MIS AUTUMN 2 NEWSLETTER 2026



Welcome back and here's to a great new term!

We hope you have enjoyed a relaxing and refreshing school holiday and are ready for the return to school.

The MIS Team would like to extend a warm welcome back to all schools and staff as you begin a new half-term.

Few Reminders

As the new half-term gets underway, we encourage schools to review their pupil records, attendance information, staff details and other key data to ensure everything is accurate and up to date.

Please also keep an eye on important deadlines, upcoming census requirements, system updates and any communications shared by the MIS Support Team.

What's ahead this term!

This term, we have one statutory return to complete: **School Workforce Census**

Thank you to everyone who attended our training session on 14th October. We hope you found it helpful and feel more confident in preparing and submitting your census return.

If you need a refresher or would like to refer back to the guidance, you can access a copy of the training notes using the links below.
Link to Schools IT – School Workforce Census Help Guides

As always, if you have any questions or need further support, please get in touch with us. We're always happy to help!

New to Arbor? If this is your first time completing the School Workforce Census using Arbor, please get in touch. We can arrange a one-to-one support session to guide you through the process, talk you through the key steps and answer any questions you may have.

We're here to help you feel confident and prepared for your census submission!

School Workforce Census
Census Day – 5th November 2026
Deadline to upload to the LA – 20th November
Training – 14th October 2026
What's New – Staff absence hours

Update for this year's School Workforce census
In line with new DfE guidance, a change in calculating working days lost due to staff absence will be present in your census report. However, ***no*** action is needed; please continue to record staff absence in the same way. Your Arbor staff absence figures and reporting will also not change.

Training & Webinars

10th November 2026	10:30 am	How to upload pupil school photos
24th November 2026	10:00 am	Using the Calendar & Creating Events
8th December 2026	1:30 pm	Creating UDF & Custom Groups
12th January 2027	10:30 am	Full Guidance - Spring Census
12th January 2027	1:30 pm	Quick Overview and whats new – Spring Census
9th February 2027	10:30 am	Refunds & Credit notes
23rd February 2027	1:30 pm	Applicants & Admissions (ATF)
21st April 2027	10:00 am	Entering SATS
4th May 2027	10:00 am	Creating Academic Year and Calendar
13th May 2027	10:30 am	Full Guidance - Summer Census
13th May 2027	1:30 pm	Quick Overview and whats new – Summer Census

To book your place and to view our training schedule, click the Bookwhen link below.
Link to Bookwhen to book your place for Schools IT Training and webinars

Have you seen the new Student Matrix Report?

The Student Numbers Matrix shows you how many students fall into the groups you choose, with one set of groups as rows and another as columns, for the date range you pick. For example, if you want to see how many students in your year groups are FSM, LAC and Pupil Premium at a glance, the Student Numbers Matrix is the ideal tool.

You can find the Matrix by heading to ***Students > Enrolment > Student Numbers > Matrix***.
Link to Arbor instructions for the new Student Matrix Report

Handy Hints & Tips

To open more one window so you don't lose the page you are working on - hold the Shift key and click any menu item to launch a separate pop-up window so you can multitask.
To return to your homepage - just click your school's logo at the top left corner of the screen.
To duplicate a tab – right click the tab and select duplicate
To open a page in a new window – hold down the shift key and select menu item

Did you Know?

The Data Quality Dashboard's Guardians area includes a check for students who have more than one guardian or contact set with the same Emergency Priority. - This helps you ensure that you have clearly defined contact priorities.
Link to Arbor instructions/ guidance for updating the contacts set with the same Emergency Point

What's upcoming in Arbor

In Autumn 2026 look out for:

- Seeing meals on the register
- Logging behaviour faster
- Viewing more pupil information in "My Classroom"

New Arbor Payments Improvements

Arbor has announced several useful improvements to its Payments functionality, focusing on reducing administrative workload, improving payment visibility and giving schools more control over financial processes.

Here's a summary of the key changes and what they mean for schools.

1. *New Feature!* Automatic email receipts for every card payment

- Parents and staff now automatically receive an email receipt for every successful card payment.
- Applies to payments made through the MIS, Parent Portal and Parent App.
- Each receipt includes an **Order ID**, which is also displayed in the Money Received table.
- Makes it much easier for school finance teams to identify and verify payments.

Where to find it: School > Payments > Reconciliation > Money Received.

Important to note:

- Replaces the previous top-up confirmation email template.
- The standard receipt cannot be edited or switched off.
- Refund receipts and the ability to resend receipts are not included yet.

Link to Arbor guidance and to see what the email receipt will look like

2. *New feature!* Payout invoices – all in one place, and fixable by you

- All payout invoices (previously VAT invoices) are now available in Payouts Overview.
- Full invoice history has been transferred, retaining original invoice numbers.
- The separate VAT Invoices page has been retired
- Schools can now regenerate invoices themselves if details are incorrect.

Where to find it: School > Payments > Reconciliation > Card Payments > Payouts Overview > Select a payout.

Important to note: Regenerating an invoice cancels the original rather than deleting it. A copy marked "Cancelled" remains available for audit purposes.

Link to Arbor Guidance – Reviewing Money Received, Payouts and Payout Invoices

3. *New feature!* Refresh trip invoices yourself

Schools can now refresh trip invoices themselves when trip prices change.

- Recalculates invoices using the current trip prices.
- Payments already made are not affected.
- Outstanding balances are automatically adjusted.
- Staff receive a notification when the refresh is complete.

Where to find it: School > Activities > Trips > Select a trip > Trip Overview > Refresh Invoices.

Link to Arbor guidance for Change the trip price or voluntary contribtion - go to the refreshing trip invoices section

4. *New feature!* Create planned absences for trip participants in one step

A useful time-saving improvement for attendance teams.

- Select confirmed trip participants directly from the trip attendees table.
- Create planned absences for all selected students in one bulk action.
- No need to create custom groups or add students individually.

Where to find it: Open a trip > Attendees table > Select confirmed students > Create Planned Absences.

Link to Arbor Guidance – Creating Planned absences for trip participants

5. *Previously released – reminder* - Apple Pay, Google Pay and saved cards

Parents can also take advantage of:

- Apple Pay for quicker card payments.
- Google Pay for quicker card payments.
- Saved card details for faster checkout on future payments.

Link to Arbor Guidance – Recent changes to Arbor's card payments screens and options (Onelink)

Contact Details

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