



## Loxdale Primary School

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Headteacher: Mrs P Scott

15<sup>th</sup> December 2023

Dear Parents/ Carers,

### \*\*\* IMPORTANT CHANGES YOU NEED TO KNOW ABOUT \*\*\*

This is a letter to tell you about 3 important changes regarding the use of the Arbor Parent Portal. In this letter, we will tell you about the following:

1. Parent Portal - Downloading the app and turning notifications on
2. Payments for Dinners, trips on Parent Portal from 8<sup>th</sup> January 2024
3. Making your child's meal choices

It is important that you follow the guidance in this letter to ensure you are able to use Parent Portal properly.

#### 1. Parent Portal - Downloading the app and turning notifications on

Thank you for all supporting the school with the implementation of our new system in school. Most parents have now downloaded the Arbor Parent Portal app to their devices and only a small handful are yet to do so.

If you have not yet downloaded it, please visit your Google Play-store/Apple Store or wherever you download your apps to download the Arbor Parent Portal as soon as possible. This is the only way that we will be communicating directly with you about your child in the future. Without this, you may not receive updates about upcoming events/trips, letters from school, general information and you will not be able to pay for school trips or school dinners or make meal choices.



Once you have downloaded the App, remember to adjust your settings so that Notifications are turned on. This will ensure that you receive a notification (your phone will ping, beep or vibrate) whenever we send a message via the app.

## 2. Paying for School Dinners and Trips

We will be launching the latest phase of our transition to the new system in January 2024. When children return to school in the New Year, we will be taking all payments via the Arbor Parent Portal app. Therefore, you must have downloaded the app.

Please note, if your child is booked in for the Residential trip in June 2024, payments for this will continue to be taken via the old SchoolMoney system. Shortly after the residential, we will be turning the old system off for good.

## 3. Making your Child's Meal Choices

From 8<sup>th</sup> January 2024, School dinners will be coordinated slightly differently. You will be required to pay for your child's meals in advance from 8<sup>th</sup> January 2024 onwards, and you will also use the Parent Portal app to submit your child's meal choices too. This is different to how it has been done previously, so it is important that you understand that from January onwards, **we will no longer be asking for meal choices in school**, Parents/carers must do this via the Parent Portal App.

Here is a link to some further general guidance to help you when using the Parent Portal app:

[Parent Portal and App for parents - Arbor Help Centre \(arbor-education.com\)](https://www.arbor-education.com/parent-portal-app)

Or specifically this is a link to help you using the Parent Portal to pay for and choose meals

[Parent Portal and App - Payments, School Shop, Meals, Clubs and Trips - Arbor Help Centre \(arbor-education.com\)](https://www.arbor-education.com/parent-portal-app-payments-school-shop-meals-clubs-and-trips)

We hope this is of some help and look forward to a simpler way of working. If you need any support with the app, please feel free to contact the school.

Yours sincerely,

**P Scott**

Headteacher



