold about you and your child.

It has the added advantage of coming with an App that you can download onto your phone for ease of use from the App store or Google Play store.

You can also use Arbor from a PC or tablet as well.

Creating your new Arbor account

On Wednesday 22nd July you will receive a 'Welcome to Arbor' email (to the email held by us on our records).

To login

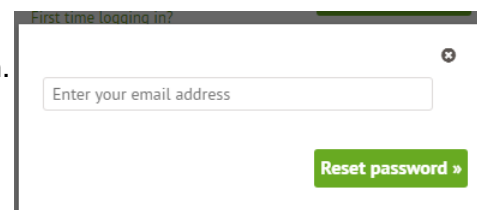
- Click on <https://enfield-heights-academy.uk.arbor.sc> (**the link in your email only**)
- When you click on the link above you will be taken directly to the school's Arbor Parent Portal site to finish setting up your account.
- Click on the **"First time logging in?"**.
Please login via Laptop or desk top first time.
- Enter the email address this message was sent to and you will then receive an email to enable you to set a password and then login.

[Forgotten your password?](#)
[First time logging in?](#)

Log in

Please be aware, this link is only valid for 96 hours.

You will be asked to set a password. On your first login only, you will also need to enter your child's date of birth to access the dashboard of information.



Downloading the Arbor App to your phone.

Once you have finished setting up your account, you will be able to download the Arbor App.

Important: Please allow notifications when installing the App on your phone. The notifications will alert you when you receive a message from the school.

Credit/ debits on ParentPay

Any credit you may have will be refunded to your ParentPay account. You will need to withdraw this back on to your card

Any outstanding amounts/debts need to be paid by Friday 21st August. Any debts after this date will be carried over to your Arbor account.

If you do not have credit on your account your child may not be able to have **school meals or access clubs** as Arbor does not allow parents/ carers to be in debt.

To request a refund on your ParentPay account:

- Log into your ParentPay account.
- From your homepage, select Parent Account (desktop) or click on the notes symbol (mobile phone).
- At the bottom of your statement summary, select Withdraw.
- Enter an amount between the minimum and maximum shown.
- Select Make a Withdrawal.

You can also see a step-by-step guide showing you how to do this below

<https://www.parentpay.com/how-do-i-withdraw-money-my-account/>

If you have any queries about creating your Arbor account please contact the school office eha@chat-edu.org.uk. Over the school holidays we will be able to answer queries.

Jade Bacon

Headteacher