



Introduction to Arbor Parent Portal and App

Logging on for the first time 1 of 8

- 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.

Logging on for the first time 2 of 8

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

Logging on for the first time 3 of 8

- 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

Logging on for the first time 4 of 8

- 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

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

Logging on for the first time 5 of 8

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

Create password

New password


Confirm password

Create password

Logging on for the first time 6 of 8


- 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

Logging on for the first time 7 of 8

- 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.

Verify Account

As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth*

Logging on for the first time 8 of 8

- 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

The screenshot shows the Arbor Parent Portal login interface. On the left, under the heading "Log in", there are two input fields: one for an email address (pre-filled with "@arbor-education.com") and one for a school selection (pre-filled with "Arbor (W10 5BN)"). To the right of each field is a link: "Change E-mail" and "Change School". Below these is a password field with masked characters ".....". A large green "Log in" button is positioned below the password field. At the bottom left, there is a "Remember me" checkbox. At the bottom right, there is a link "Forgot your password?". On the right side of the page, under the heading "Need some help?", there is a paragraph of text and a list of three links: "I'm a guardian", "I'm a school's MIS user", and "I'm a Group MIS user". Below this, under the heading "Looking for Arbor Insight?", there is another paragraph of text.

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 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?](#)

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Looking for Arbor Insight?

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Logging into the Parent App 1 of 2

- 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

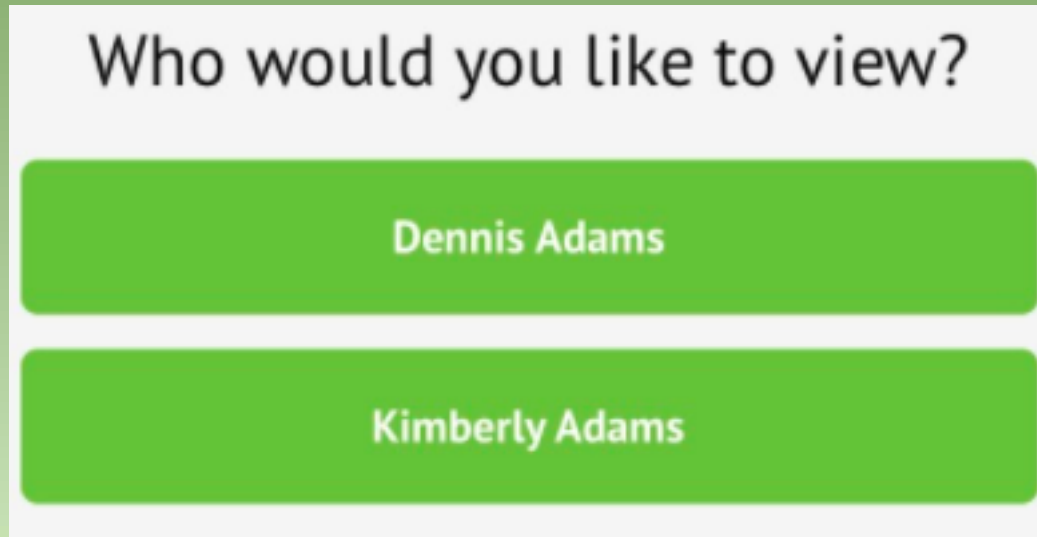
Forgotten password?

Sunnyville Secondary School
W10 5BN, London, GBR

Select School

Logging into the Parent App 2 of 2

- 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.

A screenshot of a mobile application interface. At the top, the text "Who would you like to view?" is displayed in a dark grey font. Below this text are two green rectangular buttons with rounded corners. The first button contains the text "Dennis Adams" in white. The second button contains the text "Kimberly Adams" in white.

Who would you like to view?

Dennis Adams

Kimberly Adams

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 return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.
- The Statistics section shows information about the student's attendance, behaviour and progress statistics for the current term.
- [Guardian consultations](#) - The **Guardian Consultations** section allows guardians to book time for Parents Evening meetings by selecting one of the available slots as per the School's setup.
- [Assignments](#) - This section shows any homework or coursework assignments that are due, overdue or marked.
- [Accounts](#) - The **Accounts** section loads the student's current Meals and other top-up account balances.



Quick Actions ▾

Sammy Adams ▾



Sammy Adams ♀

Form

9GU

View Student Profile

You have no unread messages

Notices

You have not consented to Internet Access for Sammy Adams - [click to correct](#)You have not consented to Photograph Student for Sammy Adams - [click to correct](#)You have not consented to Administer First Aid for Sammy Adams - [click to correct](#)You have not consented to Copyright Permission for Sammy Adams - [click to correct](#)

Current lesson ▶

08:45 - 09:00
Mon, 17 Jun 2019
Registration: Year 9: Form
9GU
Room: 615
Keith Lewis

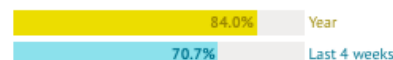
Next event ▶

09:00 - 10:00
Mon, 17 Jun 2019

Statistics

Attendance (2018/2019)

84.0%



Behaviour Points - this term

0

This year: -2 points

Last term: -2 points

House Points - this term

0

This year: 0 points

Last term: 0 points

Spring Term - Grade Average

3

Spring Term - 'On Track' Progress

...

Positive Behavioural Incidents - this term

31

This year: 167 incidents

Last term: 76 incidents

Negative Behavioural Incidents - this term

6

This year: 41 incidents

Last term: 17 incidents

Guardian Consultations

Parents Evening (24 Jun 2019, 16:00 - 26 Jun 2019, 19:00)

Self scheduling is open, please [click here to book time slots.](#) ▶

Overdue Assignments

Oxbow Lakes (Due 11 Mar 2019)

Late ▶

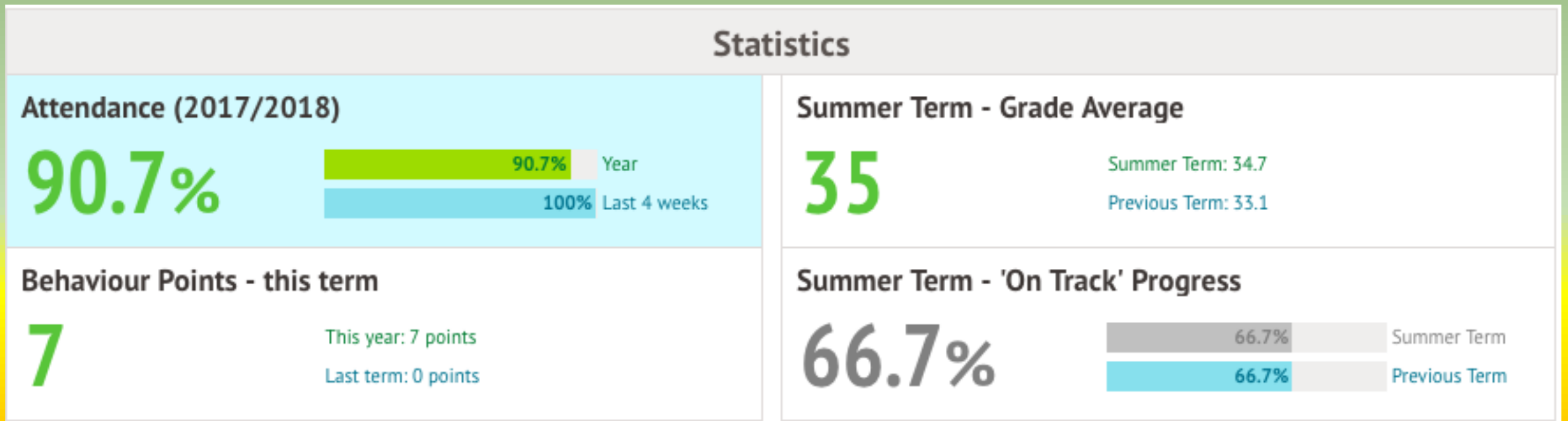
Assignments that are due

Addition work (Due 30 Jun 2019)

Waiting for student to submit ▶

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.



- Once you've clicked on Attendance or another item, you will see a menu appear like so in the left-hand side of the page you are now on:

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%)

The 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.
- [Progress](#) - You can view your child's current grades here.
- [Examinations](#) - In this section, you can view and download the student's Exams timetable for the current year.

The Student Profile

Megan's page

Main Dashboard

Profile

Calendar

▶ Attendance

Progress

▶ Activities

Behaviour


▶ Curriculum Tracking

▶ Examinations

Report Cards

▶ Accounts

▶ Guardian Consultations

Megan Hill ♀

Form	10NE	Year	Year 10
House	Acklam	Tutor	Rosie Hall

Notices

Megan Hill does not have a religion recorded - click to correct ▶

You have not consented to Photograph Student for Megan Hill - click to correct ▶

You have not consented to Specific photo consent for Megan Hill - click to correct ▶

Student Details

Name	Megan Hill	▶
Gender	Female	▶
Date of birth	30 May 2004	
Ethnicity	Pakistani	▶
Religion	Not recorded - click to add	▶
Language	English (Native speaker)	▶
Service child	🔒 No	

Instructions ▲

This page lets you add and edit information and guardian details for Megan Hill.

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 ▼

Short Video showing an overview of the Parent Arbor Portal and App

<https://youtu.be/kFCuC1NyH5U>