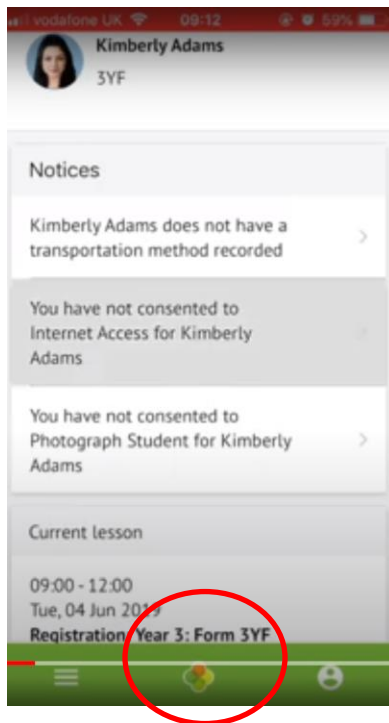# Parent Portal and The Arbor App

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.

![Arbor logo]

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).
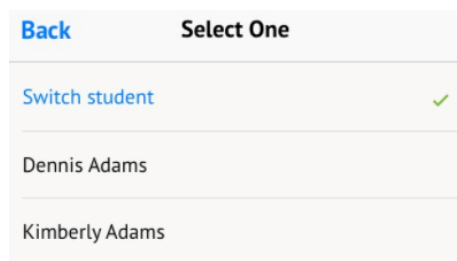
![Arbor logo]
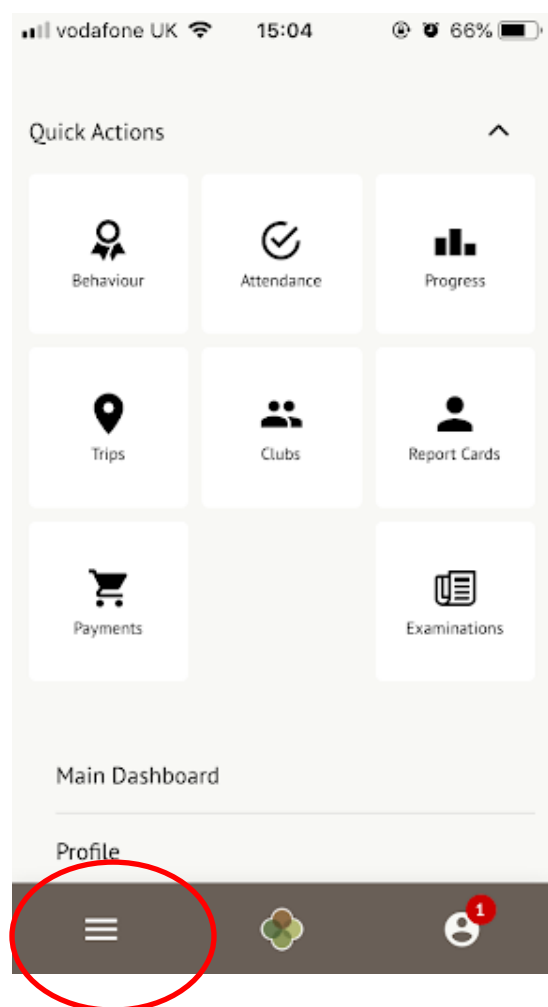
Profile Page

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

⇄ Switch student
💬 Messages
🧑 Ross Adams
❓ Help
➡ Logout

v 0.9.184
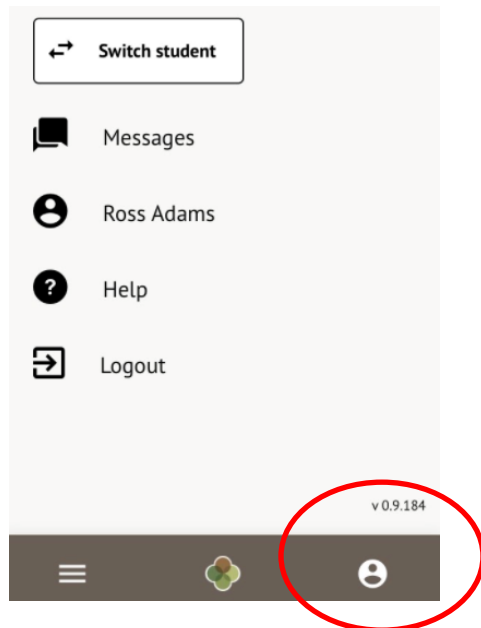
Click **Switch student**. Choose which child you would like to view.

Back	Select One	
Switch student		✓
Dennis Adams		
Kimberly Adams		

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

1.   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, clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: 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.

Enter your email address

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/MTBkNzIwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=

Use your email address when you log in next time:
Username: 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.
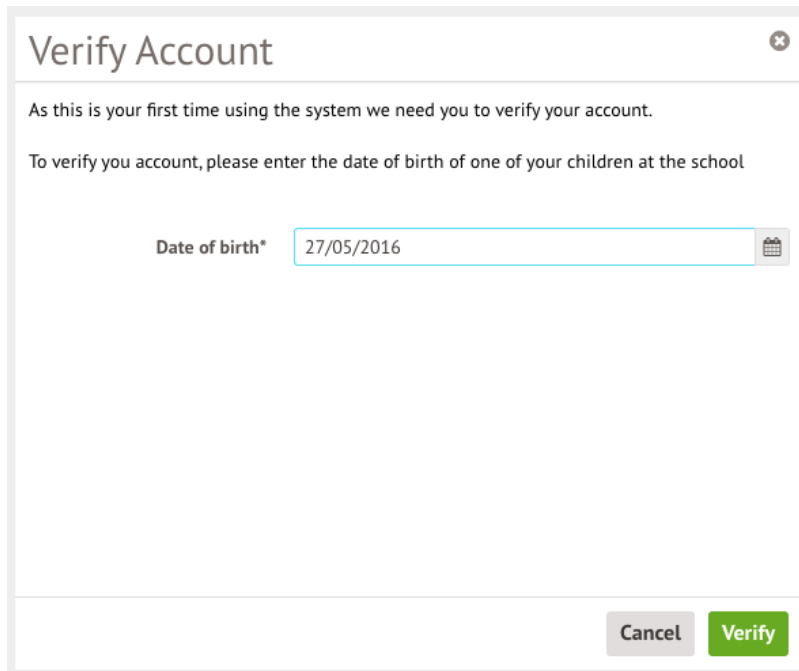
📄 View user terms & conditions

☑ 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.

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 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

@arbor-education.com	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.
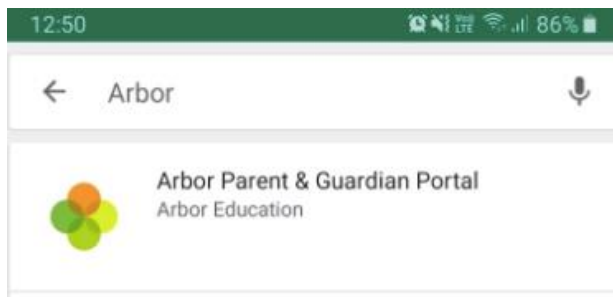
Who would you like to view?

Dennis Adams

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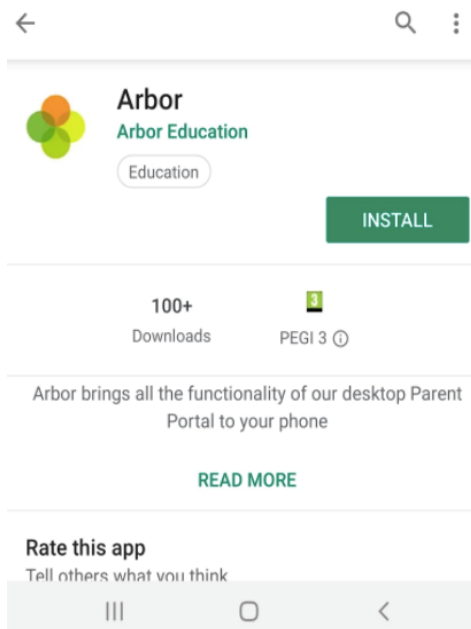
2. How do I get started with the Arbor App?

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.
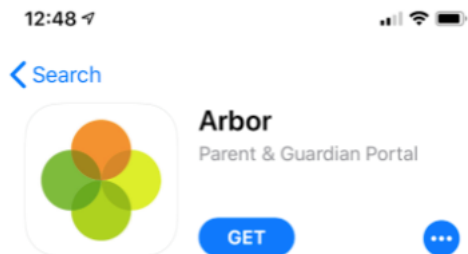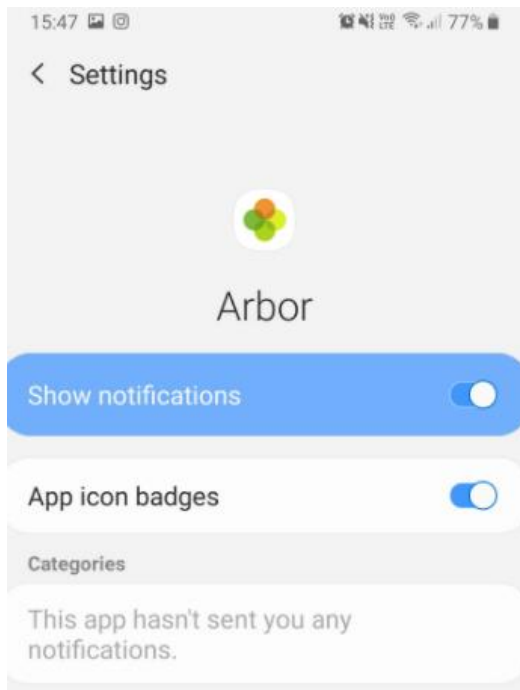

Enabling push notifications

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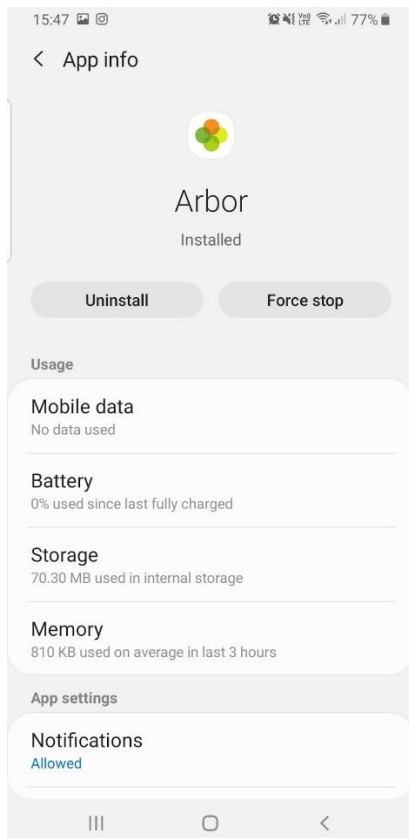
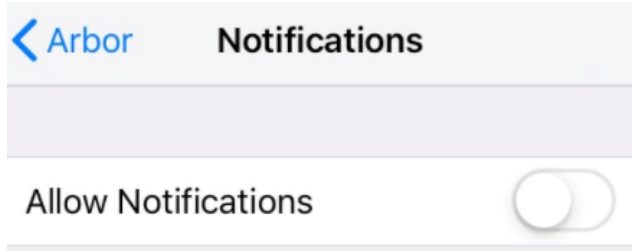Tap the slider to turn Push Notifications on and manage your settings.

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.
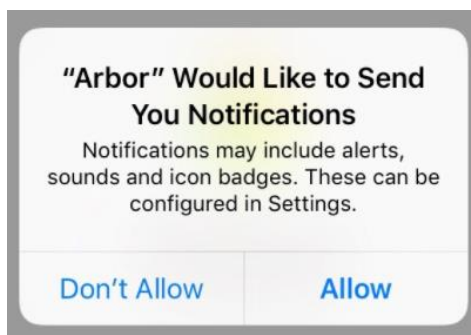
If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.
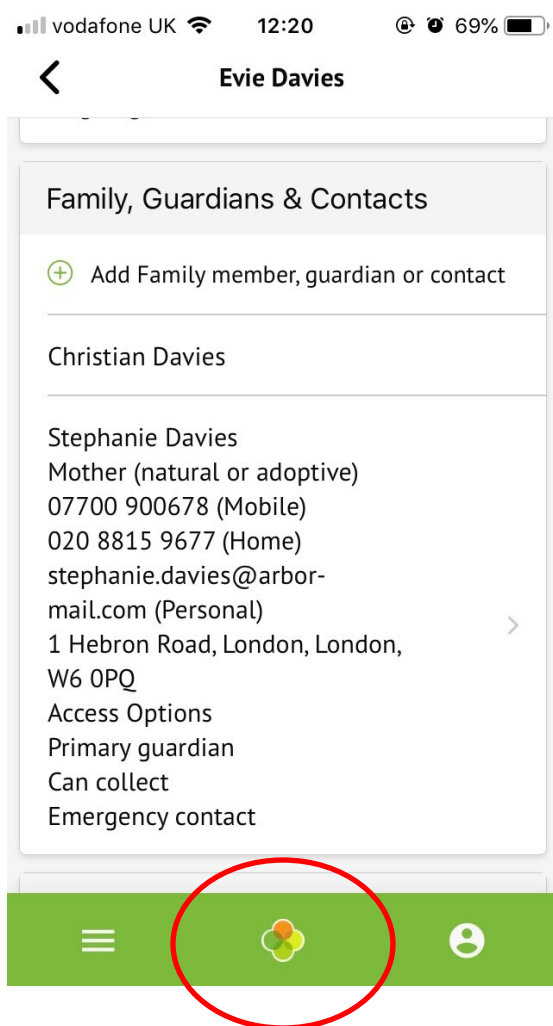
Tap the slider to turn push notifications on and manage your settings. We recommend setting you banner style to Permanent, so it doesn't disappear.
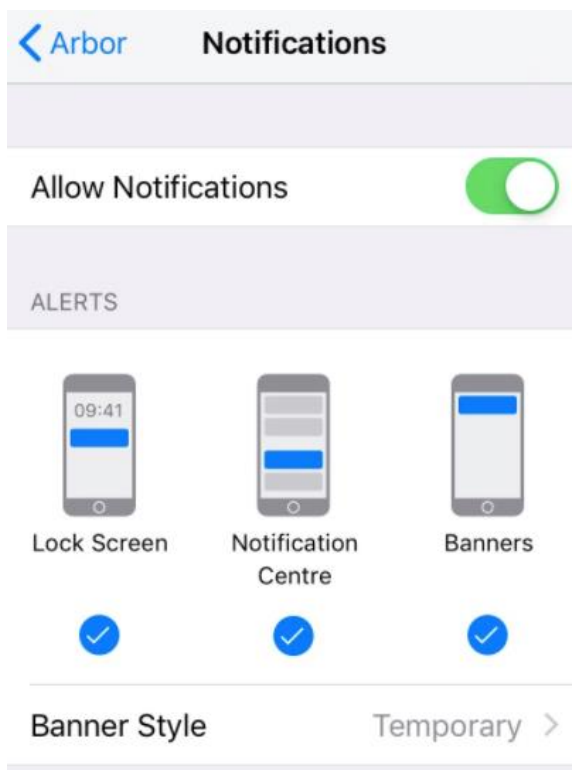
3. Seeing and updating my child's information on the Arbor App

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.

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.
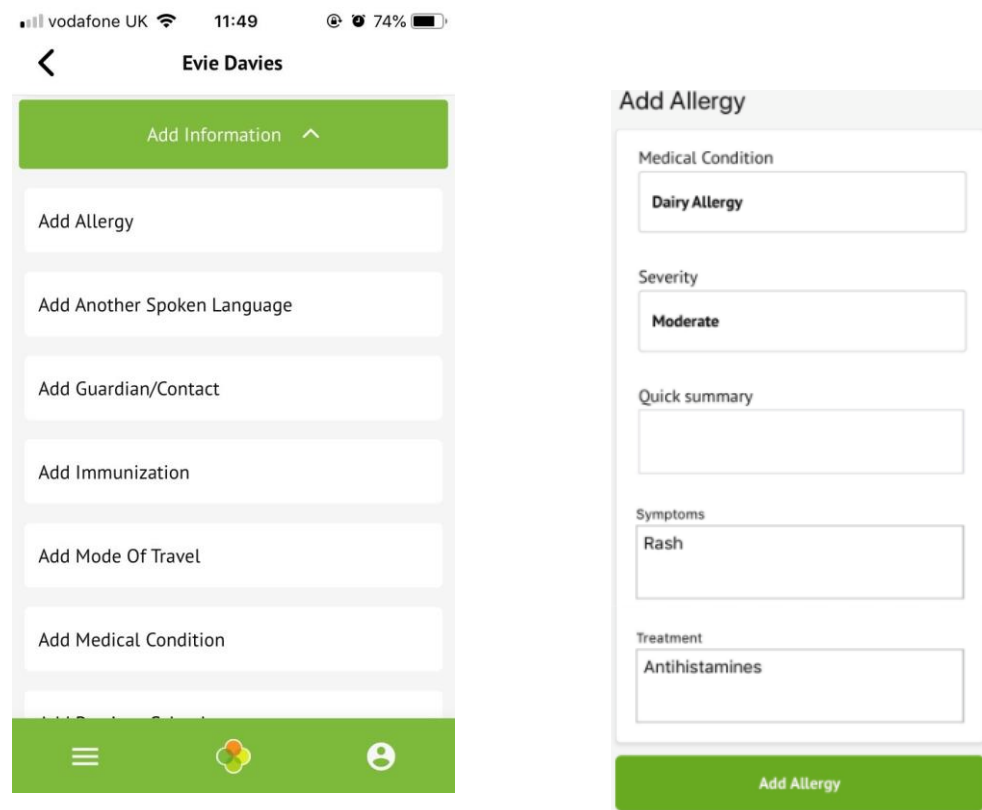

Other information you can view and amend

On the Arbor App

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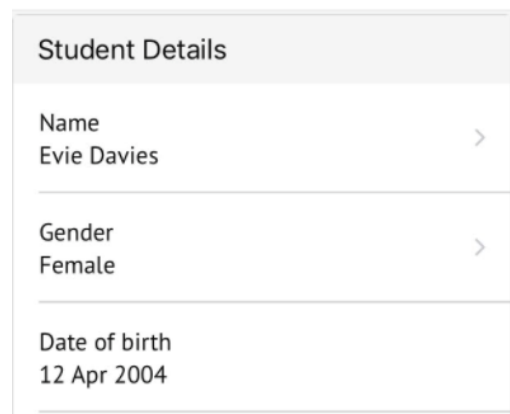

Once you have added the information, click the green button at the bottom.

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.

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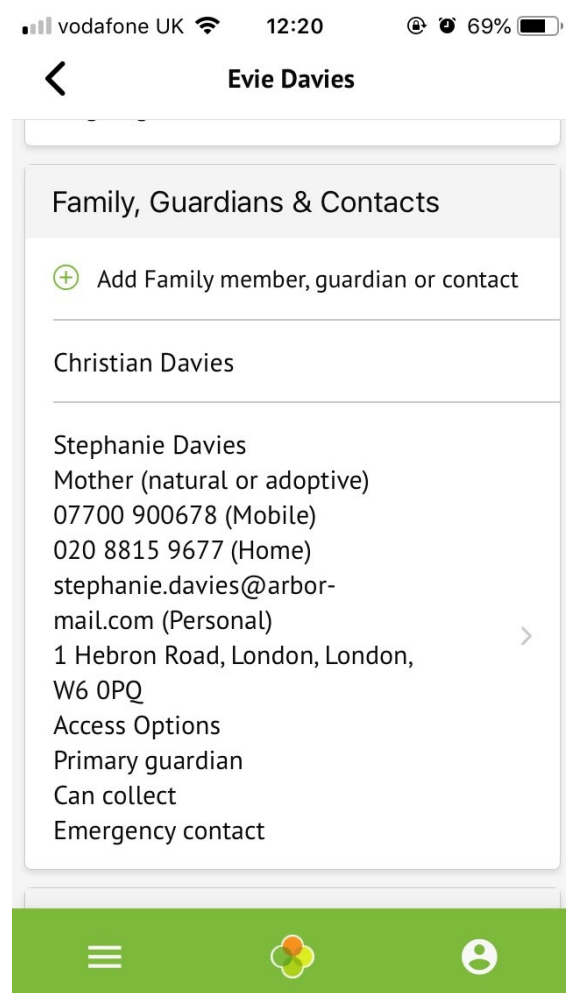**Old Value:**
New Value: Buddhist
Changed

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.

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.

5. Signing my child up for a Trip on the Arbor App

Registering a child for a trip using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact your school if you would like to cancel participation or would like a refund.

To sign up for a trip, click the menu icon at the bottom left of your screen. Select *Trips*.
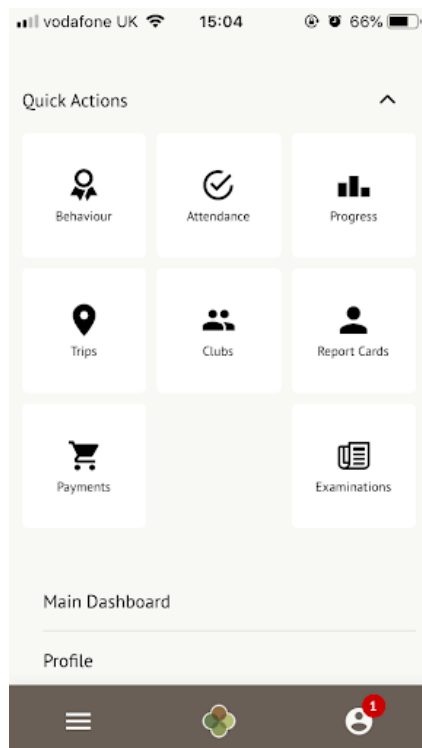
You will then be able to see all of your child's upcoming trips, and trips they are eligible for.

Select the trip to reach the **Trip Overview**. Click the green button to sign up for the trip and pay if required.

On the next page, if no payment is required, you can simply sign up.

If no payment is required but you are allowed to give a contribution, you can select this option.

Voluntary Contribution
Yes

Payment Amount

Payment amount

£ 2

Cancel

Sign Up For Trip (No Payment)

Pay

If it is a trip you have to pay for, you can input your card details to pay.

.ıll vodafone UK 🛜   15:10   ⊛ ⏱ 37% 🔋

✕

Trip dates
30 Aug 2019, 11:35 - 31 Aug 2019, 11:35

Price
£105.36

Minimum Instalment
£50.50

Payment Amount

Payment amount

£ 50.5

Cancel

Pay

6. Payment accounts and topping up the meal account on the Arbor App

You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts.

Please note that once you have topped up, you will need to contact your school if you would like to move money to a different account or would like a refund.

On the Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top up here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click *Payments*.

Click an account to see more information, or top up.

Click the green button to top up the account by inputting your card details.

Input the amount to top up, then click to pay.

Payment amount

£ 10.00

Narrative

Dinner money

Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

Make Payment ⊗

Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

Cancel   Pay £30.00

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced Strong Customer Authentication (SCA) regulations.

If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code
- your mobile banking app
- another method

For example, here's what it may look like if you're using Monzo (we are not affiliated with Monzo, this is purely an example).
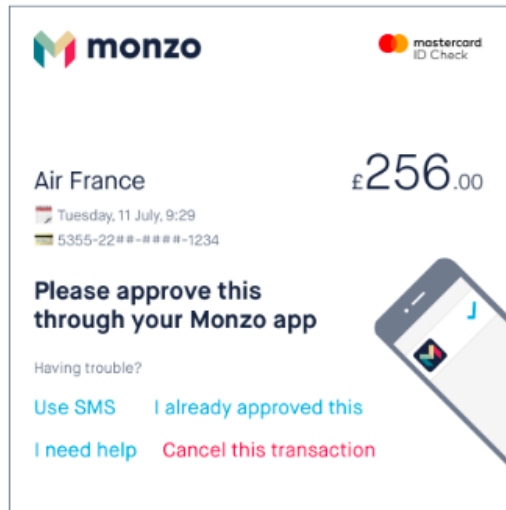
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

7. School Shop (via the Arbor App)

To purchase an item from the school shop, click the Arbor icon at the bottom middle of your screen, scroll all the way to the bottom of the page, and select School Shop. **Make sure the name displayed at the top is the child you want to purchase the item for.**
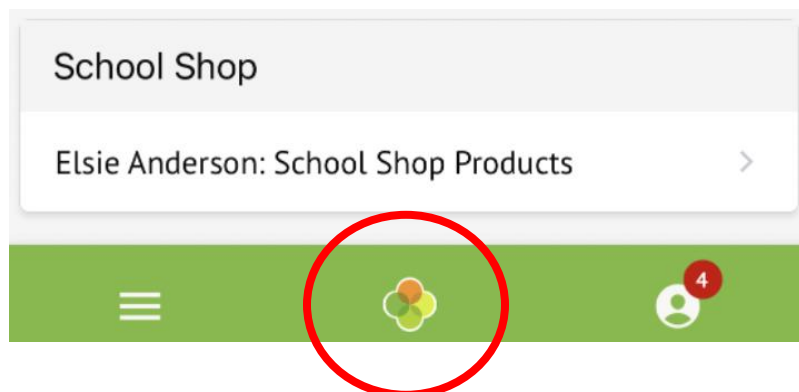
The **School Shop** page will list any items that can be purchased for the child. Click on an item.
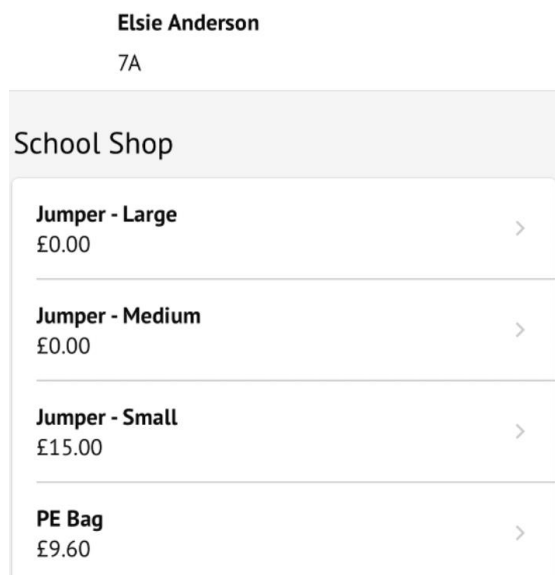
Enter the number of items you wish to buy, then click **Buy product**.

Jumper - Small

Order Information

Quantity

2 ⌄

Buy Product

Product Details

Product name
Jumper - Small

Description
A red branded school jumper in size small. This jumper is suitable for all year groups.

Price
£15.00

- If the item is free for your child, click **Order.**
- If you need to pay for the item, click **Pay now** or, if you wish to purchase further items, you can '**Add to Basket'** and pay later.

You can add a note for your school if needed.

Buy Product

Product Details

Product name
Jumper - Small

Description
A red branded school jumper in size small. This jumper is suitable for all year groups.

Total price
£30.00

Order Information

Quantity
2

Add a note to your order

Cancel

Pay Now

Add the card details - Arbor accepts Visa or Mastercard only. Apple/Google Pay is also available.

Make Payment

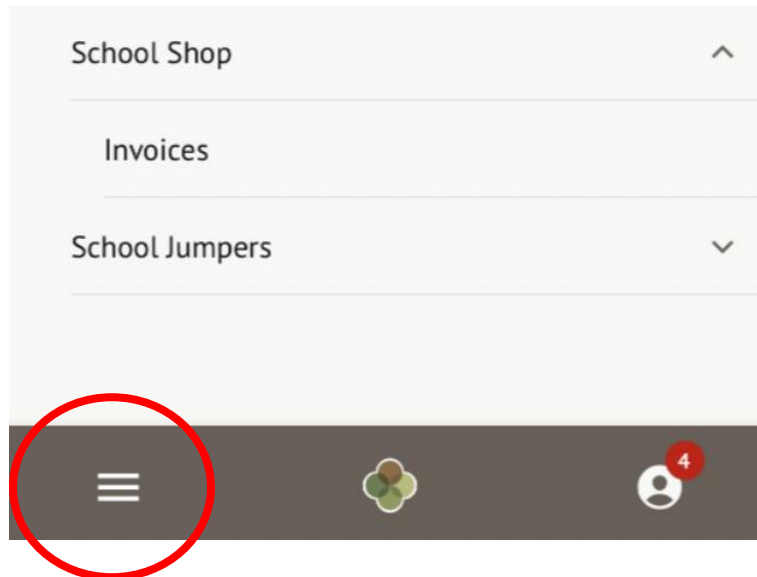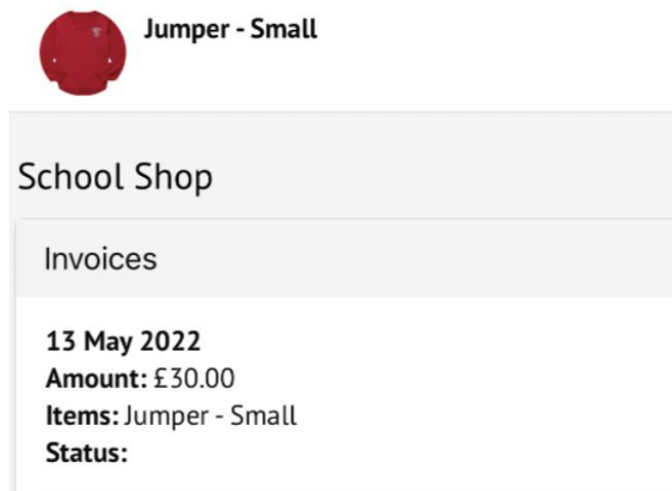|	
Card number	1234 1234 1234 1234
Expiration date	MM / YY
Name on card	
Security code (CVV/CVC)	CVC

Cancel   Pay £5.00

To view your purchased items, click the **menu** item in the bottom left, scroll down to **School Shop** and select **Invoices.**
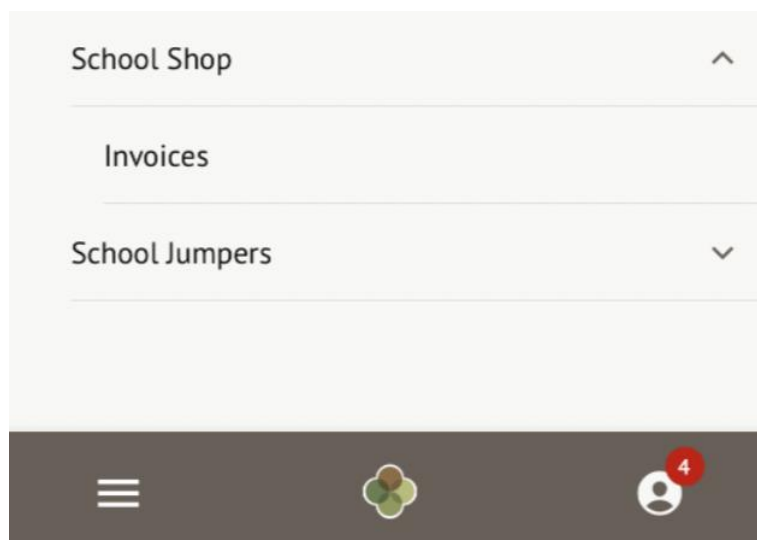

Here you can see the purchases.

To view your purchased items, click the menu item in the bottom left, scroll down to **School Shop** and select **Invoices**.

Here you can see the purchases. It'll either show **'Status: Paid**' in green text, or **'Status: Issued'** or **'Status: Cancelled'** in black text.

What can you see on each page?

Please visit the website for further information about payments .

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
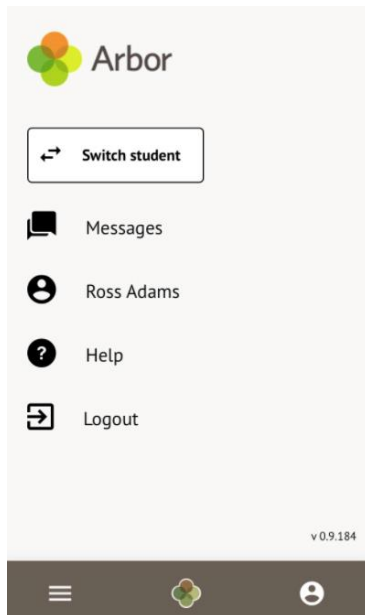
From within the Parent Portal

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

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.

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.

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.

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

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 or go to log into the Arbor App.

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 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.

Select a school ⌄

Reset password

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