

River View Primary and Nursery School

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Monday 23rd February 2026



Dear Parents/Guardians

Re: ParentPay

As previously notified, we will be moving over to payments via Arbor from Monday 2nd March 2026. Consequently, we will be suspending **ALL** payments via ParentPay from 4pm on Thursday 26th February 2026. You will not be able to make any further payments for our school via ParentPay from this date onwards.

Contrary to previous advice, you **do not** have to reclaim any credit balances from ParentPay.

I can confirm that **all balances** from ParentPay will be transferred over to your Arbor Parent Portal account and you should be able to log in and see these from Monday 2nd March 2026 onwards.

If you have not yet logged into the parent portal or are struggling to do so, please email office@riverview.staffs.sch.uk and we can send you a password reset link. Your username is your email address.

How to Guides on making payments via the Arbor parent portal/app will be uploaded to the website later this week. As with ParentPay, paying by card will still be the quickest and easiest way to make payments for all school related items, including school meals, breakfast and Richer Rainbow clubs, trips and miscellaneous school "shop" items such as film nights, tea with Santa, decorated mugs etc. Office staff will also have the facility to take card payments directly from you and you will also be able to continue to make cash payments at the office if you prefer.

Thank you for your continued support,

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Whitehouse'.

Mrs M Whitehouse

Headteacher

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