



Dear Parent/Carer,

Re: Transition from Teachers2Parents and School Money to Arbor for School Payments and Communications – text service.

We are writing to inform you that we will be moving from Teachers2Parents and School Money to Arbor as our new platform for managing school payments, communication, and student information.

Why the change?

Arbor offers an integrated system that allows parents and carers to manage everything in one place – from school communications and payments. It provides a more streamlined and user-friendly experience.

What does this mean for you?

- You will need to set up your Arbor account before Monday 29th June. Instructions for this are included. This will be the new platform for communication from school. From this date, Teachers2Parents will no longer be used.
- **Any outstanding balances on School Money must be cleared, balances paid in full by Monday 13th July.**
- School Money will be disabled from Monday 13th July. Do not make payments after this date as we may not be able to recover them.
- From Monday 13th July we will work with School Money to make sure that any credits and outstanding balances on individual accounts are transferred to Arbor.
- As you are setting up and logging into your account before the data transfer has been completed your account balances will be wrong and may change during the period of time it takes us to complete the set up. Please avoid notifying school of any errors at this point.
- Please be patient, transferring the necessary data will take hours of work, we will notify all parents once set up is complete. Please refrain from making any payments until this point.



All new payments for meals, trips, and other school activities will now be made through Arbor from September 2026.

How to get started:

You will receive an email invitation from Arbor on Tuesday 23rd June. This will contain a link to set up your account and password. Once logged in, you will be able to:

- View your child's profile
- Receive important school communications
- Top up meal balances (in Sept)
- Pay for school trips (in Sept)

You can access Arbor by downloading the **Arbor App** from the App Store (iOS) or Google Play (Android).

Need help?

We understand that switching systems may bring questions, and we're here to help. If you experience any issues setting up your account or navigating the new system, please contact **the school office on 770 5401**.

We appreciate your support as we make this transition to improve our service and communication with you.

Kind regards,

Mrs. Wainwright

Headteacher