

## Arbor Parent Portal Guide

### What is the Parent Portal?

The Parent Portal is our new digital platform for communicating with parents that is accessible to guardians on a laptop or computer. The Parent Portal will enable you to do the following:

- Receive messages from the school
- Make payments for school meals
- Make payments for school trips / clubs
- See data relating to your child (behaviour, attendance, schools reports)

### What is the Parent App?

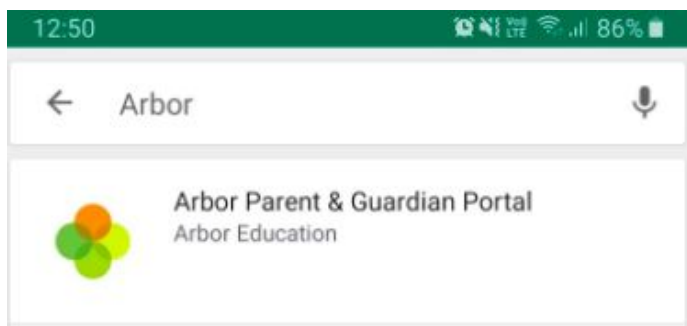
The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

### How do I get started with the Parent App?

#### Downloading the Parent App

##### Android

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



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

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## IOS

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



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 Parent App, they will send you a welcome email to set your password. You won't be able to do this through the app, as the links in the reset password emails only work with a browser.

The welcome email from your school will contain 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 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,

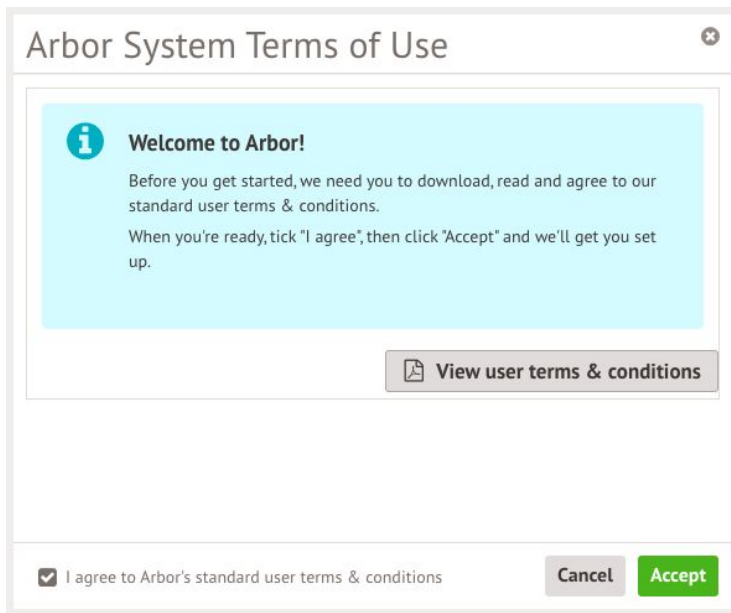
Team Arbor

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

## Create password

Create password

Click to accept the terms and conditions.



The image shows a dialog box titled "Arbor System Terms of Use". It contains a light blue information box with the text: "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." Below this is a button labeled "View user terms & conditions". At the bottom, there is a checked checkbox for "I agree to Arbor's standard user terms & conditions", and two buttons: "Cancel" and "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 be logged in.

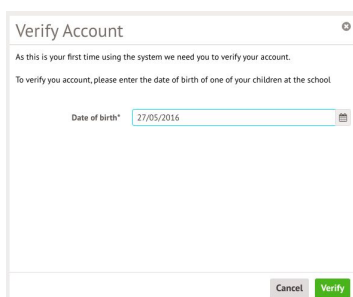
You can then close your browser and switch to using the app.

## Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

Top Tip: You will need to download the latest version from the app store to use biometric login:

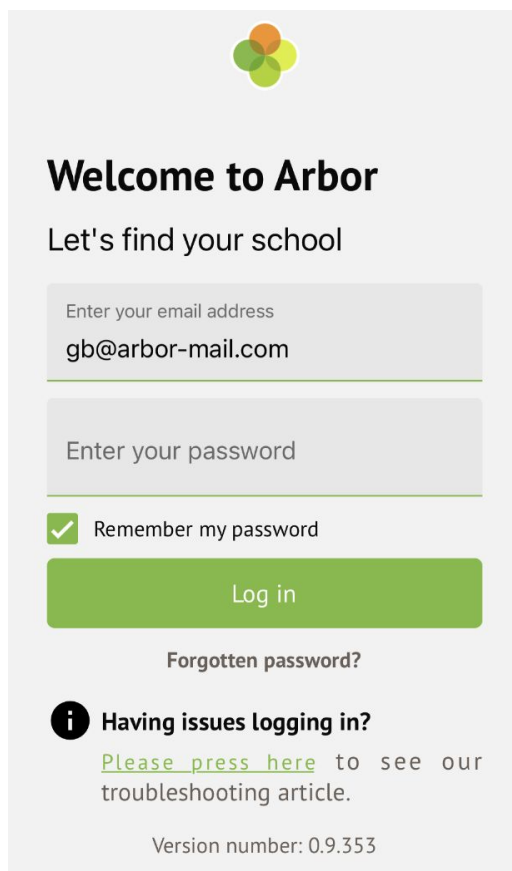
- The version number for iOS for biometric login is 24.1
- The version number for Android is 35 (24)



The image shows a dialog box titled "Verify Account". It contains the text: "As this is your first time using the system we need you to verify your account. To verify your account, please enter the date of birth of one of your children at the school." Below this is a text input field labeled "Date of birth\*" with the value "27/05/2016" and a calendar icon. At the bottom, there are two buttons: "Cancel" and "Verify".

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 image shows the login screen of the Arbor app. At the top is a logo consisting of three overlapping circles in orange, green, and yellow. Below the logo is the heading "Welcome to Arbor" and the sub-heading "Let's find your school". There are two input fields: "Enter your email address" with the text "gb@arbor-mail.com" and "Enter your password". Below the password field is a checkbox labeled "Remember my password" which is checked. A green "Log in" button is positioned below the checkbox. Underneath the button is a link for "Forgotten password?". At the bottom, there is an information icon followed by the text "Having issues logging in?" and a link "Please press here" to see a troubleshooting article. The version number "0.9.353" is displayed at the very bottom.

Make sure both your email address and password are correct, or you'll receive this message.

Incorrect email address or password

CLOSE

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When your email address and password are correct, Arbor will check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.



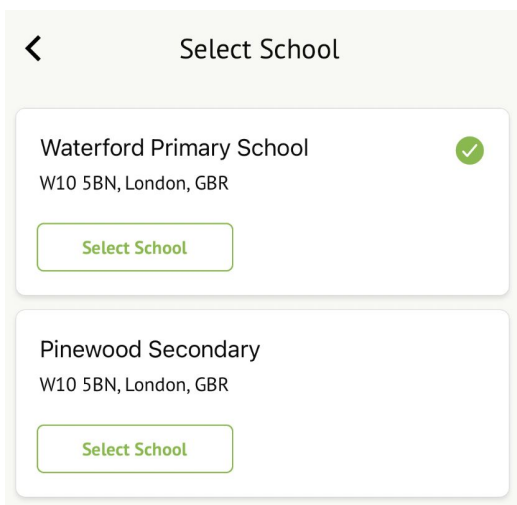
Remember my password

Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

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.



Select School

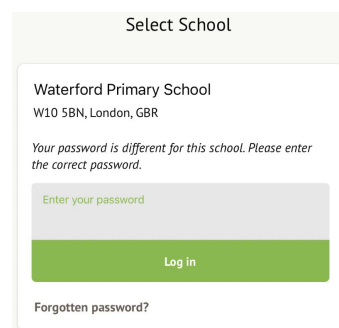
Waterford Primary School  
W10 5BN, London, GBR

Select School

Pinewood Secondary  
W10 5BN, London, GBR

Select School

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



Select School

Waterford Primary School  
W10 5BN, London, GBR

Your password is different for this school. Please enter the correct password.

Enter your password

Log in

Forgotten password?

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

### Select School

Waterford Primary School  
W10 5BN, London, GBR

*Your password is different for this school. Please enter the correct password.*

Log in

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

Below is a link to the Arbor website which includes an introduction to the Parent Portal for guardians.

[https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents#h\\_01HAPC98YQGHC30QF1BDQCYGT2](https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents#h_01HAPC98YQGHC30QF1BDQCYGT2)

If you have any problems logging in, please contact the school office and a member of staff will be happy to assist you.