

Torriano Primary School

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Headteacher: Helen Bruckdorfer BA

Monday 5th March 2018



Dear Parent/Carers,

On Friday 9th March 2018 we will be going live with our new online parent portal platform called Arbor.

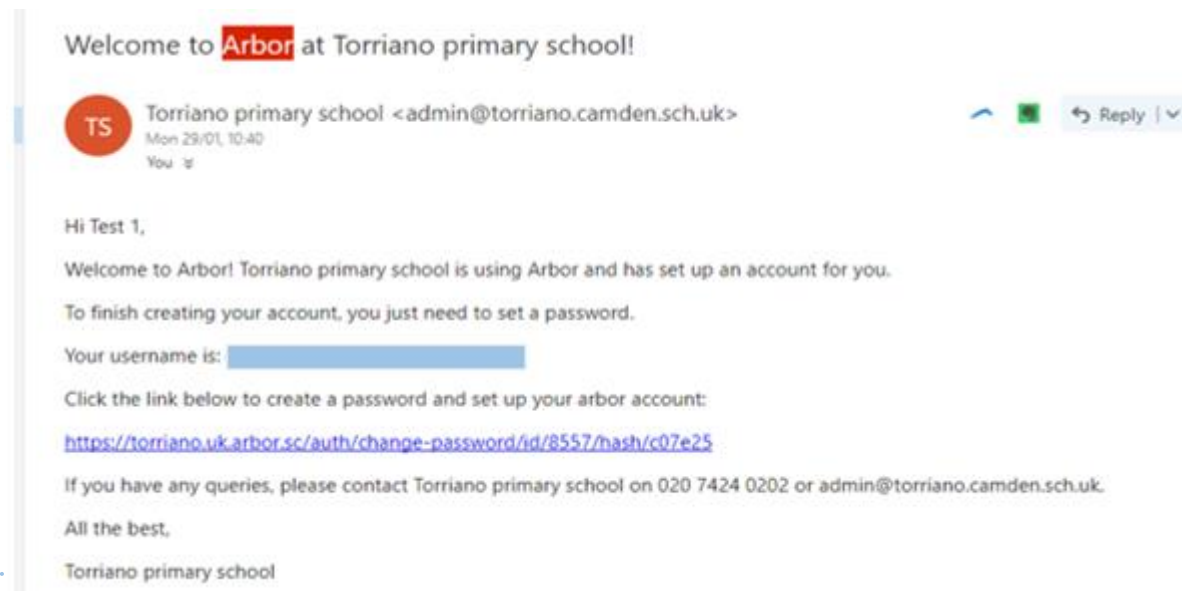
By using the Arbor parent portal you will be able to:

- Track your child's attendance
- Maintain up-to-date details for yourself and your child
- Book parents evening appointments (**please continue to book appointments via our current Parents Evening Online system until further notice**)
- Pay for lunches, trips and afterschool clubs (**this will go live on the 16th April 2018**)

How to sign up

If you have provided the office with an email address and are a primary guardian, you will be sent an invitation email to join Arbor on the 9th March 2018 (please see below for example). Please follow the instructions in the email to join.

If you have not provided the office with an email address, or do not receive an email on the 9th March, please speak to a member of the admin team the week beginning Monday 12th March.



Paying online using Arbor

From the 16th April 2018, you will be able to pay for lunches, trips and clubs via your child's Arbor account.

You will receive a letter on **Monday 26th March 2018** stating how much (if any) lunch money, clubs or trips are still outstanding. Amounts dated on this letter will be transferred to the new system over the Easter Holiday.

We will no longer be using Scopepay/Tucasi from the 31st March 2018. Please do not make any payments via Scopepay/Tucasi after this date.

Please note

Upon logging in to Arbor you will notice that the system will ask for your child's **latest vision and hearing tests as well as your preferred method for traveling to school. You can choose to disregard this request.** It is non-compulsory and we are working on removing these sections.



You may also notice a **calendar that includes different interventions** for children that may or may not be relevant to your child. We are currently working on updating this section and until then ask you to also disregard this calendar if it is not applicable to your child.

Please note that once all areas of the system are live, **all letters and other important information will be emailed to parents via Arbor, not the current Gmail account (torrianonewsletter@gmail.com).** This Gmail account will no longer be in use.

Support with Arbor

There will be an **Arbor help station run by Maria Lewis and Georgina Warwick set up during the next parents' evening.** Please speak to them if you require assistance logging into your account. If you have any other queries please contact the school office on 0207 424 0202 or email admin@torriano.camden.sch.uk and a member of the admin team will get back to you as soon as possible.

Kind regards,

School Office

