

Arbor Parent App and Portal and Online Payments

Including paying for school meals



Early Risers' Transition Programme

- The Early Riser's transition programme runs for 5 days - Friday 14th to Thursday 20th July 2023.
- **ALL** Y6 students will receive their meals free for the duration of the Early Riser's programme.

From September

- Before your child joins us in Y7 in September, all parents will need to install the free **Arbor** app to their smartphone or tablet device.
- The Arbor logo consists of three overlapping circles in orange, green, and yellow, followed by the word "Arbor" in a dark grey sans-serif font.
- Otherwise, you will need to log into the parent portal on any laptop, PC or tablet – just type **login.arbor.sc** into your preferred web browser (i.e. Google).
 - To login to the Arbor app or portal, we must have your email address linked to your child's student record on our system. **This is why it's important that you let us know your email address before the Early Risers' Programme.**



Please note

- You won't be able to login to the Arbor app before your child is 'on roll' – enrolled at our school in September. **From September you will be able to login and use the app or portal.**
- You will use the Arbor app or portal to **pay for school meals.** You will also use the app or portal to pay for school trips, school ties (all other uniform items must be purchased from Pinders).
- At the start of term in September, we will send a **Welcome to Arbor!** email to parents.





Log in

Enter your email address

Enter your password

Log in

Remember me

[Forgot your password?](#)

Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) for schools, [take a look at our Help Centre](#).

Trouble logging in? No worries! Click below for help:

- [I'm a guardian](#)
- [I'm a school's MIS user](#)
- [I'm a Group MIS user](#)

Looking for Arbor Insight?

To create a free account for Arbor Insight, our ASP analysis tool, click below.

Sign up for Arbor Insight

For help with Arbor Insight, call us on [0207 043 1830](tel:02070431830) or email insight@arbor-education.com



From September – Y7 Free school meals

- If your child is eligible for free school meals we will receive confirmation from Sheffield City Council before September.
- The *current allowance in Sheffield for free school meals is £2.20 per school day. If your child does not use this full amount, it will not be carried forward.
- **If your child has food or drink at morning break, this will be deducted from their allowance of £2.20. Please ensure you top up their Arbor payments account so they have enough to cover their lunch.**

**current daily allowance for free school meals is £2.20 as of April 2023*



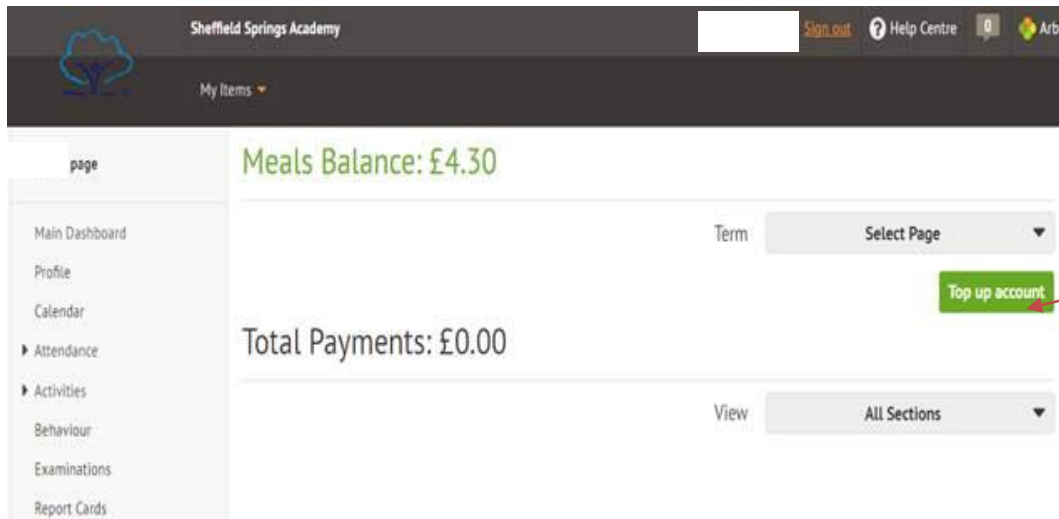
Top up your child's Arbor account

We don't accept cash in school so you will need to ensure you **top up** your child's Arbor payment account so they can pay for any food or drinks they buy at morning break and lunch.

To top up your child's meal account: Click on **Meals**

The screenshot displays the Arbor parent portal interface. On the left, there is a sidebar with 'Quick Actions' and a student profile section for 'Form 10 Kil'. The main area is titled 'Statistics' and contains several data points: Attendance (2022/2023) at 97.1%, Achievement Points (25), Negative Behavioural Incidents (0), Behaviour Points (-1), and Positive Behavioural Incidents (0). Below the statistics is a 'Guardian Consultations' section with no consultations listed. The 'Accounts' section is highlighted with an orange box and contains two entries: 'Meals' with a balance of £4.10 and 'Planner' with a balance of £0.00. A red arrow points from the text 'Click on Meals' to the 'Meals' account entry. The bottom of the page shows a 'Calendar' section and an 'Activities' section with 'Clubs' listed.

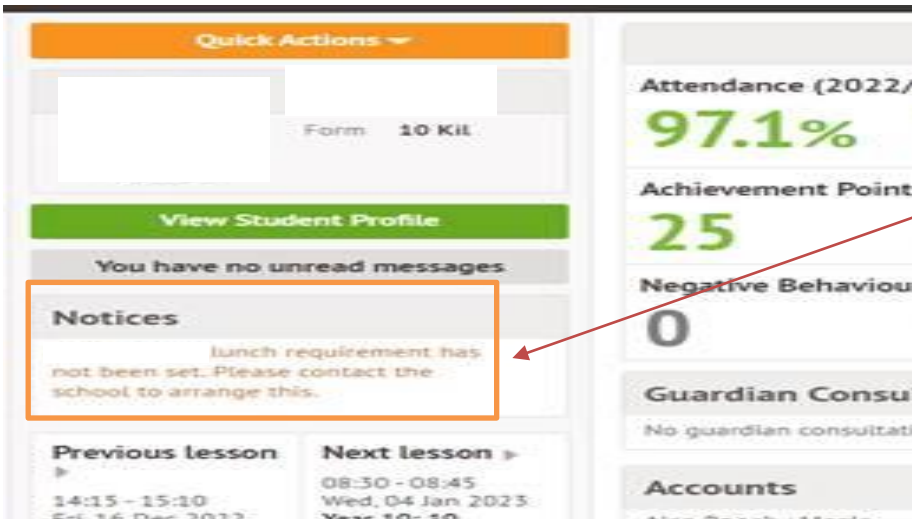
Top up your child's account ... continued.



Click the green **Top up account** button.

Add the **payment amount** and then click **Pay now**.

The balance will then be updated.



If a notice says you 'lunch requirement has not been set' – **please ignore this.**

You **do not** need to book meals for your child.

Morning Break and lunchtimes

The catering team always provide enough food for all students in school. There are hot and cold choices available every day.

Students queue to get into the dining hall. Staff supervise the queue and dining hall every day at morning break and lunchtime.

Students collect a tray and take it to the food counters to choose their meal. They take their tray to the till and place their thumb on the thumbprint machine – this tells the catering staff their name and form group. The catering staff then add the food items to the child's account. Their account balance will be deducted.

Morning Break and lunchtimes ...continued

It is important that you complete the online Parental Consent Form (on our website) before your child joins us as this form gives **biometric consent for us to take their thumbprint.**

If your child is entitled to free school meals, the catering staff will see this on the till. If your child's food or drink costs more than their daily free school meal allowance, the system will deduct the difference from their Arbor account.

If your child needs assistance in the dining hall or queue, there are always lots of staff on duty – your child should speak to a member of staff. Please ensure your child knows to do this before they join us in Year 7. Students are not permitted to use mobile phones in school and should not contact parents/carers during the school day – this will incur a behaviour sanction.

