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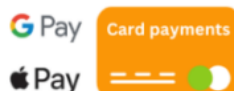
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Arbor App & Portal

- View your child's Timetable, Clubs and Attendance
- Pay for School Meals
- View your child's Guilford Golds!
- Update your details
- Receive instant messages
- Sign up to trips and after-school clubs



25 July 2024

Dear Parents and Carers

Arbor Pay is now Live!

You can now top up your child's lunch account and other items using the Arbor App.

- Log into your Arbor Parent App (or Arbor Parent Portal on a web browser).
- Look for Payments on the Arbor Dashboard to pay for school lunches
- Look for School Shop on the Arbor Dashboard to pay for other items such as the school tie, trips and other items.
- On the App, you can make payments using Google Pay, Apple Pay or with your bank card details.

For a guide on how to top up, please visit: bit.ly/ArborPayments

If you were using ParentPay before, your balance including any negative balances will have been transferred to your Arbor account. Any negative balances will need to be cleared by topping up your account in Arbor.

If you have not yet logged into your Arbor account, for more information about the Arbor Parent App, please visit: bit.ly/EGSArbor

For a quick guide to getting started, follow the instructions below:

- Download the Arbor Parent App on your smartphone or tablet (or search for the [Arbor Parent Portal](#) on a web browser).
- Click on 'Forgot your password?' just below the login button.
- Enter the email address that we use as your primary contact, and then press 'Reset Password'
- **If we do not hold an email address for you, please click here to update us.** Then follow the instructions in the email that will be sent to you to create a password.
- Once registered, log in to the Arbor Parent App and turn on notifications when prompted to do so in order to receive urgent messages from school. [Find out how to enable 'push' notifications here.](#)

If you have any issues or queries, please email: enquiries@ellisguilfordschool.org.uk

Thank you for your support during the transition to Arbor Pay.

Yours sincerely

Mrs Johnson
Principal



ELLIS GUILFORD SCHOOL
Creative Education Trust