



# Parent Guide to Arbor App and Parent Portal

Dear Parent/Guardian,

When we return to school on Tuesday 22<sup>nd</sup> April, we will be using a new app that will replace school gateway (the app you use to pay for trips and lunch) and Satchel:One (Attendance and behaviour).

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

There are two different ways to access information regarding your child, Parent App and Parent Portal.

Parent Portal – a version of Arbor that is accessible to guardians on a laptop or computer

Parent App – the mobile version of our Parent Portal, for use on mobile devices.

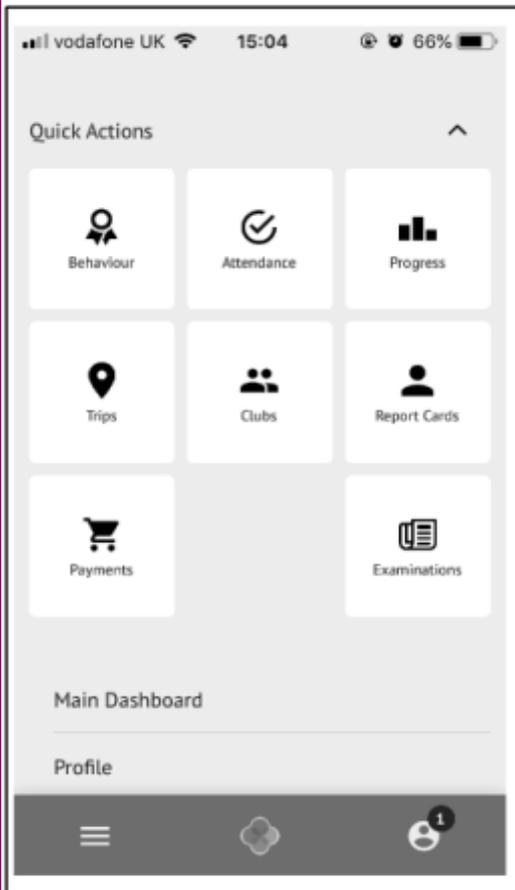
### **How to get started – Parent Portal**

1. Wait for your welcome email from us telling you Arbor is ready - you will not be able to log in before- this will be on the 16<sup>th</sup> or 17<sup>th</sup> April.
2. Click the link in your welcome email to set up your password – This will give you access to the parent portal.

### **Parent App**

1. To access the parent app, go to the App or Google Play Store on your phone and search 'Arbor'
2. Click 'Install' on Android or 'Get' on iPhone then open the App
3. Enter your email, select the school, then enter your password
4. Accept the Terms & Conditions and enter your child's birthday

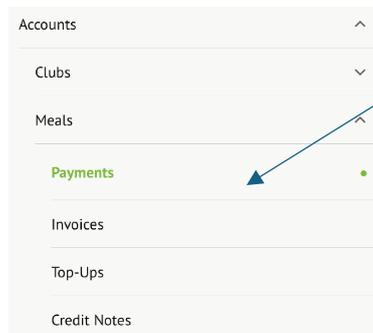
## Parent App



The dashboard is the first screen that you will see. This gives a quick glance of notices, attendance and message alerts. You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu. On the homepage you'll also see sections for:

- Statistics - This shows information about the student's attendance 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.
- Accounts - The Accounts section loads the student's current Meals and other top-up account balances.
- Activities Trips - Sign your child up for trips. Clubs - Sign up to standard clubs or Breakfast and After School clubs.
- School Shop - Make purchases for items.

## Payments and Top – Ups on Parent App

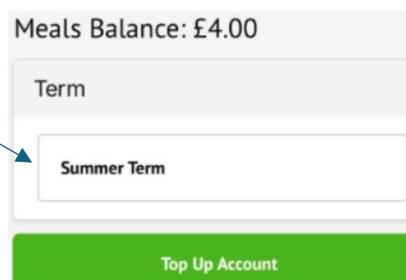


Click on Menu icon and click the payments button.

Click an account to see more information, or top up



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



Payment amount  
£ 10.00

Narrative  
Dinner money

Cancel

Pay Now

Input the top up, then click to pay now.

Next, you'll be able to input your card details

### Make Payment

Card number  
4000 0027 6000 3184

Expiration date  
08 / 23

Name on card  
Miss G Mayo

Security code (CV/CVC)  
111

Cancel Pay £30.00

If you require any help or support with using the Arbor App, then please click here <https://support.arbor-education.com> or contact the school on 01270 661223