Arbor

The Arbor App Usage Guide

For Guardians

Version	Date	Updates
1	05/06/19	-

Produced by Arbor Education Partners Ltd. for use with Arbor School MIS.

Please check our Help Centre to ensure you are using the most up to date guide possible.

If you are having difficulty using the Arbor App, please contact your school. Please do not contact Arbor directly.

Arbor

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What is the Arbor App?

The Arbor App brings all the functionality of our popular desktop Parent Portal to your phone. Say goodbye to paper slips and emails - the Arbor App lets you book parent/guardian consultation slots, register your child for a club or trip, and manage payments all from one place. You can also use it to check in on your child's attendance, behaviour and academic progress.

Arbor is only for parents at schools using the Arbor Management Information System (MIS), who have enabled the Parent Portal. If you're not sure whether this applies to you, we recommend contacting your school's office.

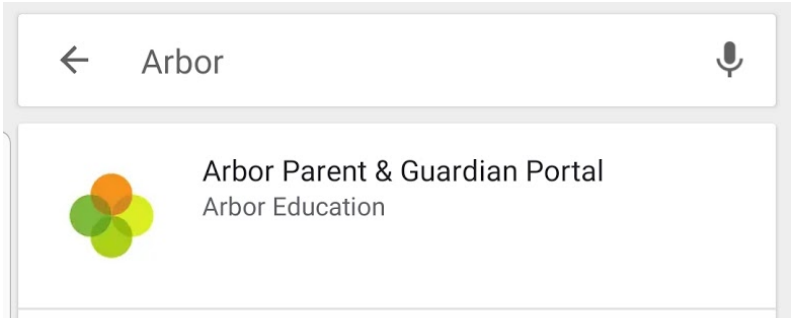
If you are having difficulty using the Arbor App, please contact your school. Please do not contact Arbor directly.

Downloading the Arbor App

Downloading the Arbor App

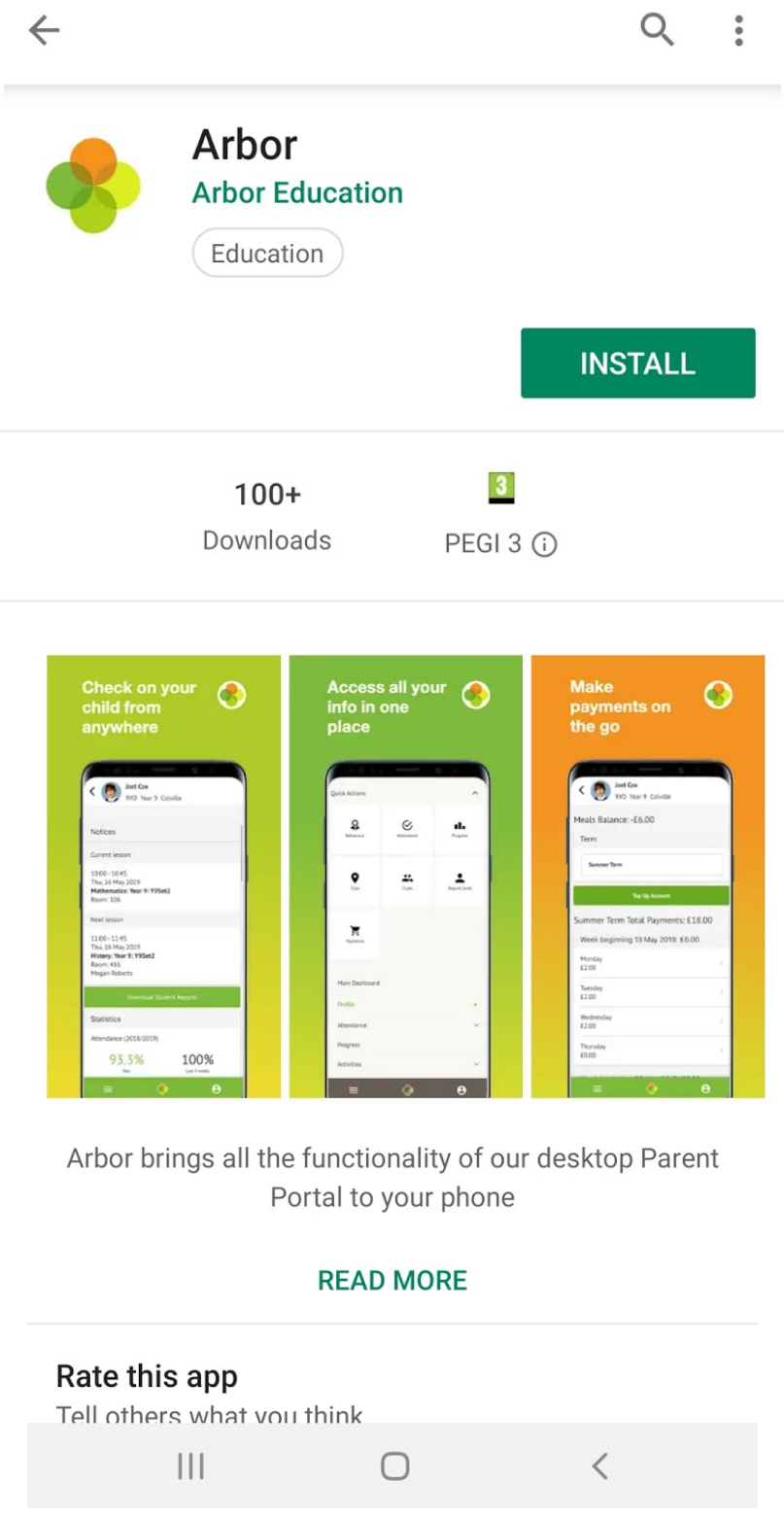
Android

Go to your Play store and search for 'Arbor'. Click the top option.



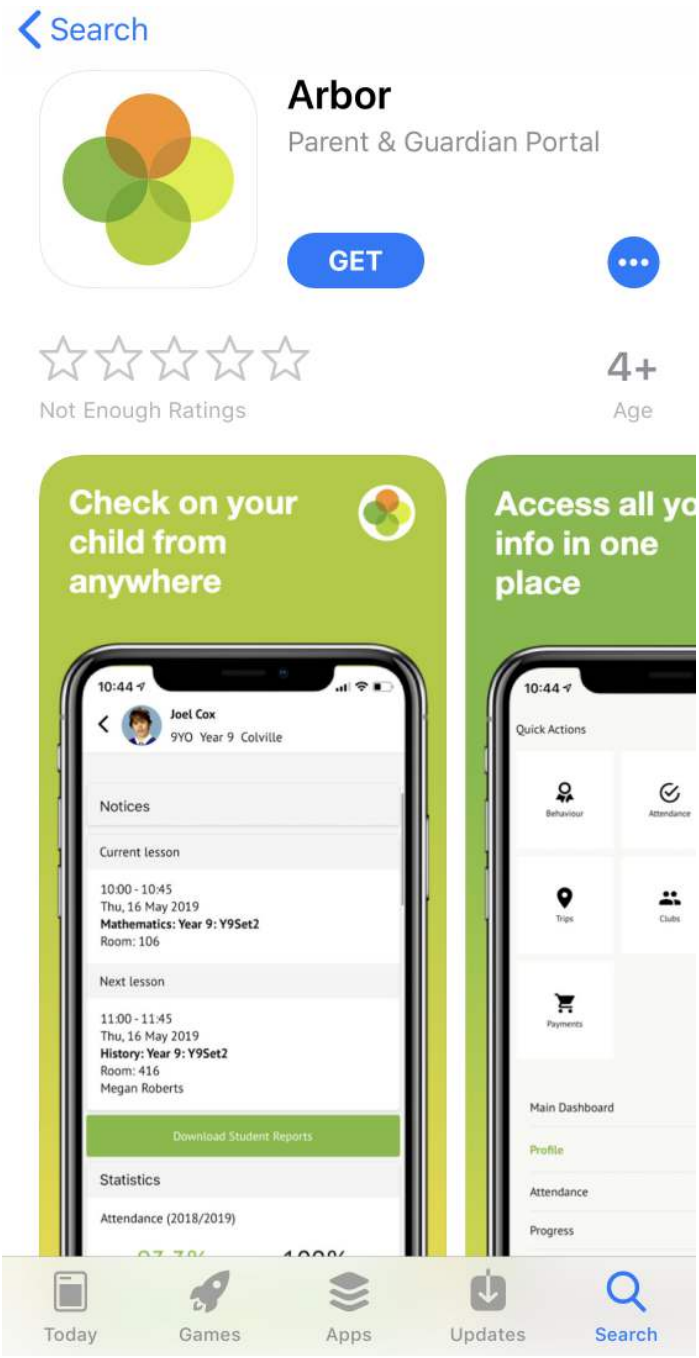
Click '**Install**' to download the Arbor App. Once it has installed, click '**Open**'.

Arbor


Arbor
Arbor Education
Education
INSTALL
100+
Downloads
PEGI 3
Check on your child from anywhere
Access all your info in one place
Make payments on the go
Arbor brings all the functionality of our desktop Parent Portal to your phone
READ MORE
Rate this app
Tell others what you think

IOS

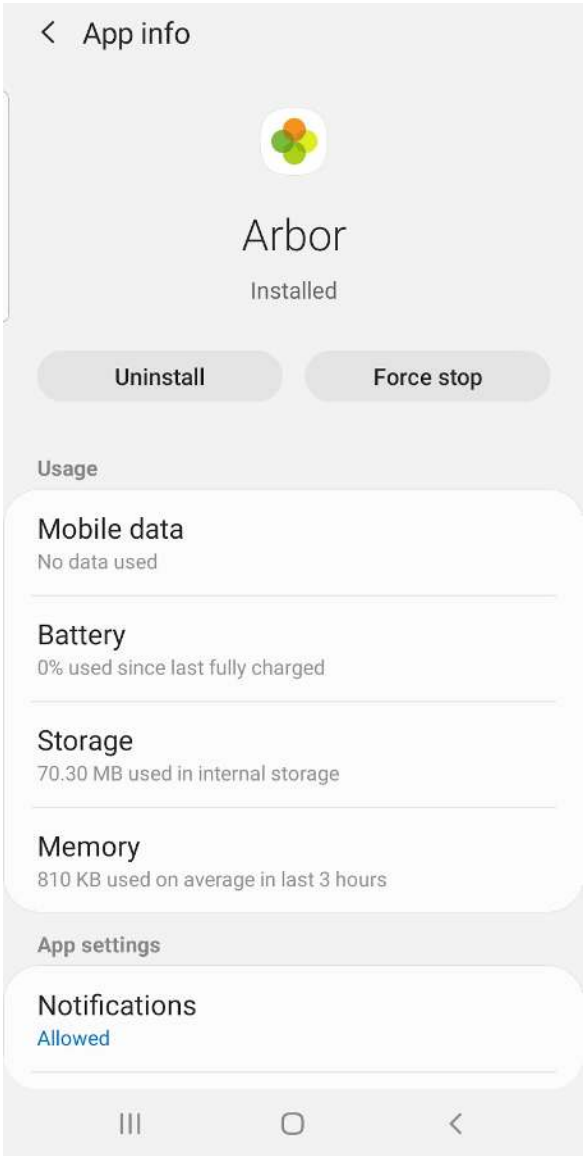
Go to your App Store and search 'Arbor'. Click the top option. Click '**Get**' to download the Arbor App.



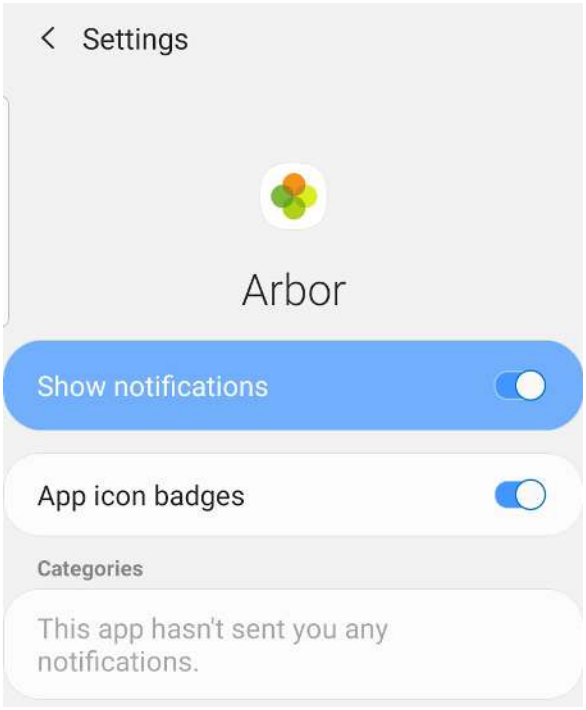
Enabling push notifications

Android

You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to ***Settings > Apps > Arbor > Notifications***.

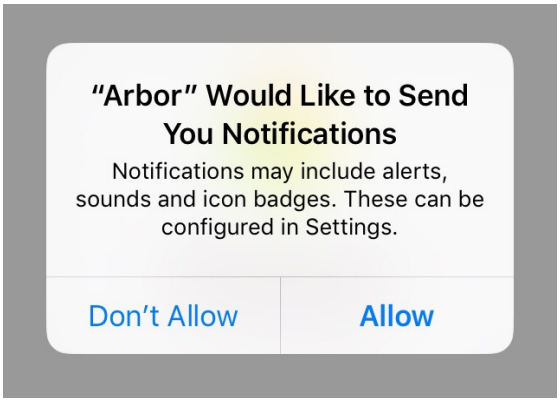


Tap the slider to turn Push Notifications on and manage your settings.

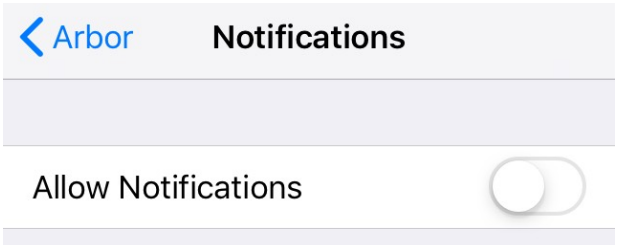


IOS

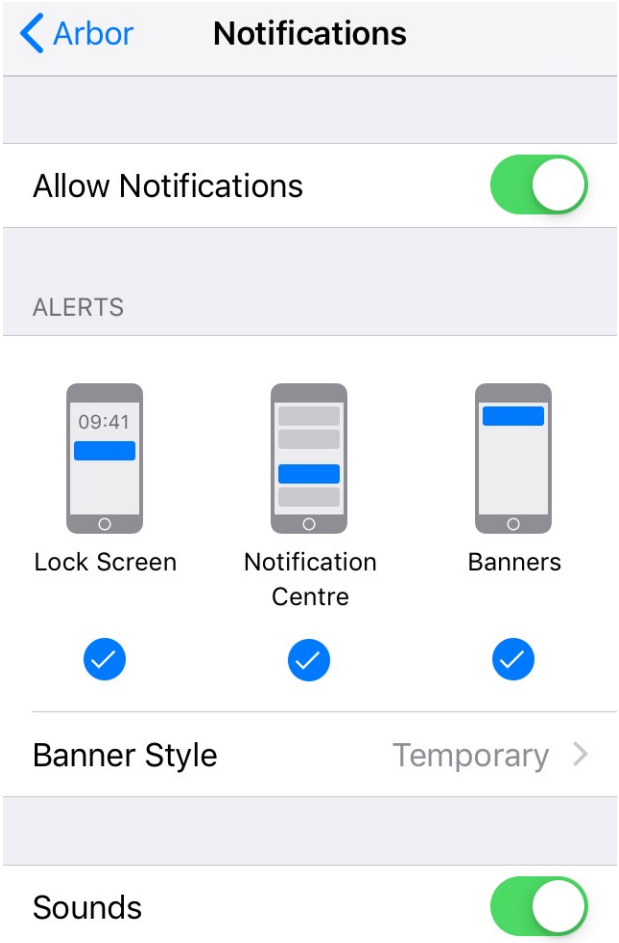
When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select '**Allow**' to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



If you select '**Don't Allow**', you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to ***Settings > Arbor > Notifications***.



Tap the slider to turn Push Notifications on and manage your settings.



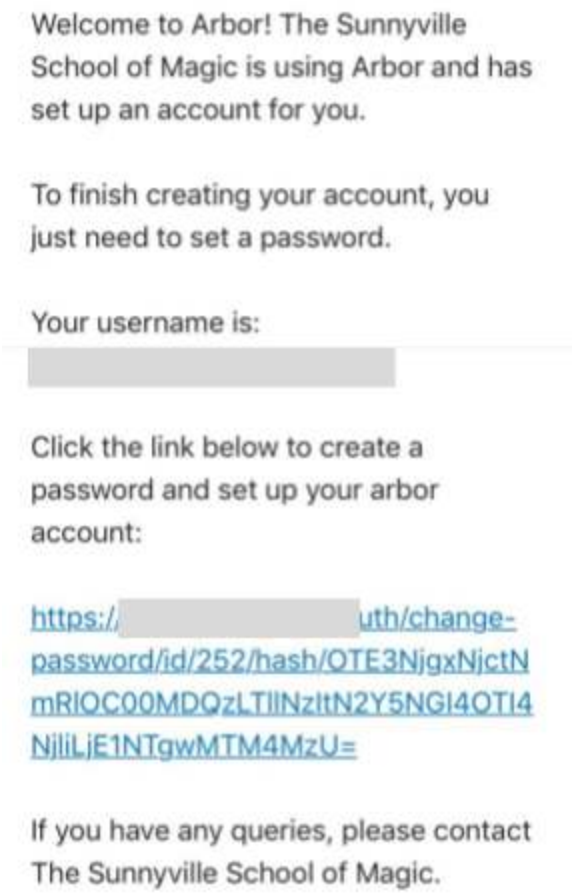
Accessing the Arbor App

Logging in

Before you log into the Arbor App

Please wait until your school has enabled the Parent Portal. You will not be able to log into the Arbor App until they have.

When they enable Parent Portal, they should send you a welcome email. It is using the username in this email that you can log into the Arbor App. As you have never used Parent Portal on a desktop computer before, you will have to set a new password using this email. Click the link in the email.



Welcome to Arbor! The Sunnyville School of Magic is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password.

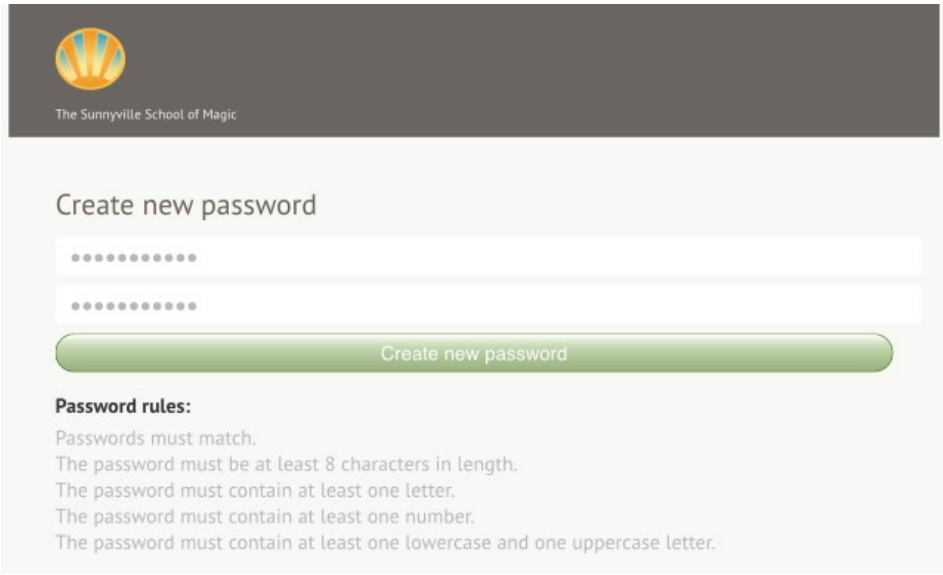
Your username is:

Click the link below to create a password and set up your arbor account:

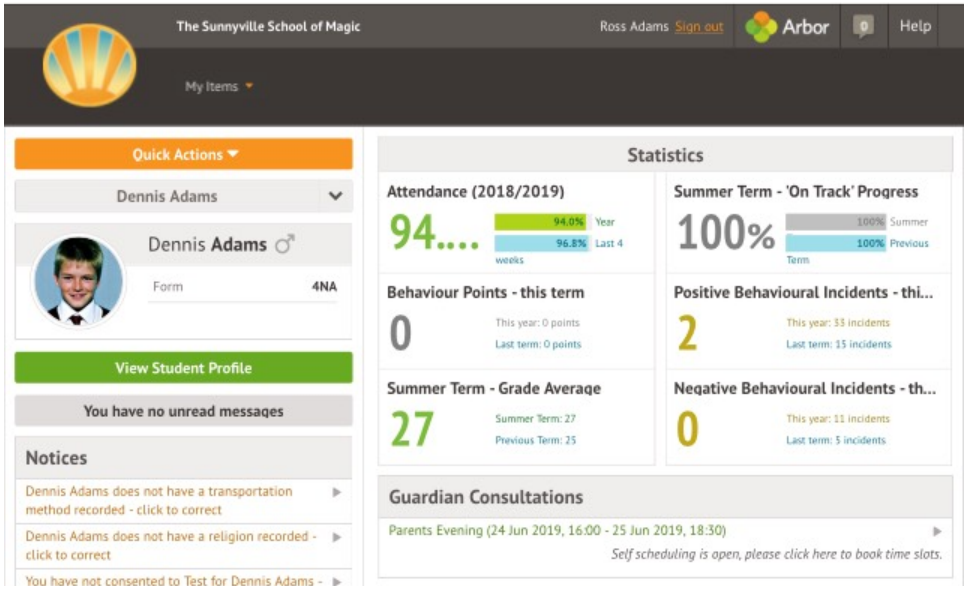
https:// uth/change-password/id/252/hash/OTE3NjgxNjctNmRlOC00MDQzLTllNzItN2Y5NGI4OTI4NjliLjE1NTgwMTM4MzU=

If you have any queries, please contact The Sunnyville School of Magic.

In your browser, you will be able to create a new password.



You will then be taken to the Parent Portal in your browser. Just **close your browser and click the Arbor App to use this instead.**

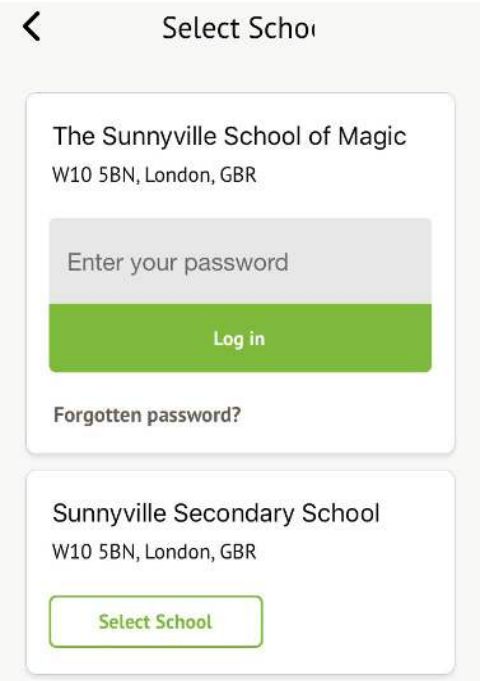


Logging in for the first time to the Arbor App

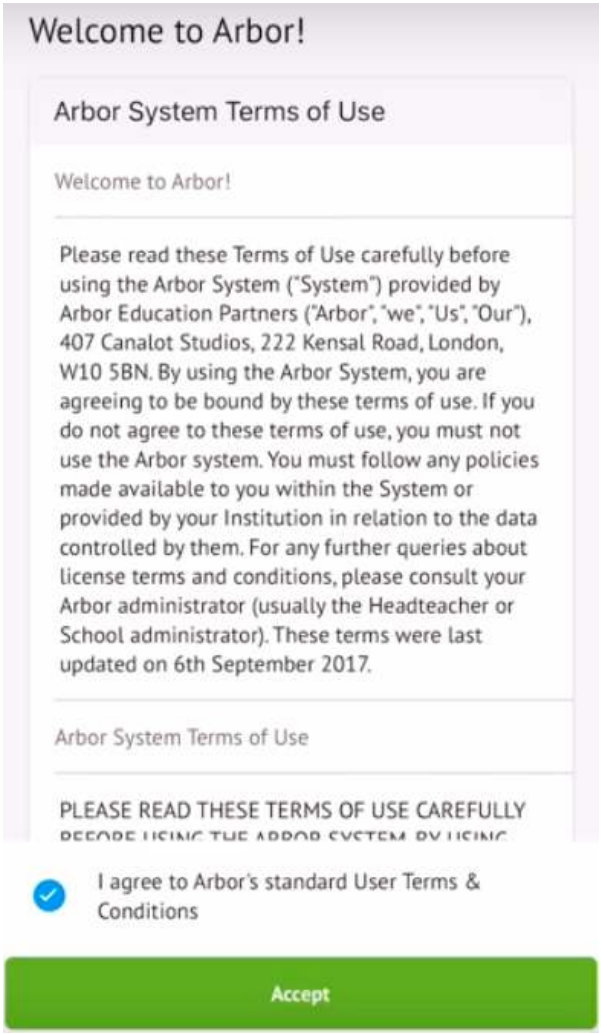
Open your Arbor App. Enter the email address that your school has on record (this is the one in your welcome email).



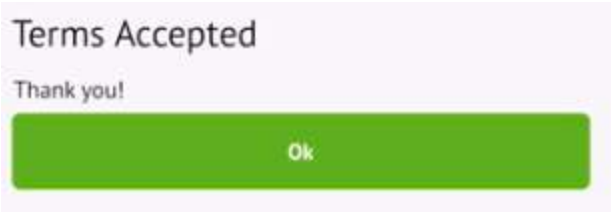
Select your child's school. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click '**Log in**'.



The first time you log in to the Arbor App, you will be asked to read and confirm Arbor's terms and conditions. Please read Arbor's terms and conditions and select '**Accept**' if you agree.



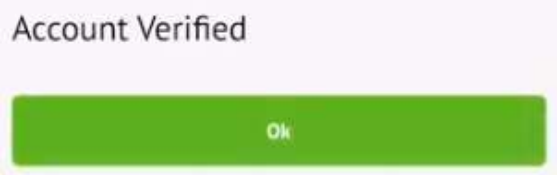
Once you click accept, click '**Ok**'.



As a security precaution, you will then be asked to confirm one of your children's dates of birth.



Once you click verify, click '**Ok**'. You will now be logged in!

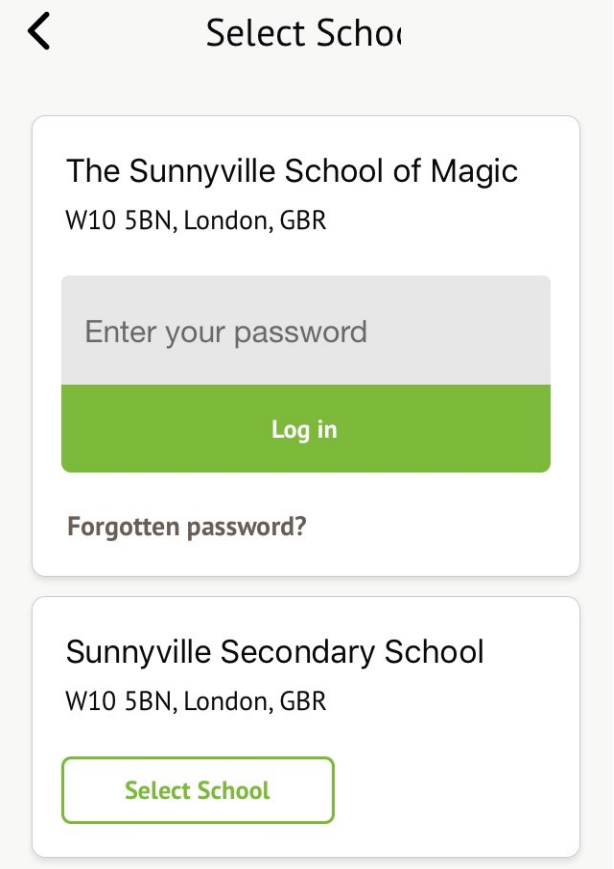


Returning

Enter the email address that your school has on record.



Select your child's school. 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 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.

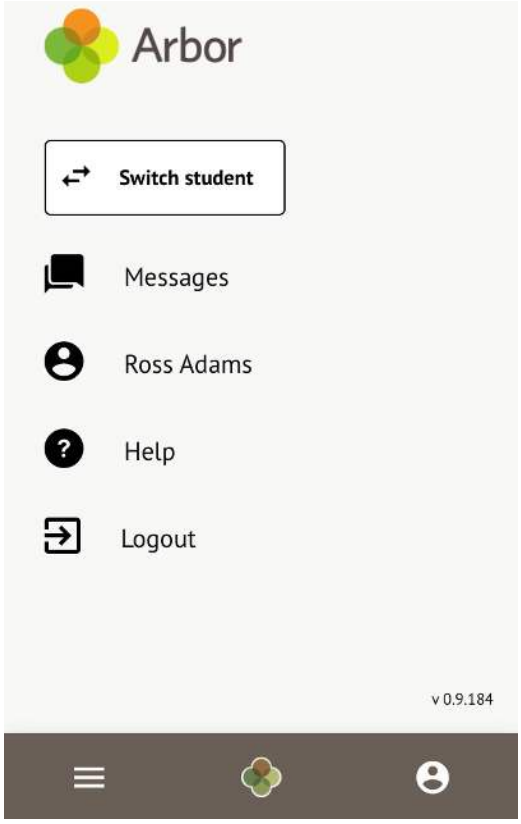


Logging out

You will automatically be logged out of the Arbor App after 10 minutes of inactivity. You can also log out by using the logout feature or by closing down the Arbor App completely (see instructions below).

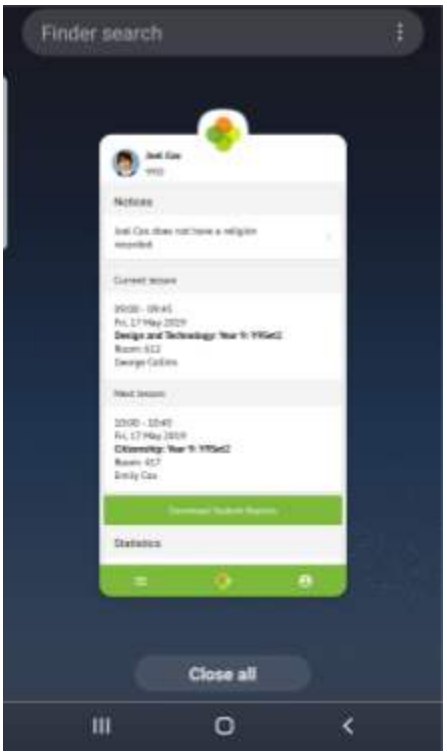
From within the Arbor App

Tap the profile icon in the bottom right of your screen and select '**Logout**'.



Closing the Arbor App

On Android, for example on a Samsung Galaxy S8, you can close the Arbor App by clicking the verticle bars icon at the bottom left of your screen. Swipe the Arbor App up to close it and you will be logged out.



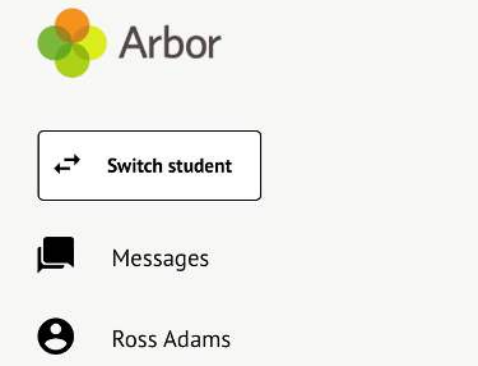
On IOS, for example on an iPhone SE, you can close the Arbor App by clicking the home button twice. Swipe the Arbor App up to close it and you will be logged out.



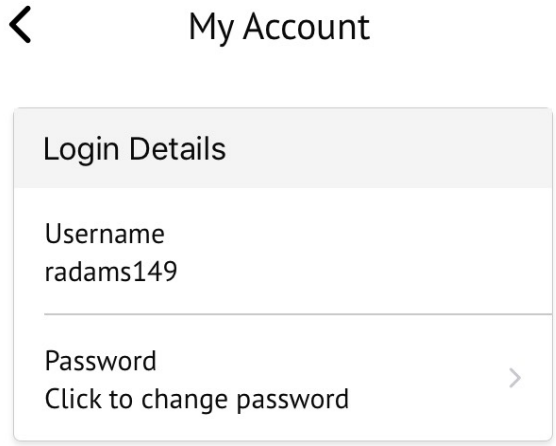
Resetting the password

From within the Arbor App

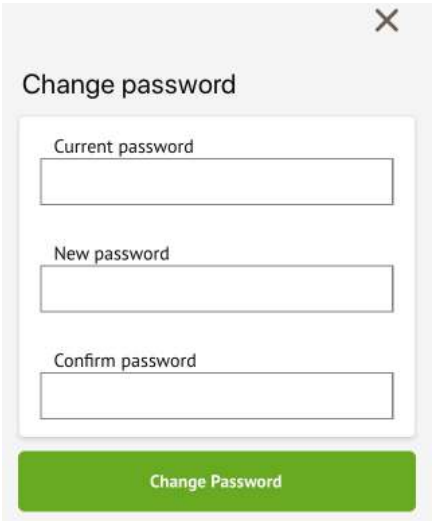
If you are logged into the Arbor App, you can change your password by clicking the profile icon, then clicking your name.



You will then be able to see your account details including your non-email username. Click to change your password.

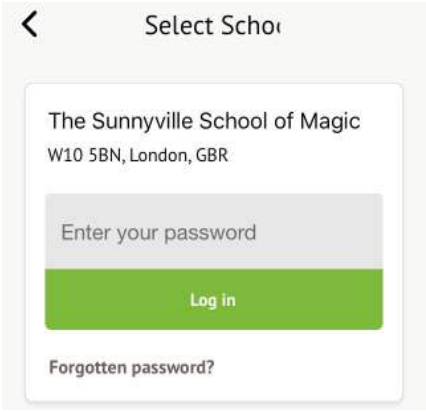


On the next screen, type in your current password and your new password, then 'Change Password'.

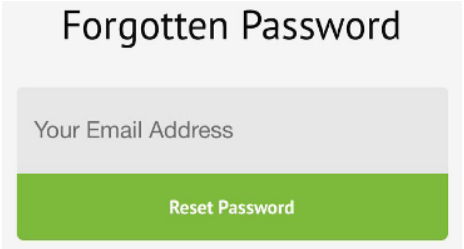


I've forgotten my password

If you have accessed the Parent Portal previously and have forgotten your password, select the '**Forgotten your password?**' option when signing in to the Arbor App.



This will take you to a second screen where you can enter your email to generate a password change email.

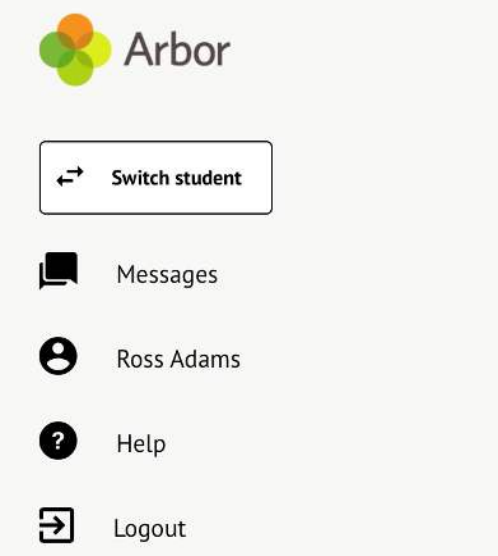


What can I do on the Arbor App?

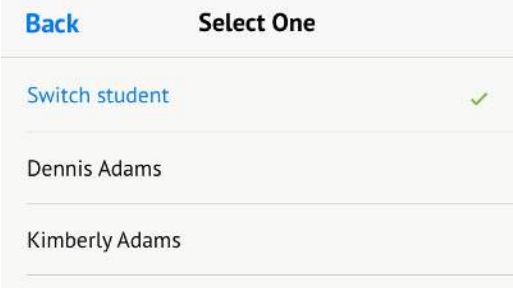
Switching Students

If you have more than one child attending the same school using Arbor, you can easily switch which child you are viewing.

Click the profile icon at the bottom right of your screen and click '**Switch student**'.



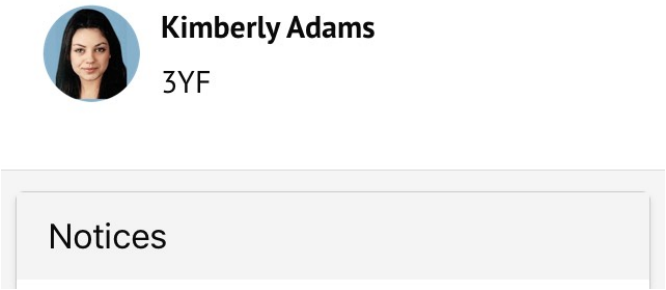
Choose which child you would like to view.



If this is the first time you are viewing information for this child, you will have to confirm their birth date, then click '**Verify Access**'.



You will then be able to see at the top o your screen that the child you are viewing has changed.



Adding and amending information

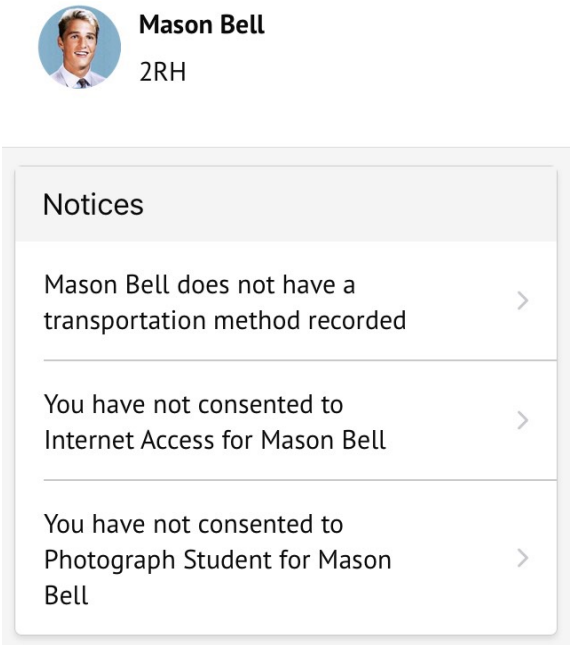
Notice on when information is updated

Any information you input may not update automatically. This may be because your school has chosen not to automatically accept the changes you have made. To make sure the information has updated, take these steps in this order:

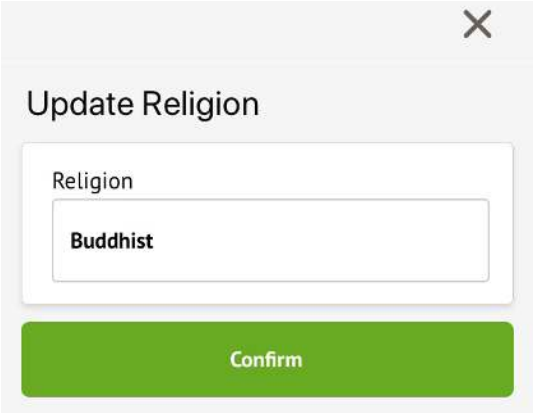
- Ask the staff at your school to confirm and save the changes made
- Pull the page down to refresh it
- Log out and log back into the Arbor App

Resolving my notices

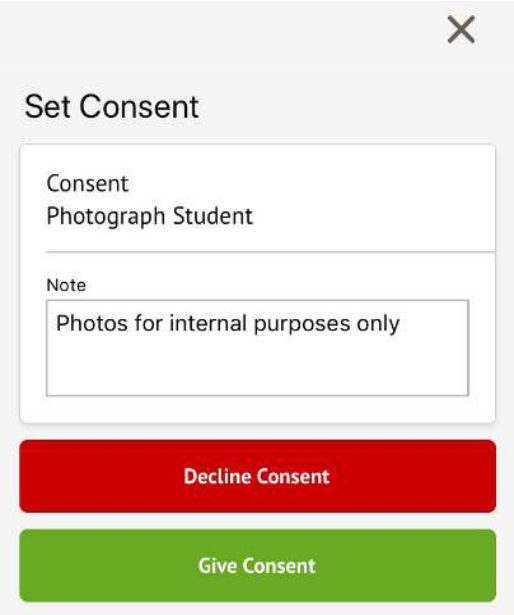
Notices alert you to information that is missing from your child's profile. This can include basic identity details such as Religion, or details that the school require such as missing consents.



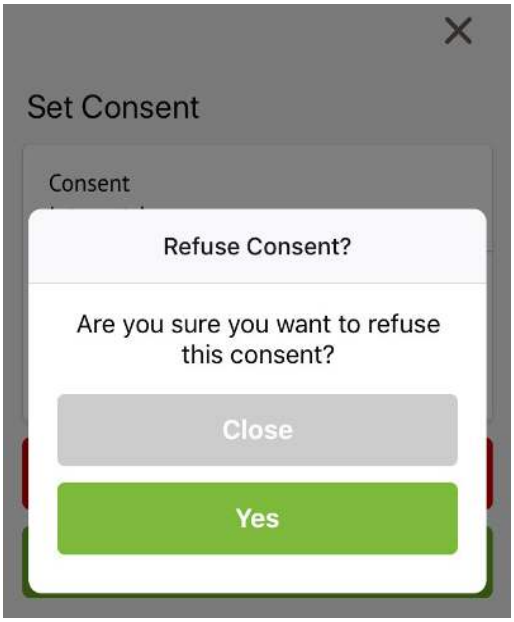
To add missing information, click the Notice. Add the information, then click **Confirm**.



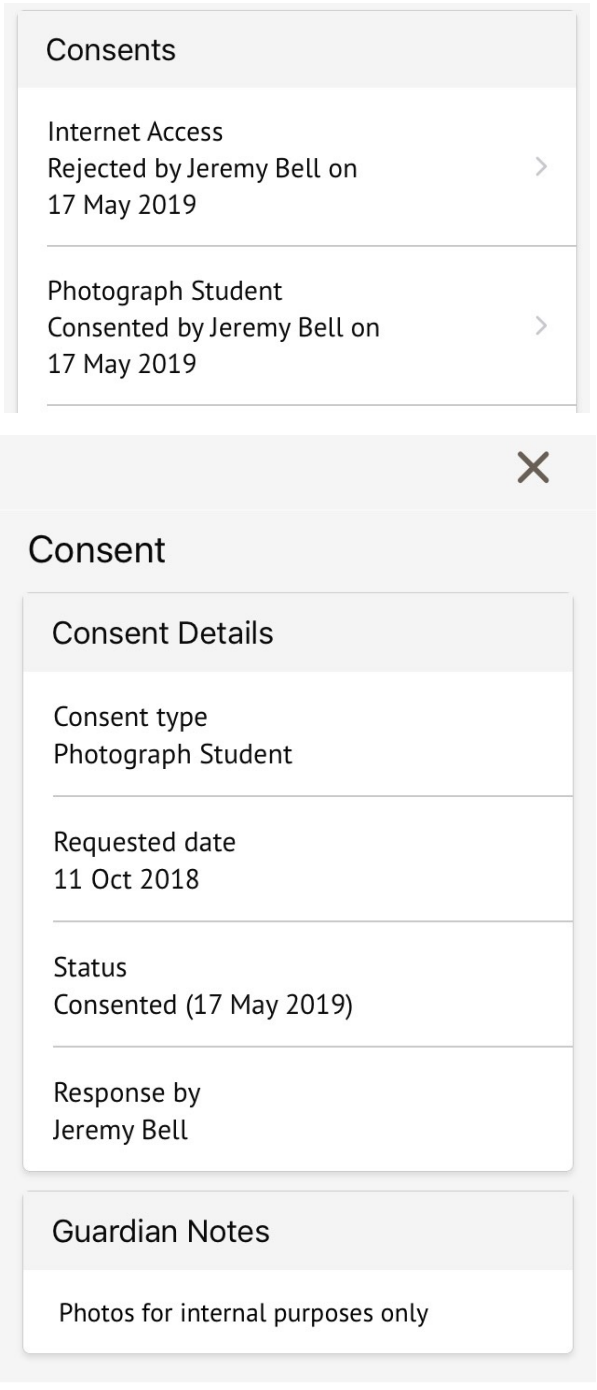
For consents, click the consent. You can then add a note if needed and decline or give the consent.



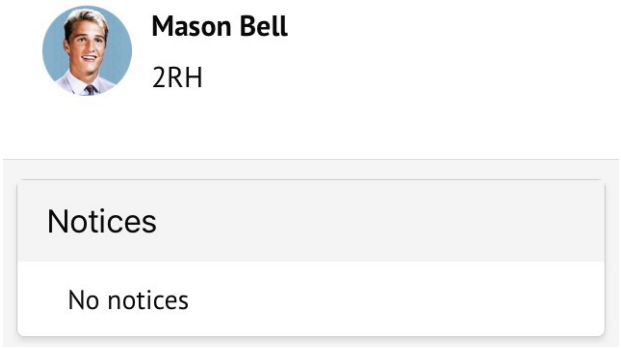
If you choose to decline the consent, you will be asked to confirm your choice.



You can find information about all the consents requested by clicking your child's name at the top of the page and scroll down to the bottom of the page. Click for more information.

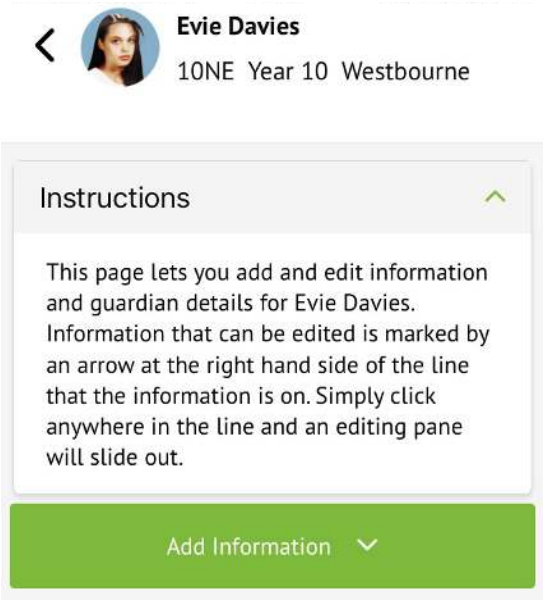


When you have provided all the information required, the page will display that there are no more notices.

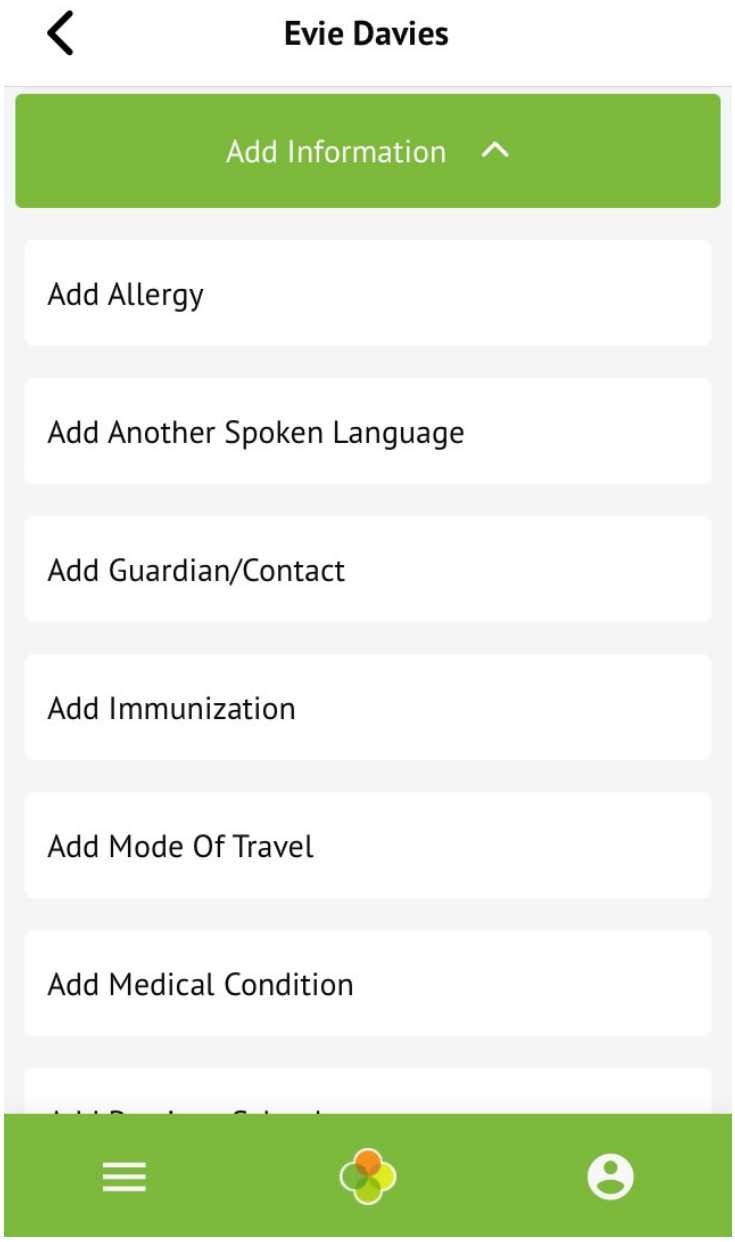


Updating my child's info

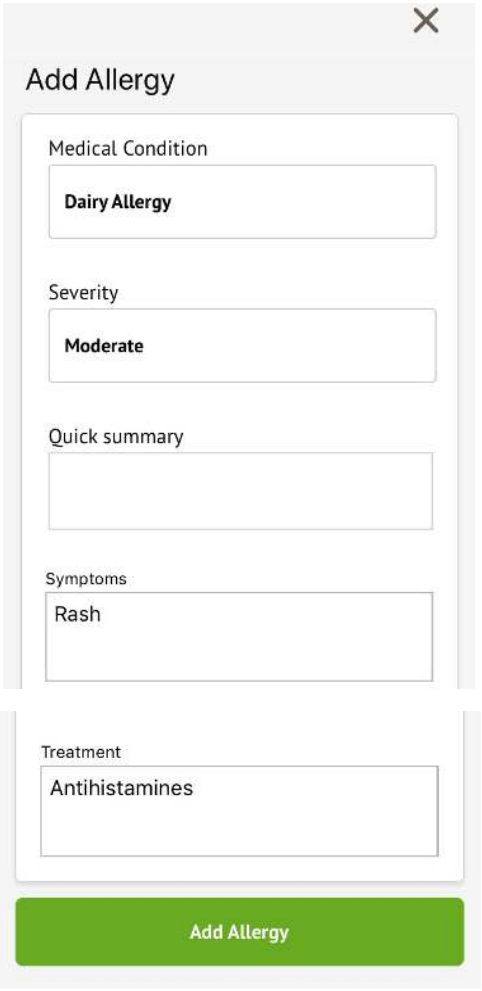
To update your child's information, click their picture at the top of the page. You will be taken to their **Student Profile**.



You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.



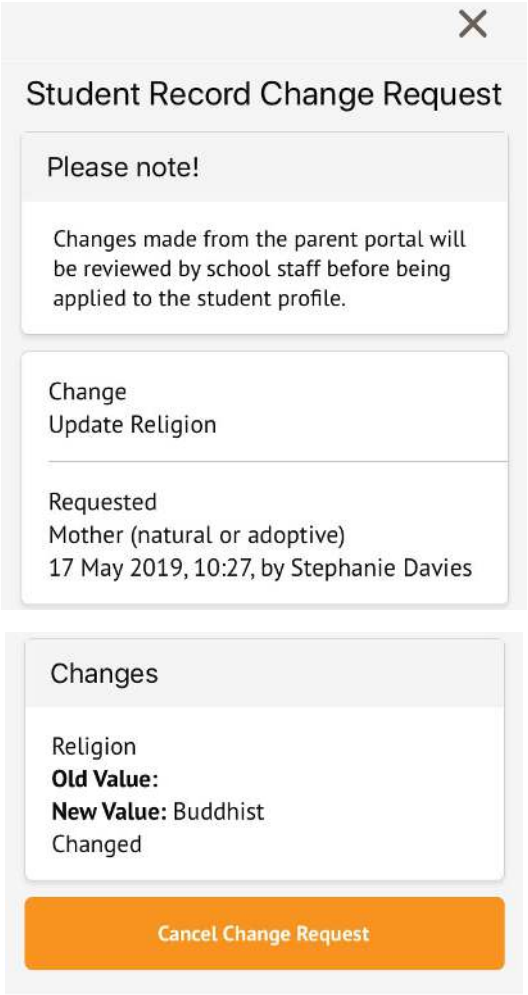
Once you have added the information, click the green button at the bottom.



You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

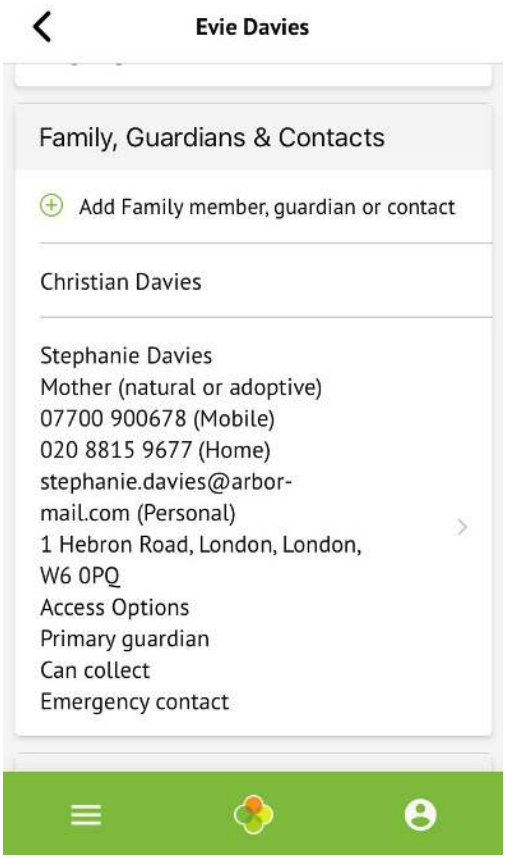


If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

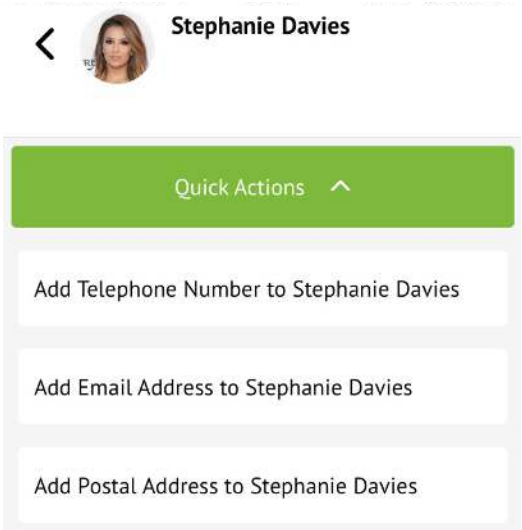


Updating my info

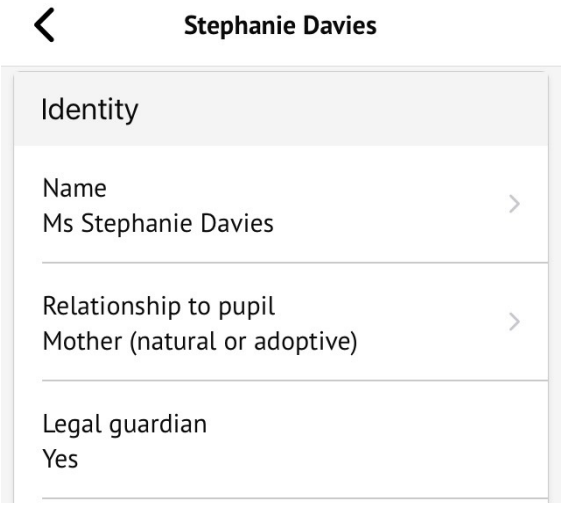
On the ***Student Profile*** page, scroll down to the Family, Guardians & Contacts section. It will show only the names of your child's other family members, and your information. To amend your information, click your name.



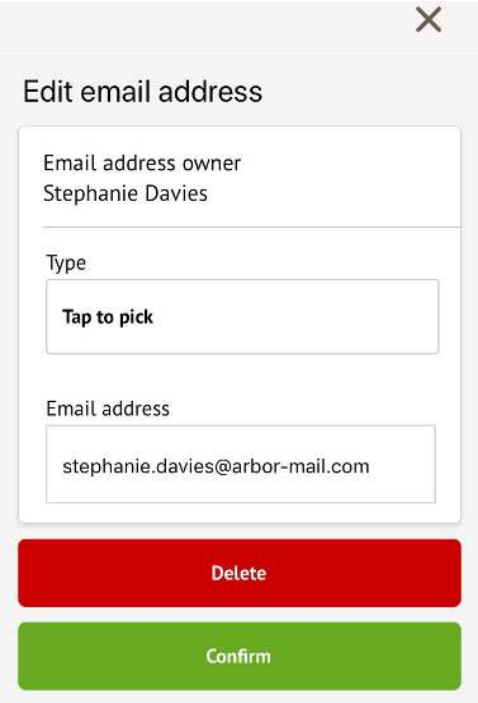
On your profile, click the **Quick Actions** button to add key information quickly.



You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

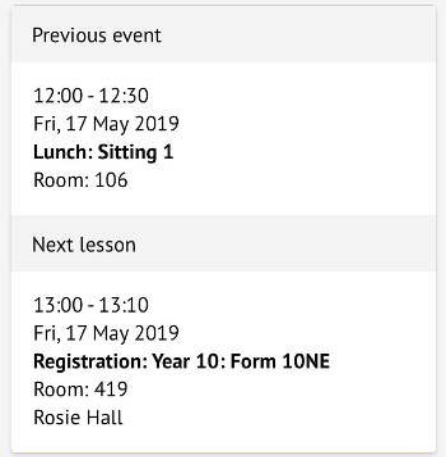


For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.



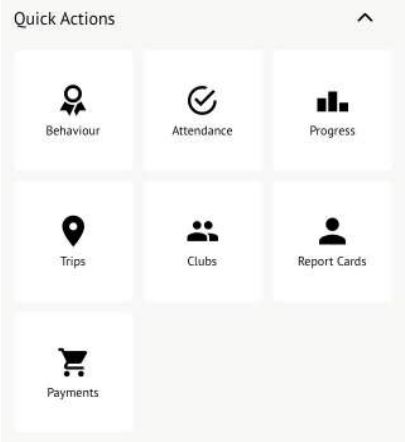
Seeing my child's lessons

You can see where your child was or is, and where they will be next by going to their profile. If your child is currently in a class, it will display information about that class. If your child is not currently in a class, for example during break time, it will display information about the last cass they were in. It will also show where they will be next.



Downloading Report Cards

Find all your child's report cards by clicking the menu icon at the bottom left of your screen. Then select '**Report Cards**'.



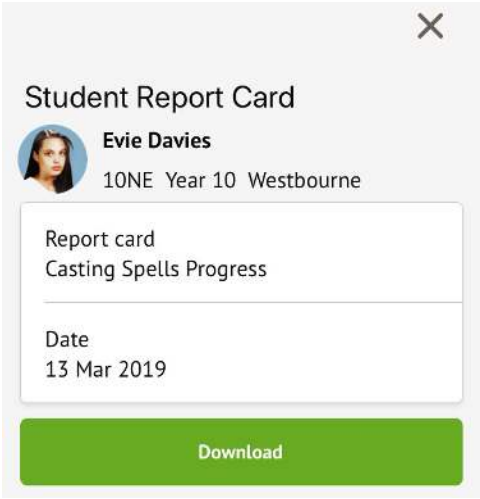
You can also click the Download Student Reports button from your child's profile.

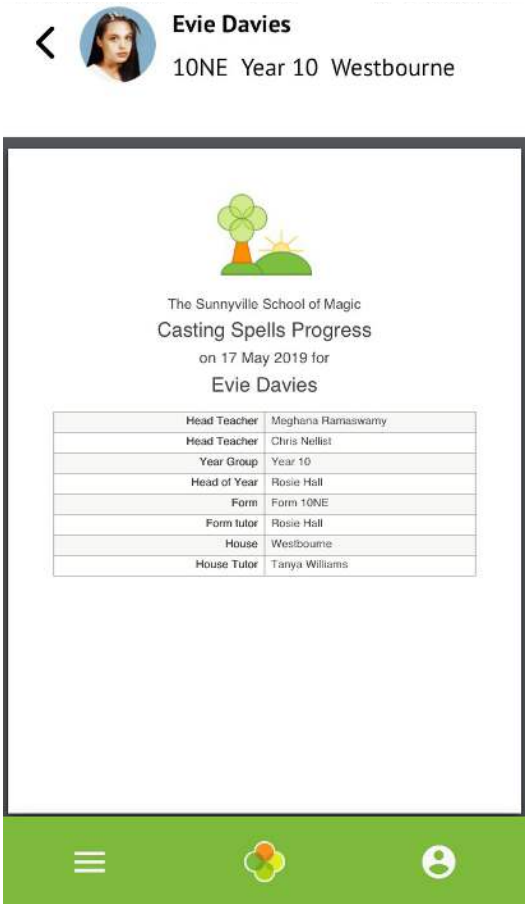


On the next page, select the report you would like to download from the list.



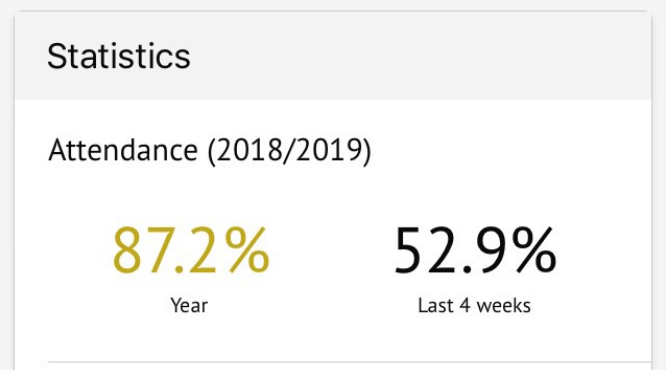
On the next page, click the green '**Download**' button and you will be able to view the report.





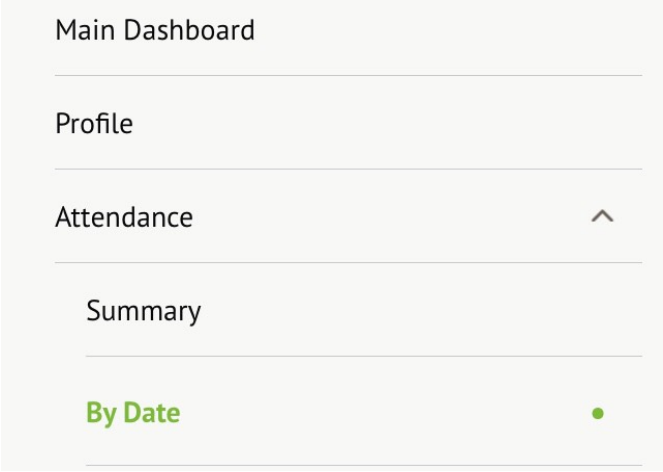
Seeing my child's Attendance

You can see basic statistics of your child's overall attendance for the year, and their attendance for the last four weeks by clicking their name at the top of the page and scrolling down to the ***Statistics*** section.

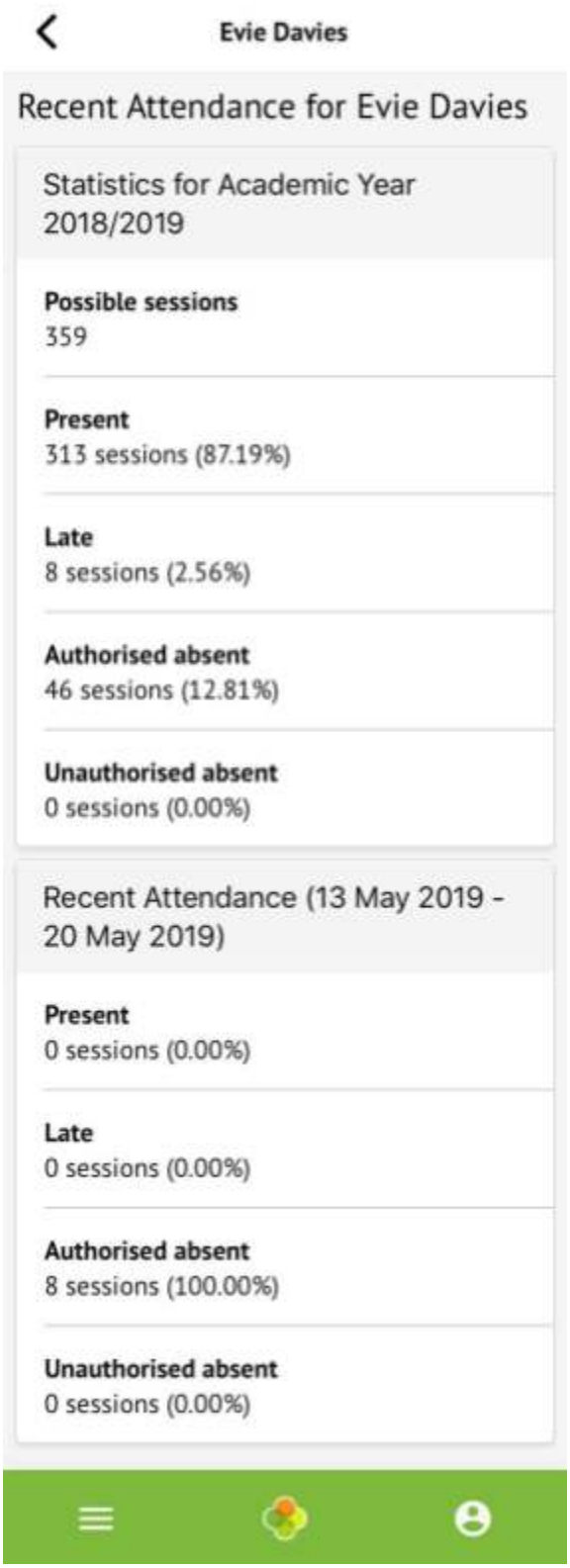


Attendance Summary

To view more detailed information, click the menu icon at the bottom left of your screen. From the menu, select ***Attendance***, then one of the following options.

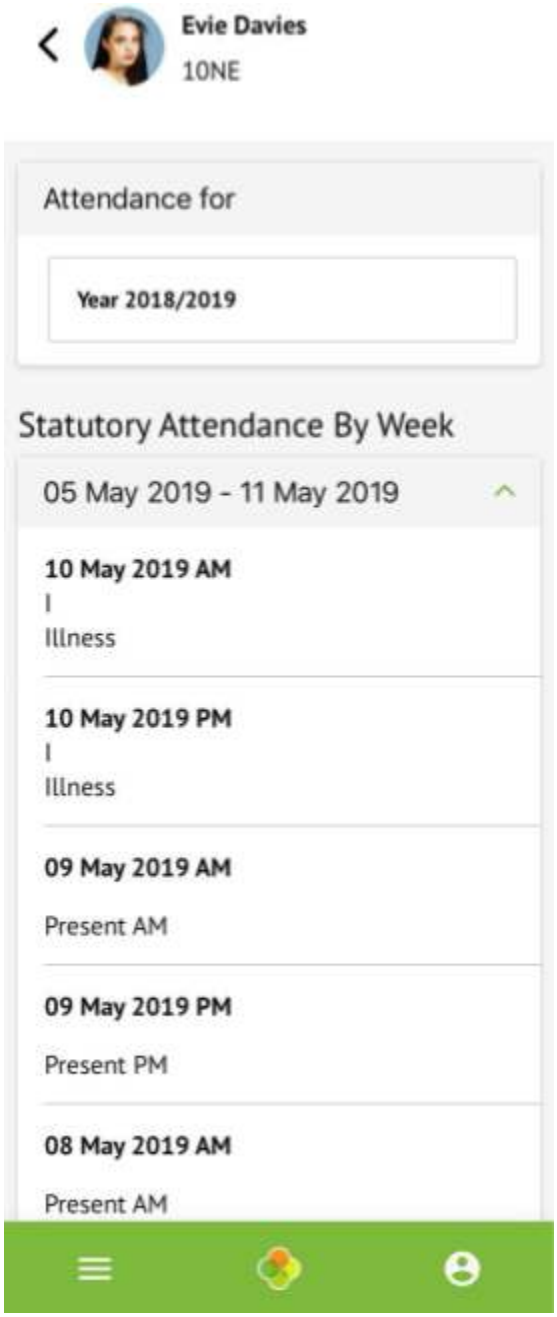


Click ***Summary*** to see statistics for Presents, Lates and Absences for the year to date, and for the last week.


Evie Davies
Recent Attendance for Evie Davies
Statistics for Academic Year 2018/2019
Possible sessions
359
Present
313 sessions (87.19%)
Late
8 sessions (2.56%)
Authorised absent
46 sessions (12.81%)
Unauthorised absent
0 sessions (0.00%)
Recent Attendance (13 May 2019 - 20 May 2019)
Present
0 sessions (0.00%)
Late
0 sessions (0.00%)
Authorised absent
8 sessions (100.00%)
Unauthorised absent
0 sessions (0.00%)

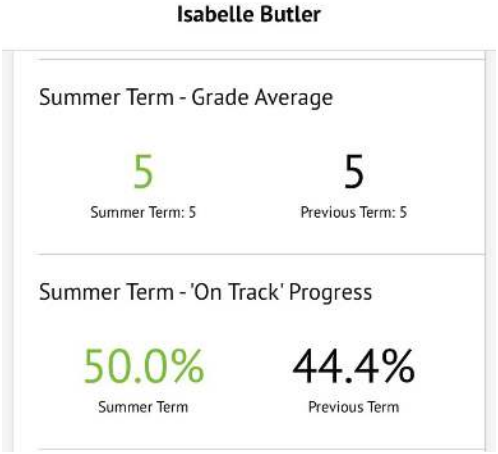
By Date

Select ***By Date*** to see all the attendance marks given for the academic year, on a week-by-week basis.



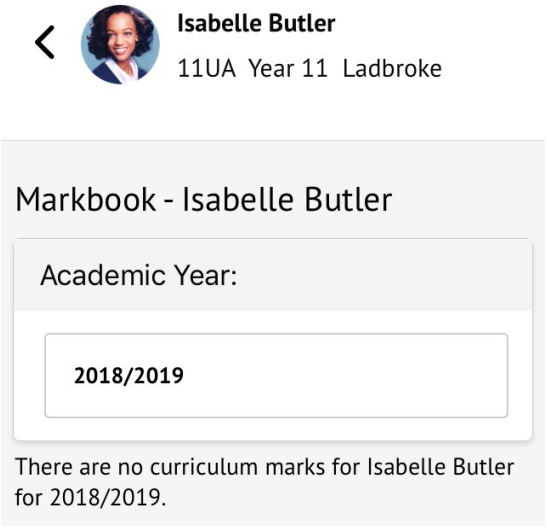
Seeing my child's Assessment results

You can see basic statistics of your child's overall Assessment marks for this terms and last term, and whether they are 'On track' by clicking their name at the top of the page and scrolling down to the ***Statistics*** section.

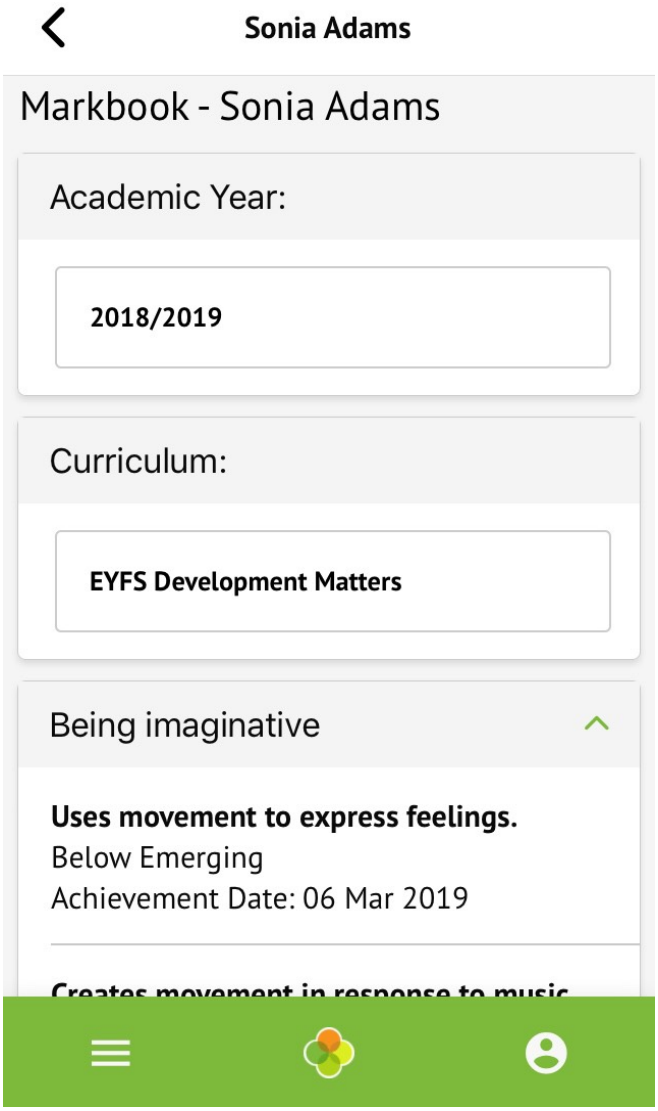


Curriculum Tracking

To view more detailed information, click the menu icon at the bottom left of your screen. From the menu, select ***Curriculum Tracking*** to see your child's progress. If your school does not use Curriculum tracking, the screen will show this.

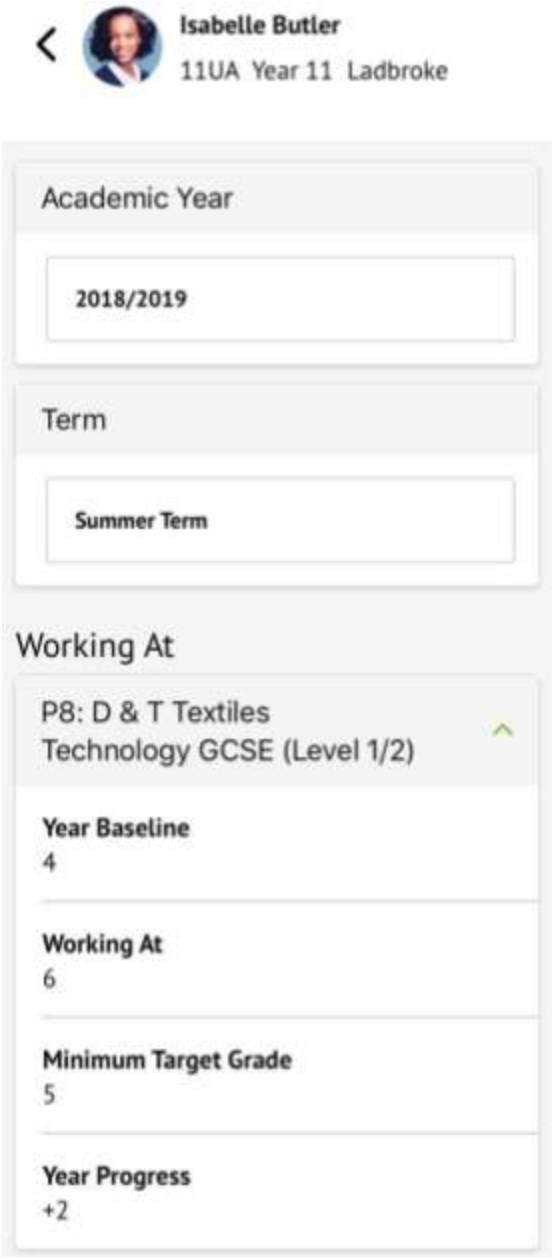


If your school does use Curriculum tracking, you will be able to select the academic year and curriculum you would like to view. You can then see each statement, the grade given, and when the grade was given.

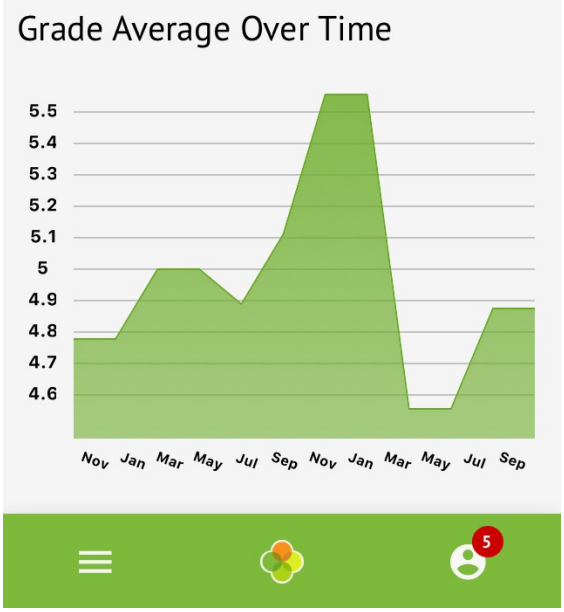


Progress

To view your child's Summative Assessment progress, click the menu icon at the bottom left of your screen. From the menu, select ***Progress.*** You can select the academic year and the term, and see their baseline, current grade, target and progress points.



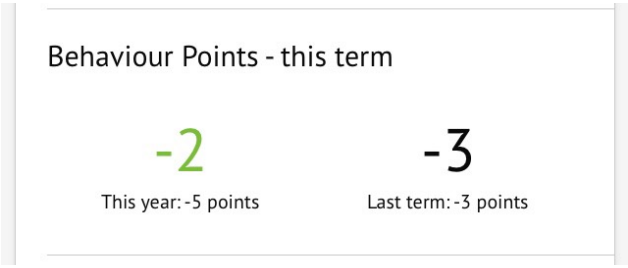
If you scroll down to the bottom of this screen, you can see a graph of your child's grade over time. This is an average of all their 'Working at' grades each month.



Tracking my child's Behaviour

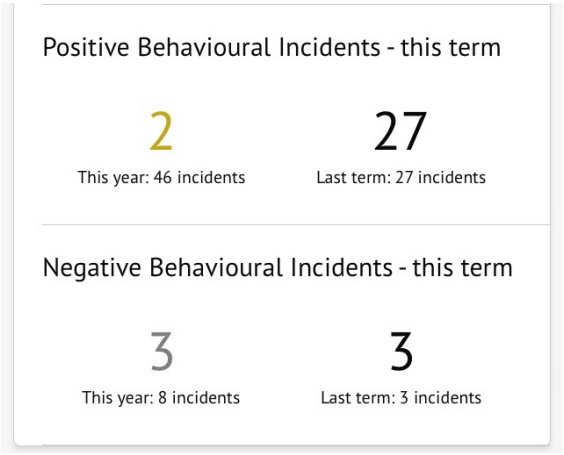
You can see basic statistics of your child's Behaviour Points by clicking their name at the top of the page and scrolling down to the ***Statistics*** section. You can see the running total this term, this year and last term.

The example below shows a neutral scale that keeps a running total of both positive and negative points together. You may see one scale like this, multiple scales or only a positive scale depending on what your school has decided to display.

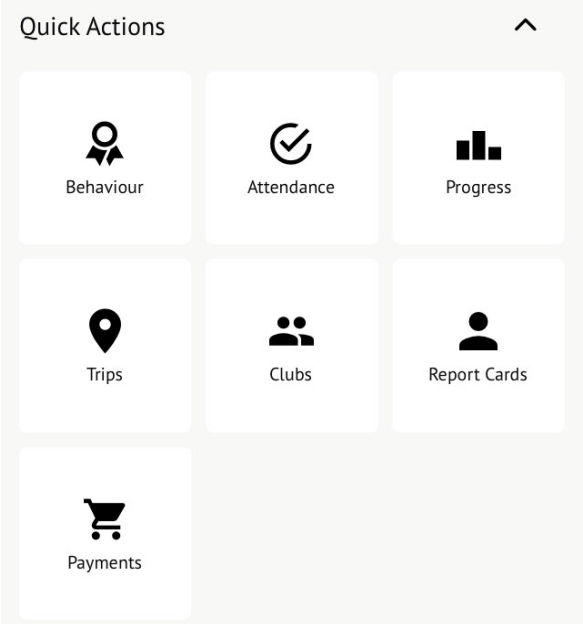


Also in the Statistics section, you can see Incidents your child has been involved in. You can see the number of incidents this term, this year and last term.

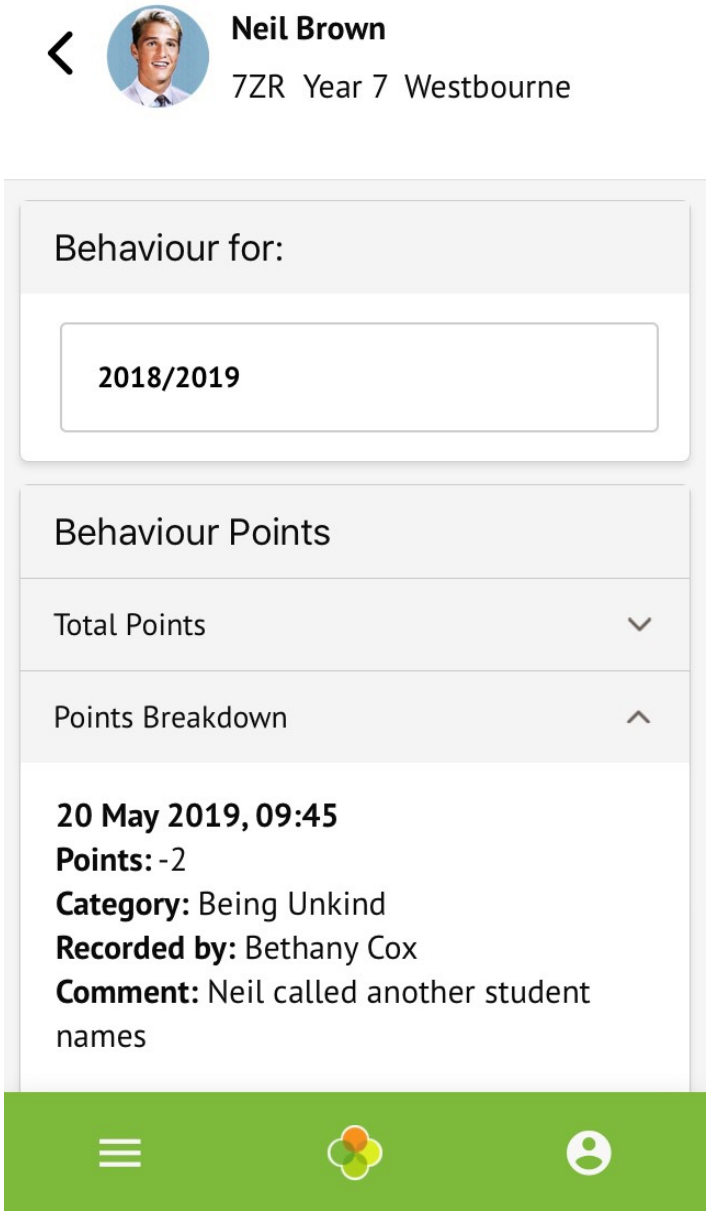
Like the points scales, you may see positive incidents, negative incidents, both or neither depending on what your school has decided to display.



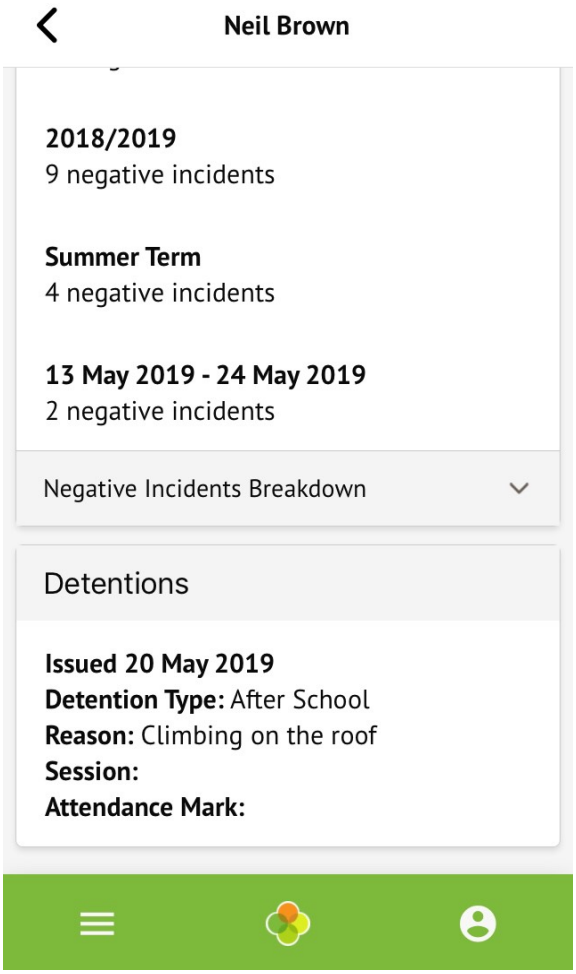
To view more detailed information, click the menu icon at the bottom left of your screen. Select ***Behaviour***.



On the ***Behaviour*** page, you can see a more detailed break-down of the Behaviour Points, including the reason for the points awarded/deducted, who the points were recorded by and any notes. Please note, your school may have chosen not to display who points were awarded by and notes.

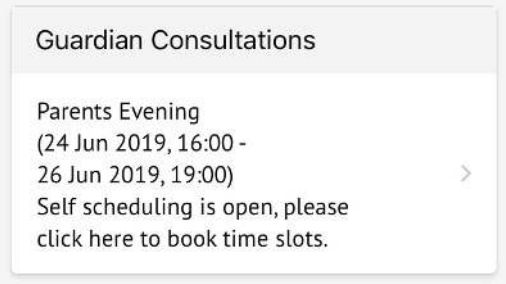


Also on the page you can view more detailed information about incidents, and any detentions that have been assigned.

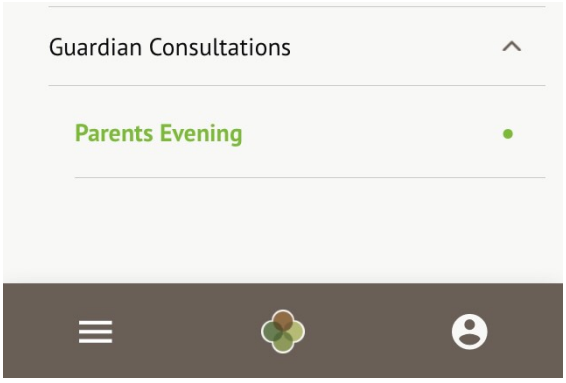


Booking a Guardian Consultation

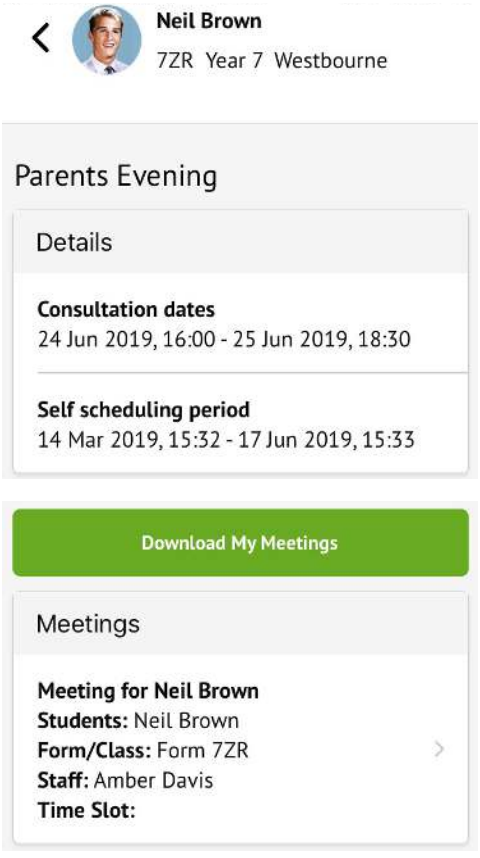
You can easily book a meeting for a Parent's Evening called a Guardian Consultation in Arbor. On the main page, if your school has opened booking, you can select Guardian Consultations.



You can also use the menu. Click the menu icon at the bottom left of your screen, then select ***Parents Evening***.

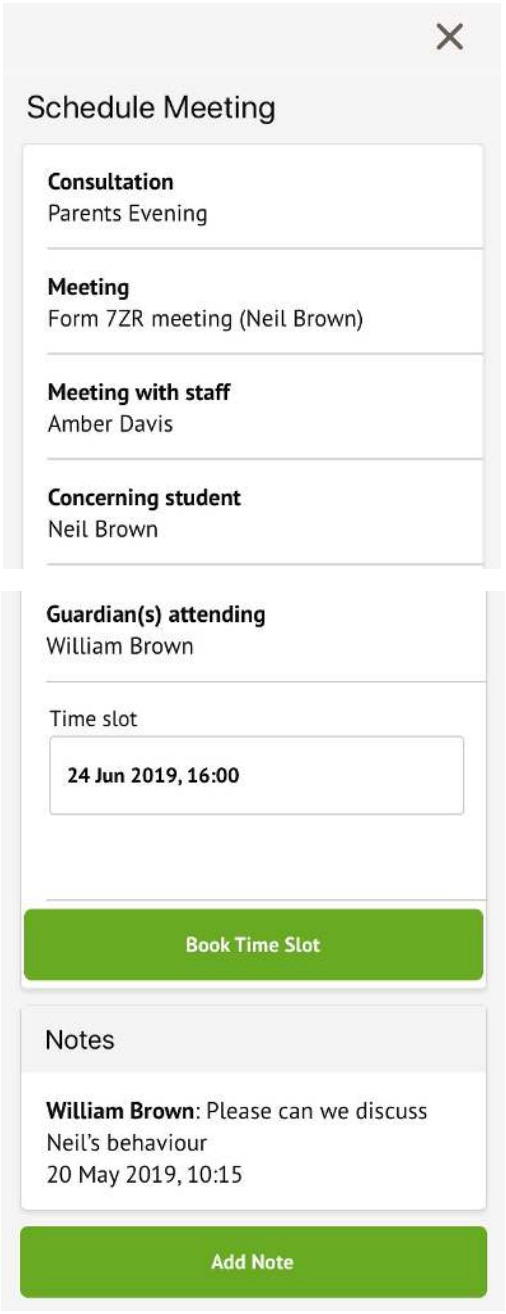


This will take you to the **Parents Evening** page. You can see the dates you can book meeting slots within, and also see when you can book these slots until.

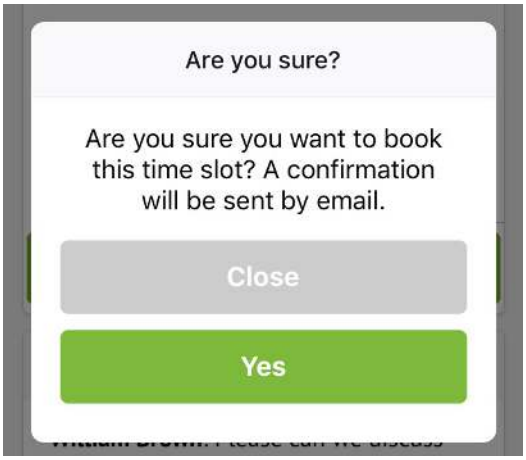


You can download a list of all your booked meetings by clicking the **Download my Meetings** button.

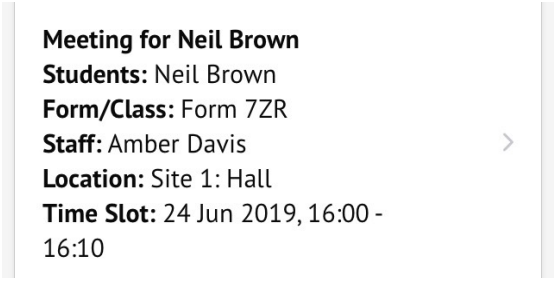
To book a meeting, click the available meeting at the bottom of the screen. You will be taken to the booking screen. Click to add a note, and select a time slot. Then click the **Book Time Slot** button.



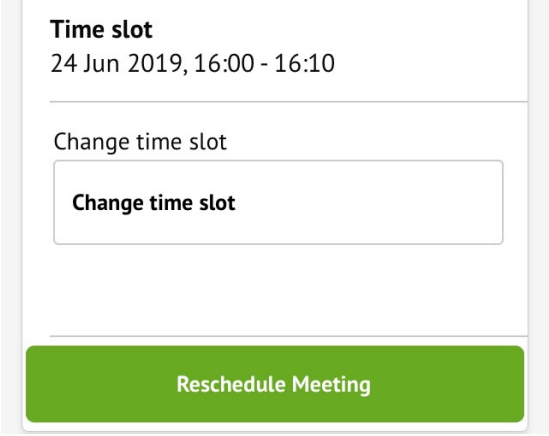
You will be asked to confirm your choice.



The ***Parents Evening*** page will then show you have booked the meeting.

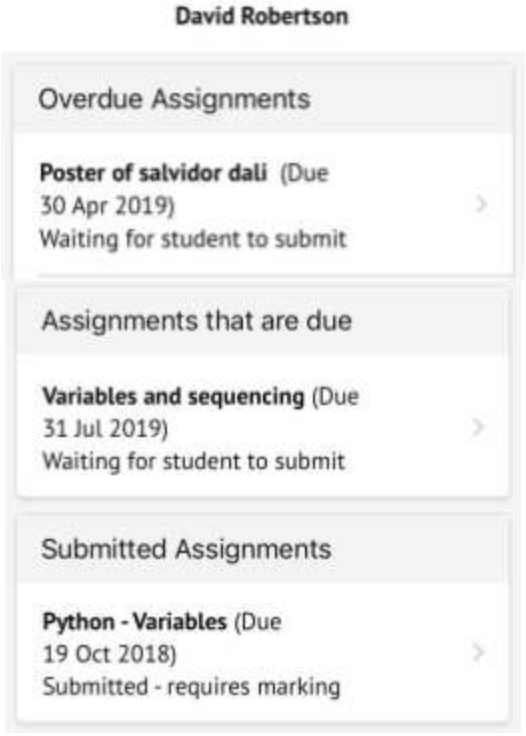


You can amend the meeting time if needed by clicking on the meeting again.



Viewing my child's Assignments

On the main Arbor screen, you can see all your child's upcoming, due, overdue and submitted homework assignments.



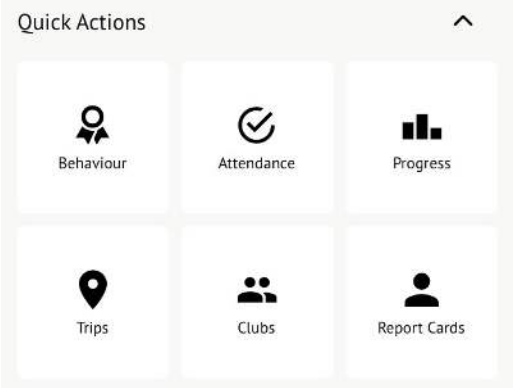
Click the assignment to view more information.



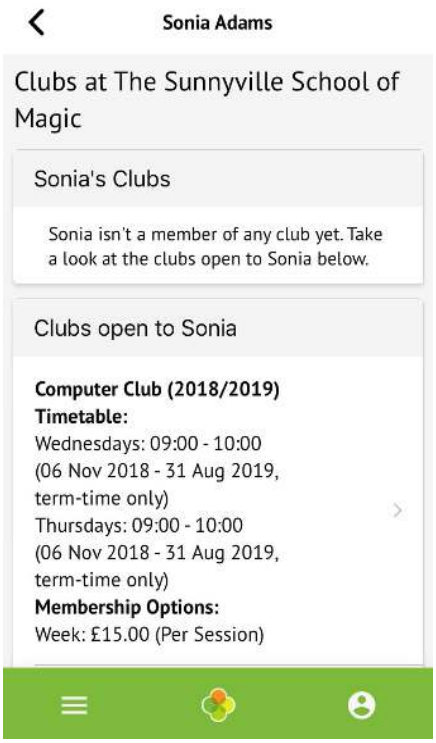
Sign my child up for Clubs and Trips

Clubs

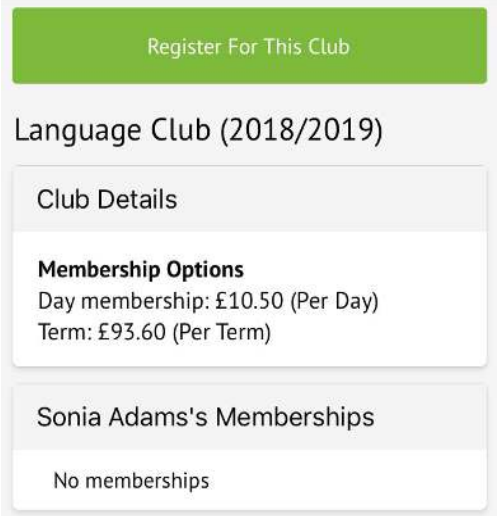
To sign up for a club, click the menu icon at the bottom left of your screen. Select ***Clubs***.



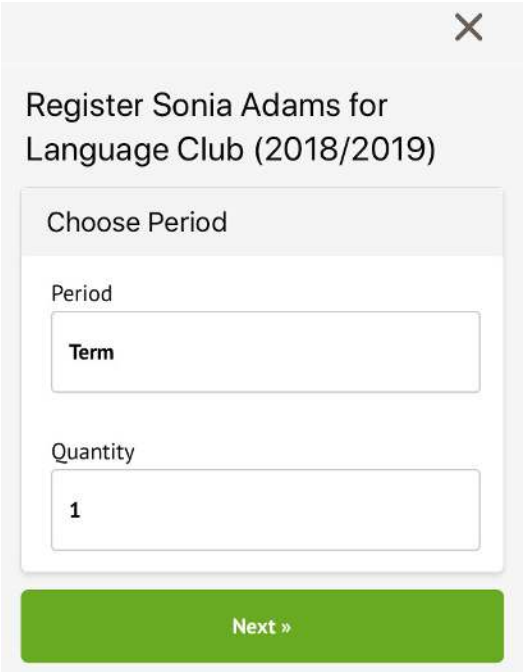
You can then see a list of any clubs your child is attending, and any clubs open to your child.



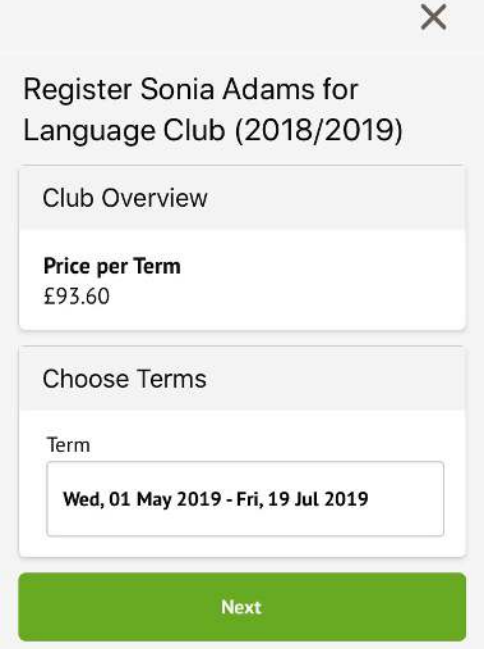
Click a club to access the ***Club Overview***. Click **Register For This Club** to sign up.



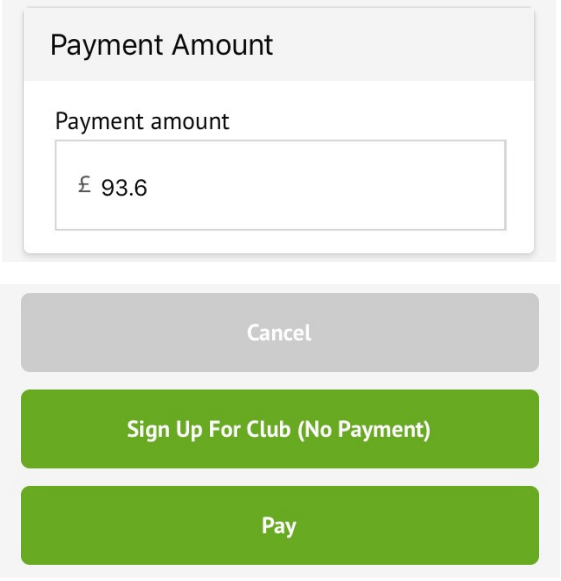
Next, select the period you would like to sign up for. This is dependent on what your school has set up, and may include a termly, weekly or daily package. Then click **Next**.



Select the term you would like to sign up for, then click **Next**.

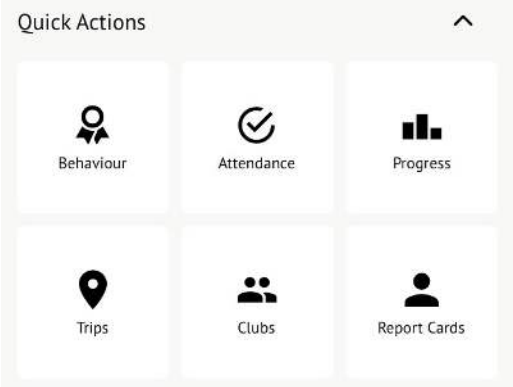


On the next page, you can then input your card details to pay for the club if it is a club you have to pay for.

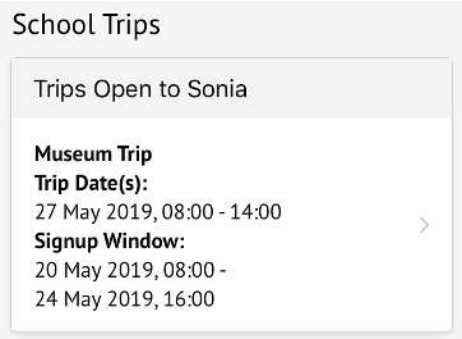


Trips

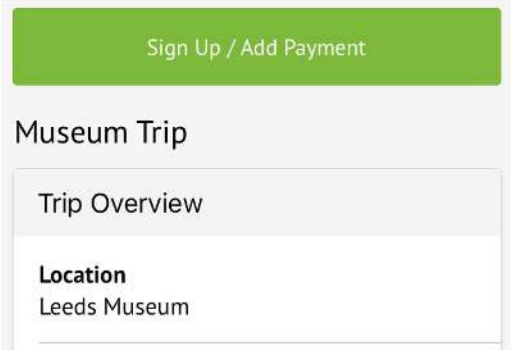
To sign up for a trip, click the menu icon at the bottom left of your screen. Select ***Trips***.



You will then be able to see all of your child's upcoming trips, and trips they are eligible for.



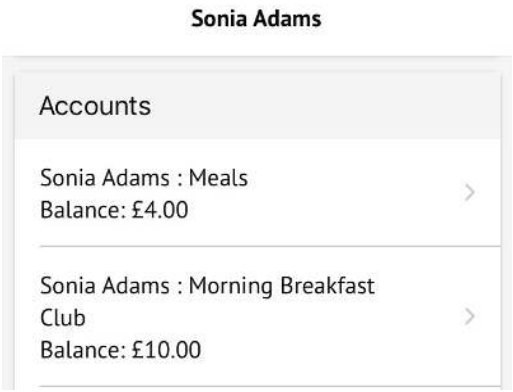
Select the trip to reach the **Trip Overview**. Click the green button to sign up for the trip and pay if required.



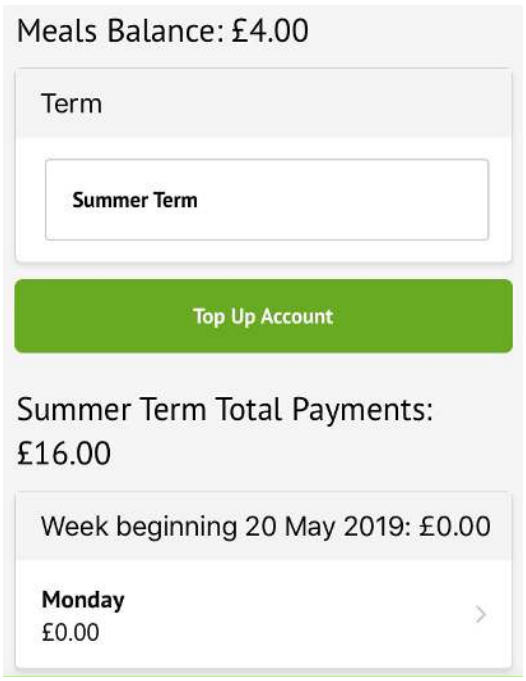
See account balances and make payments

On the main Arbor page, you can see your children's accounts. The accounts you can view and top u here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click ***Payments***.

Click an account to see more information, or top up.



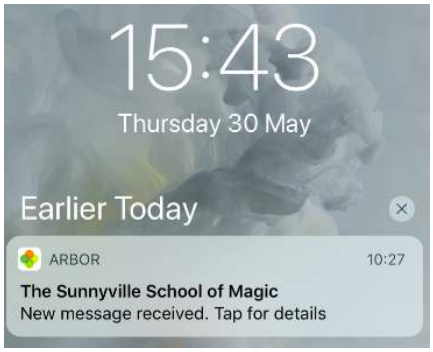
Click the green button to top up the account by inputting your card details.



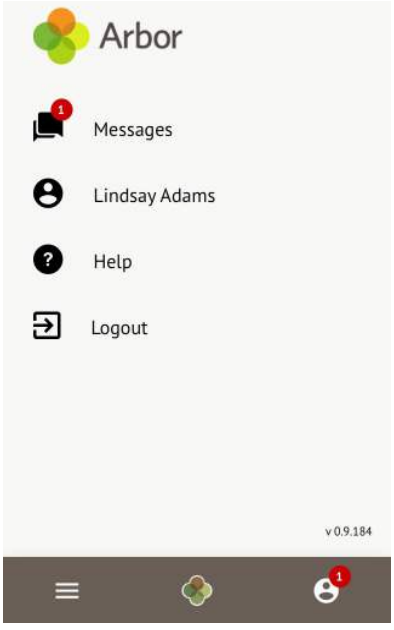
In-app Messages

Reading the messages

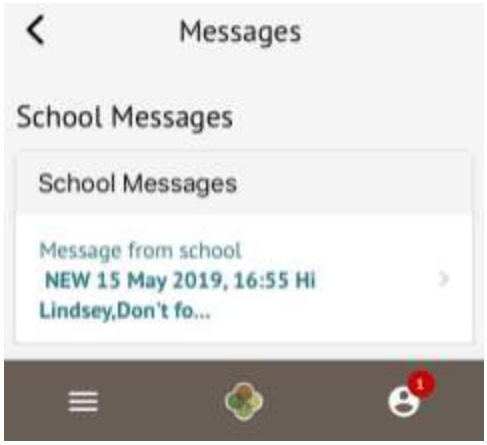
When you are sent an In-app message, you will receive a Push Notification (if you have enabled this feature).



In the Arbor App, you will see a notification at the bottom right of your screen on the profile icon. Tap this notification, then click ***Messages*** to see your messages.

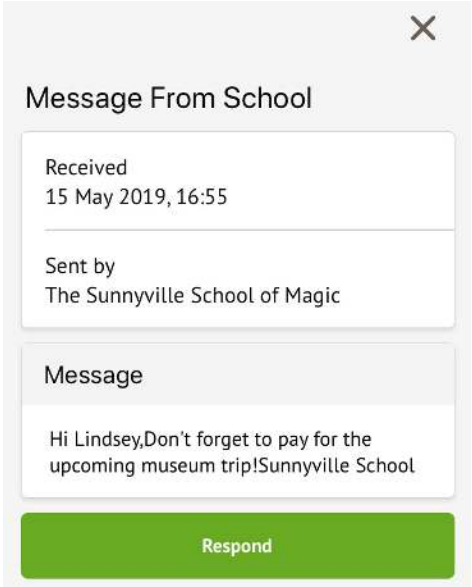


You will be taken to the ***Messages*** page where you can see all messages received and all replies you have sent to school if your school has enabled this feature. All new messages will be marked as 'NEW' and will be written in bold. Read messages will be written in normal text. Click the message to view it.

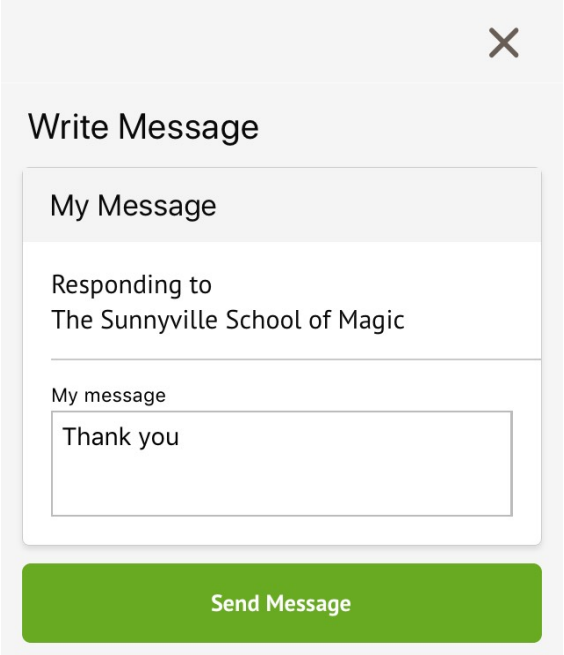


Replying to a message

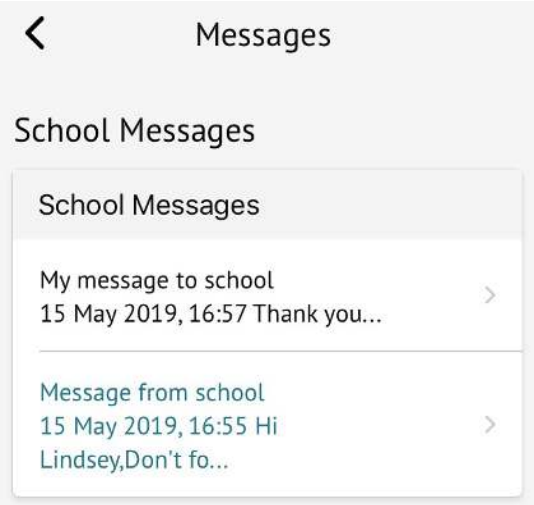
If your school has enabled you to reply to messages, you will be able to click the '**Respond**' button to reply.



You can draft a message reply, then click send.



The ***Messages*** page will then show your sent message.



Troubleshooting

If you are having difficulty accessing the App, first check the email you received from the school with your initial login details enclosed to make sure you're using the right username.

If your details are correct and you are still not able to access the Arbor App, here are some steps to take:

- Your school must already have the Parent Portal enabled to allow you to use the Arbor App. Contact them to check.
- You will need to enter your oldest child who is enrolled in the school's birthday to access the App for the first time.
- Only relatives who are Primary Guardians of a child can access the Arbor App. Ask your school you check what type of guardian you are.
- Recheck your login details and ensure your username is the email address you use for Arbor.
- Ask the school's administrative staff to check the email address linked to the account. Confirm your email address to them, and once you're sure it's correct on your Arbor profile, ask them to reset your password. They'll find this under your user details on your Arbor profile.
- Make sure the login email was sent to you less than 96 hours ago. If you received the email more than 96 hours ago, the password creation link will have expired. Contact your school and ask them to send another email.
- If you do need to reset your password, you must ensure that you have included at least 8 characters, one uppercase letter and one lower case letter, and a number in your password.
- Ask the school's administrative staff to check that the email address has not been used twice - eg, another guardian or the child's profile.
- Make sure you are accessing the App on a phone, the App will not function on a tablet.

If none of these steps results in you being able to log in to the App, please contact your school. Please do not contact Arbor directly. They will contact us if necessary.

When passing issues on to your school, please let them know the type and model of phone you are using, e.g. an iPhone SE. Please also include screenshots or a screen recording of the issues you are experiencing. On an iPhone SE, you can enable this on your control panel by going to ***Settings > Control Centre > Customise Controls***.