



iPay to Arbor Pay Migration Notice & FAQ

We are moving from iPay to Arbor Pay.

From the 30/09/26, payments will be available directly in the Arbor app, the same app 90% of our parents and carers already use.

29 SEPTEMBER	30 SEPTEMBER
PLEASE DON'T PAY Balances are being transferred from iPay.	ARBOR PAY IS LIVE Make payments through the Arbor app.

The key things you need to know:

Will I lose the money already on iPay?

- **No.** Your existing iPay balance will be transferred to your child's Arbor account on 29 September. You will not need to pay it again.

Do I need a new Arbor account?

- **No.** If you already use Arbor, use your existing account. Around 90% of our parents/carers are already registered.

When can I make my next payment?

- **From the 30th of September.** Please wait until this date and make payments through Arbor Pay.

What should I do on 29 September?

- **Nothing, please don't make a payment.** This is the transfer day while we move balances from iPay to Arbor.

ARBOR PAY

Parent & Carer FAQ

Your questions answered:

How do I make a payment in Arbor?

- Open the Arbor app, select your child and go to the payment section. Any available school payment items will be shown there.

I have more than one child. What happens?

- Your children should appear within your existing Arbor account, provided your account is correctly linked to them. If a child is missing, please contact the school.

I haven't registered for Arbor yet. What should I do?

- **Please register** for Arbor as soon as possible. You will need Arbor access to use Arbor Pay from 30 September.

I can't get into my Arbor account. What should I try?

- **Check** that you are using the email address registered with the school, then use the password reset option. If necessary, uninstall and reinstall the Arbor app and try again.

Can I continue using iPay after 30 September?

- **No.** Once the changeover is complete, school payments should be made through Arbor Pay.

Do I need to add my old iPay balance again?

- **No.** Existing balances are being transferred. Please do not make a replacement payment for a balance that is being moved.

Thank you for your patience while we make this change. We hope Arbor Pay will make managing school payments simpler and more convenient.