

Arbor Student Portal

How to reset your password

Open the login page by clicking the [Arbor link](#) on our school website, or opening the Arbor Student app:

Website view

Click **Forgot your password?**

App view

Tap **Forgot Password?**

Enter your **school** email address and click **Request password reset**

Enter your **school** email address and tap **Reset password**

Now access your school email account. You can do this by opening Outlook on a school computer, using the Email link on our school website or visiting this page:

<https://outlook.office.com/ormskirk.lancs.sch.uk>

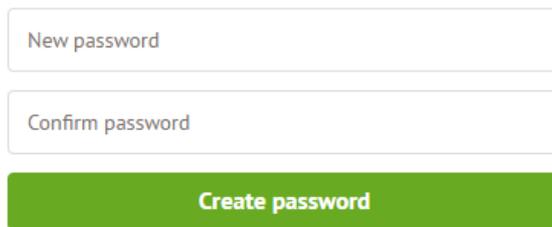
Look out for an email with the subject 'Change your Arbor password' and follow the link provided.

Hi

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://ormskirk-school.uk.arbor.sc/auth/change-password/id/27945/hash/MWVmYmNlNTUyZUwNi00N2UzLTgxYWQlNmJhNzOzYmNmO>

You will then be taken to a webpage where you can set your own password:



The screenshot shows a form with two input fields. The first field is labeled 'New password' and the second is labeled 'Confirm password'. Below the fields is a green button labeled 'Create password'.

Set your new password by typing it into **both** fields and click **Create password**. Your new password must follow the criteria below -

Password criteria:

The password must be **at least 8 characters** in length.

The password must contain at least **one letter**.

The password must contain at least **one number**.

The password must contain at least **one lowercase and one uppercase letter**.

If you receive an error when setting your password, simply look down the page to see how to resolve e.g.

Please correct your errors:

The password must contain at least one letter.

The password must contain at least one lowercase and one uppercase letter.

Valid password criteria:

The password must be at least 8 characters in length.

The password must contain at least one number.

When you create a valid password you will be logged straight in to Arbor. Make sure you remember this password for next time you log in, or to log in on the Student App as you will need to type it again.

Troubleshooting

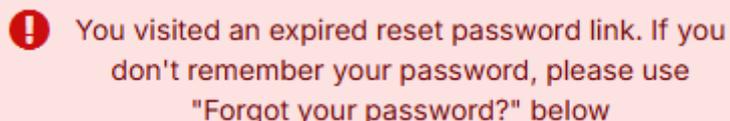
I can't find the email from Arbor

Check your **Junk** folder or and subfolders of your inbox.

Check your Deleted Items folder in case you have deleted it by mistake.

If you still can't find anything, try requesting a new password reset. Make sure you enter your **school** email address carefully and correctly as you won't be informed if this is wrong.

I click the link in the email, but it has expired



You visited an expired reset password link. If you don't remember your password, please use "Forgot your password?" below

The reset links are only valid for a certain amount of time. Please follow previous steps to request another link and carry out the password reset as soon as possible.

If you still have trouble, please visit ICT Support for help