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27th March 2026

Dear Parents and Carers,

Important Update: We Are Moving to Arbor Parent Portal

We are writing to let you know about an important improvement we are making to the way you manage payments and school information.

In the next few weeks, we will be moving all parent payment functions - including trips and other school payments - from Tucasi (SCOPAY) to Arbor, our school's Management Information System (MIS).

This change will allow you to access everything in one place through the Arbor Parent App and Parent Portal, making things simpler and more convenient for families.

Why are we making this change?

- One system for everything: Attendance, communications, parents evening bookings and now payments, all through Arbor.
- Hart Plain Infant School have already made the switch and we hope this will make the transition from Infants to Juniors easier.
- Easier communication: You'll receive messages and updates directly in the app.
- Streamlined payments: Pay for trips and uniform via apple/google pay.
- Improved efficiency: Reduces duplicated systems and helps our office team support you more effectively.

What this means for you:

From 13th April 2026, you will be able to:

- Receive messages and notices directly through the Arbor App
- View attendance information
- Book parents' evening appointments
- Make payments for clubs and trips
- Update your child's information quickly and securely
- Access letters and communication in one central place

This means:

- Payments will move to Arbor from after the Easter holiday. From the end of March, Scopay will no longer accept payments.
- Any existing balances (credits or debts), will be transferred over from Scopay to Arbor by the school office. We will ensure balances are accurate before the switch.
- Final payments in Scopay – We have tried to ensure that the trips on Scopay are minimal, therefore you should not need to make any payments in Scopay. If you do, please ensure you do so by **Friday 27th March 2026**.

What you need to do:

1. Look out for an email from Arbor inviting you to create your account.
2. Follow the link in that email to set your password.
3. Download the **Arbor App** from the Apple App Store or Google Play Store.
4. Log in with your email and password and enable notifications.

We encourage all parents to download the app, as this will become our primary method of communication for general messages, letters and updates. SMS will continue to be used for urgent or time sensitive messages.

Support and Help

We understand that changing systems can sometimes be confusing, so we will be providing support throughout the transition. If you need any help logging in, please contact the school office and we will be happy to support you.

Thank you for your cooperation as we introduce this improved system. We believe the Arbor Parent Portal and App will make staying connected with school easier and more efficient for everyone. We appreciate your patience and support during this transition.

Kind regards,

Katie Wedderburn
Senior Admin Officer

Parent FAQ Sheet – Arbor Parent Portal & App

Introducing the Arbor Parent Portal & Arbor App

To help keep communication simple and efficient, our school is launching the Arbor Parent Portal and App. Below are answers to common questions to help you get started.

★ Frequently Asked Questions

1. What is the Arbor Parent Portal and App?

Arbor is our school's management system. The Parent Portal (web) and Arbor App (mobile) let you access key information about your child, receive messages, update details and make payments — all in one place.

2. How do I log in for the first time?

You will receive an email from Arbor with a link to create your account.

- Click the link
 - Set your password
 - Either log in via the website or download the Arbor App and use the same credentials.
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3. Where do I download the Arbor App?

Search “**Arbor**” in the Apple App Store or Google Play Store. Look for the green tree logo.

4. What information can I see in the app?

Depending on your child's year group, you may be able to view:

- Attendance information
 - Parent evening bookings
 - Trips and club payments
 - Report cards (when applicable)
 - School messages and notices
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5. Do I need to enable notifications?

Yes, please!

Most of our general communication will now be sent through the app. Notifications ensure you don't miss important updates.

6. Will the school still send text messages?

We will continue using SMS for **urgent** or **time-sensitive** messages only (e.g., unexpected closures). All routine communication will move to Arbor.

7. I've forgotten my password — what should I do?

Go to login.arbor.sc and click “**Forgot your password?**” to reset it. You must use the same email address the school holds for you.

8. I'm not receiving emails or can't log in. What now?

Please contact the school office. We may need to:

- Update your email address
 - Check parental responsibility settings
 - Resend your account invitation
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9. Can both parents/carers have access?

Yes. Anyone with **parental responsibility** listed in our system can have their own login.

10. Is my data secure?

Yes. Arbor meets strict data protection, privacy and security standards. Only you and authorised school staff can access your account.

If you have any further questions, please contact the office. We're here to help you get set up and make the most of our new communication system.