



Clacton County High School

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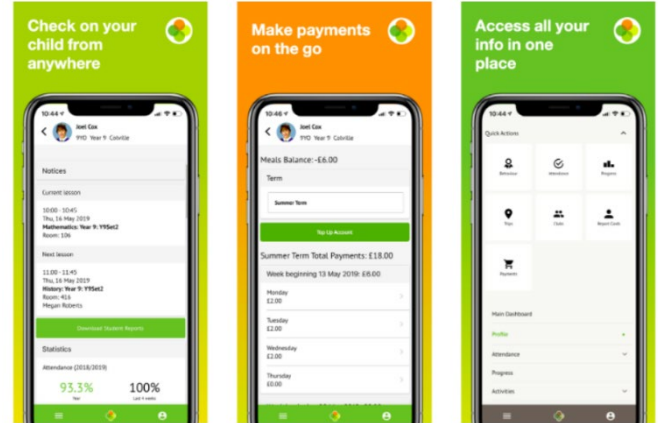
Higher Expectations, Raising Aspirations, Transforming Lives



The Arbor App and Web Portal is our Parent/Carer Portal where you can access your own and your child's information. You may view your child's timetable and receive notifications of rewards and consequences, along with school communications.

The Arbor App is the mobile version of our Parent/Carer Portal, for use on mobile devices such as smartphones and tablets. Please download the Arbor App for free from either the Play store for Android phones or the App Store for IOS.

Parent/Carer Portal is also available through the Google Chrome web browser at login.arbor.sc



If you have not yet completed setting up an account, you just need to set a password. You can do this by going to login.arbor.sc, clicking on 'Forgotten Password?' and following the instructions on screen.

Your username will be the email address that is registered with the school.

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact us via admin@cchs.school or on 01255 424266, your queries will be answered on our return to school in September.

Staff will be available on Friday, 1st September in the main reception to assist you in person with any Arbor queries between 2.00 pm - 3.30pm.

Arbor will also replace ParentPay, our cashless payment system.

Dinner Money

All student dinner money balances have been transferred from ParentPay to Arbor. The payment/top up option is available within the Arbor Portal and App. Once logged in, go to Account and then click on top up balance. A "how to guide" is available on our [Website](#) or follow this link [Arbor Pay](#)

Please ensure you have accessed Arbor Pay and topped up the account prior to the start of the Autumn Term (Free School Meal allowances will not show on Arbor Pay but will be credited to accounts via the catering till system).

Other Payments

All school trips that are currently running will continue to be active for you on ParentPay until the trip date has passed. Any new trips organised from September will be showing in Arbor Pay only. It is no longer possible to access ParentPay to pay for dinners, revision guides, or school events etc. only trips, already set-up and active, will accept payments in ParentPay.

Consents

From time to time you will be asked for your consent. You will receive a notification within the Arbor Portal or App. A response to whether you consent or not will be required. Consents can be withdrawn at any time at your request.

With multiple uses for parents/carers, Arbor is now our 'one-stop shop' for accessibility to a range of different information sources and resources.