

January 2025



UXBRIDGE
HIGH SCHOOL

Dear Parents/carers

Transition to Arbor from SIMS

We are excited to announce that we have recently moved our management information systems (MIS) from SIMS to Arbor. This is a significant change for our school, and it has already brought notable benefits to our staff and operations, making processes smoother and more efficient. We are confident that these improvements will extend to parents and carers once the Arbor Parent Portal is fully introduced.

This new system is designed to save time and reduce the number of platforms you need to use, while giving you more insight into your child's school life. We believe that this change will benefit both staff and parents/carers by offering a more unified and transparent system.

Transition to Arbor Payments from ParentPay

From Monday 17th February, we will be transitioning all payments and communications from ParentPay to Arbor. Arbor will allow parents and carers to manage their child's account through a single platform, making it easier to access important information, make payments, and communicate with the school.

Additionally, in January 2025 we also changed our catering till systems, and have already seen improvements in our lunch services. The transition to Arbor Payments will further enhance these efficiencies. Through Arbor, parents will have access to real-time information about the meals their child has consumed and any activities they have paid for. The school will also be able to communicate quickly with parents regarding upcoming payments, low balances and new activities.

All catering balances will be transferred to Arbor, and any items currently available to purchase on ParentPay, will be available in the Arbor School Shop.

What You Need to Know:

1. Arbor Parent Portal Launch

- You will receive an email on **Monday 10th February** with instructions on how to set up your Arbor account and download the app. In the meantime, parents can familiarise themselves with the process of getting started with Arbor [here](#).
- Please note that the Parent Portal will not be accessible until **Tuesday 18th February**.
- The portal will allow you to pay for trips, meals, and other activities directly.
- The portal will also provide access to information we hold, including attendance, contact details, medical information and reports. Over the next year, more systems will be integrated into Arbor.

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2. **Timeline for Transition**

- **Wednesday 12th February:** Last day for payments via ParentPay. No further payments will be accepted on ParentPay after this date.
- **Monday 17th February:** All payments and account management will move to Arbor.
- **Tuesday 18th February:** Arbor Parent Portal launched. Read more about the Parent Portal and Parent App [here](#).

3. **Support for Parents/Carers**

We understand that transitioning to a new system may come with questions. To help with this there will be a step-by-step user guide on the school website from **Monday 10th February**.

Thank you for your continued support as we modernise and improve the systems that support our school community. We are confident that Arbor will make managing school-related payments and communication more convenient for everyone.

Kind regards

J Churchill
Acting Vice Principal