

11th February 2025

Dear Parents/Carers

Arbor, Weduc and Class Charts Parent Apps Update

In September 2025 we moved from Class Charts and Weduc to the new Arbor Parent App. Following feedback from parents, pupils and staff we are going to reintroduce the Class Charts App from Monday 24th February.

We will continue to use Arbor for all communication, medical details, contact details and attendance as Arbor is our Information Management System.

We will use Class Charts for reward and behaviour points, homework and the pupil reward store.

The pupil reward store was very popular last year and we have been unable to find an efficient way to run this without Class Charts. Class Chart allows the pupils to have their own login too so they can see their homework and the reward points they have saved. They can then spend these points on items in our rewards store. Pupils will be able to go to the Library at break each day to exchange their points for rewards.

We are also pleased to inform you that from Monday 3rd March, we will be moving from the Weduc app to Arbor for all school payments. You will find a guide below for how to access payments in Arbor.

To help with the transition, we kindly ask that you keep your Weduc meal payments to a minimum while ensuring there is enough credit to cover any meal purchases up to and including **Friday 28th February**. Any remaining funds will be transferred, but to ensure this process is as smooth and quick as possible, keeping balances low will greatly assist the Finance Administration team.

From **the evening of Friday 28th February**, you will be able to top up your balance on Arbor for school meals. Balances for school trips will automatically transfer to Arbor and therefore, you do not need to take any action. Trips will appear on Arbor from **Monday 3rd March** for any further payments due.

Please note, you may see the Arbor payments section show earlier than the above date whilst we complete essential testing, however payments will not work until it goes live on the evening of the **28th February**.

We will be holding a parent drop in session on **Thursday 13th February** for anyone who would like support in setting up Arbor and ClassCharts on your device. Please come to reception at any time between 3.30pm and 5.30pm on this date and we will have staff ready to support in getting these set up.

We appreciate your co-operation during this transition. If you have any questions, please do not hesitate to contact Mrs Freeman, our Office Manager via enquiries@hartshillacademy.org.uk

Yours Sincerely,



Lorraine Taylor
Principal



Arbor App

The Arbor Parent App can be downloaded from either the Playstore on Android phones or the Apple Store on iPhones.

To finish setting up your account go to <https://login.arbor.sc> and click **Forgot your password?** Your username is your email address.



Class Charts

The Class Charts Parent App can be downloaded from either the Playstore on Android phones or the Apple Store on iPhones.

Timeline

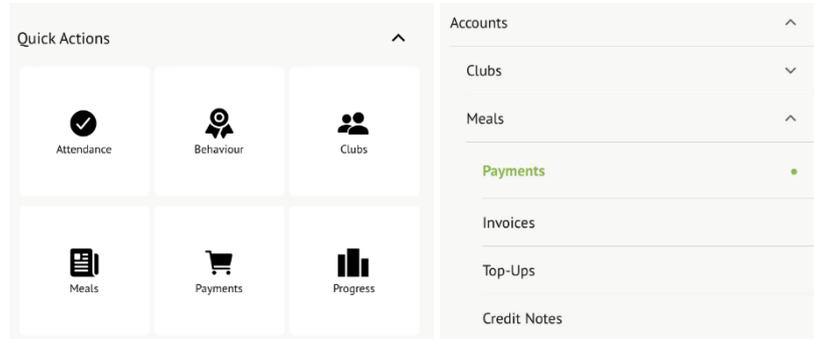
Thursday 13 th February 3.30 – 5.30pm	Parent Drop In Session at Hartshill Academy for support to set up the Arbor and Class Charts Apps
Monday 24 th February	Class Charts use starts again
Friday 28 th February	Weduc App is turned off
Friday 28 th February	Payments move to the Arbor App

Guide for Parents: Managing Payments in the Arbor Parent App

We are pleased to provide you with a guide on how to manage your child's accounts and view payments using the Arbor Parent App. For any queries regarding your Arbor app or payments, please contact Enquiries@hartshillacademy.org.uk

Accessing Account Balances

Open the Arbor Parent App on your device.



View Overall Balances: On the homepage, tap on the balance displayed. This will show any outstanding amounts for trips, clubs, or top-up accounts like Meals or Trips. A £0 balance indicates that all accounts are either balanced or have positive balances.

Topping Up an Account

Select the Desired Account: From the Payments section, choose the account you wish to top up

Tap the green 'Top Up' button.

Enter Payment Details: Input the amount you wish to add (minimum payment amount is £2). Enter your card details. Follow any additional authentication steps required by your bank to complete the transaction.

