



Ormiston NEW Academy

PRIDE – ENDEAVOUR – TOGETHER - EXCELLENCE

Marsh Lane, Wolverhampton, West Midlands, WV10 6SE

Principal: Mr Craig Cooling

01902 623 111

info@onewa.co.uk

Date: 9th September 2026

Dear Parent/Carer

Last academic year, Ormiston NEW Academy moved to Arbor for the school's information management support. This is now fully embedded and we can see that lots of our parents have downloaded and are using the Arbor App.

We are pleased to announce that we will soon be utilising **Arbor Pay** which is an additional function within the Arbor app. Arbor Pay will allow parents to top up school lunch accounts and pay for trips, which will allow the academy to become a cashless school.

Please be advised that, from Monday 2nd November, Arbor Pay will be the only way that you will be able to add funds to your child's lunch account. We therefore encourage you to download and access the Arbor App as soon as possible, if you have not already.

If you do not have access to the Arbor App after the 2nd November, your child will **no longer** be able to access food through the canteen or participate in school trips. Also, from this date, **the academy will only send messages about detentions, interventions, absences and achievement points through the Arbor App.** The text message service will be shut down. Students who are eligible for free school meals will automatically have their allowance added to their account.

How do I log in to Arbor?

The Arbor Parent App can be downloaded from either the Google Playstore on android phones or the Apple Store if you have an iphone. Just search 'Arbor Parent'

Once you have downloaded the app, enter the email address we have on file for you and click 'forgotten password' to create a password.

If you already use the app through another school, and have the same email address registered for both schools:

- Open the Arbor Parent App
- Tap the menu icon (≡) in the top corner
- Tap "Switch School"
- You should see a list of schools linked to your email
- Tap the second school to switch to it

If the second school uses a different email

- Open the app
- Tap the menu (≡)
- Scroll down and tap "Log out"
- On the login screen, tap "Add another account" (or log in again)
- Enter the login details for the second school
- Once logged in, you can switch between accounts from the menu

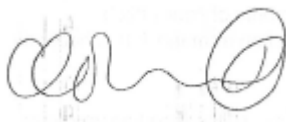
App Trouble Shooting: Please visit: <https://tinyurl.com/bdecv7f9>

If you have changed your email address or you get a message stating that your email address is not recognised, please send your correct email address, along with your child's name to info@onewa.co.uk.

We are also offering two drop-in sessions for parents where we will be onsite and able to assist with any technical issues you may be having. These will be held on Saturday 3rd October and Saturday 17th October between 10-11am.

We believe that moving everything to the Arbor App will streamline communications, enable parents to stay in the loop, and make paying for school lunches and trips simple and safe.

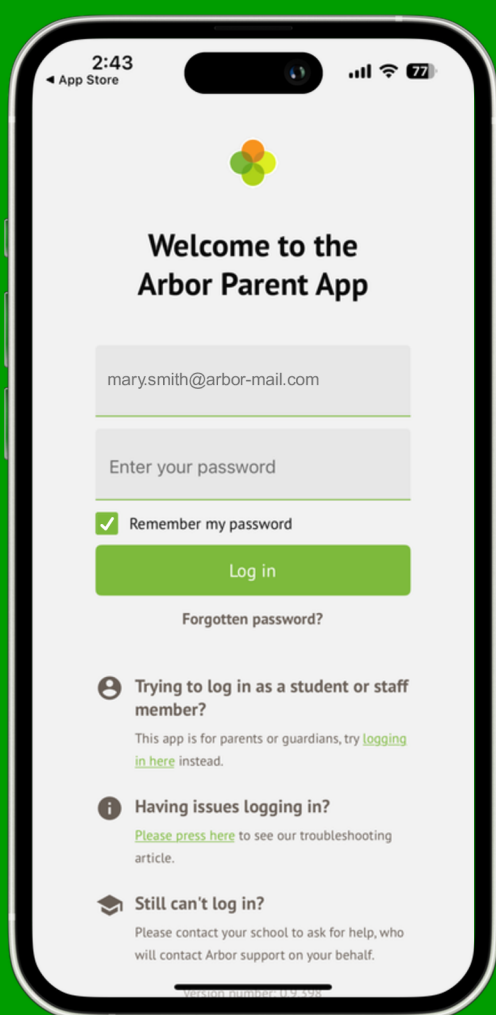
Yours sincerely



Mr. C. Cooling
Principal

We're using the Arbor Parent App!

See and manage your child's day-to-day school information. Understand their progress, make payments and bookings, and receive in-app messages - all from one app



Log in in seconds with Face ID

Receive in-app messages and reminders on your phone

Make payments, sign up for clubs, and book parents evenings

See your child's progress, attendance, behaviour points, report cards and more

Check your child's calendar, it's always up-to-date

Scan the QR code to download the Arbor Parent App, and use your email address to log in

