



## Duke's Secondary School

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Principal: Mr R Atkinson

27 March 2024

Dear Parent/Carer

Online Payments via the Arbor App

We would like to advise parents/carers that online payments to iPayImpact will cease from Thursday 28 March 2024.

What this will mean for you, is that all future online payments for school meals will need to be paid using the Arbor App. Any monies that are left on your child's iPayImpact account at the end of Thursday 28 March will be transferred to their Arbor account and will be able to be seen when you login to the Arbor App.

Monies for school meals can begin to be paid via the Arbor App starting from Monday 8 April 2024.

We will still operate the re-valve machines in school should your child need to bring cash into school to pay for their school meal.

As stated in previous correspondence we will be phasing in some new methods of communication via the Arbor App, this will include but not limited to short messages and notices, 'Arbor Guardian Consultation' (Parent Evening) appointment booking system and online payments for school meals and trips. We hope that under the new system everything you need will be able to be found in one place.

Please find attached a guide from Arbor on how to make online payments for school meals. Also we have included a short guide on how to get started to download the app and create your account.

You will receive further guidance on how to pay for school trips and other services retrospectively.

If you haven't already downloaded the App we encourage you to do so. We still have a percentage of parents not yet signed up to the Arbor App and we fear that they will miss out on notifications and services the App provides. To get started and use the App please see below:

### How To Set Up An Account

*Welcome to Arbor!*

*It is **essential** that parents download the App and create an account.*

*To finish creating your account you just need to set a password. **Your username** is the email address that we've sent this email to.*

*Go to <https://login.arbor.sc> and click **Forgot your password?** to finish setting up your account.*



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*The Arbor App can be downloaded from either the Playstore on android phones or the Apple Store on iphones.*

We thank you for your understanding and patience while we introduce these new methods.

Yours sincerely

A handwritten signature in black ink, appearing to be 'R Atkinson', written in a cursive style.

R Atkinson  
Principal