



# 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](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

## 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.

Enter your email address

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/MTBkNzIwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

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

## Logging on for the first time 5 of 8

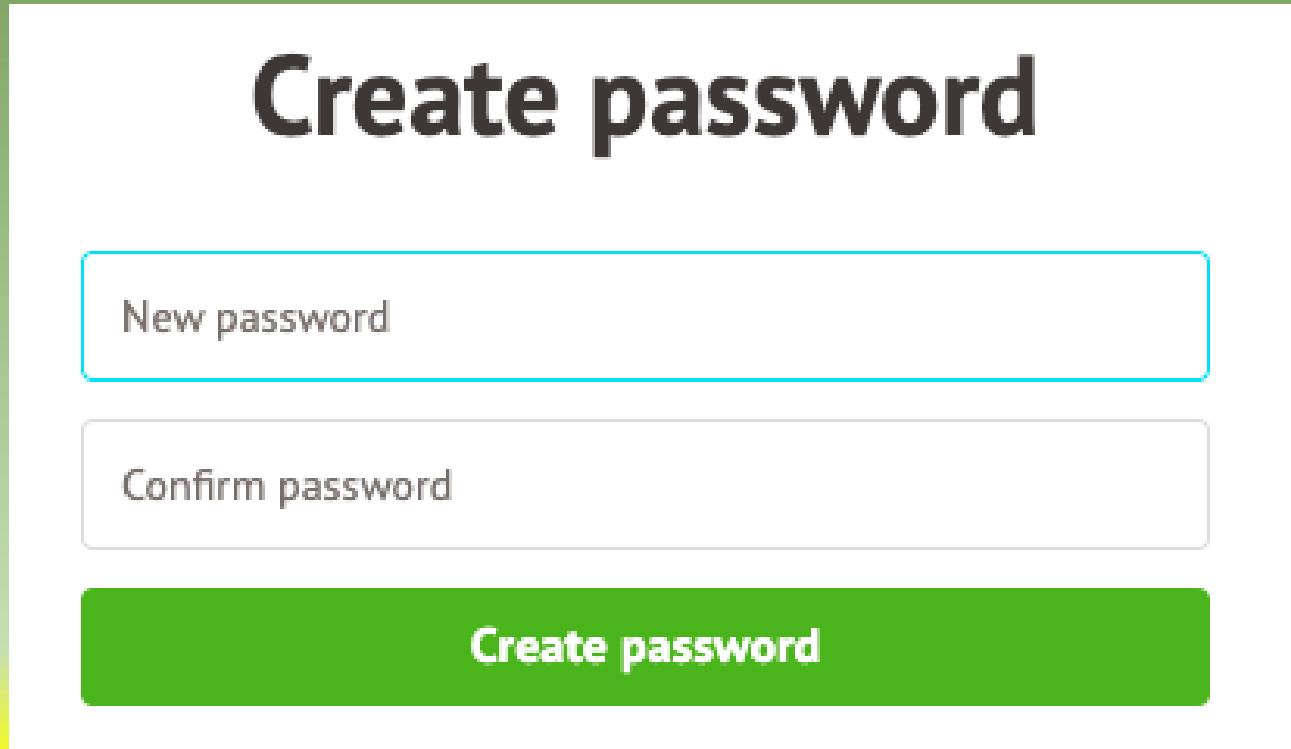
- Create your password. You will then be logged in when you click **Create password**.

### Create password

New password

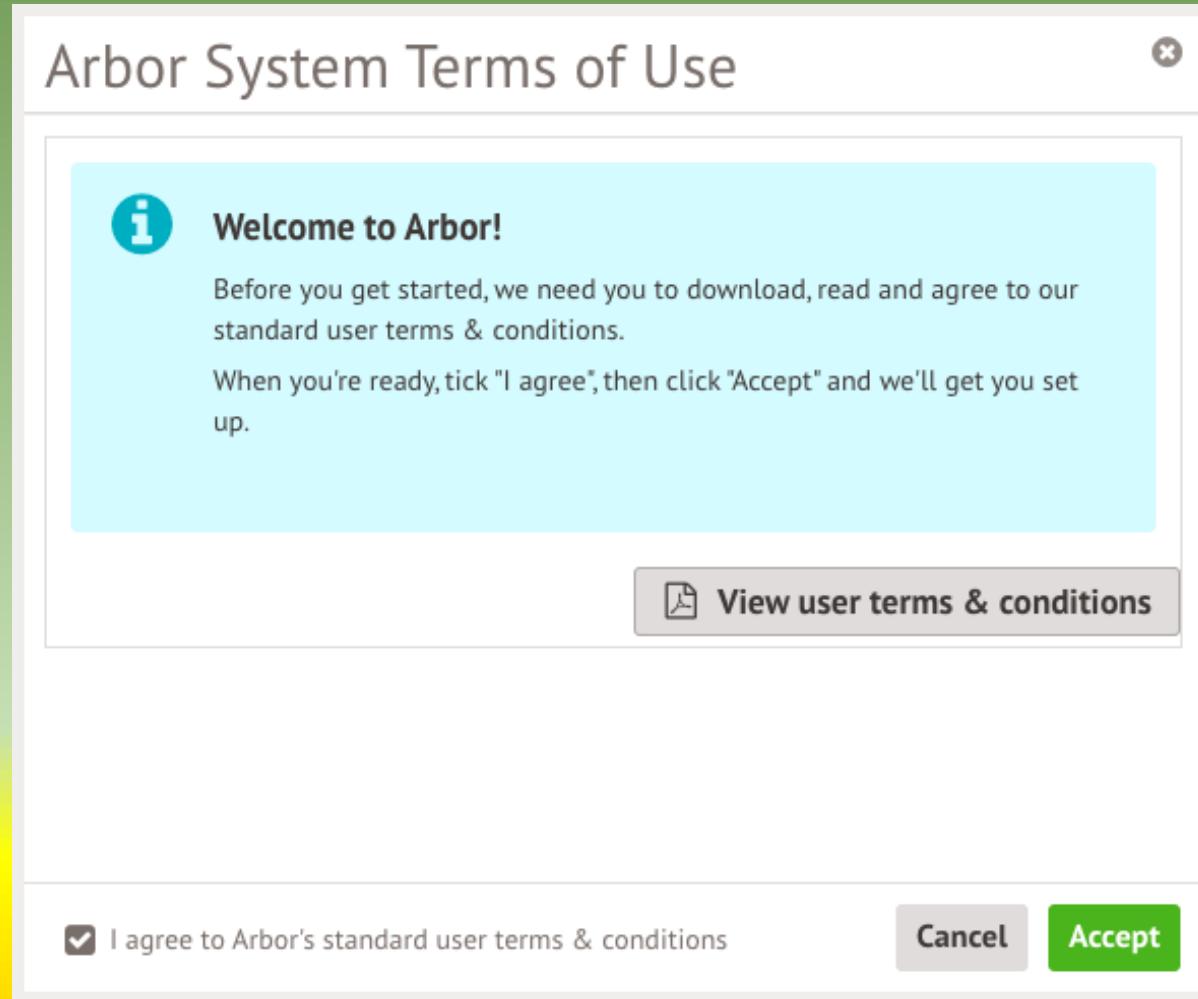
Confirm password

**Create password**



# Logging on for the first time 6 of 8

- Click to accept the terms and conditions.



# 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 your account, please enter the date of birth of one of your children at the school

Date of birth\*  Calendar icon

Cancel Verify

# 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](https://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](mailto:@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

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**Log in**

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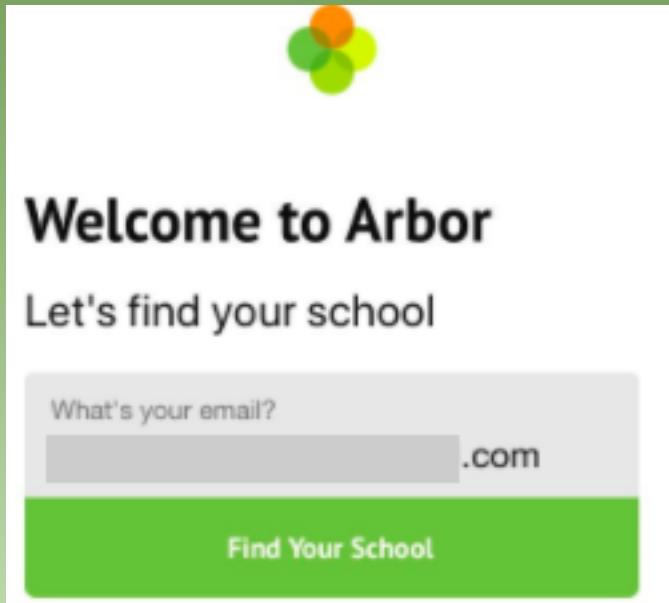
- [I'm a guardian](#)
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### Looking for Arbor Insight?

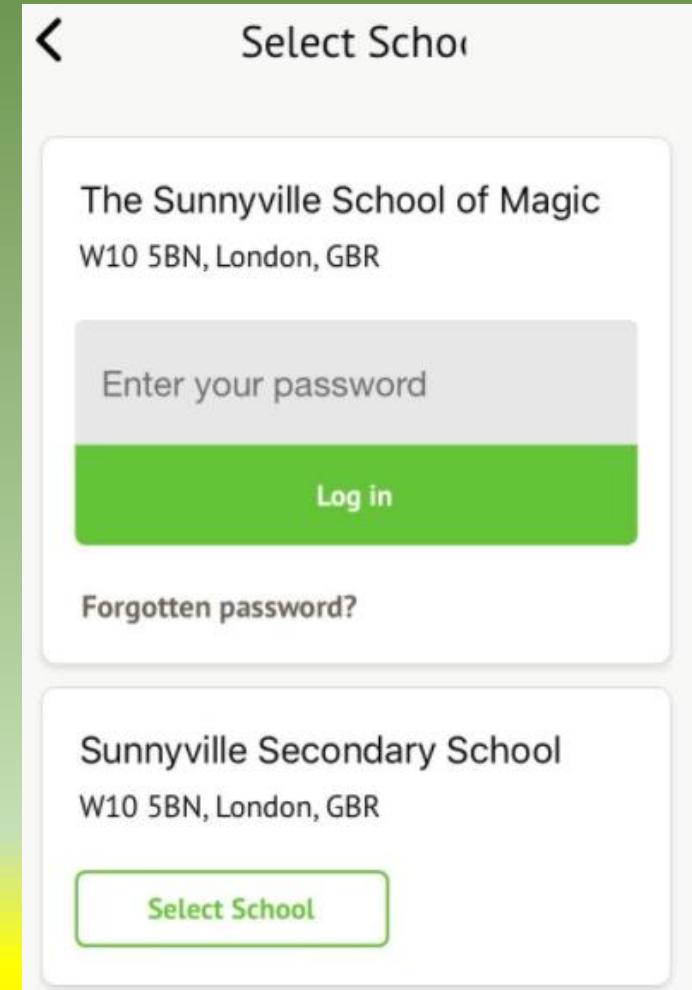
To create a free account for Arbor Insight, our ASP analysis tool, click below.

# 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.

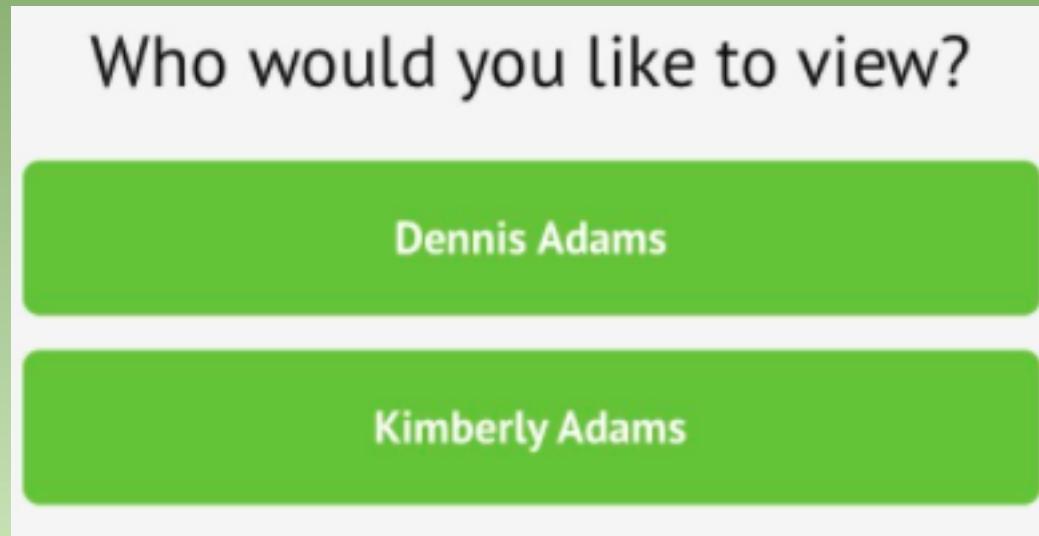


Select the school to log into. Enter your password, then click **Log in**.



## 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.



# 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.



My Items ▾

## 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 ▾

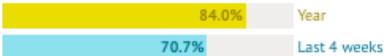
08:45 - 09:00  
Mon, 17 Jun 2019  
Registration: Year 9: Form 9GU  
Room: 615  
Keith Lewis

## Next event ▾

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

## Attendance (2018/2019)

84.0%



## Statistics

## 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 ▾

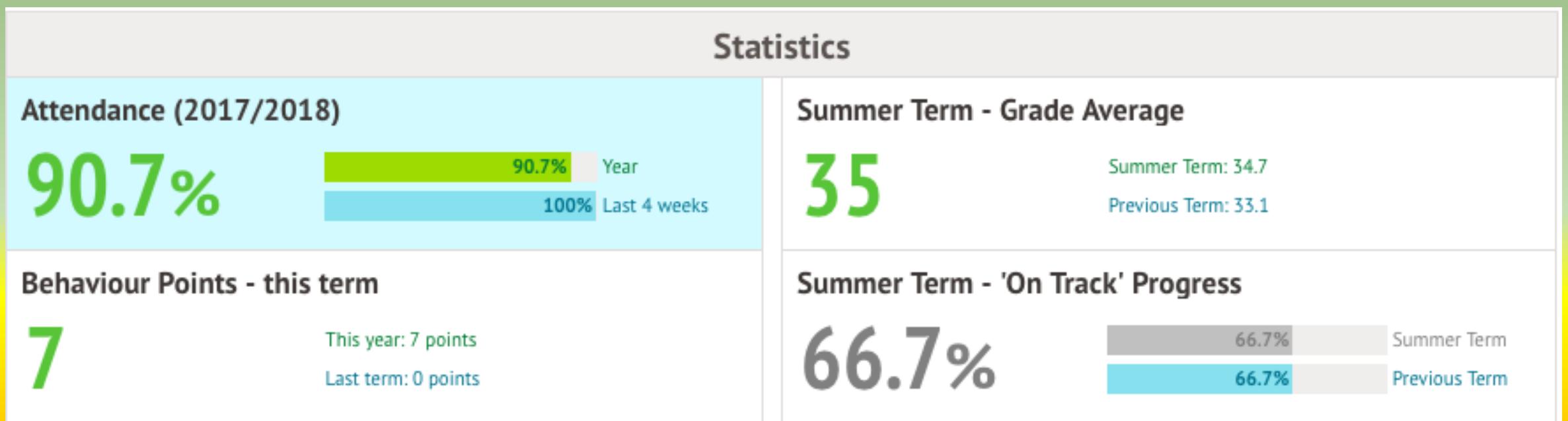
## Assignments that are due

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	1ONE	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>