

On 18 Mar 2026, at 08:46, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

Hi,

I would like to request an update to my bank account information in the payroll records, as the account currently on file has been closed. Please let me know what information is required to process this change or if there is a form I need to complete?

Kind regards,

Tom Jones  
Swimming Teacher  
at Primary School

On Wed, Mar 18, 2026 at 08:53, School Business Manager wrote:

Hi Tom,

If you go into your ESS Lite you will be able to change it directly; it is one of those functions that due to possible fraud issues, the employee is responsible to amend for themselves.

Cheers,

On 18 Mar 2026, at 08:56, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

I am unable to access my ESS portal I kept trying it wouldn't let me but I have raised the issues up with IT team in which they advise I email my new details to HR or Payroll team pending resolution to my issue or could you assist in resetting the password and email me the temporary password so I could update my details like all employee do it's just the inability to access it that makes IT team suggest I email my new details to either Payroll or HR team!

On Wed, Mar 18, 2026 at 11:45, School Business Manager wrote:

Hi Tom,

I have looked at your record and found there is not a 'personal email' linked to your record - it seems to default to office. I have been able to go into the record and put this email in as your personal email address and this hopefully will get you past the login issues. If you have a moment, please feel free to come along and we go through the login here and see if I can spot the issue.

On 18 Mar 2026, at 11:49, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

That's great, thank you. Could you kindly send me the staff portal login link!

On Wed, Mar 18, 2026 at 12:38, School Business Manager wrote:

Hi Tom,

Arbor still has another email address for you, is it still relevant or has the [dargvarg88@gmail.com](mailto:dargvarg88@gmail.com) replaced it?

On Wed, Mar 18, 2026 at 12:41, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com) As replaced it

On Wed, Mar 18, 2026 at 12:49, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

I was sent a reset link on this email. I haven't gotten it yet. Could you let me know if my arbor email has been changed to this?

On Wed, Mar 18, 2026 at 12:53, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

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On Wed, Mar 18, 2026 at 15:24, Tom Jones <[dargvarg88@gmail.com](mailto:dargvarg88@gmail.com)> wrote:

Could you let me know what's going on as I have yet to receive any response from you regarding this yet!