02 June 2025

Dear Parents/Carers

From today, Monday 2 June, we are now using the Arbor Parent App for payments.

If you have not already downloaded the app, please action this as soon as you are able to do so. The process is simple, as we have already set up an account for you. To access the account, you only need to set your password. Your username is the email address to which we have sent this email to.

Please go to https://login.arbor.sc and click 'Forgot your password' to finish setting up your account.

The Arbor Parent App can be easily downloaded from either the Apple or Google Store. Or alternatively, please use the guidance below.

Getting Started - Download the Parent App

The Arbor Parent App has replaced the School Gateway App that we used for communication between parents/carers and the academy. **Please note that the School Gateway App is no longer monitored, therefore any messages that are sent through this application will not be actioned, including absence reporting.**

The Arbor app has also now replaced the ParentPay Payment System, used for topping-up lunch money and paying for trips and events. It is important that all parents/carers download the Arbor App to avoid delays in students having their account topped up. **Please note that the ParentPay Payment System is no longer available; therefore, all payments are to be made through the Arbor App please.**

Please note - we will continue to use the ClassCharts App for student behaviour reporting.

If you have any issues accessing the Arbor Parent App, please contact us.

Kind regards

The Sutton Academy