

Arbor

# Parent App Installation Instructions

# Arbor



Penwortham Priory Academy have moved from SIMS and Synergy to Arbor (we may still use Synergy to contact you on occasion, however please don't reply to any messages sent on Synergy).

The following slides take you through the steps of accessing your child's Arbor information through the internet (web version) and installing the Arbor Parental App on your phone.

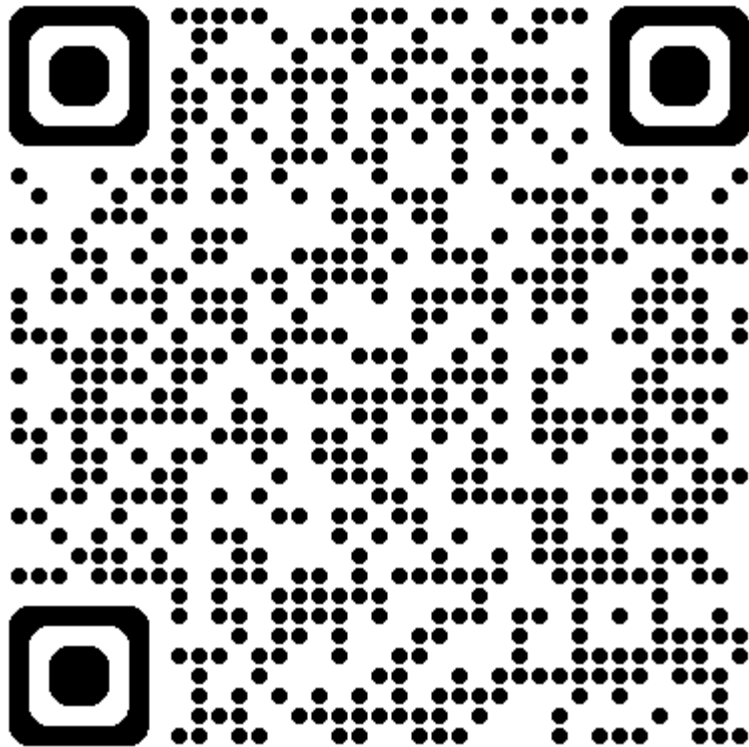
You must firstly log into the web version and create a password before you can access the App.

It's a very straight forward series of instructions that should hopefully take you around 2 minutes to complete.

You can start accessing the app immediately, however we will send out more detailed instructions on using these in the coming days. The range of information available to you will also increase.

Please log on at your earliest convenience by following the instructions below.

# Arbor Parent App Installation – Step 1

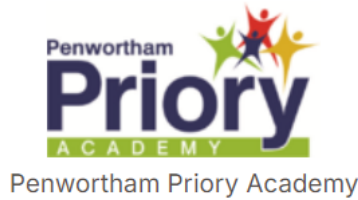


Scan the QR code on your phone

Alternatively type or click on the link below:

<https://penwortham-priory-academy.uk.arbor.sc/?/home-ui/index>

# Arbor Parent App Installation – Step 2



## Welcome to Arbor

You should all now be looking at this page.

Email address

Password

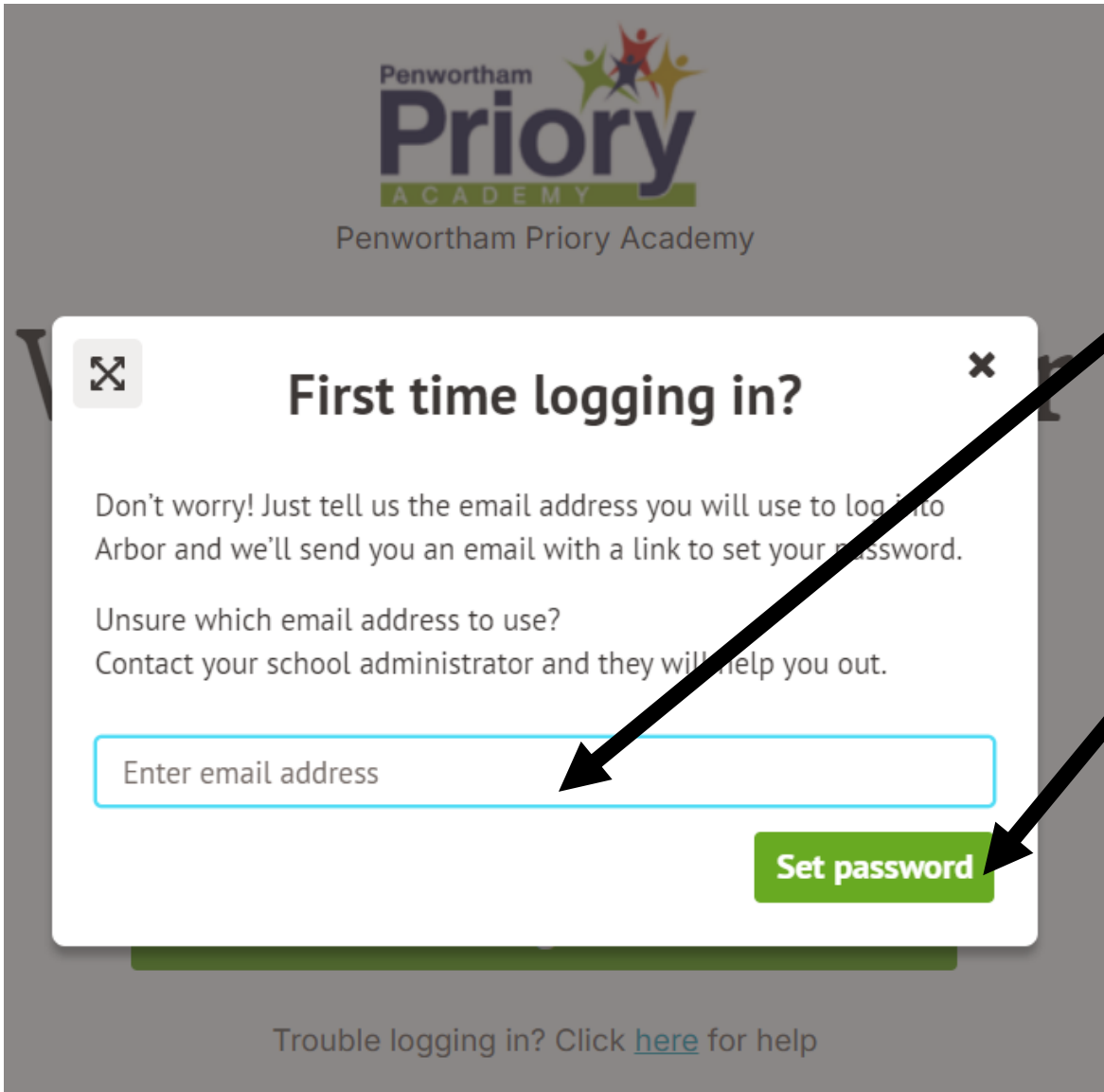
[First time logging in?](#) [Forgot your password?](#)

**Log in**

Trouble logging in? Click [here](#) for help

**Click on the First Time Logging In? link**

# Arbor Parent App Installation – Step 3



Enter your email address  
(it must be the same email  
address we have on the  
your child's records)

Press the 'set password'  
button

# Arbor Parent App Installation – Step 4



**From:** Penwortham Priory Academy <password-reset@arbor-education.com>

**Sent:** 30 December 2024 16:11

**To:**

**Subject:** Change your Arbor password

You don't often get email from [password-reset@arbor-education.com](mailto:password-reset@arbor-education.com). [Learn why this is important](#)

Hi Neil,

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://penwortham-priory-academy.uk.arbor.sc/auth/change-password/id/1mMtYmRjZTc1MTQ4ODE0LjE3MzU1NzUwNDI=>

Use your email address when you log in next time:

**Username:**

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

Go to your email account (please check Spam and Junk if you can't see it in your inbox) and open the email from Arbor

Once the email from Arbor is open click on the blue link to change your password

# Arbor Parent App Installation – Step 6



Create password for

New password

Confirm password

Create password

**Password criteria:**

The password must be at least 7 characters in length.

The password must contain at least one letter.

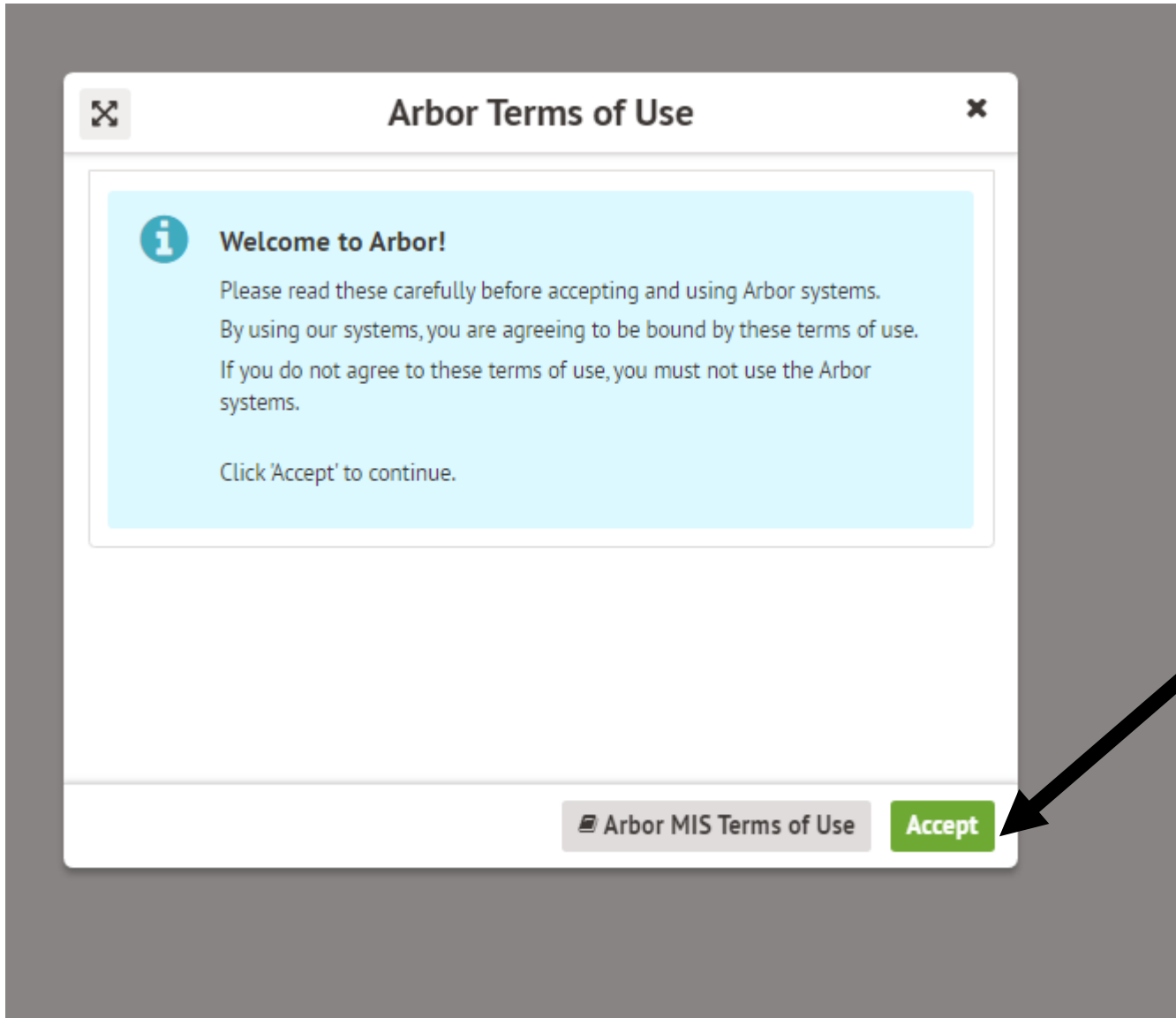
Enter a password of your choice

Confirm the password

Click the 'Create password' button

*Remember password must be at least 7 characters in length and contain at least one letter*

# Arbor Parent App Installation – Step 7



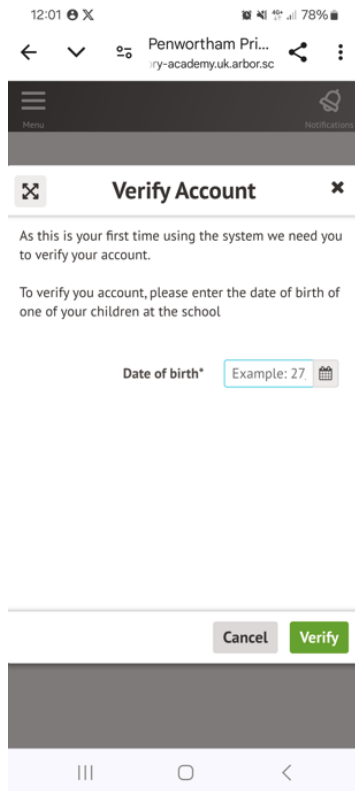
Click the green  
'Accept' button



# Arbor Parent App Installation – Step 8



Verify your account by entering your Child's Date of Birth (use the following format 29/09/1977). If you have more than one child at Priory, you may use either child.

A screenshot of a mobile application interface. At the top, the status bar shows the time 12:01 and battery level 78%. The browser address bar shows the URL "Penwortham Pri... ry-academy.uk.arbor.sc". Below the browser bar is a dark grey header with a "Menu" icon on the left and a "Notifications" icon on the right. The main content area has a title "Verify Account" with a close button on the right. Below the title, there is a message: "As this is your first time using the system we need you to verify your account." followed by "To verify you account, please enter the date of birth of one of your children at the school". There is a text input field labeled "Date of birth\*" with a calendar icon and the text "Example: 27". At the bottom, there are two buttons: "Cancel" and "Verify".



# Arbor Parent App Installation

You are now on the web-based version of Arbor.  
We now need to install the Arbor parent app.

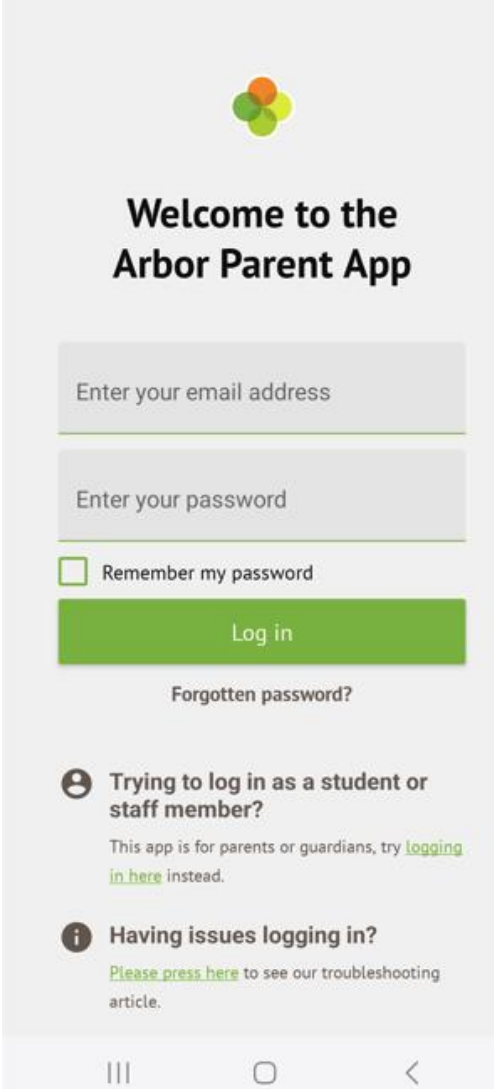
The screenshot shows the Arbor Parent App web interface. The top navigation bar includes the 'Priority' logo, 'My Items', and the Arbor logo. The left sidebar contains navigation icons for Home, Notifications, My Calendar, Help Centre, and Sign Out. The main content area is divided into several sections:

- Statistics:** Attendance (2024/2025) is 92.8% (Year: 92.8%, Last 4 weeks: 100%). Positive Points - this term: 50 (This year: 50 points, Last term: 0 points). Negative Points - this term: 0 (This year: 0 points, Last term: 0 points).
- Assignments that are due:** TEWS: Arbor Assignment Test Penwortham Priory Academy (Due 15 Jan 2025) - Waiting for student to submit.
- My Courses:** A list of courses including PE (Gen): Physical Education (Gen) Year 7: 7E2/Pe, RE (Gen): Religious Education Education (Gen) Year 7: 7E3/Re, French (Gen): Year 7: 7E3/Fr, Geography (Gen): Year 7: 7E3/Gg, Creative Arts (Gen): Year 7: 7E3/Ca, Computing (Gen): Year 7: 7E3/Cp, Learning for Life (Gen): Year 7: 7EWS/LI, Reading + (Gen): Year 7: 7E3/Rd, English (Gen): Year 7: 7E3/En, History (Gen): Year 7: 7E3/Hi, Mathematics (Gen): Mathematics (Gen) Year 7: 7E3/Ma, Science (Gen): Scienceintegrated (Gen) Year 7: 7E3/Sc, and Technology (Gen): Year 7: 7e/Te4 Year 7: 7EW3.

# Arbor Parent App Installation – Step 9

Now go to your App Store (Apple) or Play Store (Android) and download the Arbor Parent App (NOT THE PUPIL APP OR THE PARENT PORTAL)

Once the app is downloaded to your phone, open up the app and enter your email address and the password you have just created on the web version and press ‘log in’.



The screenshot shows the login interface of the Arbor Parent App. At the top, there is the Arbor logo and the text "Welcome to the Arbor Parent App". Below this, there are two input fields: "Enter your email address" and "Enter your password". A checkbox labeled "Remember my password" is positioned below the password field. A prominent green "Log in" button is centered below the input fields. Underneath the button is a link for "Forgotten password?". At the bottom of the screen, there are two informational messages: one for users trying to log in as students or staff members, and another for users having issues logging in, both with links to further assistance. The bottom of the screen shows standard mobile navigation icons.

# Arbor Parent App Installation – Step 10



Click 'Select School' and then 'Allow' notifications.

You can now use the app.

