

To: Parents/Carers of All South Hunsley School Pupils

Our Ref: 87761498(a)

10 July 2024

Dear Parent/Carer,

## Re: Arbor – Payments

As you will be aware, we have moved our School Management Information System (MIS) to Arbor. The MIS is the system we use to store data and to register the children.

We are now beginning the process of migrating our payment system across to Arbor, which will replace our current system, IRIS ParentMail. To ensure that lunch balances and payment item transfers are accurate, a suspension of payments on IRIS ParentMail will need to be put in place, and we are therefore notifying you that payments on IRIS ParentMail should not be attempted after Tuesday 30 July 2024.

We will contact parents/carers again when Arbor Payments is fully configured with further information on how to make payments using the Arbor Parent Portal/App.

Payments can continue to be made on IRIS ParentMail until midnight **Tuesday 30 July**, inclusive. Please attempt to clear payment for any outstanding items you may have on your account that relates to lunches, clubs, or the school shop before this time. Any unpaid items will be transferred to Arbor. If you are paying for a school visit on your account, Arbor will not allow you to view any visits that have already been paid in full. If the visit is being paid in instalments, this will be transferred over to Arbor, and you will be able to view this.

Please note: if you have another child who is already at or due to join a school who uses Arbor, and you have used the same email address for that school, your Parent Portal accounts will be linked. Therefore, clicking on 'Forgot your password?' will generate a reset email for all Arbor accounts registered to your email address. Whilst access to South Hunsley School and Sixth Form College Parent Portal is active and you will be able to log in, this will not grant you access to any other schools' Arbor, unless they have activated this for you. If you do have more than one child registered on Arbor, any payments shown on your homepage will display as a cumulative balance.

## Accessing Arbor Parent Portal

To log into the Parent Portal please visit <https://south-hunsley-school-and-sixth-form.uk.arbor.sc/?/home-ui/index>. If you have not logged into Arbor before, please click 'Forgot your password?' and follow the prompt to set up your password accordingly.

**Please note:** you must use the Username and Password fields – you will not be able to log in using the single sign on button 'Log in with Microsoft'.

Your username is the email address we have recorded on our MIS, Arbor, and your password will be the one that you have created. 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 faithfully,

A handwritten signature in black ink, appearing to read 'B Gray', with a horizontal line underneath.

Mr B Gray  
**Deputy Headteacher**