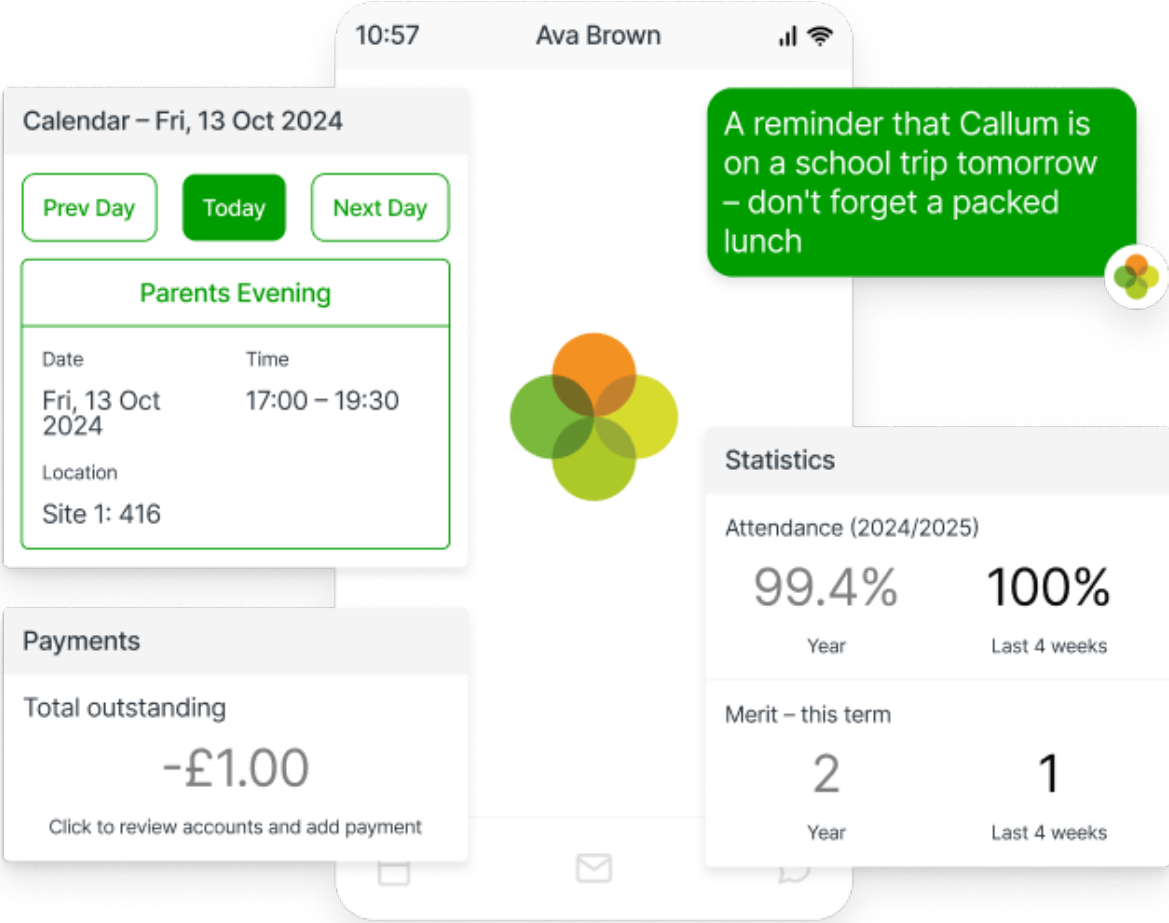




Arbor Parent App



The image shows a mobile app interface for a parent named Ava Brown. At the top, the status bar shows the time 10:57, the name Ava Brown, and signal strength and Wi-Fi icons. The app features several panels: a calendar for Friday, 13 Oct 2024, with navigation buttons for 'Prev Day', 'Today', and 'Next Day'; a 'Parents Evening' event card for Friday, 13 Oct 2024, from 17:00 to 19:30 at Site 1: 416; a 'Payments' section showing a total outstanding of -£1.00 with a link to review accounts; and a 'Statistics' section showing attendance at 99.4% for the year and 100% for the last 4 weeks, and merit at 2 for the year and 1 for the last 4 weeks. A green notification bubble states: 'A reminder that Callum is on a school trip tomorrow – don't forget a packed lunch'. A central logo consisting of four overlapping circles (orange, green, yellow, and light green) is also visible.

10:57 Ava Brown  

Calendar – Fri, 13 Oct 2024

[Prev Day](#) **Today** [Next Day](#)

Parents Evening

Date	Time
Fri, 13 Oct 2024	17:00 – 19:30

Location
Site 1: 416

Payments

Total outstanding

-£1.00

[Click to review accounts and add payment](#)

Statistics

Attendance (2024/2025)

99.4%	100%
Year	Last 4 weeks

Merit – this term

2	1
Year	Last 4 weeks

A reminder that Callum is on a school trip tomorrow – don't forget a packed lunch

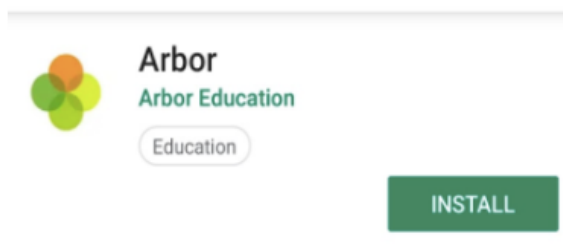
You will have received an email from Arbor with a Portal link. If you have not received this, please contact the school office.

1. Downloading the Parent App

For Android devices:

Go to your device's Play Store.

Search for 'Arbor' and tap the top result: "Arbor Parent & Guardian Portal"



For iOS (Apple) Devices:

Go to your device's App Store.

Search for 'Arbor' and tap the top result



2. Logging into the Parent Portal or App

Once you have the app or are on the Parent Portal website, follow these steps to log in.

If you haven't received a welcome email or login details, please contact your school directly.

A. First-Time Login (Setting Your Password)

If this is your first time logging in, you'll need to set your password. Your school will send you a welcome email with a link to do this.

Find the Welcome Email: Look for an email from Arbor in your inbox.

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

Tip: If you can't find it, check your junk or spam folder!

Click the Login Link: Inside the email, click on the unique login link provided. This link will take you to a secure page to set up your account.

Set Your Password:

Enter your chosen password into the Password field.

Enter it again into the Confirm Password field.

Make sure your password meets the criteria (e.g., length, characters) shown on the screen.

Click the Set Password button.

Log In: You'll then be redirected to the login page. Enter your email address (the one your school has for you) and your newly set password, then click Log In.

B. Logging in with an Existing Account

If you've already set up your password, you can log in directly:

Open the App or Go to the Portal:

On your mobile device, open the Arbor Parent App.

On a computer, navigate to the Arbor Parent Portal website.

Enter Your Details:

In the Email address field, enter the email address your school has on record for you.

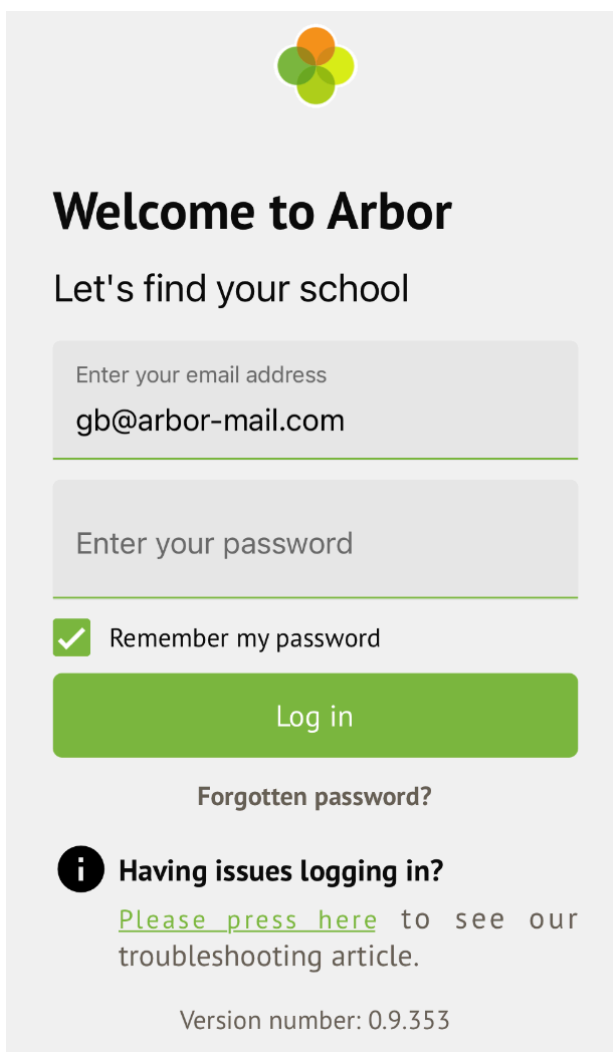
In the Password field, enter your password.

Click Log In: Tap or click the Log In button.

Logging in for the first time

When you open the app for the first time, you'll be prompted to add in your email address and password.

The Remember my password box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.

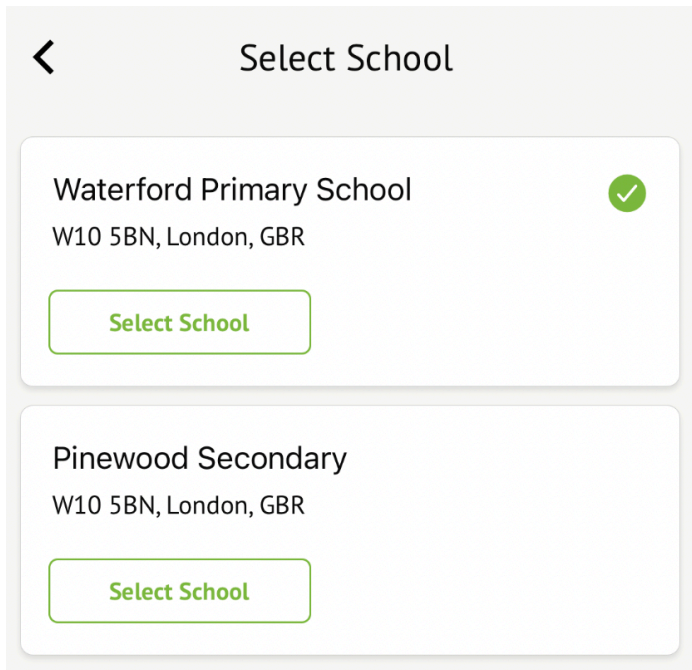


The screenshot shows the login interface for the Arbor app. At the top is the Arbor logo, which consists of four overlapping circles in orange, yellow, and green. Below the logo is the heading "Welcome to Arbor" in a bold, black font. Underneath is the sub-heading "Let's find your school". There are two input fields: the first is for the email address, with the placeholder text "Enter your email address" and the example "gb@arbor-mail.com"; the second is for the password, with the placeholder text "Enter your password". Below the password field is a checkbox labeled "Remember my password", which is checked with a green checkmark. A large green button with the text "Log in" is positioned below the checkbox. Under the button is a link for "Forgotten password?". At the bottom, there is an information icon (a lowercase 'i' in a circle) followed by the text "Having issues logging in?". Below this is a link that says "Please press here" followed by the text "to see our troubleshooting article.". At the very bottom, the version number "Version number: 0.9.353" is displayed.

Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

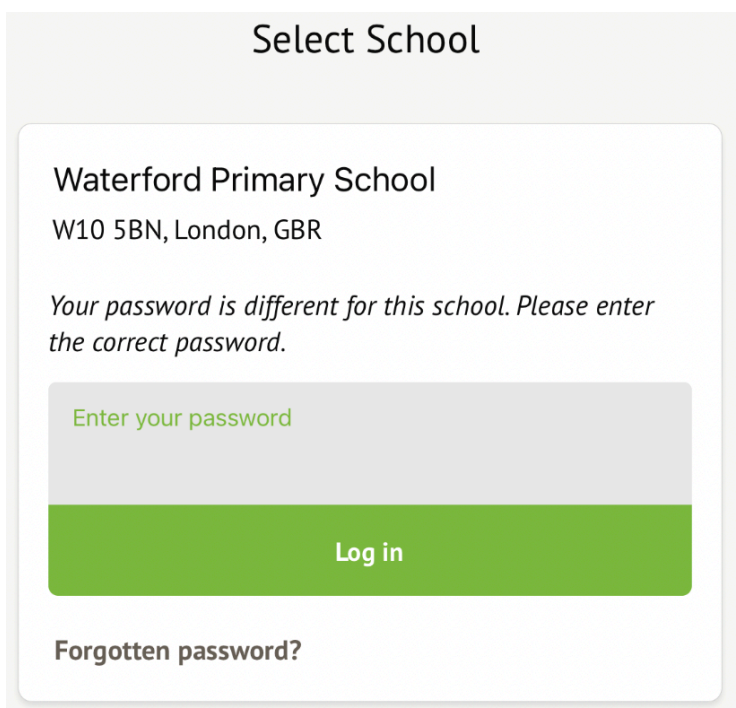
Click on a school with a tick to be logged right in.

Click on a school without a tick to input your alternative password for that school.



The screenshot shows a mobile application interface titled "Select School". At the top left is a back arrow icon. Below the title, there are two school selection cards. The first card is for "Waterford Primary School" with the address "W10 5BN, London, GBR" and a green checkmark icon in the top right corner. Below this card is a green "Select School" button. The second card is for "Pinewood Secondary" with the address "W10 5BN, London, GBR" and no checkmark. Below this card is also a green "Select School" button.

Once you input your alternative password, it'll save this password for next time.



The screenshot shows the "Select School" screen for the "Waterford Primary School" card. The school name and address are displayed. Below this, a message reads: "Your password is different for this school. Please enter the correct password." There is a text input field with the placeholder text "Enter your password". Below the input field is a large green "Log in" button. At the bottom of the card, there is a link that says "Forgotten password?".

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?

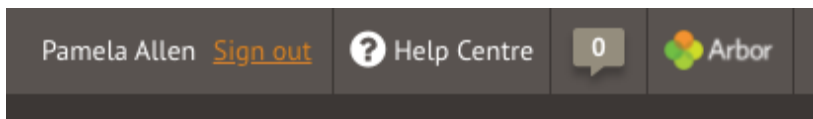
Dennis Adams

Kimberly Adams

Logging out

From Parent Portal

To log out, just click the Sign out link at the top-right of your page.



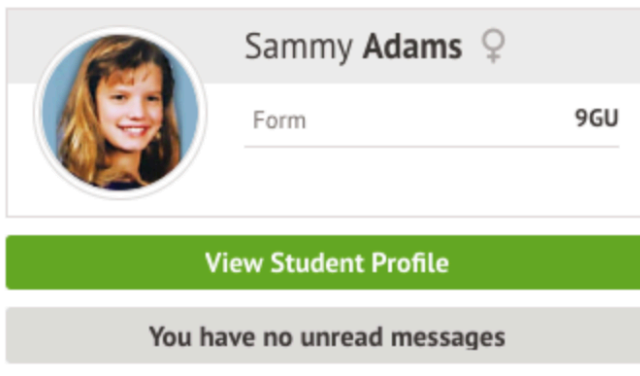
From the Parent App

You will automatically be logged out of the Parent App after 30 minutes of inactivity.

Your Homepage Dashboard

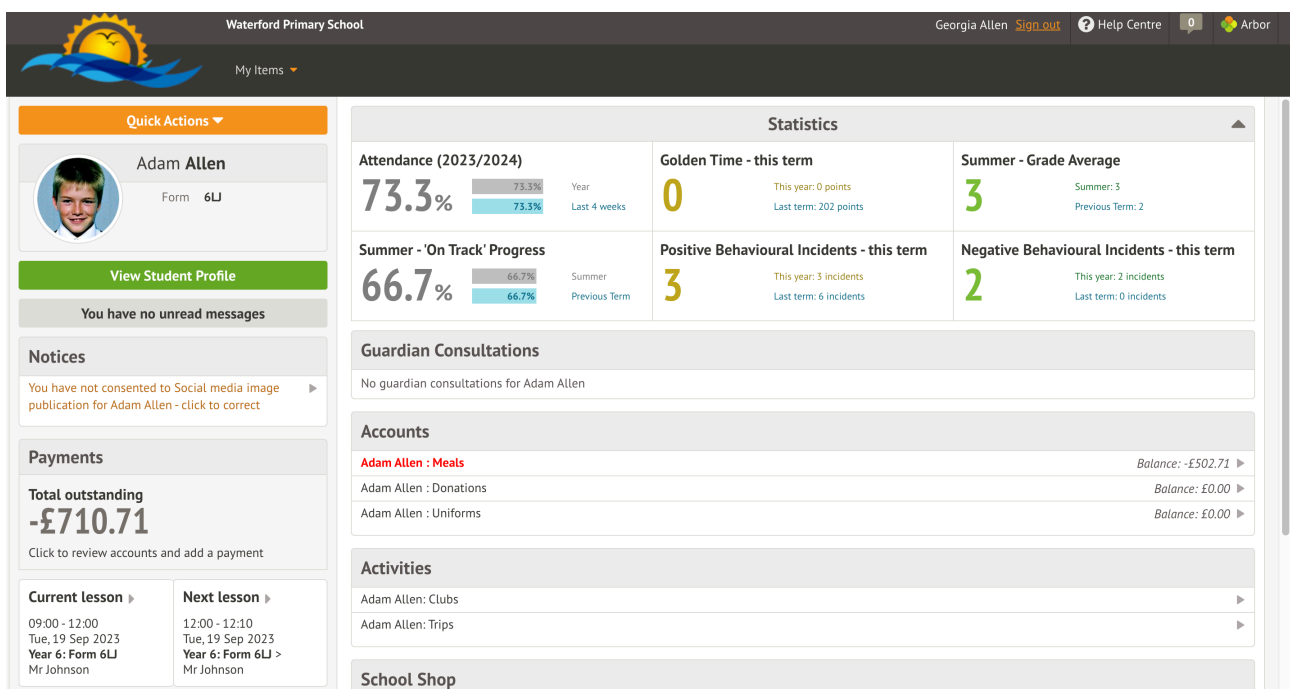
The dashboard is the first screen that you will see. This gives a quick glance of the student's daily timetable, behaviour points, meals, notices, current attendance and progress.

You can see your **in-app messages** by clicking this button under your child's photo.



Sammy Adams ♀
Form 9GU
[View Student Profile](#)
You have no unread messages


You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.



Waterford Primary School Georgia Allen [Sign out](#) [Help Centre](#) 9 Arbor

My Items ▾

Quick Actions ▾

 **Adam Allen**
Form 6LJ
[View Student Profile](#)
You have no unread messages

Notices

You have not consented to Social media image publication for Adam Allen - [click to correct](#)

Payments

Total outstanding
-£710.71
[Click to review accounts and add a payment](#)

Current lesson ▶	Next lesson ▶
09:00 - 12:00 Tue, 19 Sep 2023 Year 6: Form 6LJ Mr Johnson	12:00 - 12:10 Tue, 19 Sep 2023 Year 6: Form 6LJ > Mr Johnson

Statistics

Attendance (2023/2024)	Golden Time - this term	Summer - Grade Average
73.3% 75.3% Year 73.3% Last 4 weeks	0 This year: 0 points Last term: 202 points	3 Summer: 3 Previous Term: 2
Summer - 'On Track' Progress	Positive Behavioural Incidents - this term	Negative Behavioural Incidents - this term
66.7% 66.7% Summer 66.7% Previous Term	3 This year: 3 incidents Last term: 6 incidents	2 This year: 2 incidents Last term: 0 incidents

Guardian Consultations

No guardian consultations for Adam Allen

Accounts

Adam Allen : Meals	Balance: -£502.71 ▶
Adam Allen : Donations	Balance: £0.00 ▶
Adam Allen : Uniforms	Balance: £0.00 ▶

Activities

- Adam Allen: Clubs ▶
- Adam Allen: Trips ▶

School Shop

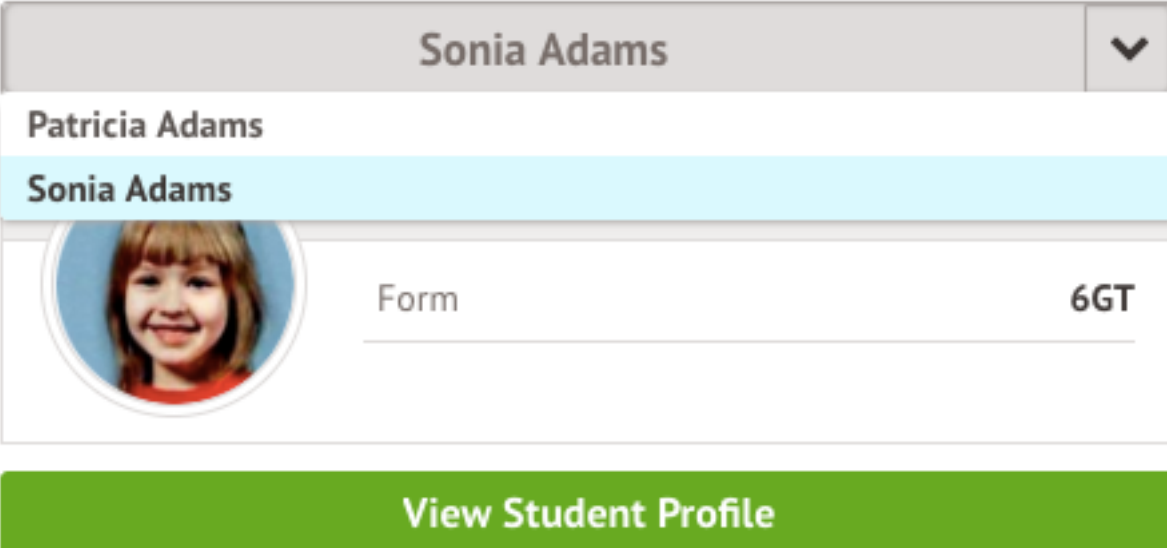
Being a guardian for multiple children - switching students

If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal.

On the Parent Portal

On the left-hand side of your homepage, click the arrow next to the current child's name. Select the other child.


When doing this for the first time, you will need to enter your other child's date of birth.



Sonia Adams

Patricia Adams

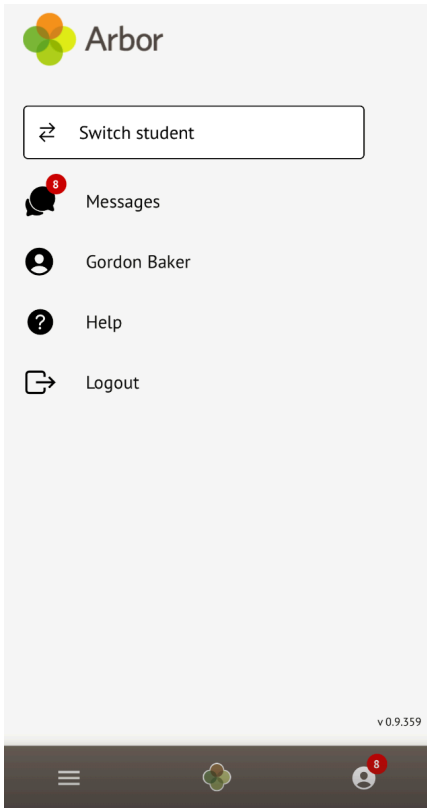
Sonia Adams

 Form 6GT

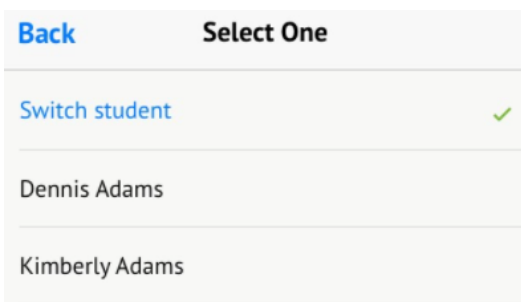
[View Student Profile](#)

On the Parent App

Click the profile icon at the bottom right of your screen and click Switch student.



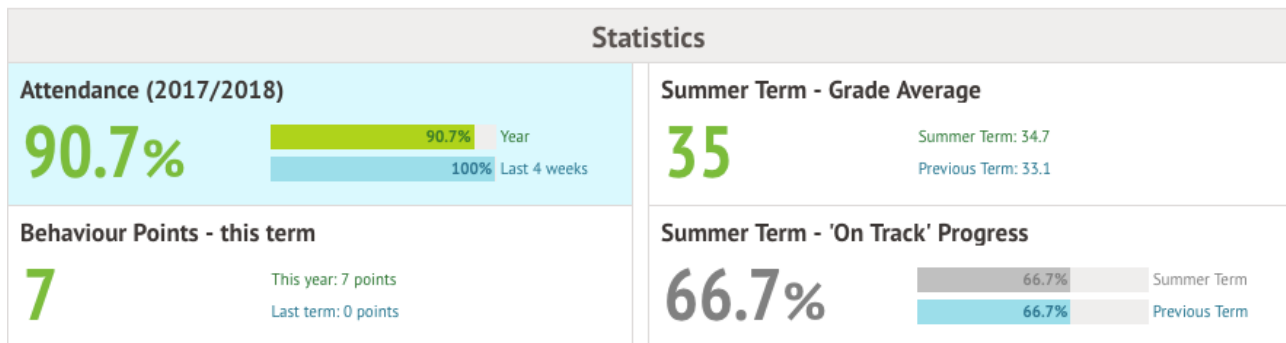
Choose which child you would like to view.



Available data on your child

If your child's school has granted access, you will be able to click on different parts of the home page to view more data on your child.

For example, clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent.



Megan's page
Main Dashboard
Profile
Calendar
▼ Attendance
Summary
By Date
Progress
▶ Activities
Behaviour
▶ Curriculum Tracking
▶ Examinations
Report Cards
▶ Accounts
▶ Guardian Consultations

Recent Attendance for Megan Hill

Statistics for Academic Year 2018/2019	
Possible sessions	404
Present	398 sessions (98.51%)
Late	12 sessions (3.02%)
Authorised absent	6 sessions (1.49%)
Unauthorised absent	0 sessions (0.00%)

Recent Attendance (12 Jun 2019 - 19 Jun 2019)	
Present	9 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

Student Profile

Access your child's profile by clicking the View Student Profile button on your homepage.

This allows you to see basic information about your child, and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

From here you can access more areas of their profile for:


Calendar and Timetable

Attendance - The summary page shows statistics and recent attendance for the academic year as shown. The Attendance By Date page is a breakdown of the student's attendance, day by day with the mark.

Behaviour - View the positive and negative behaviour points given as well as any comments that may have been written about the instances.

Report cards - All the report cards that your school has published for your child will be available here.

Payments - Manage your outstanding payments.



Dean Adams

Form	6BY
Year	Year 6
House	Colville
Tutor	Mr Green

Notices

- Dean Adams does not have a transportation method recorded - click to correct ▶
- Dean Adams does not have any details on hearing tests - click to correct ▶
- Dean Adams does not have any details on vision tests - click to correct ▶
- You have not consented to Photograph Student for Dean Adams - click to correct ▶

Student Details

Name	Dean Adams	▶
Sex	Female	▶
Date of birth	15 May 2012	
Ethnicity	Black - African	▶
Religion	Not recorded - click to add	Pending change ▶
Language	English (Native speaker)	▶
Service child	No	

Student Contact Details

[+ Add](#)

Instructions

This page lets you add and edit information and guardian details for Dean Adams.

Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

[Add Information ▼](#)

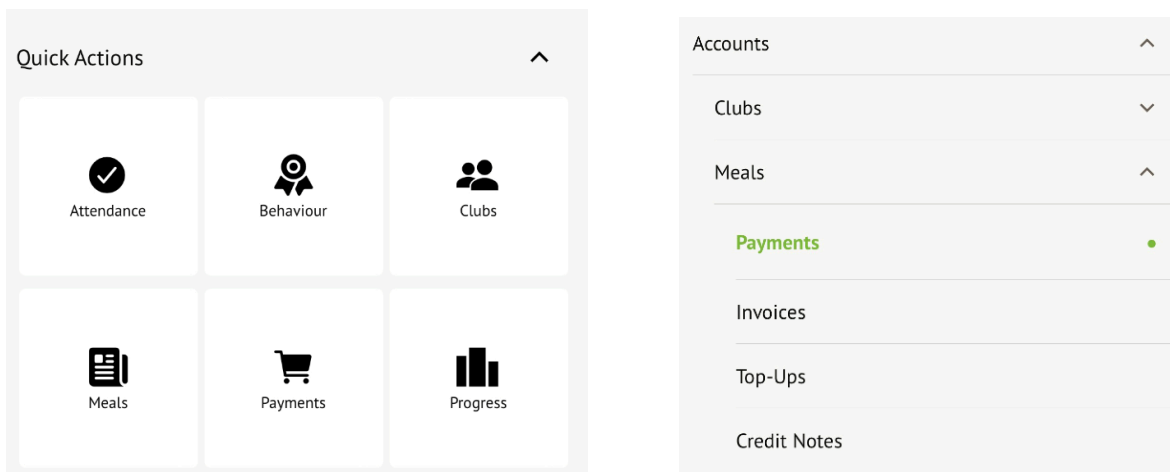
Topping Up Payments Account

To see accounts for one of your children, you can either:

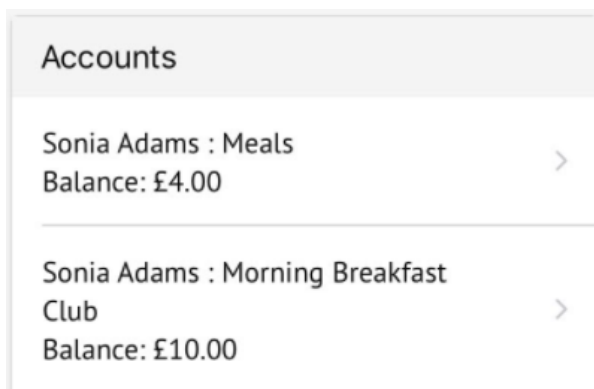
Select the **Menu** icon and then click the **Payments** button.

Use the menu.

Click into a specific account from the student's page.



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



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

Meals Balance: £4.00

Term

Summer Term

Top Up Account

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.

If Apple Pay and GooglePay is available you can use that.

