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Dear Parent/Carer

Arbor Parent App and school payments

I am writing to inform you about an important change in our school's payment system. As mentioned in previous letters, Parkside Community School has moved to Arbor this year and launched the Arbor Parent App. It has been a great success, providing a convenient and user-friendly platform for parents/carers to engage with the school. Through the app, you can access a range of information regarding your child's progress at Parkside; this will include their school report.

We are now moving from ParentPay to Arbor Pay for all school payments, including catering at brunch and lunch. To facilitate this transition, on Monday 31 March, our IT support company will be undertaking the necessary work to move us to Arbor Payments. During this time, no electronic payments can be made to the school. **The last day to top up your child's account with ParentPay will be Sunday 30 March.** All existing meal balances on ParentPay will be moved over to Arbor Pay, and you can continue to access these funds through the Arbor Parent App. If you urgently need to top up your child's meals account on Monday 31 March, please contact us.

From Tuesday 1 April, all electronic payments will need to be made through the Arbor Parent App. The following two help guides show how to make school meal payments through the Arbor.

Parent Portal: <https://support.arbor-education.com/hc/en-us/articles/22123135039773-Top-up-accounts-and-viewing-payments-in-the-Parent-Portal>

Parent App: <https://support.arbor-education.com/hc/en-us/articles/22123188173853-Top-up-accounts-and-viewing-payments-in-the-Arbor-Parent-App>

If you have not yet activated your Arbor Parent account, please email us at info@parkside.derbyshire.sch.uk and we will send you the login details. **It is essential that all parents/carers have access to the Arbor Parent App before the end of March**, as ParentPay will no longer be available and this could affect their ability to pay for food and drinks at school.

If you have any questions or require further assistance, please do get in touch with us.

Yours faithfully

Mr Andy Kelly
Headteacher