



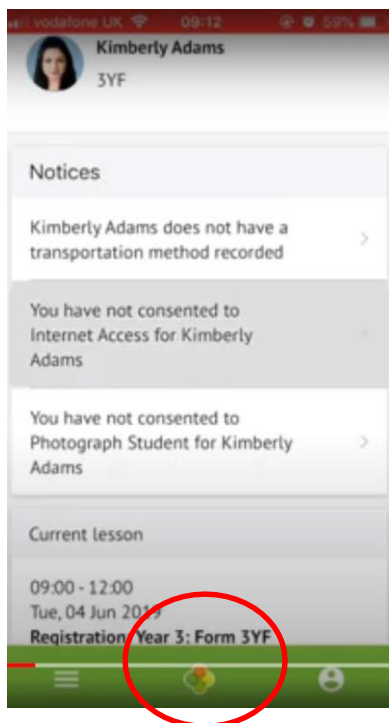
# **Parent Portal and The Arbor App**

## **Parent User Guide**

## The Arbor App – Quick Overview

### Homepage

The homepage icon will allow you to access the student profile. Scroll down through this screen to see information about your child's statistics such as attendance, attainment and any other information displayed by your school.



Notices will inform you of what consents you have provided and will prompt you for any missing information.

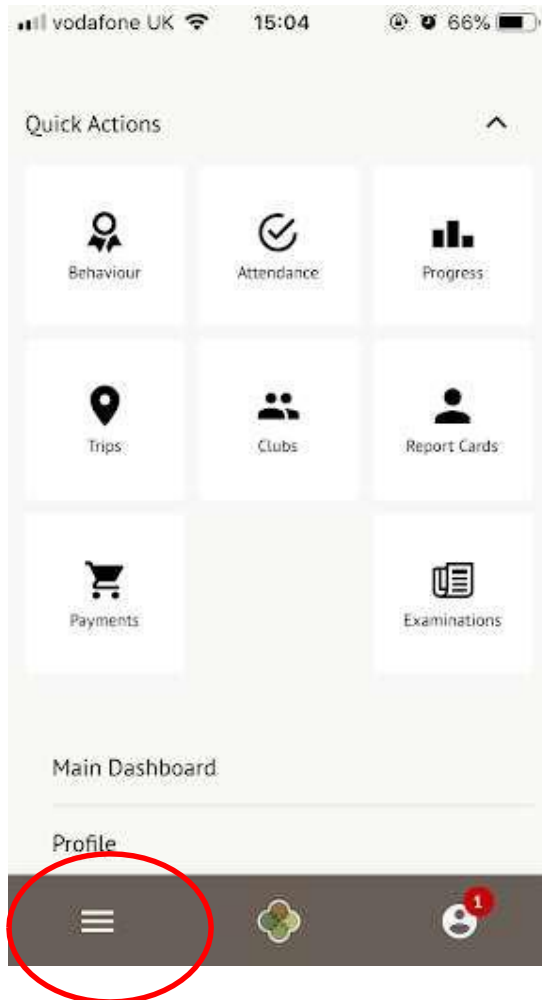
Scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact.**
- To amend your information, click your name.

You can update or add information anywhere that you see an arrow icon.

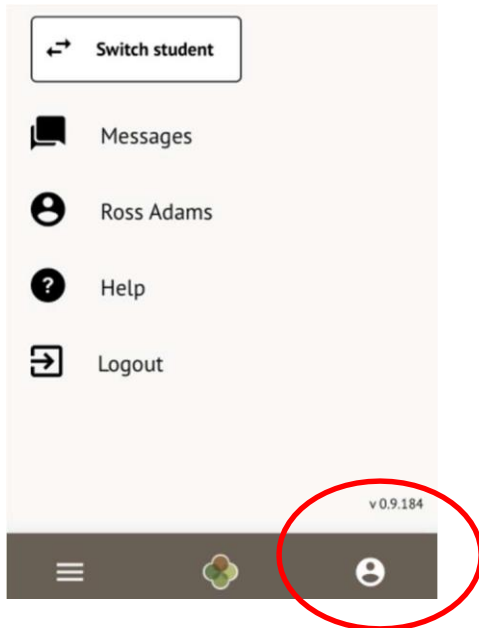
## Menu page

Click on the menu icon on the left to see the screen below to see more detailed information about each item (the tiles which appear depend on what your school has chosen to display).



## Profile Page

Click the profile icon at the bottom right of your screen to toggle between multiple students you may have within the school.



Click **Switch student**. Choose which child you would like to view.



If this is the first time you are viewing information for this child, you will have to confirm their birth date.



**Verify Access to Kimberly**

To verify that you are authorised to access Kimberly on the Arbor system, please enter Kimberly's date of birth.

Date of birth

2011-06-06

Verify Access

## I. Logging in to the Parent Portal

### Logging in for the first time

Before you log in for the first time, please wait until your school has enabled the Parent Portal. You will not be able to log in until they have.

When your school enables Parent Portal and the Arbor App, they will send you a welcome email. This will have your login details and a link that will take you to the browser version of the Parent Portal where you need to set up a password.

**You won't be able to do this through the app**, as the links in our reset password emails only work with a browser. You can reset your password using a computer, or using a mobile browser on your phone or tablet.

Hi Pamela,

Welcome to Arbor! Arbor is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to [login.arbor.sc](https://login.arbor.sc), clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: [gwyn.mabo@arbor-education.com](mailto:gwyn.mabo@arbor-education.com)

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact Arbor.

All the best,  
Arbor

Click the link, then click **Forgot your password?**. Add in your email address then click **Reset password**.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

### Forgot your password?

No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.

Reset password

You'll then receive another email. Click the link in this email to set your password.

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

<https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzlwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

**Username:** [gwyn.mabo@arbor-education.com](mailto:gwyn.mabo@arbor-education.com)

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,  
Team Arbor

Create your password. You will then be logged in when you click **Create password**.

## Create password

New password

Confirm password

**Create password**

Click to accept the terms and conditions.

### Arbor System Terms of Use

**Welcome to Arbor!**

Before you get started, we need you to download, read and agree to our standard user terms & conditions.

When you're ready, tick 'I agree', then click 'Accept' and we'll get you set up.

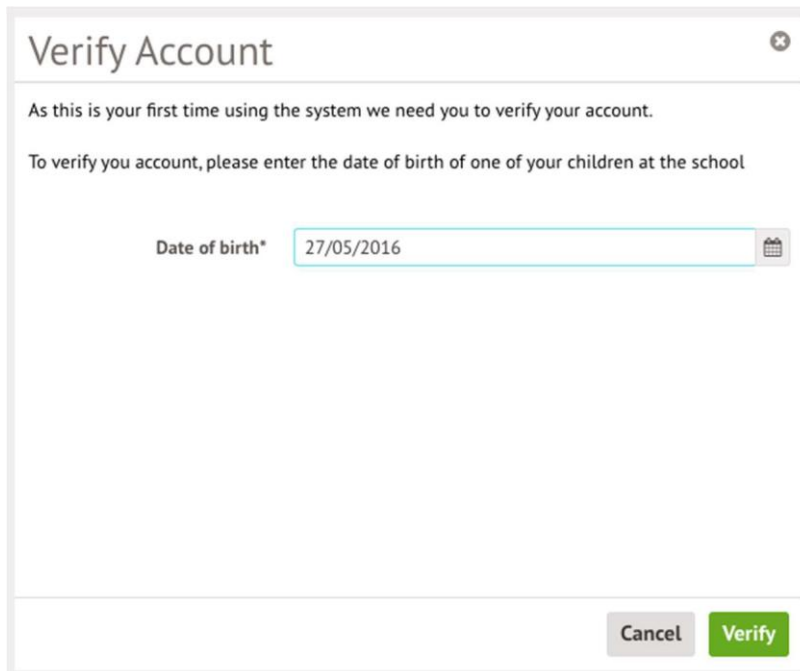
[View user terms & conditions](#)

I agree to Arbor's standard user terms & conditions

**Cancel** **Accept**

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

You can then close your browser and switch to using the app.



The image shows a 'Verify Account' dialog box. At the top, it says 'Verify Account' with a close button. Below that, it reads: 'As this is your first time using the system we need you to verify your account.' and 'To verify you account, please enter the date of birth of one of your children at the school'. There is a text input field labeled 'Date of birth\*' containing the date '27/05/2016' and a calendar icon. At the bottom right, there are two buttons: 'Cancel' and 'Verify'.

## Logging into the Parent Portal

Now your password has been set up, you can log into the Parent Portal by going to [login.arbor.sc](http://login.arbor.sc) and inputting your email address and password.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click **Log in**.

If you can't log in, use the **I'm a guardian** link on the right-hand side to view [troubleshooting tips](#).

## Log in

[Change E-mail](#)

Arbor (W10 5BN) [Change School](#)

[Log in](#)

Remember me [Forgot your password?](#)

## Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) for schools, [take a look at our Help Centre](#).

Trouble logging in? No worries! Click below for help:

- [I'm a guardian](#)
- [I'm a school's MIS user](#)
- [I'm a Group MIS user](#)

## Looking for Arbor Insight?

To create a free account for Arbor Insight, our ASP analysis tool, click below.

## Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address.



## Welcome to Arbor

Let's find your school

What's your email?  
.com

[Find Your School](#)

Select the school to log into. Enter your password, then click **Log in**.



< Select School

The Sunnyville School of Magic  
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

Sunnyville Secondary School  
W10 5BN, London, GBR

Select School

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

Who would you like to view?

Dennis Adams

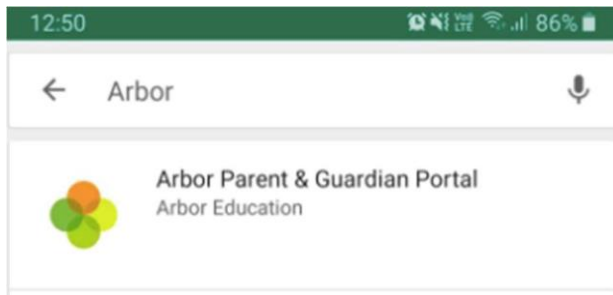
Kimberly Adams

## 2. How do I get started with the Arbor App?

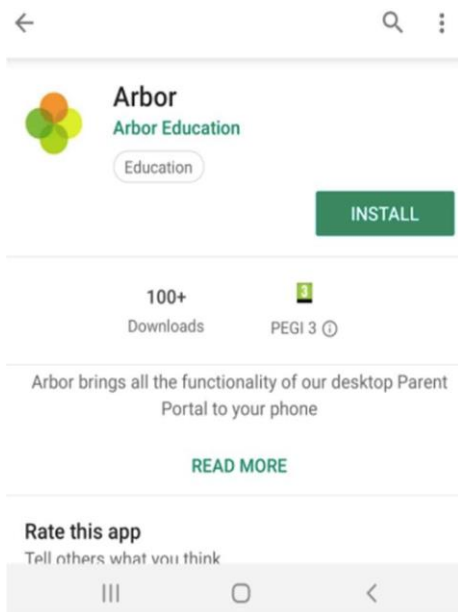
### Downloading the Arbor App

#### Android

Go to your Play store and search for 'Arbor'. Click the top option.

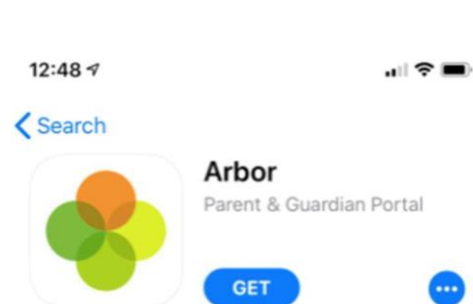


Click **Install** to download the Arbor App. Once it has installed, click **Open**.



## IOS

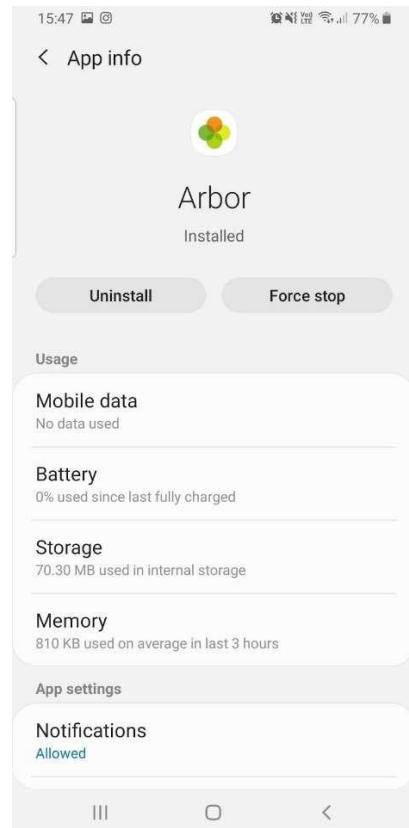
Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Arbor App.



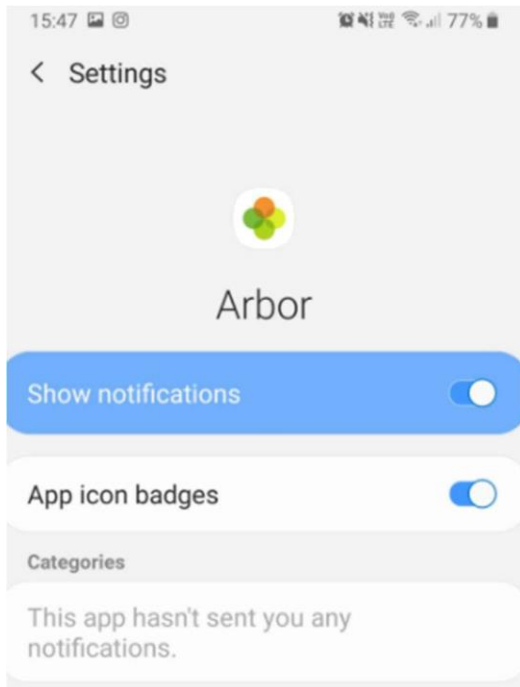
## Enabling push notifications

### Android

You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**.

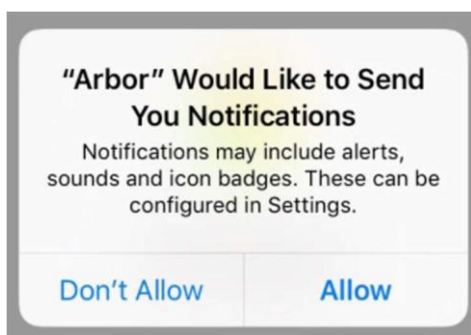


Tap the slider to turn Push Notifications on and manage your settings.

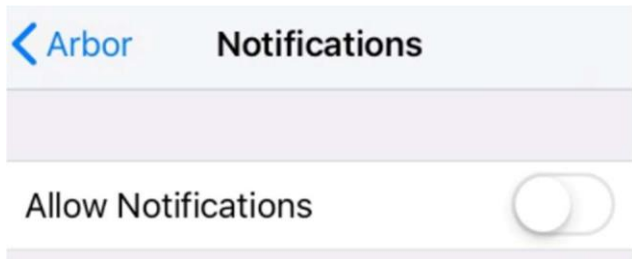


## IOS

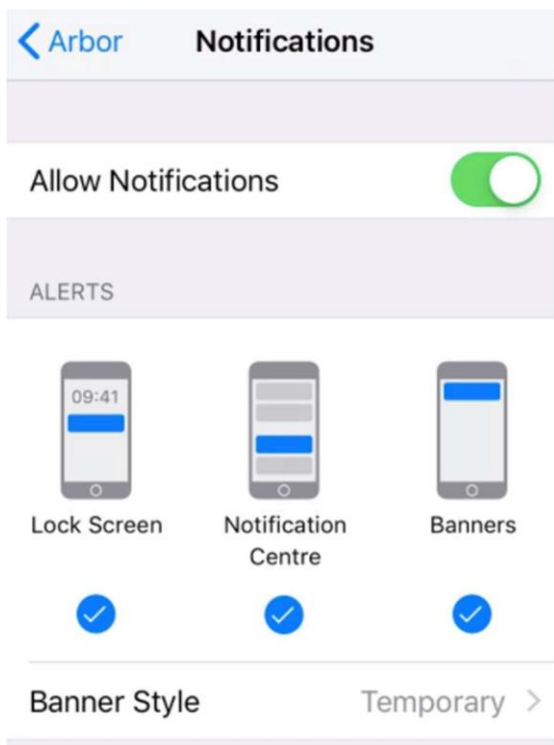
When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.



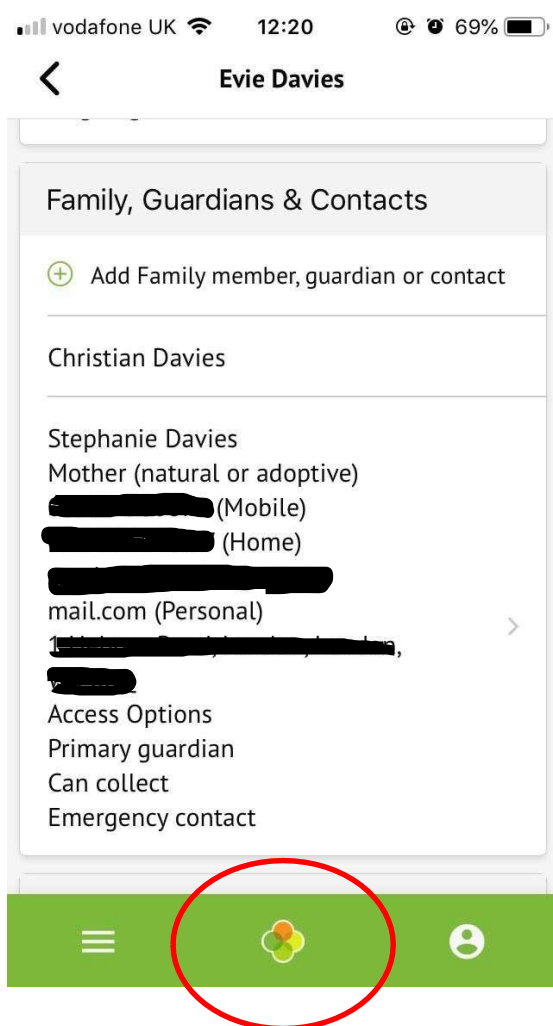
Tap the slider to turn push notifications on and manage your settings. We recommend setting your banner style to Permanent, so it doesn't disappear.



### 3. Seeing and updating my child's information on the Arbor App

On the **Student Profile** page (Homepage icon – see below), scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact**.
- To amend your information, click your name.



On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

< **Stephanie Davies**

**Identity**

Name  
Ms Stephanie Davies >

Relationship to pupil  
Mother (natural or adoptive) >

Legal guardian  
Yes

For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

✕

**Edit email address**

Email address owner  
Stephanie Davies

Type  
Tap to pick

Email address  
[REDACTED]

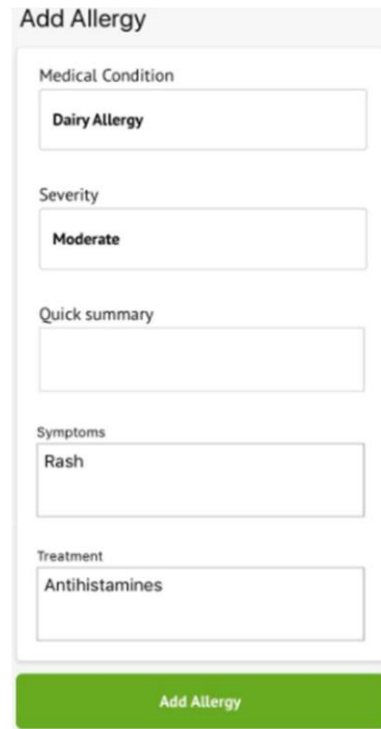
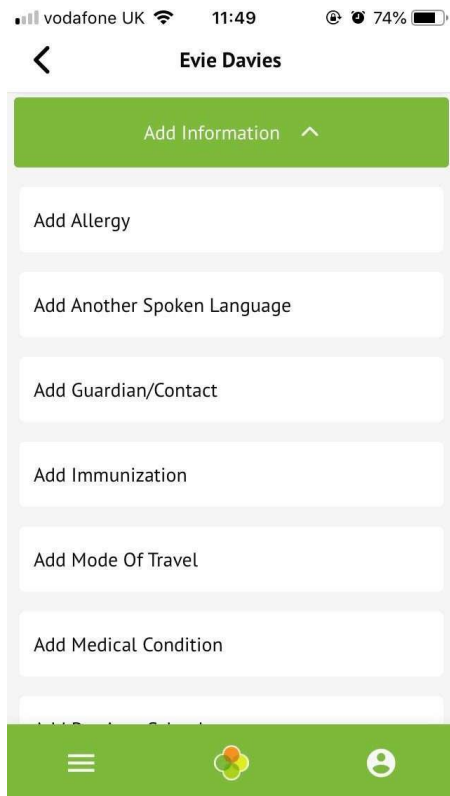
Delete

Confirm

## Other information you can view and amend

On the Arbor App

You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.



Once you have added the information, click the green button at the bottom.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

### Stephanie Davies





If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change  
Update Religion

Requested  
Mother (natural or adoptive)  
17 May 2019, 10:27, by Stephanie Davies

#### Changes

Religion  
**Old Value:**  
**New Value:** Buddhist  
Changed

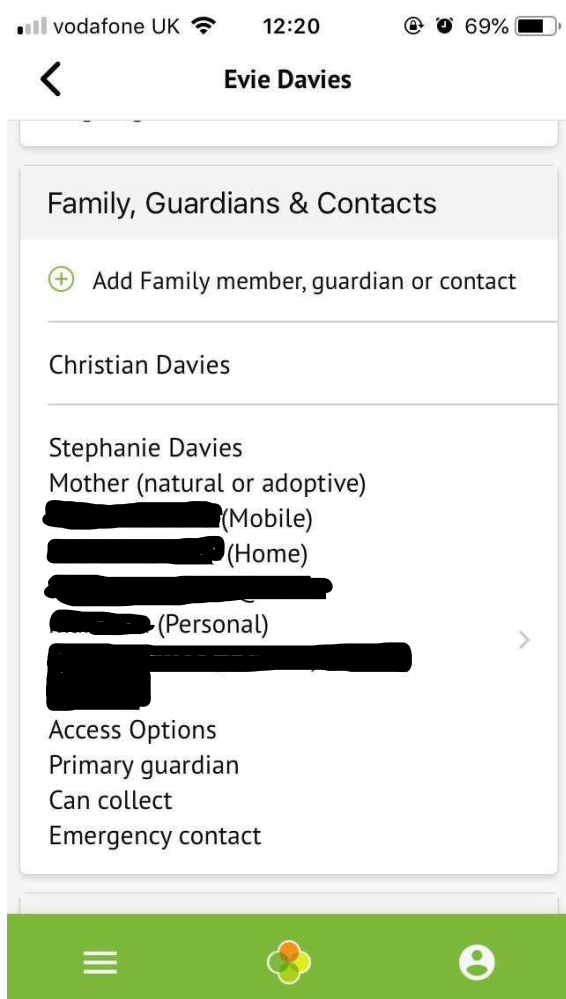
Cancel Change Request

## 4. Add new guardians and contacts for your child

As a primary guardian (parent/carer), you can log into the Parent Portal/Arbor App and update details about your child. Although you can't edit other guardian's details (you'll need to contact your school directly to do this), you can add new guardians linked to your child.

On the **Student Profile** icon (middle one), scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact**.
- To amend your information, click your name.



On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

**<**      **Stephanie Davies**

**Identity**

Name >  
Ms Stephanie Davies

---

Relationship to pupil >  
Mother (natural or adoptive)

---

Legal guardian  
Yes

For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

**×**

**Edit email address**

Email address owner  
Stephanie Davies

---

Type

---

Email address

**Delete**

**Confirm**

## Appendix A. Resetting my password

Having difficulty resetting your password? There's a number of reasons why you may be struggling to log in to the Arbor App or Parent Portal. Use the tips in this article on the Arbor website before raising an issue with your school: [Troubleshooting login issues - why can't I log in to my school's Parent Portal or Arbor App?](#)

### From within Arbor

#### From within the Parent Portal

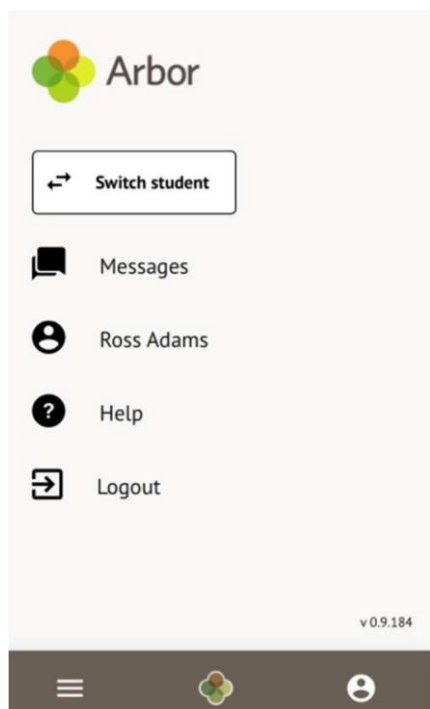
Go to **My Items > My Account**. Add in your new password details.



The screenshot shows the 'My Account' page with a 'Login Details' section. The 'Password' field has a 'Click to change password' link. To the right, a 'Change password' form is displayed with three input fields: 'Current password\*', 'New password\*', and 'Confirm password\*'. Below the form are 'Cancel' and 'Change password' buttons.

#### From within the Arbor App

If you are logged into the Arbor App, you can change your password by clicking the profile icon, then clicking your name.



You will then be able to see your account details including your non-email username.  
Click to change your password.

< My Account

Login Details

Username  
radams149

---

Password  
Click to change password >

On the next screen, type in your current password and your new password, then **Change Password**.

✕

Change password

Current password

New password

Confirm password

Change Password

## I've forgotten my password

### Reset your password for the Parent Portal

Click the **Forgot your password?** link on the login page to be sent a reset password email.

### Log in

Enter your email address

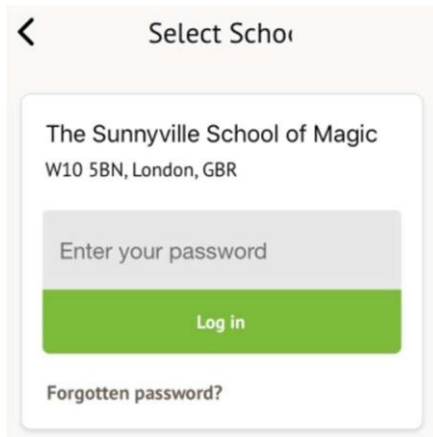
Enter your password

Log in

Remember me [Forgot your password?](#)

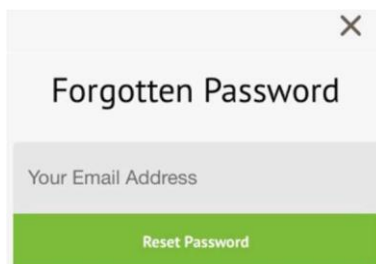
### Reset your password for the Arbor App

If you have accessed Arbor previously and have forgotten your password, select the **Forgotten password?** option when signing in to the Arbor App.



The screenshot shows a mobile app interface with a back arrow and the title 'Select School'. Below this, a card displays the school name 'The Sunnyville School of Magic' and address 'W10 5BN, London, GBR'. Inside the card, there is a password input field with the placeholder 'Enter your password', a green 'Log in' button, and a link for 'Forgotten password?'.

This will take you to a second screen where you can enter your email to generate a password change email.



The screenshot shows a mobile app interface with a close button (X) in the top right corner. The title is 'Forgotten Password'. Below the title, there is a text input field with the placeholder 'Your Email Address' and a green 'Reset Password' button.

## Appendix B. How can parents sign up for the Parent Portal if they have a child at more than one school using Arbor?

When a parent logs into the Parent Portal or the Arbor App they can see details about their children that attend one school using Arbor. If they have two children attending the same school, they can easily switch between students in the app or on the website.

But how does the Parent Portal work for parents with children at more than one school who use Arbor?

If a parent has children at more than one school their experience of logging into the Parent Portal and Arbor App will be a little different. If they use the same email address on their profile at both schools they will be asked which school they want to log into when they visit [login.arbor.sc](http://login.arbor.sc) or go to log into the Arbor App.



It looks like you have an Arbor account at more than one school.  
Which school would you like to log in to?

### Log in

laura.bailey@arbor-mail.com [Change E-mail](#)

Select a school ▼

Enter your password

**Log in**

Remember me [Forgot your password?](#)

**Please note: The parent won't be able to switch between students on the Parent Portal/Arbor App if the students attend two different schools. They will need to log out of one account and into another to see the information for both students.**

## Using the Parent Portal for the first time and setting a password

A parent can access the Parent Portal to log in for the first time in a few different ways:

1. By navigating to [login.arbor.sc](https://login.arbor.sc) and choosing **Forgotten your password?**
2. By navigating to the school's URL, for example, if your school is called Sunnyville your URL might be Sunnyville.uk.arbor.sc. Then clicking on **First Time Logging In?**
3. By clicking on a link in a Welcome to Arbor or reset password email. You can find more information about sending out welcome emails to parents [here](#).

When using option 3, Arbor will already know which school the new password is for.

When using options 1 or 2, if a parent has a profile at two schools with the same email address they'll see a drop-down where they can choose which school they're wanting to set a password for.



## Appendix C. How to find out more about Arbor – Useful links

### School Website

Visit your school's website – Select the 'Parents' tab to access useful guidance and links

### Arbor Help Centre

<https://support.arbor-education.com/hc/en-us/categories/360003289557-Parent-Portal-and-Arbor-App-as-a-parent>

Troubleshooting – [click here](#)

FAQs – [click here](#)