

Dear Parent/Carer,

29<sup>th</sup> July 2025

### Arbor – Communication and payments – and more!

We are writing to you to let you know that over the summer we are making changes to the system that we use to communicate with you, along with how you can pay for items such as meals, clubs and trips. The new system, **Arbor**, lets parents and carers access school information in one place via the **Arbor App** or **Arbor Parent Portal**. However, we will still continue to send out all communications via email, so you will still get emails to your email address in the same way that you do now. We will also continue to use our website to publish letters and other information.

**App** - To access the app, you will need to download the Arbor App from the Google Play Store (android devices) or the Apple Store (iPhones and iPads).

**Parent Portal** – you can also access Arbor on a computer using the Parent Portal.

We will be sending out activation emails from Arbor, or you can use this link to register:

<https://login.arbor.sc/>

If using this link, then you will need to use the email address that we have registered for you here at Westgate. You will also need to verify the account when logging in by entering the date of birth of your child(ren).

Once logged in, you will see information about your child(ren) and contact information. Note that if your contact information (e.g. address and home number) is **not** the same as your child's other parent or emergency contact, you **cannot** see their information nor they yours.

Over time we will add new things to the app. For example, you will be able to book parents' evening consultations in this way next term.

The leaflet [here](#) gives a bit more information about the Arbor app and Arbor Portal and how to login.

We have also anticipated that you might have questions about the switchover, so we have tried to answer these overleaf. However, if you have any further questions or concerns, please do contact us in the School Office.

Kind regards,

Annie Drugan, School Business Manager

## Questions?

### Q: Do I have to pay for the app?

No – it is free!

### Q: Do I have to download the app or use the Parent Portal?

No, but it is helpful to have a place where you can see all the messages from us in one place and to book and pay for items such as Wraparound Care or other clubs. If you pay for school meals it is preferable to pay in this way but come and speak to us if it is a problem.

### Q: Will I still get emails to my email account?

Yes!

### Q: When will you stop taking payments on ParentPay?

All payments from this point for **meals** must be made via Arbor. Any credit or debit balances for meals held on ParentPay will be transferred over to Arbor. For **Wraparound Care** those with outstanding amounts must pay via ParentPay or Childcare Vouchers. All payments for the new term must be made in Arbor.

### Q: Can I book Wraparound Care via the app or the Parent Portal?

Yes! You will now be able to book at any time of day or night, so if your plans change and you need last minute childcare you can book a place – subject to availability.

### Q: What if I pay for Wraparound Care using Childcare Vouchers?

You can continue to pay using Vouchers and the office will process the payments for you on Arbor once we have received them.

### Q: Can I contact you via the app or the Parent Portal?

Yes! It is a 2-way process and you can send messages. You can also send us updates if e.g. your contact information changes or e.g. you wish to change your consents such as photography permissions.

### Q: What if I have any problems with the app or Portal?

The Office Team will support you.