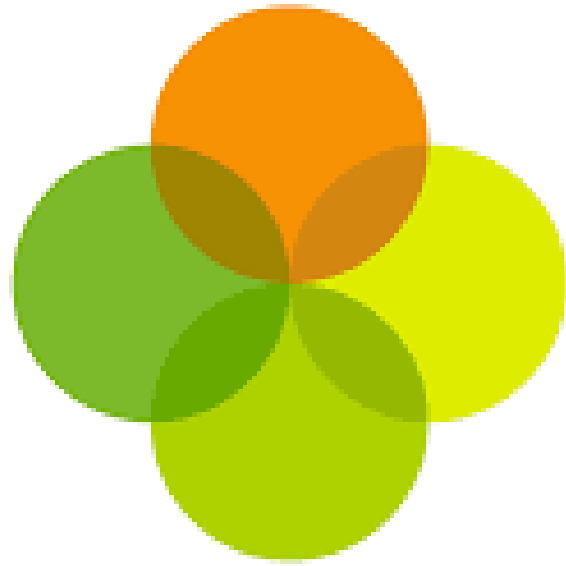




Arbor

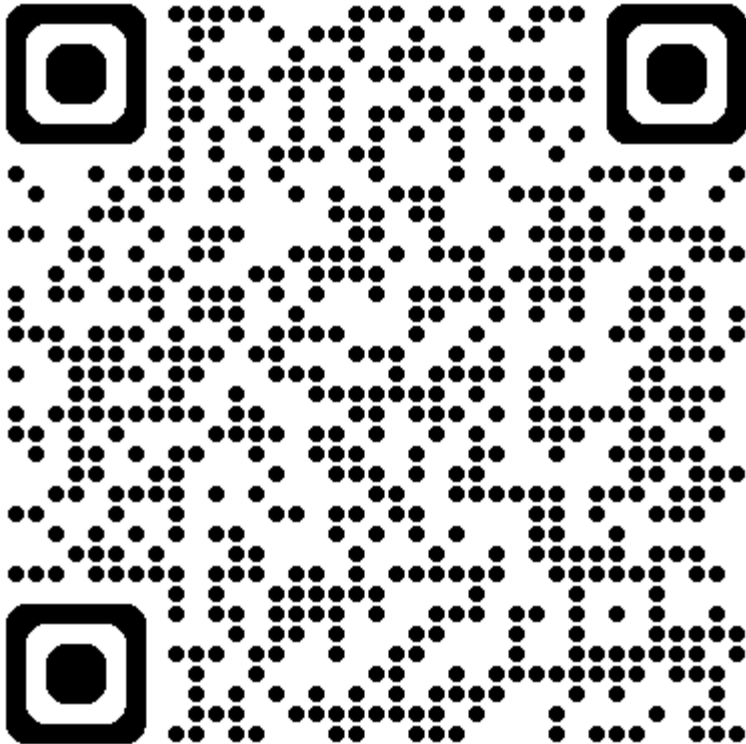
# Parent App Installation Instructions

The following slides take you through the steps of accessing your child's Arbor records 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 two minutes to complete.

# Arbor Parent App Installation – Step 1

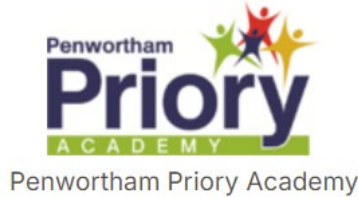


Scan the QR code on your phone

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

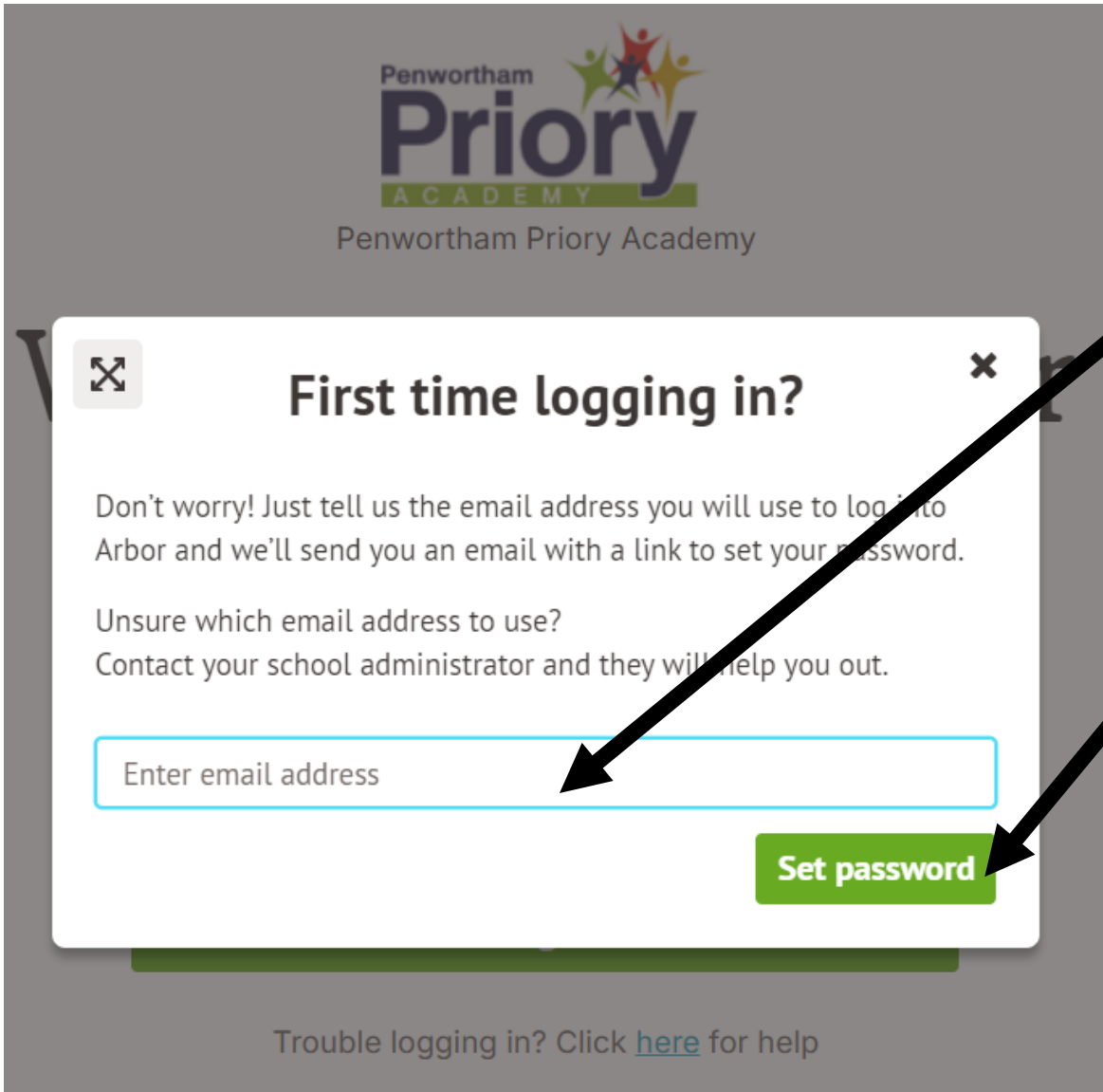
[First time logging in?](#) [Forgot your password?](#)

**Log in**

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

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

# Arbor Parent App Installation – Step 3

The screenshot shows a mobile app interface. At the top, the Penwortham Priory Academy logo is displayed. Below it, a white modal window titled "First time logging in?" is shown. The modal contains instructions: "Don't worry! Just tell us the email address you will use to log into Arbor and we'll send you an email with a link to set your password." and "Unsure which email address to use? Contact your school administrator and they will help you out." There is a text input field with the placeholder "Enter email address" and a green button labeled "Set password". At the bottom of the screen, there is a link: "Trouble logging in? Click [here](#) for help".

Penwortham  
**Priory**  
ACADEMY  
Penwortham Priory Academy

**First time logging in?**

Don't worry! Just tell us the email address you will use to log into Arbor and we'll send you an email with a link to set your password.

Unsure which email address to use?  
Contact your school administrator and they will help you out.

Enter email address

**Set password**

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

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

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.

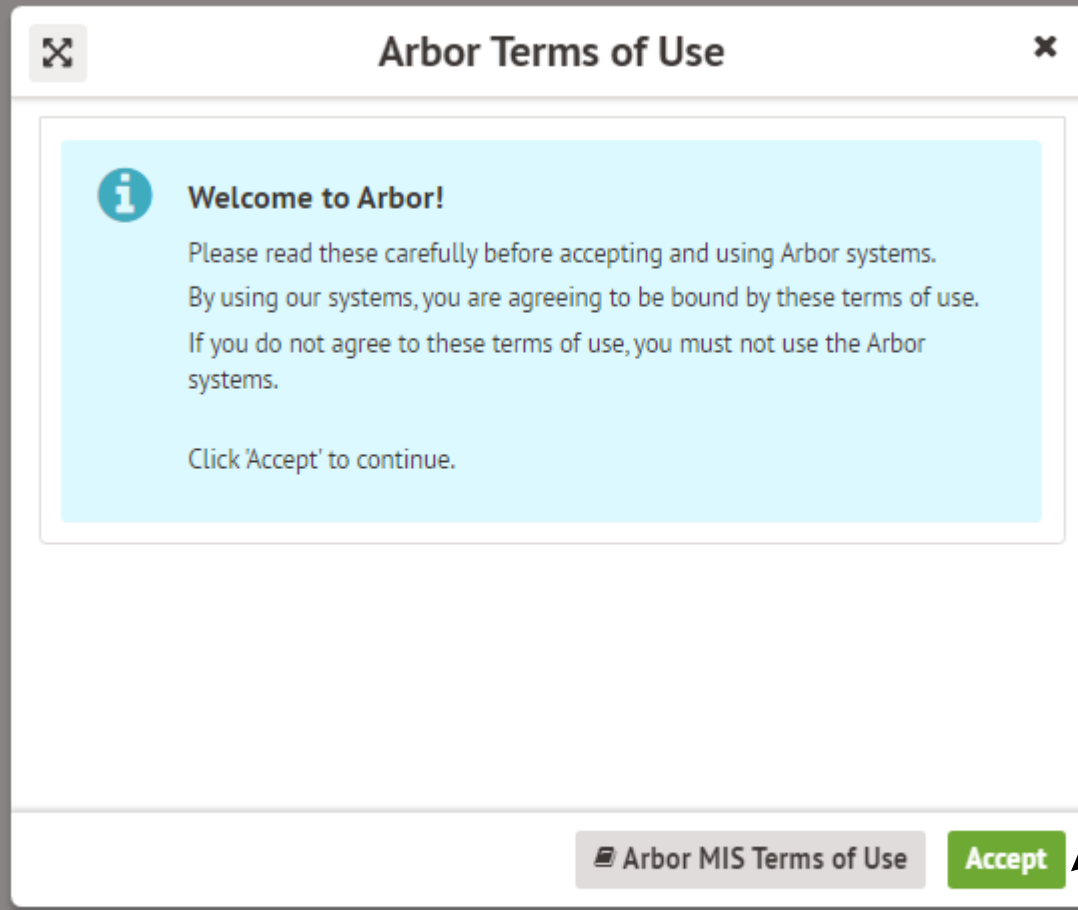
Enter a password of your choice

Confirm the password

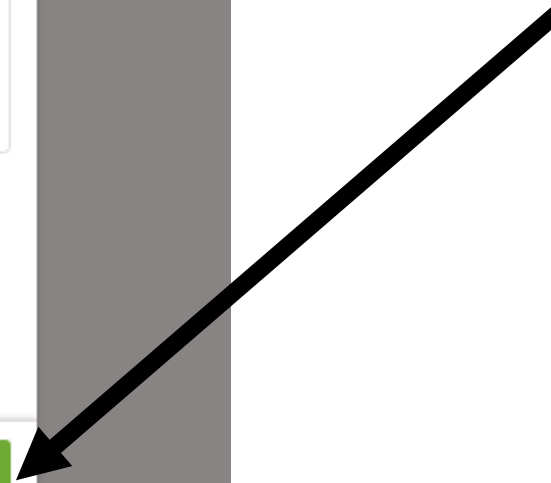
Click the 'Create password' button

*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 29/09/2014). If you have more than one child at Priory, you may use either child.

# Arbor Parent App Installation



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

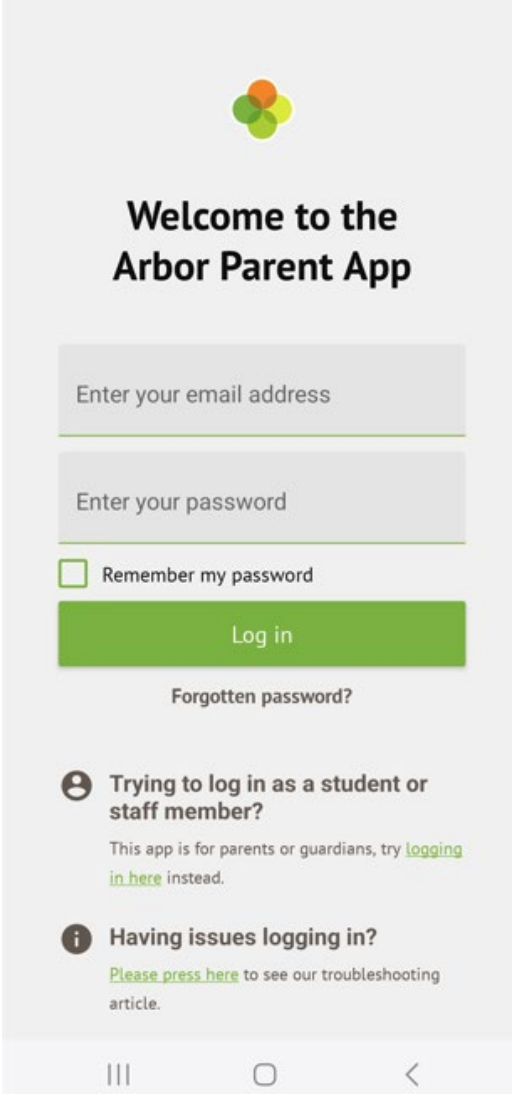
**Arbor Parent App Web Interface Screenshot:**

- Header:** Priority Academy logo, My Items dropdown, Arbor logo.
- Left Sidebar:** Home, Notifications, My Calendar, Help Centre, Sign Out.
- Main Content Area:**
  - Statistics:**
    - Attendance (2024/2025):** 92.8% (92.8% Year, 100% Last 4 weeks)
    - 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:** 7EWS: Arbor Assignment Test Penwortham Priory Academy (Due 15 Jan 2025) - Waiting for student to submit.
  - My Courses:**
    - 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): Science Integrated (Gen) Year 7: 7E3/Sc
    - Technology (Gen): Year 7: 7E/Te4
    - Year 7: 7EWS

# 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 click 'log in'.



The image shows a mobile app interface for the Arbor Parent App. At the top, there is a small Arbor logo. Below it, the text "Welcome to the Arbor Parent App" is displayed. There are two input fields: "Enter your email address" and "Enter your password". Below these fields is a checkbox labeled "Remember my password". A green "Log in" button is positioned below the checkbox. Under the button, there is a link for "Forgotten password?". At the bottom, there are two informational sections. The first section, titled "Trying to log in as a student or staff member?", states that the app is for parents or guardians and provides a link to "logging in here" instead. The second section, titled "Having issues logging in?", provides a link to "Please press here" to see a troubleshooting article. The bottom of the screen shows a standard mobile navigation bar with three icons: a hamburger menu, a home button, and a back arrow.

# Arbor Parent App Installation – Step 10



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

You can now use the app.

