



# Somerford Primary School

Draper Road, Christchurch, Dorset BH23 3AS

Tel : 01202 485436

Email : [office@somerford.dorset.sch.uk](mailto:office@somerford.dorset.sch.uk)

Website : [www.somerford.dorset.sch.uk](http://www.somerford.dorset.sch.uk)

Headteacher : Mrs H Frampton

23rd February 2023

*' This is a school that puts pupils first. '*

Ofsted November 2021

Dear Parents

We are pleased to let you know that the School will be changing our payment system from Pay 360 Education Payment to **Arbor** for online payments from Wednesday 1<sup>st</sup> March. We are sure that you will find paying through Arbor a much more convenient and simpler process.

All lunches will need to be ordered and paid for through Arbor from 1<sup>st</sup> March. At the present time we will be only launching the Meal Choices section (Breakfast Club and School Trips will follow).

Tomorrow you will receive an automated email from Arbor (**so please let us know if you have changed your email address**). If you do not receive this email please contact the Finance Office on 01202 485436 or send an email to [finance@somerford.dorset.sch.uk](mailto:finance@somerford.dorset.sch.uk)

If your child is in Y3 or above and are not registered for free schools, when ordering your child's meals please ensure money is added to your meal account **before** selecting your meal choices.

Any previous balances on Pay360 will be transferred to Arbor on the Tuesday 28<sup>th</sup> March. If you have previously placed any lunch orders on Pay360 from 1<sup>st</sup> March please can you re order your choices onto Arbor.

From the 31<sup>st</sup> March you will no longer be able to access the Pay360 Education Payment system.

I have created the attached quick reference guide to help you log on via the Arbor web page, once you have done this you can download the Arbor app for a quick and simpler way of paying for, and ordering your child's meals.

If you would like any help setting up your Arbor Account or ordering meals via the app, we would be more than happy to help you, please email [finance@somerford.dorset.sch.uk](mailto:finance@somerford.dorset.sch.uk) or call us on 01202 485436 to arrange this or alternatively on Tuesday 28<sup>th</sup> February at 9am I will hold a drop in session where you are welcome to pop in and speak to me.

If you require any further guides on how to add money to your account or select your meal choices please contact me.

Yours sincerely

Jenny Cutler

Finance Officer



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## Actions for parents

- Tell the school your email address if it has changed
- Check your email account for an email from Arbor
- Let school know if you do not receive this
- Follow the step by step guide to set up your Arbor account
- Download the Arbor app
- Add money to your account if your child is in Y3 or above and is not registered for free school meals.
- Re order any meals on Arbor that were placed on previous on Pay360 after 1<sup>st</sup> March
- Order our child's meals by Thursday of the week before

## Don't worry about

- Money you have added to Pay360 – this will be transferred to Arbor by school
- Paying for trips or Breakfast Club on Arbor – this function will be coming soon

## Arbor App

Once you have set up your account and downloaded the Arbor app, you will be able to see your child's attendance and some basic information we hold about your child. In time, more information will be added to the app.

## Getting started with Arbor

You will receive a 'Welcome to Arbor' Email from Somerford Primary School (as shown below)

From: **Somerford Primary Community School** <[office@somerford.dorset.sch.uk](mailto:office@somerford.dorset.sch.uk)>

Date: Fri, 27 Jan 2023, 14:13

Subject: Welcome to Arbor at SPS!

Hi XXXXXXXX,

Welcome to Arbor! SPS is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to [login.arbor.sc](http://login.arbor.sc), clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: [XXXXXXXXXX@XXXX.COM](mailto:XXXXXXXXXX@XXXX.COM)

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact SPS on 01202 485436 or [office@somerford.dorset.sch.uk](mailto:office@somerford.dorset.sch.uk).

All the best,  
SPS



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Click on the [login.arbor.sc](https://login.arbor.sc) & then click on **Forgotten Password?**

Enter your email address (*this must be the same email as you received your welcome email*), click on **Reset password**

You will then receive another email to create a new password (as shown below):

Hi XXXXXXXX,

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

<https://somerford-primary-school.uk.arbor.sc/auth/change-password/id/1371/hash/Njk4ZDk4NWMtNGI2Zi00Nzg1LWE3ZmMtMjQyNjNhNDM0MjQ4LjE2NzQ4MjkwNDU=>

Use your email address when you log in next time:

**Username:** XXXXXXXXXXXX@XXXX.COM

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,  
Team Arbor

Click on the link (<https://somerford-primary-school.uk.arbor.sc/auth/change-password/id/1371/hash/Njk4ZDk4NWMtNGI2Zi00Nzg1LWE3ZmMtMjQyNjNhNDM0MjQ4LjE2NzQ4MjkwNDU=>)

Follow the instructions on screen and click on **create password**.

An 'Arbor term of Use' box will appear, click on **Accept**

A 'Verify Account' box will appear. Enter the date of birth of your child (*For example you can enter 28/10/2004 or by clicking on the little calendar*) and click on **Verify**

A 'Account Verified' box will appear. Click on **Continue**

After the above process is carried out you can download the **Arbor App**

How do I get started with the Arbor App?

- Open up your Play Store/App Store App and type in 'Arbor' and search.
- Click on **Install**
- Once the App is installed click on **Open**

Push Notifications

- If you wish to receive notifications on your phone go to **Settings > Apps > Arbor**.
- **Under 'Privacy' click on 'notifications' and select 'Allowed' or tap the slider right to turn the Push Notifications on.**



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